

Appendices



Terminology

Acronym/term	Description
3D	Three Dimensional
AASB	Australian Accounting Standards Board
Aboriginal, First Nations people	Aboriginal and First Nations people have been used interchangeably throughout the report
ABW	Activity-Based Working
ACL	Australian Consumer Law
AEDM	Accountable and Ethical Decision Making
AEU	Aboriginal Empowerment Unit
ANE	Ammonium Nitrate Emulsion
AO	Order of Australia
App	Application
AS ISO	Australian Standard International Organization for Standardization
ATO	Australian Taxation Office
AusLAMP	Australian Lithospheric Architecture Magnetotelluric Project
Boodja	Land/Country (Noongar)
CARS	Compliance and Regulatory System
CGP	Co-funded Geophysics Program
CPI	Consumer Price Index
DCA	Diversity Council Australia

Acronym/term	Description
DEMIRS	Department of Energy, Mines, Industry Regulation and Safety
DER	Distributed Energy Resources
DIY	Do-It-Yourself
DTWD	Department of Training and Workforce Development
DWER	Department of Water and Environmental Regulation
EAP	Energy Analysis Program
ECL	Expected Credit Losses
EIS	Exploration Incentive Scheme
ELG	Executive Leadership Group
ESG	Environmental, Social and Governance
EV	Electric Vehicle
FGA	Fidelity Guarantee Account
Future act	A proposal to deal with land in a way that affects native title rights and interests such as the grant of a mining tenement
Gnalla Mia	Our place (Noongar)
GSWA	Geological Survey of Western Australia
HBAA	Home Buyers Assistance Account
HII	Home Indemnity Insurance
HRWL	High-Risk Work Licence

Terminology

Acronym/term	Description
Intrusive	(of a rock) having been forced between pre-existing rocks or rock layers while in a molten or plastic condition
IR	Industrial Relations
ISBA	Index of Biodiversity Surveys
ISSN	International Standard Serial Number
KPI	Key Performance Indicator
Lithosphere	The ridged outer part of the earth, consisting of the crust and upper mantle
LP	Liquid Petroleum
LTI/D	Lost Time Injury/Disease
MARS	Mental Awareness, Respect and Safety
MLA	Member of the Legislative Assembly
MLC	Member of the Legislative Council
MRF	Mining Rehabilitation Fund
MT	Magnetotellurics
MTAWA	Motor Trade Association of WA
Nyitting	Dreaming (Noongar)
NORM	Naturally Occurring Radioactive Material
OBM	Outcomes Based Management
PRIS	Privacy and Responsible Information Sharing
PTERS	Potentially Traumatic Event Response Support
QR	Quick-Response code
RCD	Residual Current Devices
REBA	Real Estate and Business Agents

Acronym/term	Description
SASH	Sexual Assault and Sexual Harassment
SAT	State Administrative Tribunal
SERS	Sectorial Emissions Reduction Strategies
SES	Senior Executive Service
STRA	Short-Term Rental Accommodation
SWIS	South West Interconnected System
WA	Western Australia
WAMEX	WA Mineral Exploration Reports
WAPIMS	WA Petroleum and Geothermal Information Management System
WEM	Wholesale Electricity Market
WHS	Work Health and Safety
WOW	Working on Wellness

Statutory reporting on administered legislation

The department is required by some of the Acts that it administers to report details in the annual report concerning the performance of functions under that Act. Information pertaining to this statutory requirement are detailed below.

