

Massive support for a ban on paper fees

Submissions to Treasury analysis



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 47 organisations and political representatives that made public contributions, a vast majority (31) also advocated in favour of Option 2.

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



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

- 47 public submissions from organisations and political representatives
- 31 fully support a total ban on paper fees – option 2
- 3 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:

10 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

