Department of **Local Government, Industry Regulation and Safety**

GOVERNMENT OF WESTERN AUSTRALIA

CONSUMER PROTECTION WESTERN AUSTRALIA

Year in review

2025–26 Financial year

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Consumer Protection booth at Aging Well Expo

> This year, Consumer Protection made significant progress through ongoing regulatory improvements that delivered positive outcomes for Western Australians.

Note from the Commissioner

Major reforms to the residential tenancy bond release process created a simpler and fairer system for tenants and landlords, meaning any person listed on the bond can now start a bond release application. Meanwhile, the introduction of Commissioner Determinations for bond disputes has reduced the number of tenancy matters going to court, saving time, money and stress.

The WA Government also proposed reforms to the *Residential Tenancies Act 1987* to strengthen protections and improve housing security for Western Australian tenants. These reforms are expected to progress in the next financial year and include the removal of no-grounds terminations, replacing them with clear and reasonable grounds for ending a tenancy.

Efforts to improve housing security continued through a review of the *Residential Parks (Long-stay Tenants) Act 2006*, gaining valuable insights from residents and operators. Additional support was provided by the extension of the WA Rent Relief Program, delivered by Anglicare and Vinnies to assist households facing financial pressures. The Short-Term Rental Accommodation Scheme (STRA Scheme) and the Vacant Property Rental Incentive Scheme (VPR Incentive Scheme) also contributed to housing supply, returning 892 properties to the long-term rental market.

In response to the conflict in the Middle East, we strengthened FuelWatch requirements, with all fuel retailers across Western Australia (WA) now required to report their prices to FuelWatch. Regulations were also amended to increase infringements from $1,000 to $4,000. Between 5 March and 26 June 2026, more than 105 infringements were issued.

Consumer Protection maintained a strong enforcement program, recognising the importance of deterring conduct prohibited under the Australian Consumer Law (ACL) and industry-specific legislation. Successful court action was taken against a range of traders, including motor vehicle repairers, landscapers and real estate agents. Notably, one Perth real estate agent was permanently disqualified, and another had their licence cancelled for failing to take reasonable steps to ensure staff compliance with trust account requirements.

Scams continued to be an ongoing concern, with figures revealing WA victims lost $24,052,494 in the 2025 calendar year. The 2025 WA ScamNet year in review report noted 27 per cent of reported scams involved phishing, where scammers impersonate trusted organisations to steal personal data via SMS, email or calls, while romance scammers used emotional manipulation to steal $3.8 million.

During the financial year, ScamNet received 1,800 scams through its website, phone and email channels, as well as referrals from external agencies such as Crime Stoppers and WA Police's Cybercrime unit. We continued to work with the Minister for Commerce, delivering 16 community education sessions with Local Member electorates and attended community events and presentations to help consumers recognise scam warning signs.

The 2026 Consumer Protection Awards shone a light on the individuals and organisations who devote themselves to protecting consumers and promoting fair treatment. This year's event recognised a financial counsellor working across more than 40 Aboriginal communities, a peak body strengthening financial wellbeing across WA, and a program protecting young people from nicotine addiction.

We achieved a record result for consumers, with our Conciliation team securing more than $11.6 million in compensation for repairs, replacements and refunds, demonstrating our commitment to supporting Western Australians when they need our expertise.

Improvements to the Consumer Protection website also enhanced transparency by providing clearer information about complaint prioritisation and expected response times. A six-part video series explaining the complaint process became the most-viewed resource on the website during the year.

Another key milestone was the permanent introduction of the Funeral Pricing Code of Practice 2022 (Funeral Pricing Code) for the funeral industry. This prevents the small number of businesses that previously used high-pressure or misleading sales tactics from taking advantage of grieving families through an incredibly difficult time.

Media continues to play a key role in communicating to our community. Team members regularly participate in radio interviews, one of the most effective ways to reach a wide and diverse audience across the State. Social media also remains a powerful tool to share timely, relevant and accessible information with consumers and businesses, while learning from interactive discussions, direct messaging and information sharing.

On a personal note, it has been a privilege to lead and represent such a dedicated and talented team. I thank all staff for their professionalism, commitment and hard work throughout the year. Without every single one of them, we could not achieve what we do.

The year ahead will bring new challenges and opportunities. I look forward to continuing to work alongside our committed team to promote fair and safe trading practices, support consumers, landlords, tenants and businesses, and drive positive change for Western Australians.

Trish Blake

Commissioner for Consumer Protection

About us

As part of the Department of Local Government, Industry Regulation and Safety (LGIRS), Consumer Protection is responsible for promoting fair trading and protecting consumers in WA.

Consumers engage in a broad range of transactions in the course of everyday life, from routine purchases to significant financial commitments such as acquiring residential property. These transactions may involve varying degrees of complexity and risk. It is therefore important that consumers receive the goods and services for which they have paid, that those goods and services meet reasonable expectations and that appropriate remedies are available when issues arise.

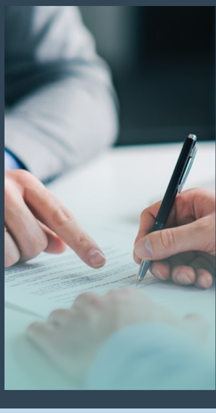
Under the ACL, consumers and traders in Australia have rights and obligations when purchasing or supplying goods and services and when entering into contracts. These rights and obligations extend beyond the point of sale to matters such as consumer guarantees, product quality, maintenance and repairs. Issues may arise well after a transaction has occurred, underscoring the importance of broad awareness of the legal framework and available remedies. In specific areas, including residential tenancy and real estate transactions, additional legislative protections also apply.

Summary of outcomes

A summary of some of the activities undertaken by Consumer Protection in the 2025–26 financial year.

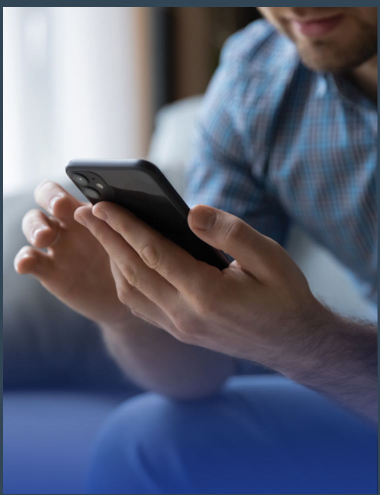
48
Acts regulated

Bills through Parliament	3
Changes to legislation administered	25



94,212
Information and education enquiries

Phone enquiries	90,035
Front counter enquires	4,177



23.71 million
Community Engagement Activities

Media statements and blogs issued	155
Number of events and presentations	129
Consumer Protection website visits	2.81 million
FuelWatch website visits	20.77 million
WA ScamNet website visits	127,868

79,398
Licenses and registrations

Licences current at 30 June 2026	49,166
Registered associations	18,268
Registered STRA properties	11,964

12,359
Conciliations completed

2,940
Proactive compliance inspections completed

1,583
Compliance and investigation files finalised

Infringement notices issued	216
Traders/industries publicly named	11
Disciplinary actions taken	7

Legislation and policy

Consumer Protection implements the State Government's consumer policy reform agenda which involves the review and development of both state and national legislation.

During the 2025–26 financial year, Consumer Protection was responsible for the administration of 48 Acts of Parliament[1], supported the passage of the *Charitable Collections Amendment Act 2025*, *Associations and Co-operative Legislation Amendment Act 2025* and *Petroleum Retailers Rights and Liabilities Repeal Act 2025* through Parliament and made 25 changes to subsidiary legislation (Appendix A).

Tenancy reforms

Consumer Protection is continuing to work on important reforms to tenancy legislation that will further support Western Australians who rent their homes and maintain the balance between tenant protections and the rights of landlords to have control over their property.

The first phase of reforms to the *Residential Tenancies Act 1987* have been fully implemented, initiated by a streamlined bond release process on 28 March 2026. These reforms empower the Commissioner for Consumer Protection (the Commissioner) to resolve disputes relating to bond release payments based on documentary evidence provided by the parties. The aim is to provide tenants and landlords with a process that is more convenient, accessible and less stressful than Magistrates Court proceedings.

[1] The *Petroleum Retailers Rights and Liabilities Act 1982* was repealed in October 2025. The *Finance Brokers Control Act 1975* was repealed on 6 March 2026. As at 30 June 2026, Consumer Protection administered 46 Acts.