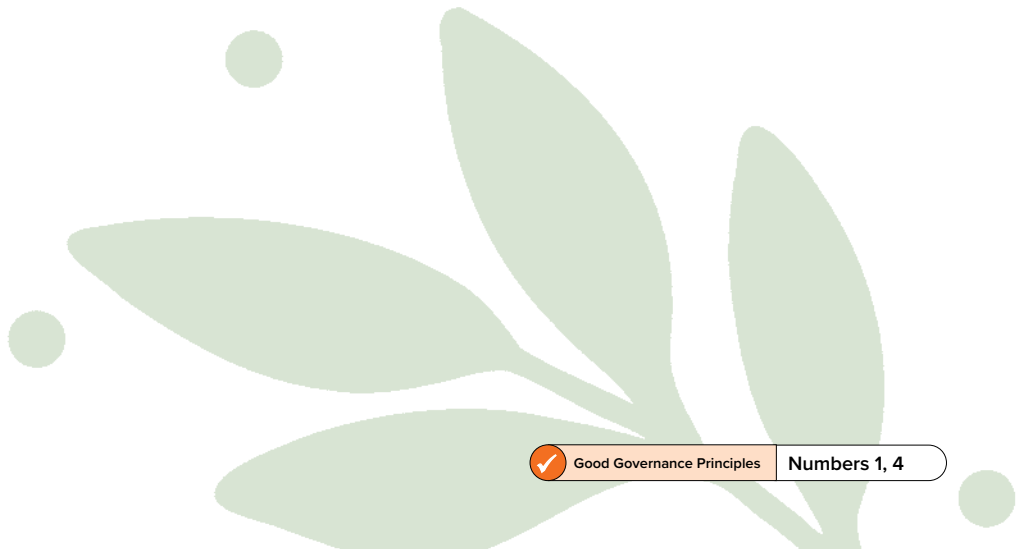
To comply with the Act specific reporting requirements, the department uses the Complaints and Licensing System and the Compliance Management System as a source for the figures used. Both are dynamic databases where details are updated as information is obtained. Consequently, figures and other classifications used for reporting purposes are reflective of the snapshot taken for the report and can differ to previous and/or later snapshots taken.

Please note: complaints and investigations can have more than one outcome, and an outcome may be reached prior to completion of the investigation, complaint or inquiry.

Credit (Administration) Act 1984

Regulation of consumer credit was referred to the Commonwealth pursuant to the *Credit (Commonwealth Powers) Act 2010* (WA). *The Credit (Administration) Act 1984* has not been repealed, but the department no longer carries out any regulation operations in respect of it.

Electricity Act 1945	
a) the number, nature and outcomes of:	
i) investigations and inquiries undertaken by, or by the direction of, the Director of Energy Safety (the director) for the purposes of this Act	
Outstanding as at 1 July 2023	2,736
Audits	6
Compliance inspections	2,270
Investigations	460
Commenced 2023–24	1,411
Audits	17
Compliance inspections	1,128
Investigations	266
Concluded 2023–24	2,151
Audits (network operator)	19
Compliance inspections	1,962
Investigations	170



Statutory reporting on administered legislation

Electricity Act 1945	
Outcomes	2,235
Not inspected – no available resource	1,681
Completed – no action required	401
Inspector’s order – issued	31
Not inspected – site not attended	30
Warning – written	21
Further investigation required	15
Not inspected – attended site, not possible	14
Referred to Legal Services – prosecution prospects advice	13
Referred to Legal Services – prosecution action	11
Provide advice	8
Prohibition of sale, hire or use	4
Inspector’s order – cancel	2
Dealt with by SAT – referral	1
Infringement – issue	1
Provide advice – RCDs	1
Warning – verbal	1
ii) matters that have been brought before the State Administrative Tribunal (SAT)	
No matters were brought before the SAT during 2023–24.	

Electricity Act 1945	
b) the number and nature of matters referred to in paragraph (a) that are outstanding	
Matters outstanding as at 1 July 2024	1,996
Audits	4
Compliance inspections	1,436
Investigations	556
c) any trends or special problems that may have emerged	
<p>The electricity sector is currently experiencing a period of transformation, with new technologies evolving at a rapid rate in an effort to reduce greenhouse gas emissions. Some of the emerging trends include transformation of the electricity network grid, large scale battery energy storage systems, micro grids, standalone power systems, domestic battery energy storage systems, and the uptake of electric vehicle chargers. Combined, these have resulted in an increasing demand for compliance activities by DEMIRS. A major challenge will be attracting and retaining technical staff in a highly competitive labour market.</p>	
d) forecasts of the workload of the Director’s in performing functions under this Act in the year after to which this report relates	
<p>It is expected that emerging technologies within the electricity sector will continue to result in a significant increase in demand for compliance activities undertaken by the department.</p>	
e) any proposals for improving the performance of the Director’s functions under this Act	
<p>As the department navigates this ever-changing landscape, its compliance strategy will also need to adapt to ensure adequate regulatory oversight is maintained.</p>	

