

Purpose of this Information Sheet

The purpose of this information sheet is to explain what assistance staff at SAT can and cannot provide. While SAT staff do their best to provide accurate information, they are unable to provide any legal advice. Below is a list of examples of what SAT staff can and cannot do.

What can SAT staff do?

- ✓ Refer you to the eCourts Portal (www.eCourts.Justice.wa.gov.au) to start an application and to lodge supporting documents.
- ✓ Provide information about how to apply to reduce or waive a fee.
- ✓ Provide you with information about general timeframes.
- ✓ Explain the general steps in the application process.
- ✓ Answer any questions you may have about personal safety, such as security arrangements.
- ✓ Book an interpreter free-of-charge when requested.
- ✓ Explain the steps to notify the other party about the matter.
- ✓ Explain how to apply for an adjournment or an urgent hearing.
- ✓ Provide information about the Tribunal's diversity and inclusion options such as wheelchair access or hearing loops.
- ✓ Access to the Senior Aboriginal Advisory Officer.
- ✓ Outline the process to obtaining a transcript of your hearing.
- ✓ Outline the process to request access to documents in *Guardianship and Administration Act 1990* matters.
- ✓ Explain how to provide feedback about SAT including compliments or complaints.

What can't SAT staff do?

- X Tell you whether SAT has jurisdiction to hear your matter.
- X Tell you what orders you should be seeking and the grounds.
- X Tell you what words to use in your application to help your case.
- X Recommend a law firm/lawyer to act on your behalf.
- X Confirm if you have correctly identified the other party to the proceeding.
- X Advise if you should bring your case to SAT.
- X Provide an opinion on your application or what the decision of the Tribunal may be.
- X Tell you what to say at the hearing.
- X Allow you or anyone on your behalf to communicate directly with a Tribunal Member other than at the hearing or through formal submissions.
- X Disclose a Tribunal Member's orders until the Member formally issues the decision.
- X Enforce a SAT order, as it is not a function of SAT to enforce orders.
- X Tell you if you are eligible to appeal the Tribunal's decision.

If you are unsure of how to bring your matter to SAT, seek independent legal advice or assistance. You may need to seek further assistance as your application progresses.

Contacting SAT

Should you require assistance, please feel free to contact our friendly staff by phone on (08) 9219 3111.

You are welcome speak with our friendly staff at the counter at Level 6, State Administrative Tribunal Building, 565 Hay Street, PERTH WA 6000 between our opening office hours 8.30 am to 4.30 pm (Monday to Friday).