Primary Acts Consumer Protection administers:

- *Associations Incorporation Act 2015*
- *Auction Sales Act 1973*
- *Charitable Collections Act 1946*
- *Debt Collectors Licensing Act 1964*
- *Employment Agents Act 1976*
- *Fair Trading Act 2010*
- *Land Valuers Licensing Act 1978*
- *Limited Partnerships Act 2016*
- *Motor Vehicle Dealers Act 1973*
- *Motor Vehicle Repairers Act 2003*
- *Petroleum Products Pricing Act 1983*
- *Real Estate and Business Agents Act 1978*
- *Residential Parks (Long-stay Tenants) Act 2006*
- *Residential Tenancies Act 1987*
- *Retail Trading Hours Act 1987*
- *Retirement Villages Act 1992*
- *Settlement Agents Act 1981*
- *Short-Term Rental Accommodation Act 2024*
- *Street Collections (Regulation) Act 1940*
- *Ticket Scalping Act 2021*

A document with a list of Acts by administering portfolios can be downloaded from the Department of Justice.

Recommendations for the next phase of reforms (phase 2) were finalised and endorsed by the State Government in early May 2026. These include:

- replacing without grounds termination by landlords with a fulsome set of reasonable grounds;
- establishing clear minimum standards for rental properties;
- clarifying repair and maintenance obligations;
- improving protections on the collection; and
- use of tenant information and introducing regulation for boarding and lodging arrangements.

Further targeted consultation will occur during the drafting process to refine the details of the reforms.

Retirement village reforms

New laws aimed at making retirement village living fairer and easier for current and prospective residents, while supporting the sustainability of the sector, were passed by Parliament in November 2024.

Most changes are due to start in late 2026. Significant work has been undertaken to develop supporting regulations and guidance materials, including extensive consultation with stakeholders on the proposed regulations.

Residential parks statutory review

The *Residential Parks (Long-stay Tenants) Act 2006* regulates the tenancy arrangements between park operators and long-stay tenants in residential parks, including caravan parks. A statutory review of the Act is currently underway, including extensive consultation, to examining the operation and effectiveness of the Act. Key issues being considered include disclosure obligations, rent and other fees, sales of park homes, park rules, termination of tenancies and dispute resolution. It is expected a report will be tabled in the second half of 2026.

Expanding FuelWatch

The *Petroleum Products Pricing Act 1983* and supporting regulations establish the FuelWatch scheme, providing motorists with fuel price transparency and certainty. Under the scheme, fuel retailers must notify the Commissioner of their fuel prices for the following day by 2 pm and maintain those prices for a 24-hour period from 6 am. Fuel prices are published on the FuelWatch website, which also includes an interactive map to help customers find the cheapest fuel options in their area.

From 1 May 2026, the FuelWatch requirements were expanded to include the whole of WA. Prior to this change, the scheme applied to retailers in the metropolitan area and approximately 80 per cent of regional WA.

Streamlining licensing legislation

Introduced in January 2026, the continuing professional development program for real estate and settlement agents is administered by the department. Under new reforms to the program, participants are now required to self-fund their participation but have greater flexibility in their choice of professional development activities. The changes were made following extensive consultation to ensure the long-term sustainability of the program.

Two amendment bills that have been introduced to Parliament:

- Land Valuers Licensing Amendment Bill 2025.
- Property Industry Licensing Legislation Amendment Bill 2026.

Both licensing bills aim to streamline the process by which qualifications for the grant of a licence or certificate are updated and create a consistent process for the renewal of licences and certificates.

Proposed changes to the Land Valuers Licensing Amendment Bill 2025 will enable valuers who are new to the industry in WA to specialise in the valuation of residential land only. Currently, applicants granted a licence are required to be competent to carry out the duties of a licensed valuer in all types of land.

Other reforms

Two separate Acts improving the laws affecting charitable collections, associations and cooperatives were passed by Parliament. The *Charitable Collections Amendment Act 2025* introduced reforms to support charities by harmonising fundraising regulations and reducing administrative burden. The *Associations and Co-operatives Legislation Amendment Act 2025* implemented changes to modernise and enhance the operation and effectiveness of the laws governing associations and co-operatives, while also streamlining and simplifying their legislative obligations.

Implementing ACL changes in WA

A Bill is expected to be introduced into Commonwealth Parliament to establish an unfair trading prohibition under the ACL. Once passed, the reforms will strengthen Consumer Protection's enforcement framework, enabling it to take action against harmful business practices and better protect consumers. The new law is expected to come into effect in 2027 with the department working alongside the Commonwealth and other state and territory ACL regulators to implement the changes.

Tackling housing challenges

All hosted and un-hosted STRA premises in WA must be registered with the STRA Register, which is operated by Consumer Protection. The register provides the State Government with current information on how many STRA premises are operating in WA, where they are located and how they are used. As of 30 June 2026, there are 11,964 properties registered as STRA. This includes 5,523 registered in the metropolitan area and 6,441 registered across regional WA.

Local governments are notified of STRA registrations within their respective areas to assist with monitoring compliance with local requirements. Where a STRA is found to be operating unlawfully, the matter may be referred to the Commissioner for consideration of suspension or cancellation of the registration.

The STRA Register also provides transparency for the community. A publicly accessible interactive heat map identifies the general location and distribution of registered STRA throughout the State. A search function also enables users to verify whether a property is registered and to confirm the validity of STRA registration numbers.

The STRA Incentive Scheme commenced on 9 November 2023 to help increase the availability of long-term rental accommodation in WA. The scheme encourages eligible short-term rental accommodation property owners to transition their properties to the long-term rental market for a minimum period of 12 months, for a financial incentive of $10,000.

The policy settings and eligibility requirements for the scheme included location-based rent caps to ensure assistance was targeted to properties offered at affordable rental levels.

The scheme was extended to 28 February 2026, or until the available funding allocation was exhausted. The funding allocation was exhausted on 27 February 2026 and the scheme subsequently closed on that date.

At the closure of the STRA Incentive Scheme, an additional 587 properties were available on the long-term rental market.

In addition to the STRA Incentive Scheme, the State Government also introduced the VPR Incentive Scheme to encourage and support owners of vacant properties in WA to place their properties on the long-term rental market.

The VPR Incentive Scheme offered a financial incentive of $5,000 to owners of vacant properties to convert their property to the long-term rental market for a minimum period of 12 months.

The VPR Incentive Scheme opened for formal applications on 7 May 2024. The scheme was subsequently extended to 28 February 2026, or until the available funding allocation was exhausted. The funding allocation was exhausted on 27 February 2026 and the scheme subsequently closed on that date.

At the closure of the VPR Incentive Scheme, an additional 305 properties were available on the long-term rental market.

Information and education

Information services

Consumer protection legislation in WA confers statutory powers on the Commissioner and authorises the department to conciliate disputes. Consumer Protection also receives and investigates complaints and, where appropriate, undertakes compliance and enforcement action.

Prior to lodging a formal complaint, the department's Contact Centre provides consumers, tenants and traders with information regarding their rights and obligations. This service is also available through Consumer Protection's regional offices. Dedicated telephone services are administered by Associations and Bonds officers.

Year in numbers

129,919

Perth metropolitan enquiries

Front counter enquiries	4,037
Phone enquiries	90,035
Associations phone enquiries	5,607
Bonds phone enquiries	30,240

272

WA regional

Front counter enquiries	140
Phone enquiries	132

Community engagement and education

Media engagement

Consumer Protection maintained a strong media presence in WA through a responsive and proactive approach to public communication. The Commissioner and staff participated in a range of radio and television programs in Perth and regional areas, and utilised Aboriginal media organisations.

Year in numbers

155
Media statements and blogs issued

390
Responses to media enquiries

2,700
Media items generated

10.24 million
Social media views

Year in numbers

129
Events and presentations

Participants at events and presentations	10,411

90
Electronic Direct Mailouts (EDM) produced

Recipients of EDMs	1.57 million

23.71 million
Website page visits

Consumer Protection	2.81 million
FuelWatch	20.77 million
WA ScamNet	127,868

Community engagement

Consumer Protection significantly increased its attendance at events and presentations across WA from 108 engagement activities to 129, averaging more than two events per week. These efforts resulted in 10,411 meaningful interactions with consumers, with a new focus on assisting consumers with lodging complaints.

A key highlight was the 2026 Consumer Protection Awards, held in March 2026, recognising individuals and organisations that champion consumer protection outcomes. The awards celebrated outstanding community champions, with strong representation from regional areas, reinforcing the impact of grassroots engagement across the State.

Expanding outreach into regional and remote communities remained a priority, with 23 regional trips undertaken to support Consumer Protection's regional officers and deliver targeted education. This included 32 Aboriginal community visits, marking a significant step forward in building trust, strengthening relationships, and engaging with new communities. A major achievement was the refreshed brand identity for Ask Us, a culturally appropriate education program, including the commissioning of new artwork, and the refresh of program content and resources.