Gas Standards Act 1972	
a) the number, nature and outcomes of:	
i) investigations and inquiries undertaken by, or by the direction of, the Director of Energy Safety (the director) for the purposes of this Act	
Outstanding as at 1 July 2023	308
Audits	3
Compliance inspections	38
Investigations	267
Commenced 2023–24	174
Audits	1
Compliance inspections	126
Investigations	47
Concluded 2023–24	177
Audits	2
Compliance inspections	127
Investigations	48
Outcomes	375
Completed – no action required	267
Provide advice	35
Inspector’s order – issued	31
Warning – written	14
Not inspected – attended site, not possible	8
Infringement – issue	6
Project goal – delivered	5
Referred to Licensing	3
Appeal – rejected	1
Compliance being monitored	1
Further investigation required	1
Not inspected – site not attended	1
Prohibition of sale, hire or use	1
Warning – verbal	1

Gas Standards Act 1972	
ii) matters that have been brought before the State Administrative Tribunal (SAT)	
No matters were brought before the SAT during 2023–24.	
b) the number and nature of matters referred to in paragraph (a) that are outstanding	
Matters outstanding as at 1 July 2024	306
Audits	2
Compliance inspections	38
Investigations	266
c) any trends or special problems that may have emerged	
<p>The gas sector is currently experiencing a period of transformation, with new technologies evolving at a rapid rate in an effort to reduce greenhouse gas emissions. Some of the emerging trends include hydrogen blending in natural gas networks, the use of hydrogen fuel cells, the establishment of a number of renewable hydrogen hubs and green hydrogen projects. Combined, these have resulted in an increased demand for compliance activities by the department. A major challenge will be attracting and retaining technical staff in a highly competitive labour market.</p>	
d) forecasts of the workload of the Director’s in performing functions under this Act in the year after to which this report relates	
<p>It is expected that emerging technologies within the gas sector will continue to result in a significant increase in demand for compliance activities undertaken by the department.</p>	
e) any proposals for improving the performance of the Director’s functions under this Act	
<p>As DEMIRS navigates this ever-changing landscape, its compliance strategy will also need to adapt to ensure adequate regulatory oversight is maintained.</p>	

Plumbers Licensing Act 1995	
a) The number, nature and outcomes of:	
i) investigations and inquiries undertaken by, or by the direction of, the Plumber's Licensing Board (the Board) for the purposes of this Act	
Outstanding as at 1 July 2023	101
Investigation	98
Audits	3
Commenced 2023–24	903
Investigation	101
Audits	802
Concluded 2023–24	892
Investigation	87
Audits	805
Outcomes	933
LPC compliance check – compliant	768
Warning – written	34
Infringement – issue	31
LPC compliance check – not compliant	25
Warning – verbal	20
No further action – no offence detected	11
No further action – insufficient evidence	8
Completed – no action required	5
Education letter – education/advice	5
Referred to Legal Services – prosecution prospects advice	3
Targeted certification audit – not compliant	3
Compliance audit – compliant	2
Compliance audit – not compliant	2

Plumbers Licensing Act 1995	
No further action – not in public interest	2
No further action – other	2
No further action – referred to other agency	2
Referred to Board – prosecution action	2
Referred to Legal Services – prosecution action	2
Targeted certification audit – complaint	2
Dealt with by Board – no action taken	1
No further action – statute of limitations	1
Referred to Board – no action taken	1
Referred to Legal Services – Board prospects advice	1
ii) matters that have been brought before the State Administrative Tribunal (SAT)	
No matters were brought before the SAT during 2023–24.	
b) the number and nature of matters referred to in paragraph (a) that are outstanding	
Matters outstanding as at 1 July 2024	112
Investigations	112
c) any trends or special problems that may have emerged	
There were no trends or special problems that emerged during 2023–24.	
d) forecasts of the workload of the Board in performing functions under this Act in the year after to which this report relates	
There have been regulatory amendments which expand the scope of plumbing work. This is likely to increase compliance and inspection activities conducted on behalf of the Board.	
e) any proposals for improving the performance of the Board's functions under this Act	
There are no current proposals for improving the performance of the Board's functions under this Act.	

