

Right to Repair

Brief comments received

No.	Comment
1	<p>Right to repair needs to be a basic right. It is great that steps are being taken to bring this back into play.</p>
2	<p>Service manuals and repair inform should be made available to the public not just to authorised service centres. For example, Dynabook then known as Toshiba asked tim.id.au to remove his collection of Toshiba repair manuals due to him not being an authorised service centre</p>
3	<p>Many appliances have small parts which are essential to their functionality (such as screws, nuts, small plastic brackets, other miscellaneous simple parts) but not core to any claims of intellectual property. For example my TV has plastic legs to make it stand up. Without the plastic legs the TV is useless, but the plastic legs themselves are not a substantial innovation.</p> <p>If these small parts break they are very difficult to source replacements for, since they are custom to that appliance. However it is relatively straightforward with modern technology to use a 3D printing facility to get a replacement - but only if you have the exact specifications. The manufacturing specifications for small parts such as these should be available in a non-proprietary format so that they can be created on demand. It would be preferable if they were in a format that can be directly reproduced by a machine. A technical drawing requires expertise to interpret, then translate into a 3D representation, but this is not necessary with a 3D object file format.</p> <p>These provisions would support a growing 3D printing industry in Australia, and would relieve businesses from maintaining stock of small repair parts. It would also encourage a reduction in waste.</p> <p>It's my personal belief that being able to provide these sorts of repairs additionally helps connect people to the manufactured item and aids in their technical education. Many items in a household nowadays are too complex for an individual to understand, but the small parts of them can be readily understood. Interacting with the manufacturing of those parts would encourage a deeper technical engagement with the creation of appliances and the goods we own.</p>
4	<p>RIGHT TO REPAIR</p>
5	<p>EPIRB Beacons- Marine Safety - 406 Beacons All would agree that these devices are critical to safety at sea but when a Manufacture states you cannot replace the battery and it must be returned to them for a new battery. There cost excluding freight is A\$199.00 for the battery replacement where a NEW beacon is around A\$230.00. This is typical "trap marketing" Cheers Graeme</p>

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- 6 It distresses me as a consumer and one concerned for our environment that this issue and its impacts have been ignored so long. Succinctly: The waste of finite resources for financial gain is fundamentally flawed. Built-in obsolescence is an abuse of our science technology achievements. Inaccessible designs deny consumers using their intelligence, creativity the right to be able to repair and furthermore deny a repair industry existence. The amplification of the amount of E Waste, convenient initially but inconvenient holistically and in the long term, its unacceptable bulk languishing in landfill, and its complicated components potentially poisoning people and planet. The contemptuous nature of capitalism asserting that eternal growth is good, scaremongering that restraining retail results in job loss and espousing relieving consumers of their money makes the world go round is neither visionary or virtuous in a fast changing world where our very existence is being threatened
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- 7 A key aspect of the 'right to repair' is access to non-destructive device disassembly guides and information. Methods of non-destructive disassembly should be available from manufacturers
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- 8 Having just started a Repair Cafe on Redcliffe Peninsula, Qld, I'm looking forward to help consumers get items repaired that may otherwise just go to landfill. I have personal experiences where items made these days are either not made to last or need to be returned to the manufacturer..not good enough. Australians are the biggest consumers in the world. Therefore the potential for more issues with purchases is obvious. This consumer mentality means...it's broken, I'll just buy another one. It's very much about quality or lack of it! Just in the last year I have had so many faulty items in a new home I built in 2014....5 years on...items are just not made to last, tradies fixing these items notice a sharp quality reduction in the last 5 years, and much of their work is replacing parts....solar hot water parts, downlights, 2 × fans (3 times), sink mixers, dishwasher motherboards (3 in 12 months), electric door bell, garage door mechanism, ...the list goes on... This Right to Repair inquiry is most welcome and 100% supported. Stop importing crap and support local industry! I will make a formal submission shortly.
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- 9 Yes, in a world of limited resources, we definitely need to be able to repair goods. This will also encourage the development of so many small businesses and avoid so much going to landfill. Regards
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- 10 To make it fair for as many as possible to have internet access and reduce e waste.
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- 11 In principle I support the consumers' ability to repair faulty goods and to access repair services at a competitive price
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12 Hello, I firmly believe we should be able to repair items. I have been given quality items that when they break repairer refuse to fix them as it is much cheaper to buy a new one, shoes that can't be resolved and kitchen items considered disposable. If we think about the customer then economically we should be able to buy an item that lasts, can be repaired by us or a local repairer. Good for our economy, environment and will help close the gap. A new world where we value things, rather than always looking for something new. This started in the 80' we can turn it around.

13 I would like to add to the discussion that companies selling goods should be required (forced, if needed) to provide full and unrestricted access to things like circuit/wiring diagrams. I recently asked Samsung for the wiring diagram for my new fridge - and they refused. I simply went to one of their licensed technicians and obtained the documents, anyway - but I should never have to do that. It is MY fridge and I am entitled to know everything about it, whether Samsung like it, or not.

14 This is critical to provide competition and freedom of choice for all Australians.

15 I fully support the establishment of a legislated right to repair in Australia. More and more, the tools of trade, the necessities and luxuries that we buy are embedded with software and firmware - using technologies that genuinely do improve our experiences using them. I *like* that my car will call Triple Zero if I crash. I understand and acknowledge and appreciate the value added. Of course, these technologies are understandably closely held by their developers and manufacturers. As the products we buy become 'smarter', copyright of intellectual property understandably becomes involved. But a legislated, enshrined and codified right to repair fundamentally maintains the balance of power in the relationship between consumer and manufacturer that has existed - shakily - for decades before now. As we enter *another* information age, with electric cars and razor-thin smartphones and fridges that can order your groceries from Woolies, the fundamental repairability of the products we buy must be maintained. It is my hope that this Commission will consider the international context of the global right to repair movement and its many arguments. Please help me repair my laptop, not throw it out and buy a new one. Please help my local mechanic access the diagnostics for my modern car. Please help my neighbourhood electronics repair store buy the parts for my toaster and robot vacuum and TV. Every single one of these things saves me money, supports and creates jobs, and encourages competition and small business. I believe a right to repair is right for everyone.

16 I have used third party vendors to fix mine and my family's phone/device screens on numerous occasions. Having the ability to fix my devices for a cheaper, more competitive price has meant I can keep my devices for longer and reduce wastage - which would usually result in 'throwing out' devices that are cost-prohibitive to repair. When I say, 'throw out' I mean it gets kept in a drawer, because devices are often difficult to dispose of safely. Repairing my old phone means even if I have to upgrade my phone (due to [in my opinion] software-imposed planned obsolescence) I can still use that device as a backup, or offline-only product. The idea that right-to-repair imposes security risks is absurd, the market generally decides which repair centres are good - much like how auto-mechanics work. If we are going to introduce government-imposed protections, it should be to limit the power of giant multi-national corporations who may seek to stop people from truly owning their purchases. When I buy a phone, it should be my private property - that is a fundamental tenant of a market-driven society, and exceptions to that tenet should only favour the consumer's well-being and benefit.

17 Hi I work in mobile phone and laptop repair industry. Devices are getting harder to fix or upgrade. Especially Apple devices are notoriously difficult. For example in past we could easily upgrade storage on an Apple MacBook as they used removeable solid state drives however storage drives on them were proprietary and were significantly more expensive than competition even though it was same technology. Only difference was the connector on them. But now storage is soldered on mainboard and replacing it overly complicated as well it might not function as desired due to limitation posed by Apple T2 chip on hardware modification. Similar limitation applies to iPhones as well. In iPhones we are unable to replace home button fingerprint reader or face id even with original components taken from other devices. Apparently it compromises with device security or data encryption. However even resetting and deleting all the data does not resolve the problem. But if you damage the screen on your phone when Apple replace a screen they replace the home button as well. Another scenario if you break screen on iPhone 8 it would cost you \$249 and they would replace the home button with the screen but if break the home button only they would not fix the button but charge \$719 to replace the device. In iPhones newer than iPhone 11, We cannot replace rear camera even with original camera from other device as it will not function properly and show error. This is a predatory practice to discourage repairing device from third parties. Repairing rear camera would only take 10 minutes however it is not possible to replace. Repair cost is significantly higher at Authorised Apple repair centre regardless of complexity or part price. For example it takes 5-10 minutes to replace screen on iPhone 8 and part cost is less than \$30 but customers get charged \$250. If you go to third party they would charge you around \$80.