Consumer Protection also strengthened its engagement with multicultural and culturally and linguistically diverse (CaLD) communities, delivering 21 dedicated events and presentations. This included expansion of Adult Migrant English Program classes in partnership with TAFE, participation in multicultural expos, and collaboration with peak bodies. Presentations delivered in languages other than English, alongside the development of new plain English and accessible resources, have improved accessibility for culturally diverse communities, people with disability and other vulnerable consumers, ensuring education is delivered in ways that meet community needs.

Grassroots engagement continues to underpin all outreach activities. This year saw increased collaboration with organisations such as Men's Sheds WA, IDcare and Carers WA to deliver statewide online education sessions, alongside 14 Ministerial and Member of Parliament scams awareness presentations.

Popular topics across all engagements included scams, ACL, tenancy, product safety and motor vehicles.

Consumer Protection has also maintained strong involvement in national initiatives, continuing its work with the Consumer Education Network and the National Indigenous Consumer Strategy both part of the Australian Competition and Consumer Commission (ACCC). Locally, key major events included the Perth Pregnancy, Babies and Children's Expo, Perth 4WD and Adventure Show, Have-A-Go Day, Wagin Woolorama, Financial Counsellor Conferences, NAIDOC Week and Harmony Week across the State.

Consumer Protection expanded its leadership of a multi-agency education program, bringing together a range of government agencies to deliver coordinated outreach across regional and remote WA. The initiative is improving collaboration, increased the reach of key information and is building trust with communities by providing easier access to support and services.

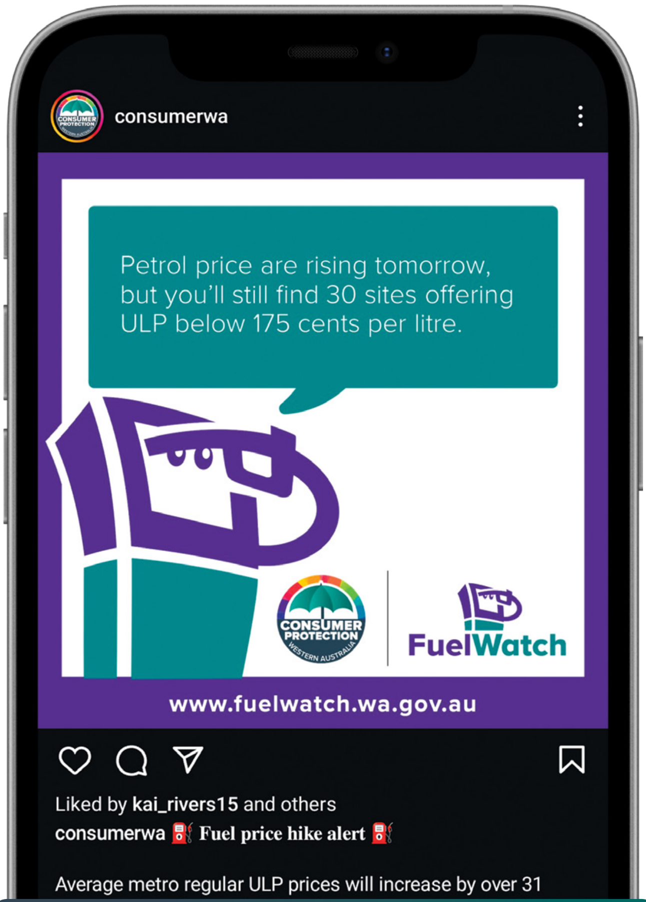
FuelWatch

FuelWatch played a critical role in supporting Western Australian motorists during a period of rapid increases in fuel prices. Retail prices escalated quickly, reaching record levels across much of WA before a three-month reduction in the fuel excise by the Commonwealth Government reduced petrol and diesel prices by 32 cents per litre.

Throughout this period, FuelWatch continued to provide transparent, daily pricing information, enabling motorists to make informed purchasing decisions in a volatile market. FuelWatch website usage increased significantly in 2025–26 with 20.77 million visits, a 67 per cent increase from the 2024–25 website visits of 12.41 million. March 2026 was the busiest month on record; 5.10 million visits was more than double the previous peak of 2.18 million visits recorded in March 2022.

Visibility of fuel prices was also increased through the expansion of FuelWatch to cover all of WA. This resulted in more than 230 additional retail sites being brought into the scheme, extending price transparency to regions that had not previously been captured. This expansion strengthened consumer access to consistent and reliable fuel pricing information, regardless of location.

FuelWatch also worked closely with the Department of Energy and Economic Diversification to support fuel supply monitoring and reporting requirements, including new obligations for retailers to notify when fuel is unavailable. This collaboration improved visibility of supply disruptions and supported a coordinated response across government.



Social media update alerting consumers to a metropolitan fuel price increase.

Consumer Law Learning and Development Program

This year, the ACL Training Project became a permanent program within Consumer Protection. Now known as the Consumer Law Learning and Development Program, it strengthens our ability to deliver consistent, accessible consumer law education to staff and stakeholders.

MyACL, our ACL e-learning program, continues to provide engaging, on-demand training for Consumer Protection staff, other regulators, community legal centres and financial counsellors nationwide.

We also expanded our consumer law video resources for consumers and traders, including a new six-part series on our complaints and conciliation process. The series guides users through each stage — from making a formal complaint through to the assessment stage, early intervention, the conciliation process, investigations and reasonableness in reaching an outcome.

Despite only launching in mid-November, *Making a formal complaint* was the most viewed video on our website this year.

Our Going to the Magistrates Court in Western Australia video series also remained among the most viewed resources, with I think I need to go to court and *What to expect when making your claim* both featuring in the top three most viewed videos overall.

Together, these resources support consumers and traders to navigate complaints, conciliation and court processes with greater confidence.

The Consumer Law Learning and Development Program helps us speak a common language about consumer law and promotes a coordinated approach to ACL education. As a result, consumers are better informed, traders understand their obligations, and organisations can deliver consistent guidance at both local and national levels.

Licensing and Registrations

Licensing

In WA, Consumer Protection administers the licensing and registration system for charities, debt collectors, employment agents and the property[2] and motor vehicle[3] industries.

These regulatory arrangements support oversight of industry participants and help ensure that only persons who meet prescribed qualification, experience and probity requirements are authorised to operate. Applicants must satisfy applicable eligibility criteria, including fit and proper person requirements relating to character and repute.

Year in numbers

49,166

Consumer Protection licences current at 30 June 2026

Charities	2,771
Debt collectors	57
Employment agents	683
Land valuers	863
Motor vehicle dealers	1,640
Motor vehicle repairers	21,796
Motor vehicle salespersons	1,857
Motor vehicle repair businesses	5,093
Motor vehicle yard managers	1,492
Real estate and business agents	4,757
Real estate and business sales representatives	7,495
Settlement agents	662

Associations

More than 15,543 not-for-profit groups in WA are registered as incorporated associations. Becoming incorporated helps clubs and associations apply for grants, open bank accounts and own property in their own name. It can also help protect individual members from personal legal liability. Consumer Protection is responsible for regulating incorporated associations in WA.

Year in numbers

18,268

Applications finalised

New incorporation	508
Altering the rules	699
Winding up	162
Committee members	0
AGMs	53
Transfer to another law	9
Other	16,837

Consumer Protection continued our regulatory and compliance activities in 2025–26 to support good governance and accountability across incorporated associations, cooperatives and charitable licence holders in WA. We are preparing to implement mutual recognition principles which allow for charities that are registered with the Australian Charities and Not-for-profits Commission (ACNC) to operate within WA without the need to apply for a second licence in the State.

[2] Real estate agents, sales representatives, settlement agents and land valuers.

[3] Motor vehicle dealers, yard managers, salespersons, car market operators and repairers.

During 2025–26, Consumer Protection completed investigations involving 53 incorporated associations following the receipt of formal complaints. The outcome of these investigations included:

- educational advice being provided;
- warnings being issued;
- complaint withdrawn; and
- corrective advice accepted.

There were no prosecutions instigated within the period.

In addition, there were 72 further complaints lodged with the branch. However, these complaints were assessed and deemed to be internal matters and not within breach of the *Associations Incorporation Act 2015*. The complainants were advised to follow the dispute process set out in the association rules.

As part of Consumer Protection's education function, the Associations Newsletter was sent to 22,147 members from incorporated associations and other stakeholders.