Statutory reporting on administered legislation

Building and Construction Industry (Security of Payment) Act 2021	
The number and outcomes of applications for adjudications under this Act:	
Outstanding as at 1 July 2023	2
Applications for adjudications outstanding	2
Applications for review adjudications outstanding	0
Applications received 2023–24	46
Applications for adjudications	41
Applications for review adjudications	5
Applications concluded 2023–24	42
Applications for adjudications concluded	37
Applications for review adjudications concluded	5
Outcomes⁽²⁾	59
Determined nil value (s.36(2)) or s.36(3)	3
Determined	29
Total amount determined (including goods and services tax)	\$10,958,032.89
Dismissed – out of time (s.38(3)(a))	1
Inspected	17
Withdrawn by Adjudicator (s.32(7))	1
Withdrawn by Claimant (s.31(1) or s.31(2))	8
Applications outstanding as at 1 July 2024	6
Applications for adjudications outstanding	6
Applications for review adjudications outstanding	0

- Applications made in one financial year may not be determined in the same financial year. Information presented is based only on data provided to the Building Commissioner by Authorised Nominating Authorities under s.96 of the Act.
- This year is the first full financial year of reporting against the Act, consequently, and as a result the outcomes have been refined to better reflect the data collected compared to last years categories.

Construction Contracts (Former Provisions) Act 2004	
The number and outcomes of applications for adjudications under this Act:	
Applications received 2023–24	57
Applications for adjudications received	57
Applications concluded 2023–24	44
Applications for adjudications concluded	44
Outcomes	44
Number of applications determined	23
Total amount determined (including goods and services tax)	\$18,062,879.82
Number of applications dismissed	14
Number of applications withdrawn	4
Number of Adjudicator disqualifications (conflict of interest)	2
Number of applications settled	1
Applications outstanding as at 1 July 2024	13
Applications for adjudications outstanding	13

- Section 115 of the *Building and Construction Industry (Security of Payment) Act 2021* requires that the residual operation of the *Construction Contracts (Former Provisions) Act 2004* is reported each financial year. Applications made in one financial year may not be determined within the same financial year. Information presented is based only on data provided to the Building Commissioner by prescribed appointors.

Debt Collectors Licensing Act 1964	
a) The number, nature and outcomes of:	
i) Investigations and inquiries undertaken by, or by the direction of, the Commissioner for the purposes of this Act	
Outstanding as at 1 July 2023	1
Alleged unlicensed activities	1
General compliance issues	0
Commenced 2023–24	0
Alleged unlicensed activities	0
General compliance issues	0
Concluded 2023–24	1
Alleged unlicensed activities	1
General compliance issues	0
Outcomes	1
Education or advice	1
Complaint lapsed or withdrawn	0
ii) matters that have been brought before the State Administrative Tribunal (SAT)	
No matter was brought before the SAT.	
b) the number and nature of matters referred to in paragraph (a) that are outstanding	
No matters were outstanding as at 30 June 2024.	
c) any trends or special problems that may have emerged	
There were no trends or special problems that emerged during 2023–24.	
d) forecasts of the workload of the Commissioner in performing functions under this Act in the year after to which this report relates	
There are no changes anticipated.	
e) any proposals for improving the performance of the Commissioner's functions under this Act	
There were no recommendations for improving the performance of the Commissioner's functions under the Act.	

Employment Agents Act 1976	
a) The number, nature and outcomes of:	
i) Investigations and inquiries undertaken by, or by the direction of, the Commissioner for the purposes of this Act	
Outstanding as at 1 July 2023	3
Alleged unlicensed activities	3
General compliance issues	0
Commenced 2023–24	13
Alleged unlicensed activities	12
General compliance issues	1
Concluded 2023–24	8
Alleged unlicensed activities	7
General compliance issues	1
Outcomes	8
Complaint lapsed or withdrawn	1
Education or advice	4
No offence detected	3
ii) matters that have been brought before the State Administrative Tribunal (SAT)	
No matters were brought before the SAT during 2023–24.	
b) the number and nature of matters referred to in paragraph (a) that are outstanding	
Eight matters were outstanding as of 30 June 2024 involving alleged unlicensed activity.	
c) any trends or special problems that may have emerged	
There were no trends or special problems that emerged during 2023–24.	
d) forecasts of the workload of the Commissioner in performing functions under this Act in the year after to which this report relates	
There are no changes anticipated.	
e) any proposals for improving the performance of the Commissioner's functions under this Act	
There were no recommendations for improving the performance of the Commissioner's functions.	

