



7 March 2023

Committee Secretary  
Senate Standing Committees on Environment and Communications  
PO Box 6100  
Parliament House  
Canberra ACT 2600

Dear Committee Secretary,

Thank you for the opportunity to provide a brief submission as part of the Committee's inquiry and report into the National Cultural Policy, *Revive: a place for every story, a story for every place*.

The Ticket Brokers Association of Australia (TBA) is a professional industry body made up of several Australian-based ticket brokers, who represent the interests of the secondary ticket market in Australia.

Several members of the TBA have appeared in person before a Commonwealth Treasury inquiry into the ticket industry, as well as having collaborated with the NSW and Victorian state governments on ticket industry reform. Our industry experience and knowledge underpins both our evidence and input to those processes and this submission to the National Cultural Policy Senate Inquiry.

Several of our members are also members of Live Performance Australia, the Victorian Chamber of Commerce & Industry and work directly in an official capacity with key sporting & arts organisations such as the Australian Football League, F1 Australian Grand Prix and FIFA Women's World Cup.

Each of our members has an established corporate and private client base and abides by a Code of Conduct which prohibits unfair consumer practices. TBA's members employ over 100 Australian-based staff and have an enormously positive impact on travel and tourism in Australia and on the wider economy.

The TBA is also proud to be collaborating with several important charities (see appendices), including:

- Challenge (Children's Cancer support network),
- Little Dreamers (Support network for carers of people with disabilities),
- Helping Hoops (Free basketball programs for the underprivileged in Melbourne),

- Hoops 4 Health (Re-empowering young people & communities in the Northern Territory through the sport of basketball)
- Fair Game (Using sport to inspire fitness and health in indigenous communities in Western Australia)

We support the actions identified in the National Cultural Policy relating to compliance with the Competition and Consumer (Australian Consumer Law—Electronic Ticket Resale Service) Information Standard 2022 (“Information Standard”). Compliance coupled with consumer education initiatives can reduce the confusion experienced by consumers. This will help build audience confidence in participating in and attending live arts events and minimise the risk of harm for consumers.

We look forward to continuing to contribute to the policy development process. If required, we would welcome any opportunity to provide additional information on the significant role our members play in increasing participation for live performances.

Yours sincerely,

Robert Revis  
President  
The Ticket Brokers Association of Australia Inc.

## Little Dreamers Australia

### Partnership with The Ticket Merchant

To Whom It May Concern,



Little Dreamers is working towards an equal world for Young Carers, delivering programs aiming to improve their quality of life. We define a Young Carer as anyone under the age of 25 who provides care for a family member with a disability, mental illness, chronic illness or drug and/or alcohol addiction.

It is estimated that 1 in 10 young people in Australia are carers. Of these young people, 50% report having difficulty attending school every day and research shows they are up to 1.5 years behind their peers in NAPLAN scores. In 2016, Young Carers were also named one of the four most at risk groups of young people in Australia.

Little Dreamers delivers fun, empowering and proactive support programs to reduce the risk factors that Young Carers face and increase their life opportunities. Running for 13 years, with almost 50 permanent staff and 300 volunteers across VIC, NSW and QLD, Little Dreamers programs have been developed by Young Carers for Young Carers.

Providing wrap-around support for Young Carers, our programs include Dream Experiences; holiday programs; mentoring and tutoring; in-school education and training; The Dreamers Hub, an online peer support platform; in-person peer support; and the Big Dreamers Personal Development Program. These programs target each of our five main impact areas - identity, health and wellbeing, social connection, education, employment and financial literacy. We believe in a world where every Young Carer is supported by someone or something by 2030.

With over a 218% increase in demands for our support since 2020, we have been working tirelessly to ensure that all Young Carers receive support, respite and acknowledgment. In October 2021, Little Dreamers formed a partnership with The Ticket Merchant and through this, hundreds of Young Carers across Australia have been positively impacted. The Ticket Merchant assists Little Dreamers with Dream Experiences for our Young Carers and allocates free tickets to popular concerts, sports events, musicals and theater performances. Alex and the team at The Ticket Merchant continuously work hard to make sure that our vulnerable Young Carers are given experiences that they'll never forget.

On behalf of the thousands of Young Carers we support and the entire team at Little Dreamers, I am extremely grateful for the ongoing support and generosity of The Ticket Merchant. If you require any further information, please do not hesitate to contact Little Dreamers.

Kind regards,

Madeleine Buchner OAM | CEO, Founder

[www.littledreamers.org.au](http://www.littledreamers.org.au)

@LittleDreamersAustralia



To Whom It May Concern,

For 36 years, the Challenge organisation has supported children and families living with cancer. We offer an extensive range of programs and services to our members and one major program is our ticketing service.

When a child is diagnosed with cancer, their family's world changes immediately and the normal process of looking forward to opportunities and events is taken away, due to the child's illness.

Challenge identifies that it is extremely important for the young person to have something to look forward to. With their health at risk, families are hesitant to purchase tickets to concerts, sporting events and theatre shows as they are very expensive and they can't guarantee that their loved one will be able to attend, due to their cancer treatment.

This is where Challenge steps in and is able to assist hundreds of families with opportunities to attend special events.

In recent years, securing and purchasing tickets from promoters has become more difficult due to costs and the increasing number of charitable organisations seeking assistance.

In 2016, Challenge met with the Ticketbrokers Association and Ticketblaster with the hope they would look favourably upon assisting Challenge with individual requests and the allocation of tickets to popular concerts, sporting events and theatre shows. We became their charity of choice and since that time, our relationship has grown.

Over the years, we have been able to provide hundreds of tickets to families around Australia. On a number of occasions, we have sought tickets for palliative families at very late notice. The Ticketbrokers Association and Ticketblaster have always tried to the best of their ability to assist with our requests.

The Ticketbrokers Association and Ticketblaster have also assisted Challenge with our international program – a Trip of a Lifetime – by securing tickets to baseball and concerts.

I am very proud of the partnership we have established and the difference that the Ticketbrokers Association and Ticketblaster make to the community and Challenge families is significant.

If you require any further feedback or clarification, I would be more than happy to assist.

Kind regards

**David Rogers OAM**

Chief Executive Officer

Challenge - supporting kids with cancer P:

529-535 King St, West  
Melbourne, VIC 3003  
[www.challenge.org.au](http://www.challenge.org.au)