Incorporated associations are required to submit an Annual Information Statement (AIS) to Consumer Protection unless they are registered with, and report to, the ACNC. This year, 15,040 AISs were lodged directly with Consumer Protection and a further 1,875 were reported to the ACNC. As part of its ongoing compliance program, Consumer Protection issued 1,851 cancellation notices to incorporated associations that failed to meet their reporting obligations for two or more consecutive years and appeared to be inactive. Since the program commenced in 2023, more than 6,245 associations have had their incorporation cancelled.

Following a cancellation order, Consumer Protection, on behalf of the State, is responsible for distributing any surplus property held in the name of the cancelled association. In 2025–26, Consumer Protection distributed a total of $261,310.22 in surplus funds from cancelled associations to associations that shared similar objects and purpose. This has ensured that funds that would otherwise have been sitting dormant are made available to active associations and continue to provide benefit to the community.

During the reporting period, Consumer Protection expanded its key digital transformation initiative, enabling its incorporated associations, co-operatives, limited partnership, charitable collections licences and street appeal applications to be lodged and paid for online. This enhancement improves accessibility, security and convenience for applicants.

Consumer Protection administers the licensing and permit system for charitable collections and public street appeals, ensuring that fundraising activities are conducted ethically and in accordance with legislative requirements.

As at 30 June 2026, the following were recorded:

- Total registered charities: 2,771
- Charitable collection licences issued: 212
- Street collection permits issued: 20

Dispute resolution

Conciliation

Consumer Protection provides a free, voluntary conciliation service to assist consumers and traders to resolve disputes without the need to go to court. Where non-compliance is identified, compliance and enforcement action may be undertaken regardless of whether the dispute has been resolved. In 2025–26, Consumer Protection commenced 13,407 conciliation complaints and finalised 12,359, including 273 matters managed by regional branches. Through our conciliation service, redress[4] totalling $11.6 million for 3,884 consumers was obtained.

Consumer Protection may assess complaints and consider further action where the following circumstances apply:

- the matter has not already been determined by a court or tribunal, and no proceedings are pending;
- the issues raised fall within the scope of consumer protection legislation;
- the trader's conduct appears to involve a breach of consumer protection legislation or the consumer's contractual rights; or
- the dispute does not primarily relate to a matter of personal opinion, such as certain issues concerning quality.

Where appropriate, Consumer Protection may refer complaints to another agency.

The efficient and appropriate use of public resources is considered, and conciliation may not be undertaken where a matter is minor and involves only limited financial loss to the consumer. However, matters involving relatively small individual losses may still warrant intervention where large numbers of consumers are affected, such as a scam.

Consumer Protection may discontinue conciliation where it considers a reasonable offer of redress has been made by a trader and declined by the consumer.

Year in numbers

12,359

Conciliation files finalised

Debt collector complaints	1
Marine complaints	26
Motor vehicle complaints	3,101
Property – Other complaints	3
Real estate complaints	23
Residential parks complaints	46
Retail, building, and services	6,739
Retirement villages complaints	28
Settlement agent complaints	2
Tenancy complaints	2,390

4,099

Files assessed and no further action taken

Education, advice or information given	2,152
Complaint referred to another body	1,058
Policy reason	319
Complaint lapsed or withdrawn	270
No offence detected	148
Other	126
Agreement reached to settle	19
No Consumer Protection jurisdiction	4
Corrective advice accepted	3

[4] Redress refers to the compensation or the in-kind value to address issues a consumer has complained about.

Proactive compliance

Consumer Protection undertakes a proactive compliance inspection program to support individuals and organisations to meet their legislative obligations through the provision of advice and education. The program also informs enforcement action through the identification of current and emerging non-compliance issues and associated risks.

During 2025–26, Consumer Protection conducted 2,940 proactive compliance inspections across the motor vehicle and retail industries.

Year in numbers

258

Motor vehicle dealer and repairer premises inspected

2,682

Retail proactive inspections

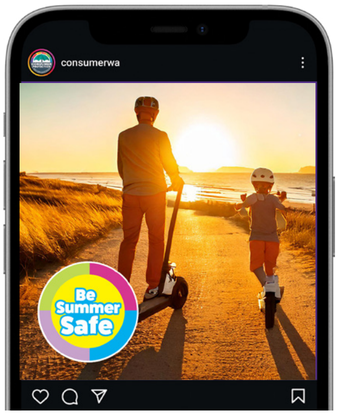
Country of origin labelling	10
Fuel retailer	2,505
Price scanning	86
Refund policy	81

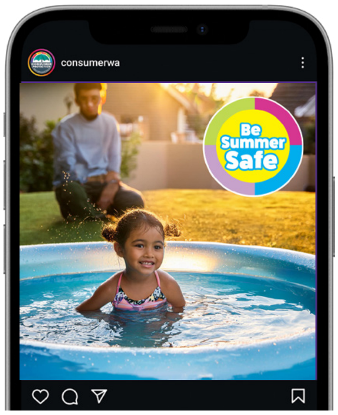
As part of its proactive compliance program, automotive inspectors examined second-hand vehicles offered for sale by dealers to identify unroadworthy or unsafe vehicles and reviewed prescribed sales documentation at the time of inspection.

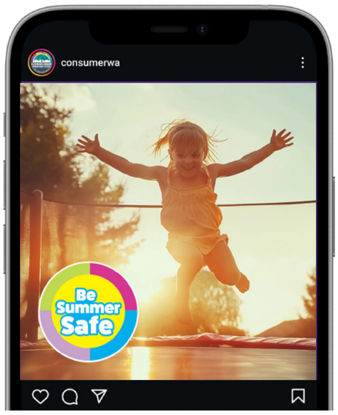
Second-hand vehicles remained a compliance priority during the 2025–26 financial year, with inspection activity focused on high-volume second-hand motor vehicle dealerships. In addition to assessing vehicle roadworthiness, inspectors reviewed whether dealers were correctly displaying prescribed forms and completing prescribed particulars, including declarations about statutory warranty coverage and whether vehicles has been recorded on the Written-Off Vehicle Register (WOVR). Spot checks of the Personal Property Securities Register (PPSR) were also undertaken during the year to verify claims relating to WOVR status.

During the 2025–26 financial year, 7,558 second-hand vehicles were inspected. This resulted in 60 defect orders being issued for unroadworthy vehicles and 39 infringement notices for failing to display the prescribed forms or for displaying forms that did not contain the required information.

A further 134 PPSR checks were undertaken, with no false representations identified.







Product safety

Our Product Safety team provides advice and information to businesses and consumers on product safety. It monitors the market and investigates unsafe products and, where necessary, removes them from the marketplace. Various other government agencies also have a role in regulating certain products or industries.

Investigations of potentially dangerous products generally involve research and consultation with a variety of stakeholders. Investigations include gathering information about the product and any existing regulations, testing products, liaising with retailers, distributors and manuf urers and discussing matters with advisory bodies. Investigations may result in prosecutions or infringement notices being issued if traders are found to have acted in breach of product safety laws.

Year in numbers

336	2,175	84%
Inspections	Products inspected	Compliance rate

The Consumer Product Advocacy Network (CPAN) is a group of organisations with an interest in the promotion and advocacy of product safety in WA. In 2025–26, Consumer Protection maintained close collaboration with CPAN members, including KidSafe WA and the Department of Health, to identify and respond to emerging product safety issues, with a continued focus on protecting young children from unsafe consumer products.

Lithium-ion battery safety remained a significant priority throughout 2025–26, as incidents involving battery fires and overheating products continued to pose risks to the community.

Consumer Protection continued to educate consumers on the safe charging, storage and disposal and use of products containing lithium-ion batteries through media engagement, social media campaigns and targeted safety messaging. Consumer Protection also continued to work closely with the ACCC and members of the WA Lithium-ion Batteries Working Group, including the Department of Fire and Emergency Services, to share information and monitor incidents and injury trends associated with lithium-ion batteries.

