

06

SA — SACAT

SACAT APPLICATION PACK

Residential Tenancies Act 1995 (SA) — South Australian Civil and Administrative Tribunal (SACAT)

The escalation step when prior requests are ignored — CBS conciliation first, then SACAT

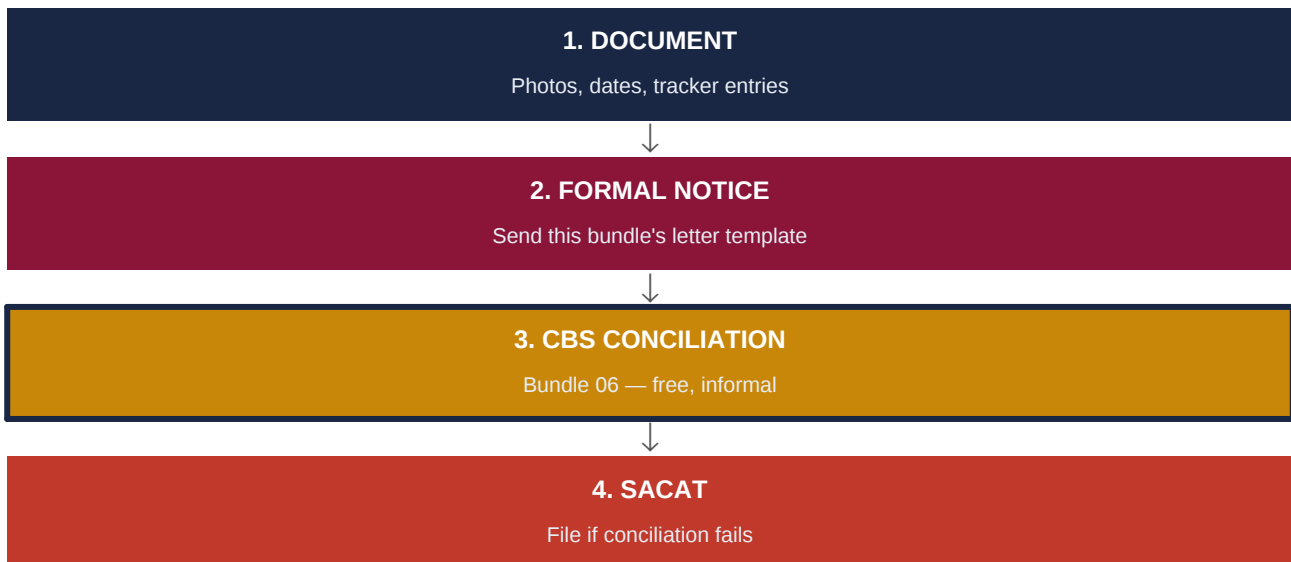
WHEN TO USE THIS BUNDLE

Use this bundle whenever a dispute under any other bundle in this system has not been resolved through direct negotiation and needs to escalate — repairs, quiet enjoyment, entry notices, rent increases, or any other breach.

KNOW THE LAW — ESCALATING BEYOND DIRECT NEGOTIATION

South Australian tenancy disputes that can't be resolved directly are escalated first to Consumer and Business Services (CBS) for free conciliation (call 131 882), and — if unresolved — taken to the South Australian Civil and Administrative Tribunal (SACAT).

HOW THE SYSTEM WORKS — YOUR ESCALATION PATH



The highlighted box shows where this bundle fits in the journey.

06

STEPS TO SUCCESS

SA — SACAT

Residential Tenancies Act 1995 (SA) — South Australian Civil and Administrative Tribunal (SACAT)

01

Confirm you have a documented paper trail

You should have at least two prior written requests that were ignored or not properly addressed.

02

Contact CBS for free conciliation

Call 131 882 or lodge online. CBS will contact the landlord and attempt to resolve the dispute informally — most disputes never need to reach SACAT.

03

Build your Evidence Index

One row per exhibit, numbered, in chronological order — photos, emails, invoices. This is the first document you present at conciliation and at SACAT alike.

04

File at SACAT if conciliation fails

SACAT is a low-cost, accessible tribunal designed for self-represented parties.

05

Log every step in the Escalation Log

Record the dispute type, prior requests, conciliation outcome, and next step.

IF YOU NEED TO ESCALATE — WHAT SACAT CAN ORDER

SACAT can order compliance, repairs, compensation, and — for bond disputes — a binding order on how the bond is released. It is a simplified, accessible process designed for self-represented parties.

★ GOOD TO KNOW — BOND DISPUTES FOLLOW A DIFFERENT PATH

Bond disputes go through Residential Bonds Online (RBO) and a structured counter-offer process before any SACAT application — see Bundle 13 for the specific bond process.

■ CRITICAL — CONCILIATION FIRST — SACAT SECOND

Consumer and Business Services conciliation is the expected first step for most tenancy disputes in South Australia, before any SACAT application.

■ CRITICAL — BUILD YOUR EVIDENCE INDEX AS YOU GO

A numbered, chronological Evidence Index is expected at both conciliation and SACAT — don't leave it until the last minute.

TEMPLATE — CBS CONCILIATION COVER LETTER

SA — SACAT

Residential Tenancies Act 1995 (SA) — South Australian Civil and
Administrative Tribunal (SACAT)

1. COPY

Copy the letter below into a new email

2. FILL

Replace every **[bracketed]** field with your
details

3. SEND

Email it — request a read receipt, save a
copy

Fill in every **[bracketed]** field. Use this as your cover letter when lodging a CBS conciliation request.

SUBJECT:

REQUEST FOR CONCILIATION — TENANCY DISPUTE: **[Insert Property Address]**

I am writing to request conciliation assistance from Consumer and Business Services in relation to an unresolved tenancy dispute at the above-referenced property.

1. NATURE OF DISPUTE

- Dispute Type: **[e.g., unresolved repair request]**
- Prior Requests: **[Insert dates of prior written requests, e.g., 14/06/2026 and 21/06/2026]**

2. EVIDENCE

- A chronological Evidence Index is attached, itemising all correspondence and evidence relevant to this dispute.

3. OUTCOME SOUGHT

- I am seeking: **[e.g., completion of the outstanding repair within 14 days]**.
- If conciliation does not resolve this matter, I intend to apply to SACAT.

Yours sincerely,

[Your Full Name]

[Property Address]

[Date]

[Contact Number / Email]