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- 18 I would to see more repair options for the individual and independent repairs. Bring back the same concept as Honda did with their motorcycles in the 70s. Where they came with a full work shop manual and 70% of the maintenance and repairs could be done by yourself with minimal tools. For me that has solidified that brand with me forever and I became a long term Honda consumer. Waste also needs to be considered. It should be not be more viable to by new than repair in any form
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- 19 I have been involved with 3rd-party support of enterprise IT equipment for many years and have numerous experiences with OEM vendor lock-out. I thought you would be interested in this article posted by a colleague from The Repair Association in USA - <https://www.inc.com/diana-ransom/right-to-repair-laws-dmca-terms-conditions.html>
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- 20 Some action on repairability of consumer goods is long overdue. Manufacturers should build in easy replacement of parts in the design of their products to prevent unnecessary waste and disposal to landfill. Two examples. I had an on/off button fail on my DeLonghi Nespresso coffee machine. I discovered it had special screws with an oval head making it impossible to dismantle to repair, without a special tool. Found on the web, someone in the USA had actually made a tool themselves & it gets posted around to anyone wanting to use it. So made my own tool to remove screws, got part and repaired myself. Light went on microwave oven. Have to take half of oven to pieces to replace special bulb which would cost about \$50 anyway. So been living without the light for some years now.
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- 21 I fully support improvements that would ensure that products sold in Australia are able to be repaired AND importantly, upgraded. This includes securing access to spare parts, upgrade parts and repair manuals. Many devices work perfectly fine but are outdated. Being able to upgrade RAM for example on a PC should be a protected option. I have a relatively new Moped but cannot anywhere find access to spare parts. This erodes my rights to self repair and ties me to one repairer (the dealer).
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- 22 I have been concerned about planned obsolescence and limited access to affordable repairs for a long time. We cannot continue with this level of unnecessary consumption with finite resources on this planet and growing waste problems, not to mention unnecessary fossil fuel use in the manufacture of inadequate products. I accept we have to pay more for products, but in the long run it may save money by less frequent purchases, and we also have to accept changes in our consumer behaviour. I strongly believe there should be strict regulations for manufacturers in relation to outrageous repair prices in relation to purchase price and also to planned obsolescence and other related issues.
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- 23 Planned obsolescence really makes me angry. There is something really wrong with society if appliances are made to be thrown out if they break in any way. There are no spare parts sold, and many products such as phones and laptops are designed to be very hard to get into. Sometimes things are not even broken, as why on earth is it cheaper to buy a new printer than to replace the ink cartridges. We really need a change at the manufacturing level, but this is something that as consumers we are impotent. Please act on our behalf and bring a change from a focus on profit, to a focus on sustainability. Thank you very much
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- 24 I believe in this proposal for the right to repair. It is beyond time for companies to work by some type of ethical mission statement whereby their business provides a product and/or service at the minimum ecological cost possible. This means where possible they must provide the opportunity, or at the minimum, not put up any boundaries to fix faults and minor component failures. I believe this should also include some oversight to prevent planned obsolescence.
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- 25 I have a Brother Laser Printer. I use another brand of printer cartridge, that are cheaper than the Brother offerings. If the printer decides that the toner cartridge is now empty, it refuses to print until I replace the toner cartridge. However, it is still printing at a good standard. I think manufacturers should allow the consumer to decide when the printer cartridge is empty. It should not be decided by the manufacturer/printer. OR the manufacturer should provide adequate advice on how to override 'toner empty' message if this is not the case. I have used a Youtube video that shows how to override the message successfully but it is a complex process that takes several attempts.
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- 26 I owned a tv that was 35 years old. It dies and I thought I'd upgrade with a flat screen tv 14 years ago. I paid \$2400 for it. It recently developed issues and I called an electronics repair person who said it wasn't worth repairing. It was less than half the age of my previous tv but couldn't be fixed. I felt terrible dropping it off at the tip shop and bought a tv that cost me \$200. Clearly made not to last with its built-in obsolescence. More waste for the tip. This needs to stop before we drown in our own rubbish
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27 Dear Commissioners, Thank you for giving me the opportunity to make a submission to this inquiry on the right to repair. As someone who enjoys the intellectual process and positive environmental outcomes of repairing products, I support any moves that would reduce waste, increase longevity and use less resources and propose a number of legislative reforms. I propose that manufacturers of consumer products must be obliged to supply complete repair instructions, including online documentation and videos. At the moment, many products have to be "reverse engineered" by others after the products are released. A website which does this and then produces "teardown" videos is www.ifixit.com. I have personally used their videos, including to replace the battery and repair broken parts in a mobile phone. It should not be up to others to guess how products can be repaired. Complete information should be made freely available by the manufacturer. Manufacturers should give adequate emphasis on repairability when designing products. They should analyse the most likely parts that may wear or break down and design the product so that these can be easily replaced. Other parts, that are less likely to need replacement should still be able to be repaired or replaced if necessary. Manufacturers should not deliberately make it difficult for their products to be repaired, such as requiring the use of non-standard tools to repair the products. For example, on some products, ranging from mobile phones to washing machines, non-standard screwdrivers are required to open the case. Inside the case, normal screwheads are used. I propose that manufacturers must not require the use of non-standard tools to repair their products, unless they have good reason. Further, some smaller parts are only available as part of larger units. This should be illegal. If a product can be dismantled into parts, all of those parts should be available. Finally, the price of parts should be reasonable. The price should be commensurate with the price of the product and the size of the part's function in the product. Thanks for the opportunity to comment and I commend your efforts to lessen our impact on the environment. Regards

28 I believe it is important that as the owner of any product I have legally purchased or own, that I be legally allowed to repair this myself or be able to pay someone else to repair on my behalf. This is good for the consumer and the environment, in that it may help people hold on to their electronic devices longer and of course save money. Overall this is pro consumer and simply makes sense. If you own something, you should be able to do as you please with that device, especially something so simple and logical as repairs. A company should also not take any deliberate measures to hinder a devices repairability. Thanks

29 I was pleased to read in today's newspaper that some action is to be taken against firms that deliberately design their products so that they cannot be repaired. For some years now motor vehicle makers have been putting useless lights, vents and reflectors in the corners of front and rear bumper panels of cars thus making these panels non-repairable. This ensures the frequent sales of new panels at a cost of over \$1000 plus the cost of the fittings that come with them. Motorists have no choice but to pay up.