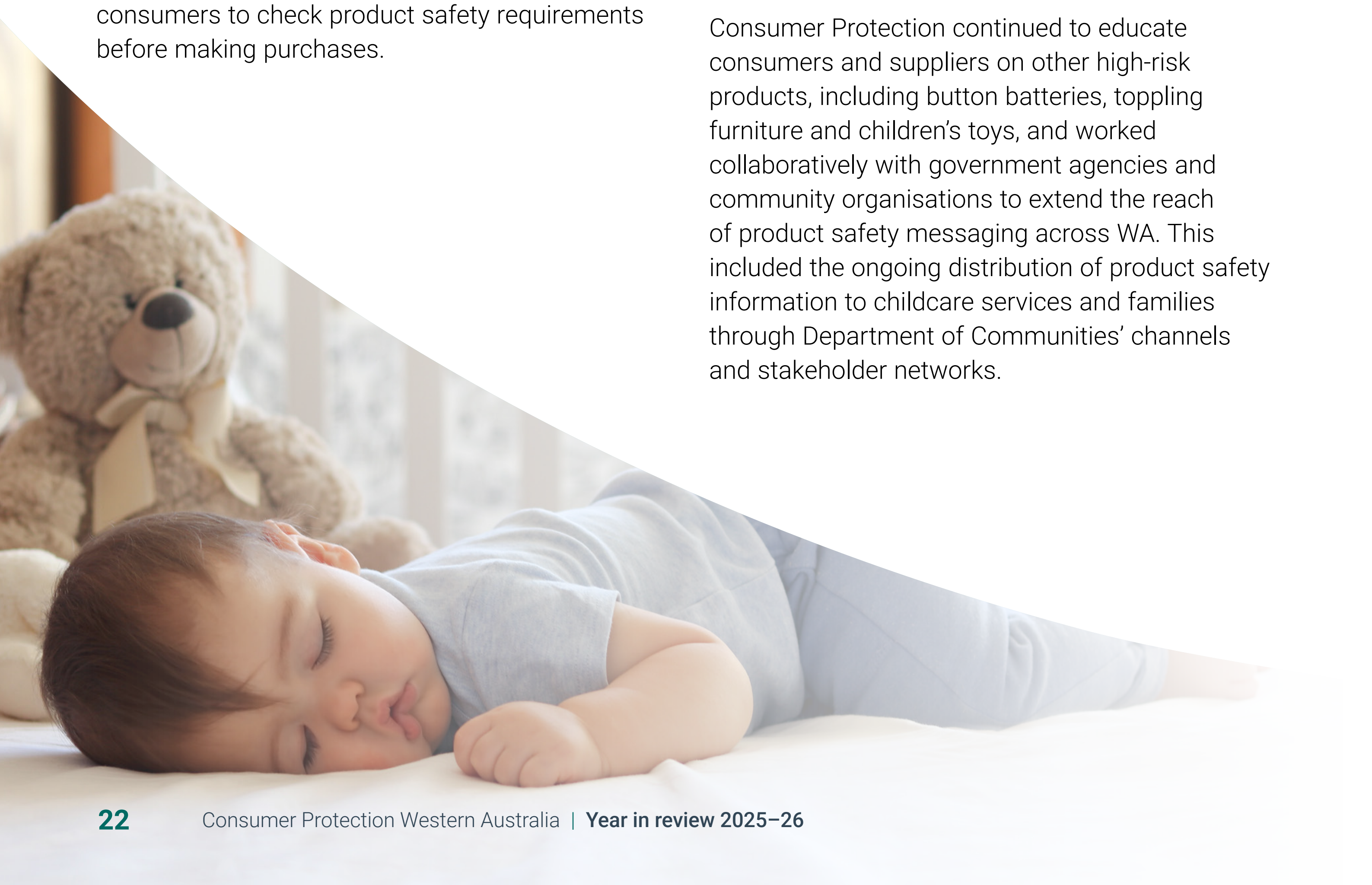
Consumer Protection continued to observe strong consumer demand for low-cost goods purchased through online marketplaces and discount retail platforms, with ongoing cost-of-living pressures remaining a contributing factor.

Throughout 2025–26, Consumer Protection prioritised consumer education on the potential risks associated with purchasing non-compliant and low-quality products online, including products that may not meet Australian safety standards. This included an online sweep project, through which the department purchased multiple items to identify unsafe products commonly sold online, engaged with online platforms to remove listings and initiate corrective action, and encouraged consumers to check product safety requirements before making purchases.

During 2025–26, Consumer Protection also supported industry and consumer awareness of new mandatory safety and information standards for infant sleep products introduced under the ACL. Education and compliance activities focused on helping suppliers understand their obligations in relation to products such as rockers, bassinets, inclined sleep products and household cots, while also promoting safe sleep practices to parents and carers.

Consumer Protection also supported awareness of the permanent ban on baby bottle self-feeding devices (published by the Commonwealth on 25 May 2026), introduced in response to serious risks of choking, aspiration and suffocation for infants.

Consumer Protection continued to educate consumers and suppliers on other high-risk products, including button batteries, toppling furniture and children's toys, and worked collaboratively with government agencies and community organisations to extend the reach of product safety messaging across WA. This included the ongoing distribution of product safety information to childcare services and families through Department of Communities' channels and stakeholder networks.



Enforcement

Consumer Protection draws on information from a range of sources to identify compliance issues, assess risks and inform regulatory activity. Key sources include consumer complaints, external agency referrals, proactive compliance activities, contact centre enquiries, marketplace surveillance, and intelligence gathering and analysis.

Complaints are assessed to determine their suitability for conciliation and to identify potential non-compliance with consumer protection laws. A complaint may, in some instances, raise both conciliation and compliance considerations.

A range of actions are used to promote and enforce compliance with the legislation it administers. The action taken depends on the relevant circumstances of each case and is proportionate to the nature and seriousness of the breach or non-compliance. A summary of enforcement and disciplinary actions taken, by Act, is available at Appendix B.

Prosecution is one enforcement actions taken when there are reasonable grounds to suspect an offence has been committed under the legislation it administers.

Decisions to prosecute are generally made in matters involving serious misconduct or serious consequences, and in matters where Consumer Protection seeks to address undesirable practices within a particular trade or occupation. More details on prosecution action taken during the year is provided at Appendix C.

During 2025–26, Consumer Protection officers commenced 1,613 compliance and investigation files, and finalised 1,583 files. The outcomes are outlined below. A breakdown by industry is available at Appendix D.

Year in numbers

Compliance and investigation files finalised

Education, advice or information given	777
No offence detected	340
Administrative warning accepted	61
Corrective advice accepted	56
Fine/penalty/infringement[5]	50
Complaint referred to another body	15
Complaint lapsed or withdrawn	5
Agreement reached to settle	2
Other	277

Infringement notices

Consumer Protection may issue infringement notices where the circumstances of the alleged breach involve an isolated incident, a minor or trivial offence, an inadvertent oversight or where enforcement action is considered appropriate to deter similar non-compliance.

Payment of a prescribed penalty under an infringement notice does not constitute an admission of liability for the purposes of any civil claim, action or proceeding arising out of the same circumstances. Where an alleged offender elects to have the matter heard and determined by a court or fails to pay the prescribed penalty and the infringement notice is not withdrawn, the matter may proceed to prosecution in the Magistrates Court.

An infringement notice may be withdrawn where further information substantiates a defence available to the alleged offender, or where Consumer Protection determines that the matter is more appropriately dealt with by way of prosecution.

This year Consumer Protection issued 216 infringement notices totalling $373,020 under seven Acts (Appendix E).

Public naming

Under the *Fair Trading Act 2010* and the ACL, the Commissioner may publicly identify a trader who is reasonably suspected of contravening consumer protection legislation where it is necessary to warn the public and mitigate the risk of personal or financial harm.

Consumer Protection Public Naming of Traders Policy supports a consistent and legally sound approach to the public naming of traders. The policy states that public naming only occurs where the allegations are reasonably established and a warning is in the public interest. It also recognises the need to balance consumer protection objectives with the potential impact on a trader's reputation, and to ensure that any public warning is issued in accordance with applicable legal processes and requirements. Although the policy refers to the naming of traders, consumer warnings may also relate to particular products, services or business practices.

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5 This outcome does not reflect the number of infringement notices issued. A file may include multiple breaches; notices may be issued in different financial years to the closure of the file; or outcomes may be recorded that do not reflect the notice.

Enforceable undertakings

An enforceable undertaking is a binding agreement by which a trader or business undertakes to carry out specified actions to address alleged non-compliance and secure future compliance with the law.

This enforcement option may be accepted in significant matters where there are reasonable grounds that the trader is prepared to cooperate, remediate the conduct in question and avoid the need for court proceedings.

Such undertakings may provide timely redress to consumers, facilitate the resolution of compliance matters without litigation and reduce the likelihood of further non-compliance. There were no enforceable undertakings during the financial year. Details of previously accepted enforceable undertakings are available on the Consumer Protection website.

Disciplinary actions

Disciplinary action may be taken in respect of misconduct or a breach of professional standards relating to a licensed vocation. This enforcement option may be pursued where there are reasonable grounds to suspect that a person or body corporate holding a relevant vocational licence, certificate or registration has engaged in conduct constituting a contravention of the legislation under which the relevant authority is granted, or of any other applicable legislation, including Consumer Protection legislation or relevant criminal law.

