

Legislation Committee

Subject: FW: is.tsb.190807.trb.001.DMIRS
Attachments: is.tsb.190807.trb.001.DMIRS.DOCX; Transcript with corrections R Peterson.docx

From: LIPSCOMBE, Penny [mailto:penny.lipscombe@dmirs.wa.gov.au]
Sent: Friday, 16 August 2019 4:22 PM
To: Legislation Committee <lclc@parliament.wa.gov.au>
Cc: BROUX, Karine <karine.broux@dmirs.wa.gov.au>; PETERSON, Robyn <robyn.peterson@dmirs.wa.gov.au>
Subject: is.tsb.190807.trb.001.DMIRS

Hi Tracey

Thank you for the opportunity to correct the draft of my testimony before the Committee. I have tracked some changes on pages 6 and 13 of the attached draft.

On page 7 of the transcript I stated to the Committee that Consumer Protection has not formally referred instances of fraudulent ticket selling to the police. I would like to clarify this statement.

Where Consumer Protection is satisfied that on the information presented to it that the sale was a fraudulent sale the consumer is advised to report this to the police. There are circumstances where this is not clear and in those circumstances the consumer is not advised to report this to the police. For example a person who cannot attend an event is likely to offer their ticket for sale on several platforms and then accept the first offer. Having done this they may not advise the other platforms and it can occur that the ticket is sold more than once. The first consumer to arrive at the venue who has bought a ticket is likely to be admitted and the second to arrive is likely to be denied entry. If the second consumer complains to Consumer Protection it would not be clear whether to encourage the person to report to the police.

Regards

Penny



Penny Lipscombe | Director Legislation and Policy
Consumer Protection

Department of Mines, Industry Regulation and Safety

Level 4, Gordon Stephenson House, 140 William Street, Perth WA 6000

Tel: (08) 6552 9394 | Mob: 0411 560 263

penny.lipscombe@dmirs.wa.gov.au | www.dmir.wa.gov.au

Subscribe to Consumer Protection media statements/public announcements

Subscribe to Building and Energy media statements/public announcements



*We're working for
Western Australia.*

We acknowledge Aboriginal and Torres Strait Islander people as the Traditional Custodians of this land on which we deliver our services. We pay our respects to elders and leaders past, present and emerging.