



# The process for section 29 certificate

1

## Written notice to provider

- Send provider notice of proposal to cancel or suspend STRA registration.
- Include matters that will be included in s29 certificate.
- Invite the provider to make a submission.
- Include a reasonable timeline for a response.

2

## Review provider response

- Review any provider response.
- Request further information if required.
- Advise provider in writing of decision, including any timeframe and proposed conditions for suspension.

3

## Complete s29 form

- Complete s29 form.
- Attach supporting evidence and detail provider's response.
- Designated officer to sign form and send to STRA Register team.

Department of Energy, Mines, Industry Regulation and Safety  
[www.demirs.wa.gov.au](http://www.demirs.wa.gov.au)

### Consumer Protection Division

Gordon Stephenson House  
Level 2/140 William Street Perth Western Australia 6000  
Locked Bag 100, East Perth WA 6892

Call: 1300 30 40 54 Email: [consumer@demirs.wa.gov.au](mailto:consumer@demirs.wa.gov.au)  
[www.consumerprotection.wa.gov.au](http://www.consumerprotection.wa.gov.au)



### Disclaimer:

The Short-Term Rental Accommodation (STRA) certificate herein is provided for the use of Local Government Authorities, Public Sector Bodies and Planning Authorities issuing this notice pursuant to Section 29(1) of the *Short-Term Rental Accommodation Act 2024*. All other information with regards to the cancellation or suspension provisions and processes is provided as general information as individual circumstances may vary. If you are uncertain as to your legal obligations, you should obtain independent legal advice.

**This publication is available in other formats on request.**

National Relay Service: 13 36 77  
Translating and Interpreting Service (TIS): 13 14 50