Where disciplinary proceedings are instituted under Consumer Protection legislation, the matter is referred to the State Administrative Tribunal for determination.

This year Consumer Protection took disciplinary actions against seven entities in the real estate industry.

1. A sales representative was permanently disqualified from working in the real estate industry after admitting to unlawfully manipulating agency trust accounts over a three-year period.
2. A real estate agency and its director were reprimanded and fined a total of $18,000 over failing to ensure timely audits of its trust account over a three-year period.
3. A real estate agency and its licensee were reprimanded and fined a total of $7,000, after admitting to multiple breaches involving trust account records and tenancy bond lodgements.
4. The State Administrative Tribunal granted an application to transfer funds held in the defunct trust account of a former settlement agent, ordering that the funds be transferred to the Treasury Special Purpose Account.
5. A real estate agency and its licensee were reprimanded and fined a total of $4,000 after the agency lodged a tenant's bond 155 days late and provided false or misleading information about the delay. The State Administrative Tribunal found that the agency breached its legal obligation, while the licensee failed to ensure the business complied with tenancy bond requirements.
6. A real estate agent was permanently disqualified and had his licence cancelled after the State Administrative Tribunal found he failed to prevent the misappropriation of more than $715,000 from his agency's trust accounts by an employee and company director.
7. A real estate agency was reprimanded and fined $5,000 by the State Administrative Tribunal after it admitted improperly releasing a $50,000 deposit that was required to remain in trust under WA's strata title laws.

More details of these seven cases are available in the State Administrative Tribunal outcomes section of Appendix C.

Social media post on disciplinary action taken against real estate agent

Appendices

Appendix A: Changes to Consumer Protection legislation

There were 25 changes to legislation administered by Consumer Protection in the 2025–26 financial year.

Effective date of change	Act/Regulation	Outcome
12 July 2025	*Retail Trading Hours Act 1987 – Retail Trading Hours (Shire of Esperance) Variation Order 2025.*	An order made by the Minister under section 12E of the Act varying the trading hours of retail shops.
24 July 2025 (Publication)	*Fair Trading Act 2010* – Competition and Consumer (Australian Consumer Law – Country of Origin Information for Seafood for Immediate Consumption) Information Standard 2025.	An information standard was made, to apply country of origin information disclosure requirements for seafood products for immediate consumption in hospitality settings. The disclosure requirements commence 1 July 2026.
22 August 2025	*Associations and Co-operatives Legislation Amendment Act 2025.*	Amendments made to the *Associations Incorporations Act 2015* and the *Co-operatives Act 2009* to modernise the regulatory framework and provide efficiencies in operation and regulation of associations and co-operatives. The majority of amendments will come into effect on a day fixed by proclamation.
27 September 2025	*Retail Trading Hours Act 1987* – Retail Trading Hours (City of Perth) Variation Order 2025.	An order made by the Minister under section 12E of the Act varying the trading hours of retail shops.
27 September 2025	*Retail Trading Hours Act 1987* – Retail Trading Hours (Metropolitan Area) Christmas And Public Holiday Variation Order 2025.	An order made by the Minister under section 12E of the Act varying the trading hours of retail shops.
3 October 2025	*Short-Term Rental Accommodation Act 2024* – Short-Term Rental Accommodation Amendment Regulations (No. 2) 2025.	An amendment made to the Short-Term Accommodation Regulations (STRA) 2024 regulation 5 to provide the Diggers & Dealers Mining Forum in Kalgoorlie with an exemption from STRA registration requirements for accommodation providers within the City of Kalgoorlie-Boulder for the duration of the annual three-day event.
31 October 2025	*Petroleum Retailers Rights and Liabilities Repeal Act 2025.*	The Act: • repealed the *Petroleum Retailers Rights and Liabilities Act 1982* and regulations made under that Act; and • made consequential amendments to the *Petroleum Products Pricing Act 1983*.

Appendix A: Changes to Consumer Protection legislation (continued)

Effective date of change	Act/Regulation	Outcome
1 November 2025	*Retail Trading Hours Act 1987* – Retail Trading Hours (Regional Christmas & Public Holiday) Variation Order 2025.	An order made by the Minister under section 12E of the Act varying the trading hours of retail shops.
13 November 2025	*Residential Parks (Long-stay Tenants) Act 2006* – Residential Parks (Long-stay Tenants) Amendment Regulations 2025.	Amendments made to regulation 8 of the Residential Parks (Long-stay Tenants) Regulations 2007 to allow residential park operators to impose an electricity supply charge in addition to electricity consumption charges.
26 November 2025	*Fair Trading Act 2010 – Fair Trading Act* (Amending Law) Proclamation 2025.	A Proclamation made to commence the *Treasury Laws Amendment (Fairer for Families and Farmers and Other Measures) Act 2024* (Cth), pursuant to the *Fair Trading Act 2010* sections 19 and 19C.
26 November 2025: Part 1. 27 November 2025: Part 2 (but only regulations 3, 12 and 22); Part 3 (but only regulations 26, 35 and 44). 1 January 2026: The rest of the regulations.	*Real Estate and Business Agents Act 1978, Settlement Agents Act 1981* – Commerce Regulations Amendment (Real Estate, Business and Settlement Agents) Regulations 2025.	Amendments made to the Real Estate and Business Agents (General) Regulations 1979 and the Settlement Agents Regulations 1982 to create a new framework for the completion of continuing professional development activity for the real estate and settlement industries in WA.
26 November 2025	*Retail Trading Hours Act 1987*– Retail Trading Hours (City of Kalgoorlie-Boulder) Christmas Variation Order 2025.	An order made by the Minister under section 12E of the Act varying the trading hours of retail shops.
29 November 2025	*Retail Trading Hours Act 1987* – Retail Trading Hours (Shire of Katanning) Christmas And Public Holiday Variation Order 2025.	An order made by the Minister under section 12E of the Act varying the trading hours of retail shops.
4 December 2025	*Charitable Collections Amendment Act 2025.*	Amendments made to the *Charitable Collections Act 1946* to implement a national scheme for charitable collections licensing based on a recognition of registration with the Australian Charities and Not-for-profits Commission as a sufficient qualification for undertaking collections in WA, together with additional amendments aimed at improving the efficiency of the Act.

Appendix A: Changes to Consumer Protection legislation (continued)

Effective date of change	Act/Regulation	Outcome
9 January 2026	*Real Estate and Business Agents Act 1978* – Real Estate and Business Agents (General) Amendment Regulations 2026.	Amendments made to regulation 6(1)(a) of the Real Estate and Business Agents (General) Regulations 1979 to: • prescribe the new Bachelor of Commerce (Property Investment and Development) as a qualification for the grant of a licence and registration as a sales representative; and • clarify that a person has passed the prescribed examinations if they have been conferred a prescribed Bachelor of Commerce from Curtin in combination with any other qualification.
21 January 2026: Part 1, 28 March 2026: Parts 2 and 3.	*Residential Tenancies Act 1987* – Commerce Regulations Amendment (Residential Tenancies and Residential Parks) Regulations 2026.	Amendments made to the Residential Tenancies Regulations 1989 the Residential Parks (Long-stay) Tenants Regulations 2007 (RPRs) • support the implementation of the third and final stage (Stage 3) of the reforms to the *Residential Tenancies Act 1987* (RTA) made by the *Residential Tenancies Amendment Act 2024* to provide a new streamlined process for disposing of security bonds and determining disputes over security bonds; • modify the application of certain provisions of the RTA; and • amend the RPRs to align the application process for the disposal of a security bond under those regulations with the new bond disposal process under the RTA.
6 March 2026	*Credit (Commonwealth Powers) (Transitional and Consequential Provisions) Act 2010 – Credit (Commonwealth Powers) (Transitional and Consequential Provisions) Act 2010* Commencement Proclamation 2026.	A Proclamation made under section 2 of the *Credit (Commonwealth Powers) (Transitional and Consequential Provisions) Act 2010* (the Act) to commence Part 5 of the Act to repeal the *Finance Brokers Control Act 1975*.
6 March 2026	*Building Services (Registration) Act 2011* – Building Services (Registration) Amendment Regulations 2026.	An amendment made to the Building Services (Registration) Regulations 2011 to delete a reference in regulation 11(j) of the Regulations to the *Finance Brokers Control Act 1975*.
6 March 2026	*State Administrative Tribunal Act 2004* – State Administrative Tribunal Amendment Regulations 2026.	Amendments made to the State Administrative Tribunal Regulations 2004 to delete a reference to *Finance Brokers Control Act 1975* in Schedule 1 and to delete a reference to *Finance Brokers Control Act 1975* s.82 in Schedule 7.
6 March 2026	*Fair Trading Act 2010* – Fair Trading (Funeral Pricing Code of Practice) Amendment Regulations 2026.	An amendment made to the Fair Trading (Funeral Pricing Code of Practice) Regulations 2022 (Regulations) which prescribe the Funeral Pricing Code of Practice 2022 (Code) to remove the 1 May 2026 expiry date and enable the Code to remain in effect.