30 The right to repair is essential to building a sustainable future.

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- 31 I strongly believe that we need to transition to an entirely circular economy in order for humans to continue to live on the Earth without destroying all natural resources. I have found it difficult to live my life in an entirely circular economy as the majority of businesses do not take responsibility for the materials their products are made out of and what happens to their products at the end of the products life. There need to be more recycling incentives for businesses and businesses should be penalised for the amount of waste they send to landfill. Example 1 My grandfather has owned a Phillips beard trimmer for ~40 years and it is making an abnormal noise and he would like to have it repaired. He had it repaired ~10 years ago but when he recently took it to the Philips shop where he bought it they refused to consider repairing it. I am now looking into buying a new beard trimmer for him as there is no option to repair it.
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- 32 The right to repair should be a right of the consumer and also the consumer should the right to pick any qualified company to complete these repair but an issue as an example with the present apple phones is that even though 3rd parties repairers are qualified to repair the phones the unit has been engineered to not allow them to complete the repair. So we should also look at this area as well not just the right to repair but also the right to pick an qualified person not just apple with the elevated repair costs There is videos of this issue on YouTube.
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- 33 This is really a no brainer. This will cut down an enormous amount of waste. I paid a fair bit of money to repair my fridge and even the tech wondered why was I doing this? It's the least I can do for our world.
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- 34 I believe there should be a standard for every item to be repairable, with parts and service available. The manufacturer should have full liability of ensuring they are producing a quality product. Repairing will create more jobs, and of course keep items from landfill once broken.
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- 35 Dear members of the committee It is absolutely vital for the future of this planet to have more options to repair the products rather than make cheap new products. I've recently purchased a product that broke a month into purchase. While it still works if I were to bring it under warranty it wouldn't get repaired, it would be replaced with new item. The goal of each producer should be repair first. Having this encouraged (mandated) by authority is always going to work better than individual initiative. Thank you
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- 36 We used to be able to make products that lasted - or at a minimum could be repaired to prolong their life. I want to be able to buy Australian products that last longer than a year, that are made of good quality parts that last or can be repaired - I don't want built in obsolescence that makes companies richer but increases waste. I don't want cheaply made, throw away items. I want Australian products, made in Australia, creating jobs for workers and less waste.
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- 37 It makes good sense, economically and environmentally, to give people the option of repairing items rather than replacing. Lower income families often cannot afford to replace white goods if they break, and will go without, but we can avoid this by giving them the right to repair. It would also keep tonnes of repairable waste out of landfill, reducing not only the environmental impact, but the financial impact on both households and waste disposal services/councils.
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- 38 By preventing tradies and craftspeople from having the right to repair consumer goods without litigation from giant companies like Apple, the Aus gov is allowing multitudes of reusable material to become waste, preventing access to tools and tech at more affordable prices, and making it clear that the wishes of companies are prioritised above the wishes of Aussies who care about the environment and the common folk
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- 39 I fully support the establishment of a legislated right to repair in Australia. I am concerned about the significant amount of low cost electronic goods that are currently more cost effective to replace than repair. Support for more repair options and investment in skills to repair electronic and white goods will increase employment, along with reducing items ending up in landfill or environment. The flow on effects will be the reduction in the resource intensive production of new goods.
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- 40 I support the right to repair
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- 41 It's extremely important to give more access to a less wasteful life. Repairs are vital.
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- 42 Thank you so much for looking at Right to Repair in Australia. As a consumer, I'd love to see an outcome where goods of all kinds are repairable, and that information on how to maintain and repair said goods is easily accessible. I believe this would have better environmental outcomes from longer use and reduced wastage of resources; as well as potential social impact from the creation/maintenance of jobs providing repair services.
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- 43 I think that all goods sold should be made to be repaired - my partner works for the ADF, and we move every 2-3 years. Every single move, the removalists cause minor damage to our items, and every time we are compensated to purchase new, because it is often too difficult to repair. So much waste goes to landfill because the manufacturers create goods that are destined to break and be thrown away.
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- 44 Having items that are easily repaired would stop dumping of rubbish in public areas such as car parks, parkland or reserves. In addition, it would limit those people leaving items on nature strips for collection which doesn't happen, as they haven't booked a council pick up and assume it will be dealt with. Furthermore, low income earners would be able to purchase good quality, repairable items secondhand limiting waste and financial pressures with use of credit cards or buy now pay later services.
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- 45 Consumers want better product design to minimise ewaste, consumer goods should always be able to be repaired and much more support should be offered to the repair industry. It shouldn't be cheaper for me to buy a new toaster than to get it repaired.
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- 46 We need to think and act differently to have any hope in solving the climate crisis. It begins with throwing away less and purchasing less. Therefore we need to fix what we already have. White goods are a big contributor to landfill and should be easy items to fix as it's usually a small component that is faulty/not working properly.
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- 47 I think planned obsolescence should be banned. It is a shocking waste of finite resources and increases the environmental impact of consumer goods. The focus needs to be on repairing goods and making changes to law so that repair can become the consumer's first and most affordable choice.
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- 48 A right to repair is incredibly important to me as someone who is trying to reduce the waste that I produce. E-waste is something of great concern to me as a consumer, since it usually costs me less to get a whole new phone or computer than to repair an old one that is mostly working perfectly. This is not right! I should be able to keep the same technology for a long time before I need to buy a new one, and it should be easy to repair things in a way that is affordable. I would be happy to pay more for products that I knew I could repair and maintain for a much longer time.
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- 49 Make our world a better place
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- 50 I would really like to encourage an end to planned obsolescence as there is already too much waste being produced and polluting our world. If we can work towards a right to repair and encourage appliances etc to be repaired (at a cheaper rate than just buying a new product) it would prevent the destruction of habitats as we wouldn't need as many resources to continually produce more products. It would also help people find new skills and employment.
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- 51 The responsibility for all of us is to take what we need and not too much. By replacing a whole item, when only a small part of it needs to be replaced, we are using valuable resources before they are needed. It is essential for government to ensure companies use resources responsibly.
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- 52 Right to repair is critical to reduce unnecessary waste and conserve our resources. It would also be great to create repair jobs in the Australian economy rather than chucking things out and buying an imported good.
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- 53 Please let us make repairs affordable and easy for all items. Manufacturing design etc should be changed to make it easier to replace heating elements, switches etc which are usual issues.
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- 54 I believe the right to repair scheme would be beneficial for community members to reduce their waste and learn strategies for sustainable living in the future.
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- 55 Planned obsolescence only benefits corporations and contributes to landfill, and the destruction of our environment. Please put Right to Repair in place. It is not long ago that an item such as a fridge would last upwards of thirty years. Manufacturers make more profit from making poorer quality items that people need to buy more frequently. Thank you for your consideration.
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- 56 The vast space that e-waste takes up in landfill (particularly white goods) and the toxic chemicals that are leached from batteries and the plastics that comprise these items do grave environmental damage. I believe consumers should have affordable access to repair appliances rather than be forced because of planned obsolescence to fork out for a brand new replacement. White goods are a necessity for urban life and planned obsolescence hurts economically vulnerable families. From this and the environmental perspective we have to have policy that prevents unnecessary and costly waste. It is unfair for the manufacturers of electronic appliances to profit at the expense of our environment. Consumers want to do better for our planet, they need policy that assists them to do so rather than forces them to contribute to our pollution problem.
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- 57 Hi, one way to become sustainable is we need to be able to repair items (especially e-waste), rather than throwing another object into landfill. Only today I wanted to repair my vacuum cleaner- it only needs a new battery but they don't make them. So I have to throw it in the tip and spend \$400+ on a new one. Such a waste of money and unnecessary waste being deposited into our earth that will never breakdown. As a country we need to go to 100% clean/green energy and think ways to reduce/reuse/recycle, not help companies earn more money by not providing fixes, but always making us having to buy new. Repairing is one small solution to help fix one of the big problems. Thanks
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- 58 Things need to change so that items aren't thrown away adding to landfill. All items should be made to have a reasonable shelf life rather than a year or two, and items being repairable should be encouraged
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- 59 Providing more support through government funding and education to the repair sector would help Australians and our environment in so many ways, less waste, not having to replace costly items, more pride in workmanship thus looking after and appreciating items more would do away with the disposable culture. Also provide more trades and jobs within the repair sector. Also local councils providing better access to recycled goods for parts would be wonderful.
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- 60 Had my first fridge for 20 yrs and have now had 3 fridges in the last 20 years and been told each time they are not worth fixing all 'good' brands. Similar story for washing machines and all gone to landfill. Bought a Bernina sewing machine in 1974 which is still going strong and each time I get it serviced (every 5 yrs) the mechanic tells me never get rid of it the new ones only last "a few years"
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- 61 Becoming a parent increases both your awareness of the present, and the burden of the future. I now cannot help but look at my child and think about the world I am leaving them. It will be a world littered with the remains of our throw away, consumption driven society. That is, unless we act with the urgency we owe future generations. We need to radically change how we live, how we consume. Securing the right to repair and challenging the inbuilt obsolescence of products is one way we can turn the tide. We cannot continue living in a manner that consumes more earth's resources than the earth has for us to use.
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- 62 Want long lasting products that can be repaired not replaced every couple years
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- 63 Consumers should be entitled and expect the right to repair goods, where practical. Planned obsolescence of appliances causes excessive waste of materials, money, time and if repaired, make such a difference to our planet.
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- 64 It is unacceptable for electrical appliances to only last a couple of years or even less. Especially when in most cases it happens right after the end of the warranty. I've recently started getting some of my electrical fixed and most of the time only a tiny, inexpensive component had to be replaced. Please force all retailers to repair rather than replace!!!
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- 65 We are destroying our communities with waste - repair will mean less waste and provide employment thus building communities and caring for the resources we have. Right to repair is not only an environment issue but also a justice issue both for those living where production originally occurs and those wanting to repair. It's a no-brainer.
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- 66 Australia is drowning in avoidable waste, and consumers feel hopeless. We would happily have products repaired rather than replaced, if it were an option. This is also costly for our nation as all levels of government are forced to spend billions on waste solutions, imagine all the amazing programs we could be doing in society if we freed up these funds. Please help us to solve this problem at its root cause!
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- 67 I believe it is absurd for it to be cheaper to replace things than have them repaired. Planned obsolescence is an outrageous concept and should not be allowed.
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- 68 This is so important to implement! I have seen so many perfectly repairable goods wasted on council pickups over the years. Please make sure this is in our near future! It would cut down on so much waste of resources. Silly that it has come to this. It should be a given.
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- 69 There is far too much waste world wide & we are drowning in it. We don't need further land fill from items that could easily be repaired. Think about the generations to come (if lucky) and the state of the world we are leaving them. 🙏
