

AFL GRAND FINAL — TICKET SCALPING ACT

568. Mr S.A. MILLMAN to the Minister for Commerce:

I refer to the McGowan Labor government's efforts to protect Western Australian consumers from being ripped off by ticket scalpers, including through the implementation of the landmark Ticket Scalping Act 2021. Can the minister update the house on the implementation of this legislation, including how it helped protect Western Australians who were seeking to attend the AFL grand final?

Ms A. SANDERSON replied:

I thank the member for Mount Lawley for his question on this important legislation that was a 2017 election commitment and which we introduced as a priority early in this parliamentary term. The measures that we delivered essentially protect consumers from the really nefarious practice of ticket scalping. It is predatory and can create huge disappointment for people who turn up at the gates of events with their family and find that their tickets are completely invalid. The act provides the Commissioner for Consumer Protection with new powers to enforce anti-ticket scalping measures, including limiting the price of resale tickets to no more than 10 per cent of their face value. The act also imposes very heavy penalties of \$20 000 for individuals and \$100 000 for corporations that breach its provisions. The penalties are even higher if organisations are found to be using bots.

The Consumer Protection division has worked very diligently prior to and since the passing of the act. The commissioner wrote directly to operators of online ticket selling platforms, including major international platforms, to advise them of their obligations. Thankfully, even before the legislation was passed, ticket reseller Viagogo advised the government that it would not be reselling tickets. That is a huge win and an indication to the sector that it has to do the right thing.

Consumer Protection directly monitored local and general online reselling platforms Gumtree and eBay, and found 45 advertisements attempting to resell AFL tickets for more than 10 per cent of their original value. A number of resellers were given warnings, to educate people, and seven noncompliant advertisements were also found on Facebook and Instagram. They were either corrected or removed. Consumer Protection is considering further action against recalcitrant offenders who continue to do that. This is a great win for the act, and the success of this law for this really important event sends a really strong signal for future events to come.