Appendix A: Changes to Consumer Protection legislation (continued)

Effective date of change	Act/Regulation	Outcome
28 March 2026	*Residential Tenancies Amendment Act 2024* – *Residential Tenancies Amendment Act 2024* Commencement Proclamation 2026.	A Proclamation made under the *Residential Tenancies Amendment Act 2024* section 2(b) providing for the following provisions to come into operation: (a) section 13(2) (b) section 15(2) (c) section 16 (d) sections 24(2) to (5) (e) section 38 (f) section 43 (g) sections 56 to 61 (h) section 63
1 April 2026: Regulations 1 and 2. 1 May 2026: Regulations 4, 5 and 6. 2 April 2026: The rest of the regulations.	*Petroleum Products Pricing Act 1983* – Petroleum Products Pricing Amendment Regulations 2026.	Amendments made to the Petroleum Products Pricing Regulations 2000 to: • expand the places to which the requirements of regulations 3 and 6 of the Regulations apply to include the whole of the State; and • increase the modified penalties for contravening regulations 3 and 6 that are prescribed in Schedule 2 of the Regulations.
1 April 2026	*Retail Trading Hours Act 1987* – Retail Trading Hours (Motor Vehicle Shops) Public Holiday Variation Order 2026.	An order made by the Minister under section 12E of the Act varying the trading hours of retail shops.
18 April 2026	*Retail Trading Hours Act 1987* – Retail Trading Hours (Shire of Esperance) Anzac Day Public Holiday Variation Order 2026.	An order made by the Minister under section 12E of the Act varying the trading hours of retail shops.
20 June 2026	*Fair Trading Act 2010* – Consumer Goods (Baby Bottle Self feeding Devices) Permanent Ban 2026.	A permanent ban imposed under section 114 of the ACL on baby bottle self-feeding devices.

Appendix B: Enforcement and disciplinary actions against traders and licensees

Act	Administrative warning	Infringement notice	Public naming	Enforceable undertaking	Disciplinary proceeding	Magistrates Court action
Australian Consumer Law (WA)	43	8	9			8
Fair Trading Act 2010		1				
Motor Vehicle Dealers Act 1973	19	42	1			2
Petroleum Products Pricing Act 1983	36	105	1			
Real Estate and Business Agents Act 1978	24	56	1		6	1
Real Estate and Business Agents and Sales Representatives Code of Conduct 2016	14				6	
Residential Tenancies Act 1987	9	2			1	3
Retail Trading Hours Act 1987	1					
Settlement Agents Act 1981			1		1	
Ticket Scalping Act 2021	6	2	1			1

Notes

1. A trader may be subject to more than one type of enforcement or disciplinary action.
2. An action may involve multiple breaches of legislation.
3. This information is accurate as at 30 June 2026, however more information may be added to the records as they become available.

Appendix C: Court outcomes

The table below presents details of published Consumer Protection-related court outcomes during 2025–26. Not all court or legal outcomes were made publicly available. The monetary amount only refers to the fines issued and does not provide costs or compensation amounts. This information can be found in the linked media releases where available.

Magistrates Court outcomes

Date	Detail	Act	Outcome
8 August 2025	[Name Withheld]	*Residential Tenancies Act 1987* • Failing to lodge bonds within the required timeframe	Fined $1,200
8 August 2025	[Name Withheld]	*Ticket Scalping Act 2021* • Selling ticket which exceeds original price by 10 per cent	Fined $850
22 August 2025	Trent Danny Caines trading as T&C Landscape Construction	Australian Consumer Law • Wrongly accepting payment	Fined $2,000
13 October 2025	Victor James Wright trading as Ellenbrook Auto Services	Australian Consumer Law • Wrongly accepting payment	Fined $1,800
30 January 2026	Jim's Realty Pty Ltd (formerly traded as Agape Property Group)	*Real Estate and Business Agents Act 1978* • Accounts improper for auditing • Failing to credit trust account • Failing to seek full and accurate records • Unlawful withdrawals from trust account and *Residential Tenancies Act 1987* • Failing to lodge bonds within the required timeframe	Fined $225,000
30 January 2026	Evan John Fowler	Australian Consumer Law • Wrongly accepting payment • Failing to supply services in a reasonable time	Fined $15,000
6 March 2026	Michael Anthony Cicchino	*Motor Vehicle Dealers Act 1973* • Unlicensed dealing • Odometer tampering and Australian Consumer Law • Making false or misleading representation	Fined $15,300

Appendix C: Court outcomes (continued)

Magistrates Court outcomes

Date	Detail	Act	Outcome
6 March 2026	Kylie Sommer Scott Sommer	Australian Consumer Law • Wrongly accepting payment • Failing to supply services in a reasonable time	Fined $10,800 combined
6 March 2026	Charles Patrick Kimber trading as CK Kitchens and Interiors	Australian Consumer Law • Wrongly accepting payment • Failing to supply services in a reasonable time	Fined $7,200
10 April 2026	[Name withheld]	Australian Consumer Law • Wrongly accepting payment	Fined $2,000
1 May 2026	Marcus Rollend	*Motor Vehicle Dealers Act 1973* • Odometer tampering	Fined $6,000
5 June 2026	Lomax Coastal Realty Pty Ltd trading as Lomax Coastal Realty	*Residential Tenancies Act 1987* • *Failing to lodge bonds within the required timeframe*	Fined $5,000
5 June 2026	Joshua Benjamin Reardon trading as Anytin Roofing	Australian Consumer Law • Wrongly accepting payment • Failing to supply services in a reasonable time	Fined $9,000

State Administrative Tribunal outcomes

Date	Detail	Act	Outcome
18 August 2025	Annette Josephine Cobb	*Real Estate and Business Agents Act 1978* and Real Estate and Business Agents and Sales Representatives Code of Conduct 2016 • Engaging in misleading or deceptive conduct • Failing to act in good faith in the best interests of the clients • Failing to act honestly in all dealings with the clients, other agents and sales representatives and other persons involved in a transaction • Unlawful withdrawals from trust account	Reprimanded and permanently disqualified

Appendix C: Court outcomes (continued)

State Administrative Tribunal outcomes

Date	Detail	Act	Outcome
25 September 2025	First Base Investments Pty Ltd Ross Phillip Wilkinson	*Real Estate and Business Agents Act 1978* and Real Estate and Business Agents and Sales Representatives Code of Conduct 2016 • Failing to cause its trust account to be audited by a qualified auditor • Failing to adequately supervise staff and ensure compliance with statutory obligations	Fined $18,000 combined (First respondent: $14,000; Second respondent: $4,000)
18 November 2025	East Kimberley Real Estate Pty Ltd Valda McKeen	*Real Estate and Business Agents Act 1978* and Real Estate and Business Agents and Sales Representatives Code of Conduct 2016 • Failing to record trust account transactions • Failing to lodge bonds within the required timeframe • Failing to ensure compliance by staff	Fined $7,000 combined (First respondent: $4,000; Second respondent: $3,000)
28 November 2025	Renee Lee Matthews	*Settlement Agents Act 1981* • Discharge of orders restraining bank from dealing with statutory trust account • Transfer of moneys held in statutory trust account to the Treasurer	Application granted
16 March 2026	Dilleen Realty SA Pty Ltd Edward James Dilleen	*Real Estate and Business Agents Act 1978,* Real Estate and Business Agents and Sales Representatives Code of Conduct 2016 and *Residential Tenancies Act 1987* • Failing to ensure compliance by staff • Failing to lodge bonds within the required timeframe • Providing incorrect information to tenant regarding bond lodgement	Reprimanded and fined $4,000 combined (First respondent: $2,000; Second respondent: reprimanded and $2,000)
18 March 2026	Asset Growth Pty Ltd trading as Elite Property Group David McManus	*Real Estate and Business Agents Act 1978* and Real Estate and Business Agents and Sales Representatives Code of Conduct 2016 • Failing to ensure compliance by staff	Reprimanded, permanently disqualified and licence cancelled
25 June 2026	Australian Property Alliance Pty Ltd (formerly Nicheliving Real Estate)	*Real Estate and Business Agents Act 1978* and Real Estate and Business Agents and Sales Representatives Code of Conduct 2016 • Mishandling of deposit in trust account	Reprimanded and fined $5,000

Appendix D: Breakdown of enforcement outcomes by industry

The complaint outcome for compliance and investigation files completed this year are below. These have been split by the business type recorded on the file. These categories are industry-related and may not be representative of the number of actions taken under the relevant industry Act.