Statutory reporting on administered legislation

Real Estate and Business Agents Act 1978	
a) the number, nature and outcome of:	
i) investigations and inquiries undertaken by, or by the direction of, the Commissioner for the purposes of this Act	
Outstanding as at 1 July 2023	151
General compliance	83
Financial compliance	68
Commenced 2023–24	803
General compliance	536
Financial compliance	267
Concluded 2023–24	828
General compliance	530
Financial compliance	298
Investigations outcomes	828
Education, advice or information given	366
No offence detected	178
Complaint referred to another body	66
Consumer Protection policy reason	61
Other outcomes	44
No commerce jurisdiction advice given/referred to other Agency	29
Complaint lapsed or withdrawn	27
Admin warning accepted	22
Fidelity claim disallowed	12
Fidelity claim withdrawn	12
No action taken – other reason	11
ii) matters that have been brought before the State Administrative Tribunal (SAT)	
SAT outcome total	5
Reprimanded	
<ul style="list-style-type: none"> The respondent was accused of engaging in racist conduct. 	

Real Estate and Business Agents Act 1978	
Reprimanded and fined	
<ul style="list-style-type: none"> 2 x Failure to lodge bonds within the required timeframe. Failure to exercise due care, diligence, and skill during preparation of a sales agreement. Failure to lodge bonds within required timeframe, keep full and accurate accounts of money and enter the account particulars of amounts received. 	
iii) matters that have been dealt with through the conciliation process	
Outstanding as at 1 July 2023	1
Fees	1
Commenced 2023–24	41
Other	12
Property management	8
Trust account	8
Advertising and marketing	6
Authority to act	5
Unlicensed activity	1
Obtaining and providing information	1
Concluded 2023–24	36
Other	9
Property management	7
Trust account	7
Advertising and marketing	6
Authority to act	4
Unlicensed activity	1
Fees	1
Obtaining and providing information	1

Statutory reporting on administered legislation

Real Estate and Business Agents Act 1978	
Conciliation outcomes	36
Agreement reached to settle	18
Sufficient evidence – consumer did not accept resolution	5
Complaint referred to another body	5
Complaint lapsed or withdrawn	4
Education, advice or information given	2
Sufficient evidence – trader did not accept resolution	1
Consumer Protection policy reason	1
b) the number and nature of matters referred to in paragraph (a) that are outstanding	
Investigation matters outstanding at 1 July 2024	126
Trust account	32
Other matters	24
Audit matters	20
Obtaining and providing information	13
Unlicensed activity	12
Professional conduct	10
Advertising and marketing	8
Property management	7
Conciliation matters outstanding at 1 July 2024	6
Other	3
Authority to act	1
Trust account	1
Property management	1

Real Estate and Business Agents Act 1978
c) any trends or special problems that may have emerged There were no trends or special problems that emerged in 2023–24.
d) forecasts of the workload of the Commissioner in performing functions under this Act in the year after to which this report relates With the introduction of the <i>Short-Term Rental Accommodation Act 2024</i> and the Commissioner Determinations function under amendments to the <i>Residential Tenancies Act 1987</i> an increase in workload is anticipated. Applications processed by the department may require officers to determine handling on bond monies in compliance with the Real Estate and Business Agents (REBA) Act. And in some matters, overall management of the tenancy may be examined, potentially leading to referrals for breaches of the REBA Code of Conduct. Similarly, any potential issues with the use of trust accounts to manage short-term rental accommodation falls under s.68 of the REBA Act.
e) any proposals for improving the performance of the Commissioner’s functions under this Act There were no recommendations for improving the performance of the Commissioner’s functions.