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- 70 We need to make repairing household items affordable, especially since it is generally cheaper to replace than repair. What a huge amount of waste that creates. Not to mention the strain on our planet and her resources. We can create more jobs by teaching people how to repair items that a majority of people have. We can do better, we just need manufacturers to be encouraged to do their part.
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- 71 I support the introduction of the right to repair. This will improve accountability for the quality of goods and reduce the environmental impact of replacing goods rather than repairing. Additionally, supporting the repair sector will build jobs and skills.
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- 72 I support all efforts to make things easier to repair, from the design of goods to availability of parts and manuals.
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- 73 Right to repair and ending planned obsolescence are a small but important part of turning the tide on climate changed.
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- 74 Consumer goods should always be assessable to repair. Goods should be designed better, with an end to planned obsolescence. We need more support for the retail sector to assist with access to repair services and share the responsibility of a take-make-throw away society. All of these things will help Australia transition to a circular economy and meet its National Waste Policy objectives.
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- 75 The fact that most people think about buying a new device rather than trying to fix it just demonstrates how throw away culture has become normal. It shouldn't be this way! We are already ruining our planet by over producing pretty much everything, we should at least have the ability to be fixing things before we think about buying a new one
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- 76 Consumers should have the right to repair instead of being made to return to manufacturers or having to replace. There needs to be more sustainable options and we need to overcome built in obsolescence
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- 77 I am very concerned about the amount of waste generated by products which are either unable to be repaired or are far cheaper to replace than repair. I support changes that will guarantee repairable electronics and household electrical goods are available in Australia.
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- 78 Electronic waste is a huge problem as it is difficult to economically and safely dispose of. Having products that can be repaired instead of thrown away is vital to sustainability.
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- 79 Consumer goods need to be made to be able to repair. We live in a very disposable time where it's almost always easier to replace an item and discard the broken one than it is to repair it. This is terrible environmentally and there needs to be a shift!
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- 80 A significant barrier to repair is the inability to replace parts. In particular parts that wear down. In the past 12 months I have needed small replacement parts for a wound down blade in a coffee grinder and a steam wand for a coffee machine. (Breville). On both occasions no part was available and I was offered a voucher to go towards a new product. This is very frustrating as the rest of the product is fine. This has resulted in e trying to source 3D printed parts from abroad which could be dangerous. The worn out blade is a well known issue and parts should be available.
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- 81 I have lived many years on a low income and have been disadvantaged by having to pay a large amount to replace items, rather than pay a smaller amount to repair them. At the same time, I have been horrified that these items - full of plastics and all kinds of metals - have ended up in landfill, long before they should have. Being able to repair items is not just good economics, it is much better for the health of our environment, which is already under so much stress from pollution and excessive demands on resources.
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- 82 Household electronics and appliances can often easily be repaired and save the landfill. Even if you can replace an item with a cheaply made alternative I believe there is a market for repair and more and more individuals make the choice to reduce waste and the impact on their planet. This is why the economy is seeing a reduction in spending in many areas and services need to diversify into repair to continue to stimulate sustainable spending.
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- 83 Items are almost always easier to replace than to repair and this needs to change.
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- 84 Why this isn't already in place I have no idea. It is so important to reduce our carbon footprint and slow the climate emergency as much as possible.
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- 85 Thanks for the opportunity to contribute. This is a very timely inquiry that will serve to inform, expand and improve repair related policies and programs. As a suggestion, I believe it would be very useful for the commissioners and staff to visit a sample of organisations and facilities related to repair, including: some community repair cafes, reuse 'shops' at waste transfer stations, and retail outlets operated by charitable recyclers such as Salvos and Vinnies stores. A visual inspection of some council operated hardwaste or kerbside collections would also be educational as direct physical exposure to what is being disposed of that might otherwise be repaired or maintained etc. In short, some suggestions to see and understand a few of the issues firsthand in addition to reports, studies and statistics. Thanks
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- 86 We are currently facing the greatest catastrophe of our time. Human produced products and waste have been irresponsibly produced without concern for the environment. Although small recycling and upcycling initiatives have been made, many are not advertised, easily accessible or made known to consumers. All products should have instructions on how to use AND dispose of them safely to be repaired, recycled, up cycled or in worst case scenarios, disposed of in landfill
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- 87 It is so important to the future of our planet and our society that consumer goods should be accessible for future repair. Improved product design allowing products to be repaired reduces waste and creates more jobs in product repair. Imagine a world without planned obsolescence, and the mountains of waste that result from it.
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- 88 We need to make a change back to repairing our goods and making this a worthwhile avenue for the community to participate in. The throwaway norm is unsustainable for our planet, we can't just keep producing, we need to appreciate our items and the earth we live on. I believe this inquiry will make a vast difference.
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- 89 If I can get parts to repair my car, then why can't I get parts or a repairer to fix any appliances in my house. Without them costing more than a replacement
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- 90 It is important to have the right to repair, as it reduces the need for resources, potential costs for consumers and the amount of space needed for landfill, which its not infinite.
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- 91 We have a duty to our planet to make do & make it last to keep broken items that could otherwise be repaired
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- 92 Many products out there are too poorly made. years ago products used to last so much longer than they do these days. and also made of materials that were more environmentally friendly. These days you see piles and piles of appliances and other electronic goods dumped in council cleanup piles on the side of the road. and the fact that the councils don't bother taking them to a recycling centre in the first place is disgraceful. All waste should be sorted and recycled whenever it can be and more and more products should be able to be repaired affectively.
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- 93 Fit for purpose lifetime limits should be extended, so that a device should be considered not for purpose if it is useless after a few years. This would put more onus on companies to create quality products. Subsidise a local repair and spare parts industry. Make inbuilt obsolescence unlawful, for example in electronic devices.
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- 94 The right to repair is a process that I see as important, primarily for the minimisation of unnecessary waste. Additionally, could a cost be established to reflect time and volume required for decomposition back into the natural environment so that this is mandated to be factored into the initial cost of products? I would like to see the requirement of a plan and process for how each of the components of a product will be replaced and/or disposed of so that there is an environmental responsibility for what happens to each product at the end of its lifetime.
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- 95 We live in a society where we are encouraged to buy more and more things, at the expense of our environment. Please mandate extended warranties, the ability to open up and repair electrical goods and support an emerging industry of resale and repair. The community supports these ideals, but the government needs to put policies in place to make it happen.
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- 96 Hello, I greatly support the idea of a full cycle economy where there are all sorts of repair options for consumer purchases. There is too much waste in communities across Australia and many of us turn to purchasing new products overseas instead of supporting local people to repair our belongings. Not only could it create more jobs but people like me would be willing to invest more money and ongoing to increase the longevity of items. I would like to see more opportunities for repair and upcycling in Australia instead of resources contributing to landfill. Thanks
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- 97 Planned obsolescence causes the following problems: - Consumers waste money as they constantly need to replace their devices and appliances - More natural resources are required to manufacture new products to replace these broken appliances - Mining of natural resources causes environmental degradation - These broken appliances end up in landfills and oceans leaching toxic gases and chemicals into the environment Having the right to repair and keeping appliances and devices in the loop for longer would reduce the occurrence of these problems.
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- 98 Rights to repair within Australia is an essential service. More skills, more jobs, less e-waste.
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- 99 The right to repair should be provided to purchasers of goods. I think even more so, manufacturers deliberately manufacture many items to have inbuilt planned obsolescence. Recently purchasing a new hot water system we were confronted with the high level of planned obsolescence in solar hot water systems- we really wanted to purchase one but a two year warranty was the best warranty provided by the market. We ended up buying an instantaneous gas hot water heater as we were unwilling to risk having a solar hot water heater break down after 2 years- the amount of embodied energy in creating a solar hot water system would not have even been paid off.
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- 100 Please help us limit ewaste, planned obsolescence, by supporting the repair sector & practices. We know war on waste is crucial as there is no “away”, it just ends up on landfill. Thank you so very much for helping out! E
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- 101 We can all do a bit to avoid wasting however if decisions are made by the government, that would be a bigger step taken. This way maybe this will be a faster way to avoid more waste and bring a second life to our loved and useful items.
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- 102 I would welcome an inquiry into overcoming barriers and promoting reuse, repair and recycling of obsolete or broken electrical and other items. It sickens me that so many products are cheaply purchased, large items such as furniture and electrical goods, and they have only a short lifespan owing to poor longevity of parts, after which they are not able to be repaired. I believe that consumers would prefer to be able to repair these items. But more importantly we need to curb the steady flow of waste being created which is environmentally unsustainable and insane. I hope that this inquiry will lead to a range of measures which can be adopted by manufacturers, businesses, governments and consumers, to change the culture of rampant throwaway consumerism. Thank you so much
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- 103 Repairing electronic devices (e.g. kitchen tools) when possible can stop us of buying them more often which can reduce our consumerism behaviour and it's carbon foot print it can also help to decrease the import demands and create some local job opportunities instead
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- 104 Mother Earth is being stripped of natural resources at an alarming rate. Most consumable products especially electrical goods, clothing, etc. are made using Mother Earths resources & in the case of electrical items made so that they cannot be fixed. humans are being used as money making commodities. This is morally wrong. All electrical, mechanical items need to be built so that they can be fixed & therefore extend their life. This is what used to happen in the not very long past. This would enable people to start up business messes to fix, reuse, recycle items therefore assisting people to have jobs. Mother Earth would also benefit instead of all these things going to landfill & filling our waterways with toxins, we could help her. Humans seen as money making commodities is indeed immoral & unethical. Regards
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- 105 Thank you for the opportunity to comment on this important Inquiry. Most of the products under consideration by the committee are manufactured by large and often multinational companies like Apple, Dell and Volkswagen. It is rare for small or family businesses to market technically sophisticated products that are likely to need repair but may be difficult to. As such, there is a large bargaining imbalance between consumer and massive manufacturing companies, so it is all but impossible for my preference as a computer for an apple phone to be easier to repair to impact their manufacturing decisions. This is the perfect place for government intervention to amass the collective will of the people - easier and cheaper repairs - and enforce this on companies. Likely this will reduce corporate profits as if any changes to policy or legislation are successful fewer new products will be bought as more old products are repaired. However, I value the back pocket of individuals and our precious environment more highly than bulging corporate coffers. Moreover, because these companies are often large multinationals, there is little risk of causing significant harm to them from minor legislative changes. I believe as we collectively become increasingly aware of humanity's impact on the natural world, we all need to try to reduce our ecological
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footprint, including by purchasing fewer new goods. That is why I try to repair old products and buy second-hand ones. Any government support to make repairing more universally possible would be duly appreciated.

