

CONSUMER RIGHTS

Our plan to protect right to repair and refunds

Consumers have rights to access good quality purchases, and access to competitive rates. By limiting consumer rights to repair, businesses are curtailing the ability of consumers to achieve affordable services for damaged goods.

Travel costs during COVID have highlighted a limitation in how consumers can access refunds for travel that is cancelled, for reasons beyond their control. Big businesses should not be able to withhold or delay refunds.

There are over 2 million small businesses¹ in Australia, employing millions of workers. They shouldn't have to fight for better rights when it comes to contracts. The Greens will level the playing field for small businesses.

THE GREENS WILL:

- ▲ Amend the Consumer and Competition Regulations to deliver a right to repair
- ▲ Amend consumer law to bring consumers a right to refund
- ▲ Amend copyright law to improve repairers access

PAYING FOR OUR PLAN

By making billionaires and big corporations pay their fair share of tax and winding back handouts to big polluters, we can build a better life for all of us.

1 in 3 big corporations pays no tax and many big corporations and billionaires send their profits offshore tax free.

¹

<https://www.mybusiness.com.au/management/8348-are-there-really-2-3-million-small-businesses-in-australia>

The Greens will tax billionaires with a new 'billionaires tax', require big corporations making excessive profits to pay a 'corporate super-profits tax' and axe billions of dollars in handouts to the coal, oil and gas giants that are driving the climate crisis.

When big corporations and billionaires pay their fair share, everyone can have the services they need for a better life.

RIGHT TO REPAIR

The Greens will amend the Competition and Consumer Regulations 2010 to include a new consumer guarantee for manufacturers to provide reasonable software updates for a reasonable time period after the product has been purchased, with no option to limit or exclude that guarantee.

In consultation with State and Territory Governments, the Greens will amend the Competition and Consumer Regulations 2010, to make it a contravention for suppliers and manufacturers who fail to provide a remedy to consumers when legally obliged to do so under the consumer guarantees. We will empower the Australian Consumer and Competition Commission to seek pecuniary penalties, in addition to redress for affected consumers.

The Greens will conduct an independent public review of existing medical device regulations to assess whether they strike a balance between repair access and device safety that maximises community wellbeing.

The Greens will amend the Competition and Consumer Regulations 2010, to require manufacturer warranties on goods to include text (located in a prominent position in the

warranty), stating that entitlements to a remedy under the consumer guarantees do not require consumers to have previously used authorised repair services or spare parts.

We will amend the technological protection measures regime in the Copyright Act 1968 and Copyright Regulations 2017 to better facilitate repairers' access to embedded information protected by TPMs necessary for issue diagnosis and repair.

The Greens will amend the Copyright Act 1968 to make unenforceable any part of an agreement restricting or preventing a use of copyright material permitted by copyright exceptions.

RIGHT TO REFUND

The Greens will make necessary changes to Australian Consumer Law to implement reforms that will make it easier for consumers to get refunds from service providers and for travel agents to obtain refunds from service providers on behalf of their customers.

In order to make travel credits and vouchers fairer, we will mandate minimum requirements for travel vouchers/credits provided by travel and tourism businesses in lieu of a service.

The Greens will introduce a mandatory industry code applying to all airlines, large travel and tourism businesses taking money from Australian-based consumers. Small travel businesses will have the option to sign on to the code.

We will introduce a mandatory information standard on the information that must be provided to consumers at the time they make a travel purchase. This will include what refund a consumer will receive if a business is unable to provide a service, information on how to lodge a complaint and, for travel agents and intermediaries, a breakdown of fees and commissions.

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