Retirement Villages Act 1992

a) As soon as practicable after 30 June, but on or before 31 December, in each year, the Commissioner shall prepare and forward to the Minister a report on the operation of this Act during that year

i) Number		ii) Nature		iii) Outcome			
Outstanding as at 1 July 2023	5	Outstanding as at 1 July 2023	5	Concluded 2023–24	30		
Compliance	0	Fees	1	Agreement reached to settle	11		
Investigation	3	General breach of legislation	1	Education, advice or information given	5		
Conciliation	2	Obtaining and providing information	1	Complaint lapsed or withdrawn	4		
		Other	1	Consumer Protection policy reason	2		
		Property management	1	No commerce jurisdiction advice given/referred to other Agency	2		
				Sufficient evidence – consumer did not accept resolution	2		
Commenced 2023–24	35	Concluded 2023–24	30	No offence detected	1		
Compliance	3	Property management	12	No action taken – other reason	1		
Investigation	4	Other	5	Complaint referred to another body	1		
Conciliation	28	Fees	5	Information provided for record purposes only	1		
		General breach of legislation	3				
Concluded 2023–24	30	General financial management	3				
Compliance	1	Obtaining and providing information	1				
Investigation	2	Bonds	1				
Conciliation	27						

b) matters that have been brought before the State Administrative Tribunal (SAT)

No matters were brought before the SAT.

c) any trends or special problems that may have emerged

There were no trends or special problems that emerged in 2023–24.

d) forecasts of the workload of the Commissioner in performing functions under this Act in the year after to which this report relates

There are no changes anticipated.

e) any proposals for improving the performance of the Commissioner’s functions under this Act

There were no recommendations for improving the performance of the Commissioner’s functions.

Statutory reporting on administered legislation

Settlements Agents Act 1981	
a) The number, nature and outcomes of:	
i) Investigations and inquiries undertaken by, or by the direction of, the Commissioner for the purposes of this Act	
Outstanding as at 1 July 2023	18
General compliance	13
Financial compliance	3
Alleged unlicensed activities	2
Inquiries	0
Commenced 2023–24	111
General compliance	28
Financial compliance	57
Alleged unlicensed activities	6
Inquiries	20
Concluded 2023–24	110
General compliance	26
Financial compliance	59
Alleged unlicensed activities	5
Inquiries	20

Settlements Agents Act 1981	
Outcomes	110
Education, advice or information given	40
No offence detected	33
Complaint referred to another body	9
Fidelity claim approved	8
No action taken – other reason	4
Admin warning accepted	3
Complaint lapsed or withdrawn	3
Consumer Protection policy reason	3
No public interest	2
Fidelity claim disallowed	1
No commerce jurisdiction advice given/referred to other Agency	1
Compliance complaint withdrawn	1
Sufficient evidence – consumer did not accept resolution	1
Licence surrendered/lapsed	1
ii) matters that have been brought before the State Administrative Tribunal (SAT)	
SAT outcome total	1
Reprimanded and permanently disqualified from holding a licence and triennial certificate.	
Paying moneys withdrawn from a trust account to a person/persons not authorised to receive them.	

Statutory reporting on administered legislation

Settlements Agents Act 1981	
b) The number, nature and outcomes of:	
Outstanding at 1 July 2023	19
Trust account – overdrawn account	4
Trust account – misappropriation	3
Trust account – unauthorised payment of monies	3
Unlicensed activity – unlicensed	2
Audit matters – failure to cause annual audit	2
Trust account – unauthorised use of monies	1
Authority to act – failure to act in accordance with instructions	1
Failure to act in best interest of principal – rewards for referrals (kickback)	1
Professional conduct – failure to keep informed	1
Trust account – failure to perform monthly reconciliation	1
c) any trends or special problems that may have emerged	
Trust account issues and qualified audits, continue to be the dominant issues for settlement agents.	
d) forecasts of the workload of the Commissioner in performing functions under this Act in the year after to which this report relates	
There are no changes anticipated.	
e) any proposals for improving the performance of the Commissioner’s functions under this Act	
There were no recommendations for improving the performance of the Commissioner’s functions.	

