

July 2026

Ticket to Wellbeing 2026-28

Program Guidelines



Contents

- Ticket to Wellbeing Program.....2**
 - About the program..... 2
 - Definitions 2
 - Who is eligible for a voucher?..... 2
 - What can a voucher be used for?..... 3
 - How to apply for a voucher? 3
 - How can a voucher be used?..... 3
 - Organisations eligible to be an Approved Activity Provider 4
 - Voucher redemption 5

Ticket to Wellbeing Program

About the program

Ticket to wellbeing is a Tasmanian Government initiative designed to reduce the cost of sport and active recreation membership and/or registration for eligible older people.

Ticket to Wellbeing provides one \$100 voucher towards the cost of sport and active recreation membership and/or registration for older people aged 65 and older who are listed on a Services Australia Health Care or Pensioner Concession card.

The key objective of Ticket to Wellbeing is to increase the number of older Tasmanians participating in sport and active recreation and enhance their opportunities for social connection.

The program runs on a financial year calendar, opening in October each year. Voucher applications will close when all available vouchers are issued.

Definitions

For the purpose of these guidelines, the following definitions apply:

Sport is a human activity involving physical exertion and skill as the primary focus of the activity, with elements of competition where rules and patterns of behaviour governing the activity exist formally through organisations and is generally accepted as a sport (Australian Sports Commission).

Active Recreation is activities engaged in the purpose of relaxation, health and wellbeing or enjoyment with the primary activity requiring physical exertion, and the primary focus on human activity.

An Approved Activity Provider is a Sport or Active Recreation provider that has been approved by Active Tasmania to accept and redeem Ticket to Wellbeing vouchers from participants.

Who is eligible for a voucher?

Applicants must be:

- living in Tasmania
- aged 65 years and over at the time of application
- be listed on a valid Services Australia Health Care or Pensioner Concession card

What can a voucher be used for?

A voucher can be used towards the cost of club membership or registration fees at Tasmanian sport or active recreation organisations that are listed as an Approved Activity Provider.

A searchable list of Approved Activity Providers is regularly updated and made available on the Ticket to Wellbeing website.

Vouchers cannot be used for:

- Individual equipment items or uniforms
- Court fees or match day fees
- Personal training sessions
- Travel to and from activities
- Programs that run for less than six weeks
- Class passes that are not part of a membership
- Memberships already paid

Ticket to Wellbeing vouchers can only be used or redeemed by Approved Activity Providers.

How to apply for a voucher?

Applicants can apply online with a valid email address.

Where the applicant has difficulties applying online (due to no internet or email address) seeking assistance from a friend, family member or local activity provider is encouraged.

Once the applicant has submitted their email address, they will receive an email with a link to the application form. After completing the form, an email with the voucher code will be sent to the nominated email.

Applications can also be made in person by visiting a local Service Tasmania Centre.

How can a voucher be used?

The voucher code can be provided to an Approved Activity Provider when a participant registers with a provider. The Approved Activity Provider will reduce membership or registration fees by up to \$100.

If the full membership fee is less than \$100, vouchers can only be used for the actual cost of the membership or registration. For example, if membership costs \$80, the voucher will cover the whole amount. The remaining \$20 cannot be used at another provider.

If the membership fee is more than \$100, the applicant must pay the excess amount.

Organisations eligible to be an Approved Activity Provider

To be an Approved Provider, all organisations must:

- have appropriate processes in place to ensure compliance with the *Registration to Work with Vulnerable People Act 2013* **AND** meet the following criteria.

Sporting clubs must be:

- incorporated, not-for-profit entities
- a provider of a sport recognised by the Australian Sports Commission
- affiliated to the relevant State or National Sporting Organisation

A sporting club must also demonstrate that it provides a program with a minimum six weeks of activity.

All Approved Activity Providers must:

- ensure that all coaches, referees, first aid officers, and other relevant staff and volunteers hold the relevant skills, experience or qualifications for low-risk activities they provide, and/or appropriate accreditation for high-risk activities (specifically swimming and fitness activities)
- hold current certificates of currency for professional indemnity and public liability insurance policies appropriate to the type and level of activities being delivered.
- ensure all staff have a current working with vulnerable people registration where required.

If there is no recognised State Sporting Organisation/association for a recognised sport in Tasmania, a not-for-profit provider can apply to be an Approved Activity Provider when it meets certain requirements. These include

- holding an ABN or be incorporated, if it is a business
- having appropriate member safety policies and processes
- providing a program with a minimum six weeks of activity.

Private sports providers (for-profit businesses) must be:

- a registered business with an ABN
- be affiliated or have an agreement with a recognised State or National Sporting Organisation or association for a sport or active recreation activity that the business provides.

Other activity providers (such as gymnasiums/fitness centres, dance, yoga/Pilates studios) must:

- be registered business with an ABN
- offer memberships for a minimum of three months and/or classes for a minimum of six.

Sport types not recognised by the Australian Sports Commission

If an organisation is providing a sport that is not recognised by the Australian Sports Commission, advice should be sought from Active Tasmania by contacting Ticket to Wellbeing prior to applying at tickettowellbeing@active.tas.gov.au.

Voucher redemption

For a voucher presented, the Approved Activity Provider will reduce the participant's membership or registration fee by up to \$100.

Each approved Activity Provider will nominate a person responsible for redeeming Ticket to Wellbeing vouchers. The person responsible for voucher redemption will receive an email with a link to their club's redemption dashboard, login details and redemption instructions.

Redeemed fees should be paid into the bank account provided within 10 business days of redeeming a voucher.

Terms and conditions setting out the agreed terms for an Approved Activity Provider are available on the Ticket to Wellbeing website.



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