

SUBMISSION

Exposure Draft – Details of the Competition and Consumer (Australian Consumer Law – Electronic Ticket Resale Service) Information Standard 2019

Stage Queensland is the industry association for Queensland’s performing arts venues. We represent 35 member-venues across the State and several of Queensland’s major performing arts companies. Many of our venues are owned and managed by Local Government such as the Cairns Performing Arts Centre and the Mount Isa Civic Centre and others are State Government owned venues such as QPAC. The issue of ticket scalping affects our members, venues and patrons daily and it is damaging the reputation and viability of the performing arts sector in Australia.

Stage Queensland welcomes the Government’s response to the issue of online scalping through the draft Information Standard. Stage Queensland supports the *Display Requirements* currently drafted in Part 2, clause 6 of the Exposure Draft, however the following key points should also be included in the legislation:

1. Ticket resellers should be limited to charging the face value of the ticket, thus removing any incentive for ticket scalpers;
2. Ticket resellers must be required to show their fees and charges prominently throughout the whole booking process. Primary ticketing agencies are required by both Live Performance Australia and the ACCC to be upfront on the exact price a customer will have to pay for a ticket, including all fees and charges, however, most ticket-reselling websites do not reveal their extremely high fees until the very end of a transaction;
3. Resale websites must be required to show the Part of House (stalls, balcony etc.) and the Row and Seat, so that customers know where they’ll be sitting and can assess value for money, prior to committing to the purchase.

Additionally, ticket resellers should abide by The Live Performance Australia Ticketing Code of Practice (Code) which operates as a best practice guide for the Australian live performance industry:

<https://liveperformance.com.au/wp-content/uploads/2019/01/LPA-Ticketing-Code-of-Practice-Industry-Code-Seventh-Edition-1-October-2018.pdf>

Stage Queensland also urges Government to consider a legislative provision about how banks respond to the market and ensure that their losses are not passed onto the performing arts presenters / producers as they are now. We are happy to provide you with more detailed information in this regard.

When the new legislation is released, Stage Queensland would welcome a communications campaign from Government that clearly informs consumers and resellers how ticket resale websites will be monitored for compliance, what the punishment is for non-compliance, and what avenues exist for members of the public and the ticketing industry to report breaches.

Suzan Williams
Executive Officer

Stage Queensland Incorporated
PO Box 3076, Newmarket Qld 4551