Land Valuers Licensing Act 1978	
a) The number, nature and outcomes of:	
i) Investigations and inquiries undertaken by, or by the direction of, the Commissioner for the purposes of this Act	
Outstanding as at 1 July 2023	2
Valuation practices	2
Licensing issues	0
Issues with fees and charges	0
Commenced 2023–24	1
Valuation practices	1
Licensing issues	0
Issues with fees and charges	0
Concluded 2023–24	2
Valuation practices	2
Licensing issues	0
Issues with fees and charges	0
Outcomes	2
No offence detected	2
ii) matters that have been brought before the State Administrative Tribunal (SAT)	
There were no matters brought before the SAT during 2023–24.	
b) the number and nature of matters referred to in paragraph (a) that are outstanding	
One matter was outstanding as of 30 June 2024, regarding an alleged breach of due care diligence and skill.	
c) any trends or special problems that may have emerged	
There were no trends or special problems that emerged this financial year.	
d) forecasts of the workload of the Commissioner in performing functions under this Act in the year after to which this report relates	
There are no changes anticipated.	
e) any proposals for improving the performance of the Commissioner’s functions under this Act	
There were no recommendations for improving the performance of the Commissioner’s functions.	

Statutory reporting on administered legislation

Motor Vehicle Dealers Act 1973	
a) The number, nature and outcomes of:	
i) Investigations and inquiries undertaken by, or by the direction of, the Commissioner for the purposes of this Act	
Outstanding as at 1 July 2023	361
Alleged unlicensed activities	27
General compliance issues	4
Inquiries	330
Commenced 2023–24	1,705
Alleged unlicensed activities	84
General compliance issues	34
Inquiries	1,587
Concluded 2023–24	1,749
Alleged unlicensed activities	66
General compliance issues	32
Inquiries	1,651
Investigation outcomes	98
Education, advice or information given	46
Corrective advice accepted	22
Fine penalty	7
No offence detected	6
Licence granted	4
No action taken – other reason	4
Admin warning accepted	2
Prosecution action approved	2
Referred for investigation	1
No action taken – statute of limitation	1
Referred to other	1
Agreement reached to settle	1
No public interest	1

Motor Vehicle Dealers Act 1973	
Inquiry outcomes	1,651
Agreement reached to settle	741
Complaint lapsed or withdrawn	156
Conflicting evidence – trader did not accept resolution	127
Sufficient evidence – consumer did not accept resolution	114
Conflicting evidence – both parties did not accept resolution	95
Sufficient evidence – trader did not accept resolution	84
Education, advice or information given	79
Conflicting evidence – consumer did not accept resolution	70
Consumer Protection policy reason	54
Complaint referred to another body	45
Information provided for record purposes only	31
Trader not responding to Consumer Protection	29
Other outcome	26
ii) matters that have been brought before the State Administrative Tribunal (SAT)	
No matters were brought before the SAT.	

Statutory reporting on administered legislation

Motor Vehicle Dealers Act 1973	
b) the number and nature of matters referred to in paragraph (a) that are outstanding	
Investigation matters outstanding as at 1 July 2024	51
Alleged unlicensed activities	45
General compliance issues	6
Inquiry matters outstanding as at 1 July 2024	266
Dispute cause unavailable as at 1 July 2024	176
Agreement reached to settle	44
Complaint lapsed or withdrawn	9
Conflicting evidence – both parties did not accept resolution	8
Conflicting evidence – trader did not accept resolution	8
Conflicting evidence – consumer did not accept resolution	5
Sufficient evidence – consumer did not accept resolution	5
Complaint referred to another body	3
Education, advice or information given	3
Sufficient evidence – trader did not accept resolution	3
Consumer Protection policy reason	1
Trader not responding to Consumer Protection	1

Motor Vehicle Dealers Act 1973
c) any trends or special problems that may have emerged
<p>Previous issues with repairable written-off vehicle histories being withheld have now been addressed by legislative amendment.</p> <p>A small number of motor vehicle traders continue to attract a disproportionate level of complaints for their volume of sales. This issue is being addressed on an ongoing basis by establishing a one conciliation officer/one trader cluster process, together with the development and implementation of a trader intervention program.</p>
d) forecasts of the workload of the Commissioner in performing functions under this Act in the year after to which this report relates
There are no changes anticipated.
e) any proposals for improving the performance of the Commissioner's functions under this Act
Ongoing education of traders, including with trader engagement, as to their obligations under the Australian Consumer Law, particularly where those under the <i>Motor Vehicle Dealers Act 1973</i> are limited.