



Matt Kean

Minister for Innovation and Better Regulation

MEDIA RELEASE

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KNOW YOUR RIGHTS IN THE SHARING ECONOMY

Minister for Better Regulation Matt Kean today launched a national, NSW-led public awareness campaign that aims to educate consumers about their rights in the sharing economy.

Mr Kean said the campaign follows 2016 research commissioned by NSW Fair Trading, which found many NSW consumers do not know their rights when buying goods and services from sharing economy platforms like Uber, Airbnb and Airtasker.

“Only 17 per cent of consumers felt very or completely confident in understanding their rights in the sharing economy, and just two per cent of respondents said they would contact NSW Fair Trading if something went wrong,” he said.

“The survey also found that less than half the traders surveyed (46 per cent) were confident they understood their rights and responsibilities.

“To help close this knowledge gap, Fair Trading has been working with other consumer regulators across Australia to develop a national awareness campaign, which I am pleased to announce is kicking off today.”

Mr Kean said the campaign includes a series of social media videos that educate consumers about a range of issues in the sharing economy including reviews, cancellations, and remedies.

“This campaign will put consumers first by reminding them that when they purchase goods and services in the sharing economy, they are protected by the Australian Consumer Law (ACL) – in the same way they would be when buying in a store.”

Mr Kean said if things go wrong, consumers can follow these steps to resolve the issue:

- Speak to the seller or service provider;
- Make contact through their internal dispute resolution process, if they have one;
- Write a factual customer review and rate the trader on the platform; and,
- Lodge a complaint with NSW Fair Trading.

Mr Kean said the campaign also aims to educate traders in the sharing economy about their rights and responsibilities.

“Misleading or deceptive conduct from traders is completely unacceptable so it’s important they understand their responsibilities,” he said.

“This includes writing a fake review; asking or paying someone to write a review; writing a false review about a competitor; or hiding negative customer reviews.”

For more information, go to www.consumerlaw.gov.au/sharingeconomy.

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