106 Science is telling us we have only a handful of years to turn the tide on carbon emissions and stop the descent into chaos that is climate change. A huge part of this turn-around needs to be through dramatic and rapid changes in the way things are made. We no longer have the luxury of buying new things all the time to replace other things that are still quite new. We must make the necessary changes to any regulation that stops the repair of things and we must apply force to companies who lock in planned obsolescence of any kind in their products. This waste and its inherent resource use and emissions are no longer OK - never was OK. It's time to do the right thing for the future of humanity, our kids, and grandkids.

107 I studied planned obsolescence back in 1989 when I was a teenager. Back then we were not concerned about recycling or Landfill and its impact on Carbon emissions, resulting in climate change. Yet, I always did wonder where my rubbish went. My Mother purchased a video player for \$700 in 1988. \$700!!! Astounding price at todays purchase prices for electronics. Yet when it stopped working we got it fixed, then it stopped working again and we got it fixed again and again and again. All the while it did not go into Landfill. All the while we paid a business to repair it. All the while local people were employed by that business. No guilt involved just part of everyday life. By the way it took ages for it to break down in the first place. I want this opportunity back. I want to not feel guilty about everything I purchase, knowing it will break really quickly and that it is cheaper to throw into Landfill than repair. That sucks. But very few people know how to and are willing to fix or repair items. Having said that I spend my money to get things repaired, even though every technician tells me I would be better off just replacing items as it would be cheaper. I tell them it will only go into Landfill. So..... I want a 'right to repair'. I want people skilled enough to repair. This will bring more jobs. Yes prices for items will go up, but that will stop people feeling that nothing has any value. It will slow purchasing down but it brings with it another industry, a repair industry. With that comes less waste. With that it creates skill and also a sense of satisfaction for taking the time to fix stuff rather than just chucking stuff. It brings a sense of value of both products, skills and also a commitment to working with others. A commitment to our community and our environment. Please bring a right to repair back. It's now or never.

108 For the sake of our environment we must do better and the idea of planned obsolescence is wasteful. We must set clear expectations for manufacturers that we demand the ability to have items repaired rather than thrown away. I previously bought a printer (including ink cartridges) and when I went to purchase new cartridges it was cheaper to purchase a whole new printer! How does this make sense?

109 Our tips are filled with built in obsolescence. A repair economy would create jobs and lower our environmental impact.

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- 110 Throwing in my support for this idea. I've always felt this was important and reject the idea of a throw away culture. Planned obsolescence is absolutely disgraceful on many fronts.
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- 111 Every council should have repair-shops where people can go and borrow tools and be guided through simple repairs by qualified people, either volunteers or paid by councils. Bikes are a good example. Additionally, the qualified people could do the more complex repairs at 'cost price'. They should also run workshops for things like upholstery or how to remodel things instead of throwing them away.
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- 112 To ensure consumer protection Goods need to last a reasonable amount of time and when fragile be easily repairable. This can be difficult for high complexity technology like computers but modular design can achieve better consumer experience and a better product lifecycle. Nobody likes having to throw away used goods due to damage or obsolescence and there has to be a better way.
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- 113 Right to repair needs to be implemented. Not allowing a product to be repaired due to copyright concerns is ridiculous. IKEA's entire brand works on 3rd party repairs without issue, and while IKEA is an extreme example, it illustrates the point that a company product can have external repairs without their brand being blamed or damaged for poor repair work. Making it harder for third party repair companies to repair your products is a deliberate step to try and monopolise repair work for your product. I saw a video on this issue recently where two new iPhone 12s were bought, and swapping the interior parts brought up an error message and disabled many of the phones functions. To prove this wasn't an issue caused by the person doing the repairs, the parts were swapped back and both phones operated normally again. Here is the video if you wish to review it: <https://m.youtube.com/watch?v=FY7DtKMBxBw> Adding obstacles to the repair process like this make it more difficult reuse parts, making it more likely that devices will be thrown away wholesale (Especially since there is no easy access to device recycling bins). We know that we can't keep wasting things at our current rate for a number of reasons. So we need to implement better reuse and recycling strategies for devices of all kinds.
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- 114 Landfill and waste will be such an ongoing issue for generations. We need longevity and robustness to be a factor for design of products, and an emphasis on the ability to repair rather than replace.
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- 115 Consumers spend their money on goods with an expectation that the object will not last longer than say two years. This expectation is because most objects are not repairable and we are resigned to thinking that we will only have it for a short time and therefore will not spend much money on it. We have learned to buy landfill essentially. There is short term benefit for the consumer while the companies involved in selling the product benefit financially. There is no environmental benefit only destruction of habitat which is replaced with landfill. Not only is the consumer owed the right to repair their object, it is government's and manufacturer's responsibility to help us re-learn expectations that an object is not bought to one day be thrown "away." It is everyone's responsibility to
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reduce landfill by reducing consumption (and the promotion of it) for multiple benefits to the consumer and the environment.

116 Consumers need the education and ability to learn about repairing goods rather than finding it easier to be a throw-away society. The environment needs to be protected and the right to repair is paramount in keeping items out of landfill. I fully support this initiative of The Bower.

117 I am an every day make of things. I fix things. I have an engineering degree and am appalled and shocked at the planned obsolescence that big corporations push without limit, making things poor quality yet very expensive, putting all sorts of roadblocks on repairability; proprietary screws, gluing cases, epoxy encasing circuits, obfuscating references, making sure that the only way to have equipment serviced is through their monopolistic, expensive, contractors. It destroys the planet further by over consuming resources and filling landfills with broken parts. It benefits only the manufacturers and is not a sustainable model. And am only just scratching the surface.

118 As a farmer and former Automotive mechanic I find getting information and service manuals very difficult to obtain. Especially from the Original Equipment Manufacturers (OEM). Every machine or vehicle that I have purchased new in the last 20 years I have asked to purchase a workshop service manual only to be informed by them that the manuals are only available to the dealership mechanics and are not procurable by the general public. This leaves us in a difficult position especially as former mechanics or non dealer private mechanics needing to repair only using prior experiential knowledge to complete a task which is sometimes can compromise the long term outcome of a given procedure. This can then have further Occupational and workplace outcomes in the future compromising equipment efficiency, life and safety. The other problem is also that on several occasions we have had dealer mechanics who don't seem to be "Up to Speed " on even normal industry procedures. Then when questioning why they have done something in a certain way they don't seem to fully understand the long term implications of the way they have performed a repair. As a former mechanic this is extremely disturbing!! On several occasions I have either had to reperform a repair myself to proper standard after dealer mechanics have made several botched attempts at a repair, or work closely alongside them and direct them to replace parts which I have found to be defective. We also cannot obtain the required hardware & software to connect our laptops to the onboard computer control systems to allow fine adjustments and full diagnostic capability to maximize machine performance. This then has a productively outcome as the equipment is generally not operating at full efficiency in the field. As our farm operations are 120 kms from our nearest dealer networks it becomes uneconomic to keep getting them up to make adjustments over an extended period of time only to have a substandard outcome as a result!! This scenario is in line with cartel style behaviour where the manufactures hold us to ransom to a point forcing the machine owners to return only to the dealer for standard repair work. This type of behaviour is certainly uncompetitive and slowly causing the demise of owner operator mechanical service providers. In my opinion this situation sits outside the realms of fair trading and is broadly uncompetitive for our economy

serving no purpose except as an opportunity for the manufactures hiding behind a thin veil of "repair standard" to control the service/repair pricing and to eliminate the smaller competitors in the industry. I strongly urge the commission to find this circumstance untenable and recommend that legislation be enacted to require the full release of service equipment/service publications & technical data/updates to the public.

119 I strongly believe that we should all be striving to reduce waste by reusing and recycling as much as possible. That means that it is essential that we be not only permitted, but encouraged and supported to repair items that we purchase in good faith. Planned obsolescence of consumed items should be totally disallowed. Companies have a responsibility to allow repair of their products and to contribute to a reduction in waste and energy usage for the benefit of all.

