

## CONFIDENTIAL IN RELATION TO NAME AND CONTACT INFORMATION

Good afternoon

Thank you for your important work on this important topic. Please be advised of the following:

1. I believe there is a gap for deception type offences between criminal law and consumer law based on my experiences working in community legal centres and criminal law.

2. Something I have seen quite often are vulnerable, and often elderly, people falling victim to tradie type scams. For example someone will cold door-knock and convince a victim they have an urgent issue that must be fixed such as a water heater. People are put under pressure in their own homes and lose their savings unnecessarily.

3. I am sure better regulation such as providing consumer law information when those services are provided would make it easy to investigate and prove the offences. Often these matters do seem to reach a threshold where police should intervene.

4. The criminality of the conduct is very high, there is almost no consequence at the moment. Enforcement and publication orders like ASIC are empowered to make could provide high potential for general deterrence.

Thank you

Sent from my iPhone