



Optiweb Pty Ltd  
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25 July, 2019

**Submission to Standing Committee on Legislation regarding Ticket Scalping Bill 2018**

Dear Standing Committee on Legislation,

I refer to the proposed reforms to the ticket resale market.

As a business owner, I believe I should have the right to choose whether I purchase my event tickets directly from Ticketmaster and Ticketek, or rather go through an Australian ticket broker who can arrange my ticketing and hospitality needs for me.

My ticket broker can access tickets and hospitality for any event across the country, an invaluable resource for my business. If I need to make a change to my tickets or I have any other issues, I can contact my broker right here in Australia who will address any issues right away.

If the proposed 10 per cent cap on the sale of tickets is implemented, I have no doubt it will negatively affect the small Australian businesses that operate in the ticket resale market. Any cap would surely reduce their flexibility in pricing, as overheads (such as employing staff, office space, insurances and the like) must be greater than 10 per cent.

Whilst 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 ticket platforms (Viagogo, Stubhub) will be able to continue to sell tickets without consequence and they do not provide the same level of service.

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

It would make sense to work with the Ticket Brokers Association (a group of Seven Australian owned and operated ticket and hospitality service providers who employ Australians) on the policy process to improve the legislation and its efficacy, ensuring that consumers and small businesses owners benefit from the reforms as intended.

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).

Yours sincerely,

Edward Lakman  
Founder, iframes