120 I am mother to a young physically disabled woman. The waste of wheelchairs alone, that cost over 30k, is distressing enough and I can have no impact on the deliberate wastage of the disabilities industry I have a strong environmentally responsible ethos. I participate in the local community garden and regenerative farming groups and I find it infuriating I am compelled to get pieces of technology that are not "worth the cost of fixing". Especially something as expensive as a car. On a pension by the time I can afford it, it's technically obsolete. Computer modules are non replaceable and cars are crushed rather than wrecked responsibly in many cases. It's ironic I can buy a full gasket set for my 1950 Fergie TEA20 tractor off eBay and fully kit it out. But once my daughters wheelchair van gets a glitch in one of its computers it's "bye bye 70k". I want everything to be repairable or replaceable Im modules. I want a vehicle I purchase now with no relevance to fashion to work in 50 years as my tractor does. Things are not getting better. The waste is unacceptable. Let's take this chance to address deliberate over consumption in a responsible fashion.

121 I feel strongly that built in obsolescence should be illegal on our finite planet. We should be repairing, reusing, repurposing.

122 Thanks for the issues paper on this topic. My brief comment is to encourage the PC to consider policy or regulation to enable local government to increase rates of repair. I have two reasons. Firstly, reduced rates of premature disposal will benefit those who manage garbage facilities. Secondly, councils can facilitate better access to repair if appropriate policies are in place. Eg. a nearby free repair cafe had no option but to close because their building was found to be unsafe. It might have continued if the council had access to funding to ameliorate the problem. Finally also, it might be worth a brief comment (rather than in-depth investigation) from the PC about how repair can interact with other government priorities. Repair hubs tend to coordinate with recycling, with sharing of local plant materials, with engaging older (often retired) community members with specific skills, passing on educational resources, involvement of local indigenous groups, etc. That it, cross-benefits can be ecological, community, mental health, and so on.

123 The right to repair is an important right to establish and maintain. Not only does it ensure true ownership over our things (particularly electronic things) it also contributes to a culture of repair where repairing things is easy, affordable and does not remove warranty and similar.

124 We create a false economy through production of cheap goods that are either unable to be repaired or more expensive to repair, therefore punishing often those in our society who don't always have the luxury of significant disposable income. We also devalue the natural resources that have gone in to creating these products by effectively making them 'single use' through planned obsolescence. People should be given the right to repair and the burden should sit with the manufacturer to enable this access to repair

125 All consumers should have a fundamental right to have products they own to have reasonable provisions for repair. Should this option not be available, the consumer should have a right to compensation and the product should be returned to the manufacturer for proper recycling. All products at the end of their useful life should have a supply chain mechanism to be returned to the manufacturer so that it can be dismantled or repaired / recycled. The true whole-of-life cost of products is not transparent due to complex economics, policies, laws across several jurisdictions involved. Therefore, it is easy for poor practices to thrive and result in what appears to be a cheap product. This lack of transparency allows the consumers to turn a blind eye to the real cost as their primary motivation is to source a product at the lowest "monetary" value. The social and environmental costs / impacts are poorly evaluated and not translated well into the product costs as these issues are invisible to the consumer and often in someone else's yard. If all of these issues are transparently evaluated, costed appropriately and communicated to the consumer, there is a good chance that the consumers will make well-informed choices and pay appropriate prices. The products should come with instructions on what to do with it at the end of it's useful life to ensure it doesn't end up as a burden to the society, but as a valuable resource for further repurpose. The laws and policies around patents appear to be designed for economic gain for limited parties. They offer protection to these parties so they can withhold information on products to ensure their ongoing economic benefits without considering social and environmental impacts properly. These policies require review to ensure consumer rights to repair are upheld without unfair pricing.

126 As the mother of a small child who is growing out of expensive baby products daily, I wish there was a way for them to be refreshed and repurposed! Or a place I could go to buy them second hand but cleanly refurbished. I want to leave my son a world where he can repair and reuse not just replace.

127 I strongly support a right to repair to combat the crazy consumption and waste cycle. It's become somehow acceptable for companies to manufacture goods that we all know won't last, and a right to repair would be a strong step towards developing a circular economy. Our resources are finite and we need to be smarter.

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- 128 Built for Landfill products should be criminal, they have no place in our society or the future.
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- 129 I am of the “make do and mend” mindset so find it frustrating that items purchased in good faith break and cannot be repaired. This profits companies producing items with an inbuilt lifespan and cons the consumer into another, newer purchase. There is a reliance on brand loyalty to ensure consumers purchase another item of the same brand- you can’t have two duds in a row, can you? That would be a bit unlucky.
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- 130 Finite natural resources, pollution and waste management are genuine and existential concerns of our age. Companies and manufacturers have an ethical and moral obligation to ensure products they produce are fit for purpose, durable and, wherever possible, can be repaired and maintained for continued and extended use. If humankind is to live in a clean, safe and genuinely sustainable world, planned obsolescence in consumer goods must end.
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- 131 Products should definitely be made long lasting and repairable. We need to make drastic changes to how products are designed and made in order to reduce waste (faulty products and the resources to make them). It would be incredibly worthwhile to create more jobs in reparations and we would be taking big steps towards a circular economy. Let's make a change!
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- 132 The right to repair is a basic need for our developed nation. The disposable nature of our appliances causes a strain on natural resources and until recycling can efficiently cope with the demand this becomes an area of great waste.
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- 133 Why is it that a perfectly good TV can be repaired with a replacement board slaved from china after 5 years yet the services that are shipped with it, namely youtube is removed after only 3 for so called security issues?
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- 134 Here.com and other providers of vehicle navigation products are notorious for providing expensive services for the maintenance of map data - ie. information. As you can see from the customer review sites <https://www.trustpilot.com/review/here.com> it is impossible to even get sales support for in vehicle navigation. And the dealership quote for a DVD on a 15 years old car was 2000+ AUD. This would be more than a fifth of the value of the car. There is a "free" community sourced version of maps. Free as in beer, which allows this to be distributed and modified. I therefore propose that legislation is provided where hardware purchases can opt to have third party data sources provided such as in vehicle navigation systems. Please stop the giving away of the razor but charging a subscription for the blade model of business.
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- 135 The Right to Repair: is an Act, that has a major generational responsibility to enact. This is a real opportunity to have a say about our National future as we know it, from city to country, to those that have, to those that have not. We, as citizens and informed consumers, need a clear statement to all manufacturers and strong position, as a collective front, to highlight the impact of this matter, upon rural women, skilled farmers, economically challenged local communities and our general basic rights to self determine our manual skills resilience when it comes to longevity of purchased or gifted items, and the freedom and ability to recycle, upcycle, reuse items, and the overall minimising waste and unnecessary consumption in our businesses and lifestyles. We should look towards what we already have as non-working items, and what we can do together, to enable these to be a functional and useful part of daily life. Remove planned obsolescence, as the biggest leap we can take is to call out these built for landfill products and inform the community to steer clear of big business that build and promote their use, moving forward. This will ensure Australian's remain skilled for employment opportunities, but overall is an opportunity to have a big impact, on reducing our impact on the Earth and her resources, for future generations benefit, as well.
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- 136 Our 4 year old 'Shark' upright vacuum's roller recently stopped working which means the hoover doesn't work properly. On attempting to get it fixed we discovered that part had been discontinued. We feel terrible that this huge piece of machinery has to be disposed of rather than fixed. New parts for old machines should be more readily available.
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- 137 As we work to reduce waste, it is imperative that the capitalist structure supports this by creating lasting and repairable products to ensure that we can continue to survive on this planet. To survive we need to use our resources more sustainably. This is currently made incredibly difficult by manufacturers who intentionally create poor quality products planned for obsolescence. Repairing jobs should be prioritised over manufacturing jobs.
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- 138 The right to repair is hugely important to reduce waste, for the health of the planet and for consumers. We should always be able to repair goods and the fact that goods are produced in such a way as to make it difficult or impossible to repair is highly unethical. We need to move away from being a disposable society and take back something that our parents, grandparents and great grandparents took for granted. Big ticket items lasted longer and were repairable. Now it can cost more to repair something than replace it. It needs to change.
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- 139 Repairing and reusing solves one of the world's biggest, growing problems. We should all have the right to be part of this movement. Our children need to adopt this way of life even more. It needs to spread far and wide.
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- 140 **RIGHT TO REPAIR** I am a resident of North Parramatta, walking distance to The Bower Parramatta. Feeling so privileged to have The Bower shop in my neighbourhood and knowing its importance to all nearby suburbs, I personally, like so many others, donate goods, dollars, contribute to The Bower shop by volunteering, objects, furniture, clothing, and joining various repair classes The
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Bower shop offers. All this, many loyal fans do, because the principles of the dedicated leaders display belief and behaviour that win awards. The checks and balances they do bring together a wide variety of people, encourages togetherness and honour among novices. This is fun, helpful, knowledge shared, from people who come simply to de-stress, contribute and enjoy the exercise and relaxation communities give. The fundamental truth is that people need each other and The Bower offers us a foundation to support and encourage this need.

