

Members of the Standing Committee on Legislation
4 Harvest Tce
WEST PERTH WA 6005



Dear Members,

I run and own an import/ export company, Westoz Industrial Supplies. With an existing and growing clientele. In a highly competitive industry, I believe our success has come from developing strong relationships and reliable service for our clients. I have been able to develop such relationships by adopting a mantra of going "above and beyond" for our clients and always giving them a unique experience. One such way I have been able to strengthen said relationships is by stepping outside the walls of our respective business and attending events such as the Tennis, AFL and seeing musical acts.

Recently in Shanghai, I was showing an AFL game to some of my key suppliers. Naturally, they were blown away by this sport they had never heard of before; Australian Rules Football. I promised them when they shortly arrived in Australia that I would take them to see a game live and get the full experience a TV viewing could just not offer. When it was time to purchase the tickets, the game had sold out and I was unable to get any tickets through Ticketmaster or the club. I did not want to break my promise to my Chinese partners. Fortunately I was able to rely on Epic Tickets, a local Perth broker. While I paid a small premium, I was able to access tickets I otherwise could not and I was able to provide a unique once-off experience; I was able to show my Chinese partners, the best stadium in the world!

I am aware of the new legislation before the parliament which will mean in situations like the above, the broker would only be able to apply 10 percent margin to their cost price. Coming from a highly competitive industry myself, I know you cannot survive on such margins and this will ultimately result in the closure of such useful services. I do realise the legislation is rightly to protect the consumer, I do believe there will always be a market for premium tickets / experiences. I feel much more comfortable supporting a local broker, than paying an overseas company such as Viagogo who have let down a few of my friends.

I hope that you are able to make the necessary recommendations in your report to improve the legislation ensuring the reforms will continue to mutually benefit the Western Australian consumers and businesses in this tough economic climate.

Regards,

Daniel St John
Westoz Industrial Supplies