

## AN INTRODUCTION TO SACAT IN HOUSING & TENANCIES

### About SACAT

In housing and tenancies, the South Australian Civil and Administrative Tribunal (SACAT) helps people in South Australia resolve issues either through agreement at a conference, conciliation or mediation, or through a decision of the Tribunal at hearing.

SACAT strives to be accessible and responsive to user needs, and operates across the state of South Australia.

In addition to traditional hearings, SACAT is committed to alternative dispute resolution, and is dedicated to achieving efficient and fair solutions.

SACAT opened its doors for business on 30 March 2015 and took on the work of the previous Residential Tenancies Tribunal (in addition to the Guardianship Board and Housing Appeal Panel).

SACAT may handle housing matters in the following areas:

- residential tenancies
- retirement villages
- residential parks
- community housing
- Housing SA decisions (Housing Trust).

### Accessibility

SACAT's objectives emphasise accessibility, fairness and responsiveness. We have excellent facilities in our tribunal premises including:

- public kiosk for online applications
- male, female and access toilets
- wheelchair access
- baby change room
- hearing loop
- hearing augmentation
- taxi phone service.

For people who live outside of Metropolitan Adelaide, we can organise teleconference, video conference or alternative arrangements if required.

### Types of housing disputes

SACAT deals with housing disputes between:

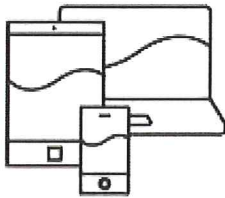
- landlords and tenants about a residential tenancy agreement
- residents and proprietors about a rooming house agreement

## Who can apply?

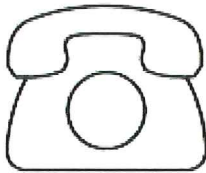
- residents and operators of 'no premium' retirement villages
- resident park residents and owner/operators.

## How to bring a dispute to SACAT

Applications can be made to SACAT in several ways.



Apply on line  
[sacat.sa.gov.au](http://sacat.sa.gov.au)



Telephone during  
business hours  
**1800 723 767**  
9.00am to 5.00pm  
Mon – Fri



In person at the  
SACAT public  
kiosk  
**L4, 100 Pirie  
Street, Adelaide**

## SACAT online services

Making your application online to SACAT is easy.

You can make your online application at any time or check the status of an existing application. You can also add documents to a current application.

*Remember that your application cannot be listed unless you submit all of the required documentation.*

If you are a once-off applicant, you can apply to SACAT as a guest using the online service.

If you use SACAT frequently you should become a registered user. This will save you time down the track, because your details will be saved into an account and you will not need to enter them again for other applications.

You can also register to receive SACAT news (in the "Resources & updates" section).

## Upcoming hearings and conferences

The case list of hearings and conferences is published on the website after 4pm of each working day for the next day's cases.

To see a hearing or conference, go to [sacat.sa.gov.au](http://sacat.sa.gov.au) and click on the yellow "UPCOMING HEARINGS & CONFERENCES" button on the right hand side of the page.

## Events and community education

SACAT run a number of information sessions and events throughout the year. Our events can be viewed on our website, through the "Resources & updates" section.

Events are scheduled in both metropolitan Adelaide and regional centres, and bookings for the sessions can be made directly from the SACAT website.

Requests for a SACAT officer to speak at a community or stakeholder event can be made by using the query form on the website or by emailing directly [sacat@sacat.sa.gov.au](mailto:sacat@sacat.sa.gov.au).

*SACAT does not guarantee the accuracy or completeness of this Information Sheet and does not accept any responsibility if you rely on it.*

*You should always seek your own legal advice.*