141 This inquiry is long overdue. Not only the right to repair but access to parts manuals as well. Take Holman tap timers, no information on how to disassemble to replace the o'ring or rubber seal, or even if they are available. Nylex garden soak hoses, no information on how to rejoin them if they split. We are encouraged to install LED lighting because they last longer and use less power. But what about the little electronic component inside. Only last a couple of years and cost about \$60.00 to replace. Not much saving there. Same with vehicles & machinery. You can't get overhaul or parts manuals unless you are in the trade. There is an organized policy aimed at preventing individuals or small business doing their own maintenance. Even to the point that many tenders stipulate that contractor equipment must only be serviced by manufacturer approved agencies.

142 I know that this INQ is about products. The usual things like car keys that can only be reprogrammed at thousands of dollars. What strikes me, however, is that most electronics producers would never design a product with only a single source for a component, lest supplies dry up or there are market forces that can conspire to affect the supply chain. However, it is disappointing that the terms of reference did not include service (and services where you are the product) where your data, such as emails cannot be moved around different cloud providers. I say to you that my business email is hosted with google but were I to get a better deal from office 365 there is no clear and easy transition, but rather a great expense in using so called professionals that charge an arm and a leg and whose results are questionable at best.

143 I am not a qualified person for any repairs but there are things that I should be able to fix myself or get a local repair person to fix for me. I am very concerned at the amount going into landfill these days. Not only the waste, but this adds to every consumer's unnecessary costs. I purchased most of my 'big ticket' items in the early '90s - fridge, washing machine, mower, whipper snipper. They are all still going strong even though some had repairs over 10 years ago. Any of my more recent purchases are sealed in such a way that I cannot gain access and repairmen have said that it is cheaper to 'buy a new one'. I had to throw out my cordless kettle last month so I went to an op shop and was able to buy a kettle with a simple replaceable element and it is working perfectly. I really want to have the Consumer Right to Repair. Either for me to repair things myself or have qualified tradesmen repairing products to reduce costs and even more importantly, to reduce the increasing amount of landfill. Please find in favour of 'The Consumer's Right to Repair'.

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- 144 I believe electrical appliances with built-in obsolescence, such as kettles which last only months after a 1 year warranty runs out are produced by companies perpetuating fraud on consumers. No-one buys a kettle expecting it to last less than 18 months. Companies found guilty of this should be fined, forced to issue a public apology and supply restitution to consumers.
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- 145 Consumers need to have easier access to repair their goods. Product manufacturers and designers need to design their products in a circular fashion in order to extend their lifespan, make them easier to repair and that the materials used to produce them can be reused. Planned obsolescence needs to end as there is too much going to landfill. There needs to be more support for those that repair goods.
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- 146 Demonstrated forces obsolescence of manufactured goods should carry a fine up to or exceeding the entire cost of resource extraction and waste disposal and storage for the lifetime of the resources.
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- 147 Manufacturers should be held to a higher standard for the quality of products. Making products that are easily repairable should be the norm, and we should be doing all that we can to reduce products ending up in landfill.
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- 148 I believe we need to stop companies preventing repairs to their products or controlling the right of the customer to perform their own repairs. They are causing more waste generation to line their own pockets.
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- 149 Particularly in relation to computers and Iphones, the lack of support for older versions of software is problematic. Often the hardware won't support the latest updates and with older versions lacking support, they become increasingly difficult to use. Providing adaptable software and ensuring companies maintain it is essential. It would also be helpful for computers to have certain components interchangeable and consistent so that upgrades are possible without buying an entirely new machine. It's incredibly wasteful that the industry works on the principle that a 10 year old machine is 'too old'. The same thing with televisions and entertainment units like Fetch. If a remote control breaks down, one shouldn't have to get an entirely new unit. The industry needs to address the wastefulness in relation to these goods and provide consumers with better options for upgrading and recycling hard goods.
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- 150 Over the years we have purchased many electrical items and we have always been disappointed that when they eventually break down we had great difficulty finding a repairer as people weren't prepared to pay to have items fixed as it was cheaper to purchase a new item. We have discovered The Bower Reuse & Repair Centre in Sydney which we have used to repair many electrical items. Not only does this help us, but we are promoting a recycling culture which reduces items ending up as landfill. This service also repairs donated items which they then on sell at cheap prices providing affordable items for less well off individuals. Without a facility to repair, the required skills/know how will disappear from society and we will be destined to the vicious cycle of purchase, dispose, replace. We have made repair part of our daily life. Manufacturers should be held accountable for the items they sell to customers. We need legislative and policy
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change to support the process of embedding the right to repair in the cultural fabric of our society.

151 I once took an electric kettle to a repair shop only to be told that it was impossible to remove the plastic housing to get access to the electrics. I had no choice but to buy a new one. So many products these days are designed in a way to prevent repair, which leads to unnecessary waste and a throwaway mentality. It is long past time to institute a regulatory framework which ensures minimal barriers to product repairs, including by requiring designs which allow for easy dismantling without the need for proprietary tools.

152 I recently purchased a new Apple iPhone because my employer could no longer manage the security of company data appearing on my (perfectly functioning, five year-old) iPhone 6 Plus. Unless I upgraded I would be locked out of important company information available to staff via their personal mobile devices - and this access is important to me as a single, working mother. When I went to upgrade at huge expense, the assistant at the Telstra Shop did not divulge (before my purchase) that the device would not work with any of my pre-existing, standard design headphones that worked on the iPhone 6 (and other non-Apple devices) because Apple have designed their new iPhones with a different headphone Jack. The Bluetooth compatibility also appears to have changed. This is infuriating! Now I have multiple sets of headphones that I can no longer use, including a \$500 Sennheiser Bluetooth headset that was gifted to me for my 45th birthday (I am now 50 and the headphones still work perfectly fine with the right Jack and Bluetooth setting). So, being stuck with several fantastic, perfectly functional sets of headphones that I can't use, I bought myself a 'cheap' (yes, \$45 is considered cheap, apparently), set of Bluetooth ear phones from Jb HiFi. But only one of the ears works!! I bought a similar pair from Sportsgirl for my daughter for a similar price - they too were faulty! I can't help thinking Apple are trying to make sure all iPhone users are forced to purchase their ridiculously priced (\$400+) Ear pods that are tiny and can be easily lost. And that they are trying to ensure even the highest quality sound systems can't 'talk' to the iPhone via Bluetooth (because they want us all to use their hideous Apple Music service). Did I mention my high end sterile sound system received in October can't pick up the Bluetooth from my iPhone 12? What are we doing as a society to prevent these irresponsible and overly controlling business practices? I understand change can be a good thing (and I'll note Apple are no longer packaging a new charger with each new handset as they did before) but now I'm locked into a 4-year contract for a device that doesn't do everything it should! I am beyond rotable. I feel there needs to be a points system or similar that regulates how sustainable an electronic device is and it should look at the extra purchased it is imposing on consumers who don't want to waste money or the planet's resources! When you buy a toy it has to say "batteries not included" on the pack. Why didn't my \$1200 iPhone say that? Isn't that a form of third-line forcing??

153 Hi, we bought a Bellini cooktop and 3 years later, one of the elements broke down. When we tried to get spare parts, they couldn't get the right spare part as it wasn't being made anymore. So this meant that we had to buy a new cooktop - frustrating!

154 As a consumer, I believe that a right to repair should be a given in today's society. Legislation should be passed requiring manufacturers to produce items suitable for repair and provide spare parts for those items. In so doing, some of the benefits (and there are many others than the few set out below) would be - (a) reduction of items going to landfill; (b) retention of a much loved item which can be repaired and not forced to be thrown out; (c) an economical option for the consumer to repair rather than replace; (d) employment opportunities for competent repairers; (e) changing the mindset of a "thrown away" society which evolved as a result of the inability and/or prohibitive cost of repair; (f) the return to "quality" rather than "quantity"; (g) a return to pride in production of item rather than simply concentrating on the financial bottom line; (h) an opportunity for a govt. initiative to provide training courses for potential future repairers; and (i) a community benefit for those requiring such services and job satisfaction for those who have an interest in providing those services It is time that the govt. forced manufacturers to stop designing and producing products with an inbuilt inability to repair . It is time that the govt. acted in favour of its citizens instead of the big end of town whose primary interest appears to be the balance sheet. It is also time that the govt. recognised and supported organisations such as The Bower, NSW which goes to great lengths to provide community services inclusive of repairs, recycling of furniture and many other worthwhile initiatives.

