

Legislation Committee

From: Glenn Lacey <gl@firstcontact.co>
Sent: Thursday, 25 July 2019 11:55 AM
To: Legislation Committee
Subject: Ticket Scalping Bill 2018

Dear Legislation Committee,

I am writing in regards to the proposed Ticket Scalping Bill 2018.

Our business First Contact is the leading corporate reception and concierge services provider in Australia. Part of the service that we provide to our office tenants is the provision of event tickets. This is a service our tenants value, and in the event that tickets are hard-to-get or last-minute, we often turn to ticket brokers to service the needs of our tenants.

While I appreciate the intention of the legislation is to protect consumers, the reality is it will be the Australian owned ticket resellers that suffer, while the overseas multinational companies will be incredibly difficult to pursue.

This will only see large multinational organisations grow, with less accountability, less protections for the consumer and will be near impossible to recoup costs of a fraudulent ticket from an overseas organisation.

The Ticket Brokers Association is a group of Seven Australian owned and operated ticket and hospitality service providers, employing Australians, and contributing to the Australian economy through employment and taxation.

Their members adhere to a Code of Conduct which amongst other things mandates transparency in ticketing, a public facing point of contact and disallows any use of automated software (bots).

I urge you to work with the Ticket Brokers Association on the policy process to improve the legislation and its efficacy, ensuring that consumers and small businesses owners benefit from the reforms as intended.

Yours sincerely,

Glenn Lacey

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