

# Massive support for a ban on paper fees

## Submissions to Treasury analysis



THE CONSUMER'S  
RIGHT TO CHOOSE

In December 2017, Commonwealth Treasury sought contributions to a national consultation into paper billing fees. The consultation paper explored the costs and benefits of 5 policy options: (see overleaf), to protect vulnerable consumers against paper fees.

Keep Me Posted Australia unequivocally supported option 2, ban on paper billing fees, as the only option that can guarantee consumer protection against unfair and discriminatory charges.

Among the 41 organisations and political representatives that made public contributions, a vast majority (26) also advocated in favour of Option 2.

POLICY PREFERENCES		
A total ban – option 2	Keep Me Posted AU	The status quo – options 1 and 5 or none
ACTU - Australian Council of Trade Unions	Keep Me Posted UK	ABA – Australian Bankers' Association
AFPA – Australian Forest Products Association	Leadership Plus – Disability and social change	AFIA – Australian Finance Industry Association
AIR - Association of Independent Retirees Wodonga	LPO Group – Licenced Post Office	AGL
AMWU – Australian Manufacturing Workers' Union	Momentum Energy	Blind Citizens Australia
Andrew Wilkie MP Council	National Seniors Australia	COBA – Customer Owned Banking Association
Australia Post	POAAL – Post Office Agents Association Limited	Commonwealth Bank
Bottcher Systems	Print NZ	Communications Alliance
Caxton Legal Centre	Queensland Advocacy Incorporated	Optus
CALC - Consumer Action Law Centre	Senator Urquhart	Origin
COTA Australia – Council Of The Ageing	Sierra Delta	Simply Energy
CPSA – Combined Pensioners and Superannuants Association	Victorian Trades Hall Council	Telstra
CWU – Communications Workers Union	<b>A partial ban – option 3</b>	Westpac
Digital Finance Analysis	ANMF - Australian Nursing and Midwifery Federation (Victorian Branch)	
Financial Rights Legal Centre	DANA – Disability Advocacy Network Australia	TIO – Telecommunications Industry Ombudsman <i>Neutral - didn't express a policy preference</i>



## Policy options explored in Treasury's consultation paper

### Option 1

The status quo, with an industry led consumer education campaign;

### Option 2

Prohibition (ban) on paper billing fees;

### Option 3

Prohibiting essential service providers from charging consumers to receive paper bills;

### Option 4

Limiting paper billing fees to a cost recovery basis;

### Option 5

Promoting exemptions through behavioural approaches.

## SUBMISSIONS SUMMARY

- 41 public submissions from organisations and political representatives
- 26 fully support a total ban on paper fees – option 2
- 2 support a ban on paper fees for essential services only – option 3
- 12 support the status quo or oppose the idea of Government intervention – option 1,5 or none
- 1 didn't express a policy preference

### Note:

9 individuals made public submissions, all of them are in favour of a total ban on paper fees.

### All the submissions are available here:

[https://consult.treasury.gov.au/small-business-and-consumer-division/fees-for-paper-bills/consultation/published\\_select\\_respondent](https://consult.treasury.gov.au/small-business-and-consumer-division/fees-for-paper-bills/consultation/published_select_respondent)