Associations and charities

	Associations complaints	Charities licensing and complaints
No offence detected	19	1
Education, advice or information given	17	1
Other	5	
Complaint lapsed or withdrawn	1	
Corrective advice accepted	1	
Grand total	**43**	**2**

Automotive marine and trading hours

	Marine complaints	Motor vehicle complaints	Retail trading hours complaints
Education, advice or information given		52	1
Other		49	
No offence detected	1	37	
Corrective advice accepted		25	
Fine/penalty/infringement		13	
Administrative warning accepted		3	1
Prosecution action approved		3	
Complaint referred to another body		2	
Grand total	**1**	**184**	**2**

Appendix D: Breakdown of enforcement outcomes by industry (continued)

Property industries

	Land valuer complaints	Property – other complaints	Real estate complaints	Residential parks complaints	Retirement villages complaints	Settlement agent complaints	Tenancy complaints	STRA complaints	Real Estate CPD Provider complaints
Education, advice or information given			485		2	57	43	29	1
No offence detected	1	16	167	2	2	19	25	3	
Other	1		107	2	5	9	16	21	
Administrative warning accepted			20				5		
Brief completed – SAT proceedings			7						
Complaint referred to another body			5				1		
Complaint lapsed or withdrawn			2					2	
Policy reason			2						
Agreement reached to settle			1				1		
Prosecution action approved			1				1		
Corrective advice accepted					1				
No Consumer Protection jurisdiction								1	
Grand total	**2**	**16**	**797**	**4**	**10**	**85**	**92**	**56**	**1**

Appendix D: Breakdown of enforcement outcomes by industry (continued)

Retail, building and services

	Employment agent complaints	Product safety complaints and inspections	Retail, building and services complaints
Education, advice or information given	1	18	68
No offence detected	4	7	38
Other		2	35
Fine/penalty/infringement		4	33
Administrative warning accepted		7	25
Corrective advice accepted		26	3
Prosecution action approved			10
Complaint referred to another body			7
Grand Total	**5**	**64**	**219**

Appendix E: Infringement notices issued

Consumer Protection has the legislative ability to issue infringement notices if the alleged offence is a "one-off" occurrence, relatively minor or trivial, a result of an inadvertent oversight or if it is likely to deter the recipient from engaging in similar misconduct again.

An infringement may be withdrawn by the department if, for example, more information supporting the alleged offender's defence is supplied or if the department commences prosecution. There were no withdrawals in this financial year.

Act	Issued value	Issued number
Australian Consumer Law (WA)	$36,320	8
Fair Trading Act 2010	$1,000	1
Motor Vehicle Dealers Act 1973	$9,300	42
Petroleum Products Pricing Act 1983	$282,000	105
Real Estate and Business Agents Act 1978	$36,400	56
Residential Tenancies Act 1987	$4,000	2
Ticket Scalping Act 2021	$4,000	2
Grand total	**$373,020**	**216**

Appendix F: Consumer warnings

The following traders, products, services or business practices were named this year.

Date	Trader/Issue	Detail
7 July 2025	Warning about tradie who owes nearly $79,000 - Allan Jason Dean Howard / Allan's Plastering	Consumer Protection investigated Byford plasterer Allan Jason Dean Howard (trading as Allan's Plastering) following 11 complaints regarding $78,715 in upfront deposits taken for work not commenced since July 2023. The tradesman, operating as 'JD Howard' on social media, allegedly breached regulations by demanding high deposits, prompting a warning to avoid his services.
13 August 2025	Don't get taken to the cleaners when a tenancy ends	Consumer Protection warned tenants to exercise caution when hiring vacate cleaners after 87 complaints were lodged over two years. Eighty per cent of complaints alleged poor quality, with cleaners leaving properties unclean or causing damage and refusing to rectify issues. Tenants were urged to research reputable cleaners, check ABNs, and avoid prepaying to avoid losing their bond.
7 October 2025	Fans risk getting slammed by scalpers as WWE hits Perth	Consumer Protection warned WWE wrestling fans to avoid buying inflated, last-minute tickets for the three shows in October 2025. As tickets neared sell-out, the Commissioner urged purchasing only via Ticketek or Ticketek Marketplace to avoid scams and high prices, which were limited legally to 10 per cent above face value.
4 February 2026	Fresh warning about repeat offender tradesperson (Trevor James Potter / Ritefix Property Services)	Consumer Protection issued a third warning in February 2026 regarding Trevor James Potter (trading as Ritefix Property Services) after he allegedly took more than $20,000 in deposits from homeowners without completing work. Between November 2024 and early 2026, 15 complaints arose regarding undelivered fencing, paving, and guttering, marking a continuation of similar behaviour previously flagged in 2018 and 2020.
12 March 2026	FuelWatch breach triggers fine for Geraldton fuel station	A Geraldton fuel outlet was fined $1,000 by Consumer Protection for breaching WA's FuelWatch laws by charging higher prices than reported, breaking the '24-hour rule'. The retailer failed to keep prices fixed, prompting an investigation into further breaches. This incident followed 48 complaints and five other recent infringement notices, prompting a warning to retailers to ensure accurate pricing or face significant fines.
6 May 2026	From the Commissioner: Paid the deposit but still waiting for the tradie?	Consumer Protection reported an increase in complaints regarding tradies taking deposits but failing to start or finish work, causing significant financial and emotional distress. This trend prompted warnings that accepting payment without delivery was a serious legal breach, leading to prosecutions. For jobs exceeding $7,500, laws restricted deposits to a maximum of 6.5 percent, demanding only genuine progress payments for completed work.

Appendix F: Consumer warnings (continued)

The following traders, products, services or business practices were named this year.

Date	Trader/Issue	Detail
14 May 2026	From the Commissioner: Thinking of using a buyer's agent? Follow these tips	Consumer Protection warned that WA homebuyers who engaged buyer's agents without checking their licence, authority to operate in WA and local experience faced increased risk. This was especially relevant for interstate agents, who may not have understood WA laws, contracts and property processes. Buyers were also reminded to review written agreements carefully, including fees and termination terms. Where services fell short, protections under WA law, the ACL and the Fidelity Guarantee Account applied.
28 May 2026	From the Commissioner: Understanding the risks of buying repairable write-offs	Consumer Protection warned buyers to be cautious of repairable write-offs, especially vehicles priced well below market value. These vehicles may have carried hidden risks, lower resale value and insurance difficulties. Dealers are required to disclose repairable write-off status and are prohibited from misleading buyers. Consumer Protection also urged consumers to check a vehicle's history before purchasing it.
3 June 2026	Warning about trader using over 160 online aliases (Sams Maintenance and Pest Control / Narbjeet Singh)	Consumer Protection warned Western Australian households to exercise caution when engaging pest control or cleaning services online, following at least 30 complaints about businesses linked to Sams Maintenance & Pest Control Pty Ltd. The complaints alleged poor service, property damage, misleading online representations and low initial quotes followed by significant price increases. Investigations found the company operated through more than 160 websites and was not licensed to provide pest control services in WA. Consumers were advised to verify business ownership, licensing, insurance and qualifications, obtain written quotes and avoid providers that could not substantiate their credentials.
4 June 2026	From the Commissioner: Play it safe with basketball hoops and backboards	Consumer Protection warned that basketball rings and backboards had caused serious, preventable injuries when poorly installed, misused or used for slam dunking. It cautioned that hanging or swinging from rings could lead to collapse, severe injury or death, particularly where hoops were mounted on weakened brick walls. Consumers were urged to follow installation instructions, check mandatory safety warnings and ensure new or second-hand systems were structurally sound before use.
18 June 2026	From the Commissioner: Cheap today, costly tomorrow	Consumer Protection warned Western Australians about travelling conmen offering cheap unsolicited home repairs, using pressure tactics, demanding upfront cash and often leaving work unfinished. Householders were urged to avoid engagement, report sightings, alert vulnerable relatives and use licensed traders.

Government of Western Australia

Department of Local Government,
Industry Regulation and Safety
(Previously part of Department of Energy,
Mines, Industry Regulation and Safety)

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Kimberley	(08) 9191 8400
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North West	(08) 9185 0900
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