155 Both the car industry & the electronics industry seriously need to take a look at the way products are being made for our future & for years to come. As an example, I have an 18 year old car that has so far cost me a fortune in genuine parts for repairs. Only to now be at a point where the failure of just one measly electronics part (a computer for the gearbox), has made the car completely redundant. I simply can't replace the part because there are none. My car won't run without it. Perhaps if the car industry, as well as other industries, took replacement parts for goods already made & manufactured into consideration when producing things, we wouldn't have such a throw-away society.

156 As someone who tries, and mostly succeeds, to repair electrical and electronic equipment access to repair-enabling information like free access to schematic diagrams and service manuals is essential. The ability to buy spare parts for older equipment is also important. I've recently saved a rechargable vacuum, a waffle maker, and turntable, and a baby monitor from going to land-fill. So please work on improving the right-to-repair.

157 With the climate emergency an ever more pressing issue, we should be doing everything we can at every level to reduce the overwhelming negative impact of humans on our environment. Getting rid of planned obsolescence in electronics and appliances is crucial for reducing waste and creating a sustainable and environmentally responsible future. Everyone should have the right to repair goods instead of throwing them away.

158 Over the past 40 years the build standard of computer and electronic devices has gone backwards I have 20 year old devices still work and are better built than brand new ones. Phones made in 1970 were built to last for 50 years (telephone companies liked that) Phones made today are doing well if they last 5 years. At present electrical equipment is checked for safety before it can be sold in

Australia. I suggest we add a requirement for 1. Repairability 2. De construction into recyclable pieces (Fuji Xerox for example does this) If introduced over a period of time harmonised with other countries this would give an advantage to responsible manufacturers and reduce consumer subsidies to rogues and fly by night operations

159 I believe the right to repair is fundamental to property ownership and should be enshrined in Australian Law.

160 the right to repair is essential in a world that needs to curb consumerism. products being made so cheaply, that make their way to landfill because consumers think buying another is the best option, is definitely not the best way forward. products need to be made well, last a long time, and have repair instructions and parts readily accessible. space for landfill has already become an issue, and chemicals and other contaminants leaching into the ground is detrimental to the environment. I don't want to have to replace my items, I want them to be fixed. this is the industry of the future. we need to train more people in these skills before they're lost. this would open up opportunities for good green industry - sustainable and meaningful.

161 I am in my early 40s so have lived with products and appliances that were made to last and repair in my childhood and early teens. I have also seen the change in product design and have lived with/used these throwaway products in the past 20 odd years. Companies designing and manufacturing products that have a purposely designed weak link that are designed to break after a certain amount of time is morally wrong and should be illegal. It has become a business model that has snuck into all sectors but now laws need to catch up so consumers are not being purposely ripped off and our natural resources aren't being used to make products that will end up in landfill in a short amount of time. People that once specialised in repairing goods were put out of business, these are jobs that can return if companies do the right thing and allow repair to be an option of owning an appliance etc. Thank you

162 I support Right to Repair Laws being introduced in Australia. Within the circular economy model, repair is an important means of keeping resources in circulation longer and will need to be embraced by industrialised countries to help the world tackle climate change and meet the Paris climate goals. Repair is an employment generator, creating more jobs than manufacture, and requires a range of skills that might otherwise be lost and be hard to regain. In Australia, for items that need a simple repair, a dysfunctional dynamics frequently makes it cheaper to throw out and replace them rather than repair them. This is contributing to landfill waste, and many people find it morally repugnant. One way to ameliorate this dysfunctional economics would be to remove GST on work carried out by a range of repair business. To tackle planned obsolescence, I support Australia adopting a policy along the lines of that in France that severely penalises companies that design products to fail prematurely or have a shortened lifespan. Products that fail prematurely are a time-drain, and are financially onerous, particularly for low income earners. Repair cafes are an important community-based solution, and I believe that they could benefit from government information campaigns to alert the wider community of their existence. Similarly, I believe that strategic

government grants could be used to help these institutions set up. I do not support ongoing government funding to Repair Cafes because I believe it is important for them to retain their autonomy. In terms of an Australian Right to Repair law, I believe that it should feature: >a ban on making items unrepairable or hard to repair, via features such as sealed cases or odd-shaped screws. Instead, ease of repairability should be the legislated goal. >companies being obliged to supply repair information in product manuals, and also to supply repair information on request. >an end to intellectual property rules that make it illegal to repair items other by the company's own authorised repairers, and at great expense. A good example of this involves some brands of tractor. Requiring vehicles, including cars, to be plugged into a computer in order to detect faults, is unnecessarily expensive, and reduces the level of societal resilience. >companies being required to maintain a supply of parts, for the purpose of repair, for up to ten years after manufacture, ideally for longer. This would apply to a range of specified product types. Right to Repair laws are well advanced in the EU, and I strongly believe that Australia could benefit from adopting them here.

163 Manufacturers of items that are cheaply made and not made to last an extended period, for example cheap electrical appliances, and children's toys, should be made responsible and be forced to accept the return of these items for repair. The "throw away" societal routine has been overwhelmed due to the allowance of this sort of manufacturing technique, and manufacturers have been allowed to continue with no regards for the environmental impact. Please force these companies to accept repair and or return of their products (or also to improve the longevity of their product) for the environments sake.

164 In the consumer electronics space, we are seeing companies continue to introduce more and more hardware and software locks to disallow owners the ability to repair their own hardware. The best example I can think of is Apple's iPhone smartphone products. In the most recent news, the new iPhone 12 models all digitally pair their LCD screens, batteries and even the camera modules to the logic boards. And when these parts swapped out for even for equivalent genuine parts, the new parts will not function properly, or will continually display borderline scaremongering warning messages, unless the parts are calibrated with a confidential, proprietary piece of software owned by Apple. I find this practice quite worrying because as a long time user of these consumer electronics, I've had a lot of them fail on me, and I've had to use my warranty to have these repaired before. But the notion that once my warranty expires, I have no choice but to go back to the original manufacturer and accept whatever price and terms they want (and even the possibility they might decide to outright refuse to help me) seems entirely unreasonable. I sincerely hope we can start introducing some new policies and legislation that ensure that these electronics are manufactured and supported in a way that guarantees anyone is able to repair them, beyond their official warranty period, ensuring their longevity and capacity for maintenance lasts as long as possible.

165 MidWaste voluntary regional waste group represents six councils on the Mid North Coast of NSW, including Bellingen Shire, Coffs Harbour City, Kempsey Shire, MidCoast, Nambucca Shire, and Port Macquarie-Hastings Councils.

Councils provided input to, and fully endorse the submission to this inquiry by Local Government NSW.

166 I would like to refer to a document on right to repair legislation from the USA which is also applicable in Australia. It is written by Louis Rossmann of Rossmann Repair Group in New York, New York. They are a large independent repairer of Apple Mac computers of many years. Louis has written the following: https://docs.google.com/document/d/1phQRQlguivA689roB4-LmGWbLNOaxA_I2zH2E1aHhxE/edit?usp=drivesdk

167 To whom it may concern, I strongly support Right to Repair (R2R) and legislation to support it. Consumer and industrial goods, from indoor fans to smart phones to agricultural equipment should all be treated on an equal level. Australia has sound legislation for issues like electrical and mechanical safety, as well as consumer protection, that address many of the higher risk aspects of many R2R opponents' arguments. Advanced strategies like serialisation – the locking of a single part to a device that limits or removes functionality if it is changed – take control of the product out of the consumer and into the hands of the supplier. This is an increasing problem in many markets which results in products being unable to be repaired independently, regardless of the proficiency and available parts and tools of the technician. I personally go out of my way to buy Australian made and long lifespan products and hope that if they fail outside their warranty and lifespan expected by consumer protection laws, I have a good chance of being able to repair it. With many items I'm successful, however, some are built in such a way, or information on them non-existent even if I was willing to pay for access to it, as to make repair impossible. This includes, but is not limited to, construction techniques that I would consider befitting disposable devices (cheap and limited lifespan) used for high-end electronics, i.e., smart phones and tables, making repair difficult or impossible and requiring parts that are not available from the distributor or retailer.

168 I would like to refer to a document on right to repair legislation from the USA which is also applicable in Australia. It is written by Louis Rossmann of Rossmann Repair Group in New York, New York. They are a large independent repairer of Apple Mac computers of many years. Louis has written the following: https://docs.google.com/document/d/1phQRQlguivA689roB4-LmGWbLNOaxA_I2zH2E1aHhxE/edit?usp=drivesdk

169 Hi Productivity Commission. The discussion paper and the focus of your inquiry fails to explore and appreciate the electronics repair industry. In the 90's there were a whole industry of skilled technicians that repaired white goods which have all but disappeared. The discussion focusing on the current state of play ignores this important industry in the right to repair. Laws to improve access to schematics, manuals and components is essential to reviving this industry and is something that needs to be discussed in your inquiry. Your inquiry should recognise the importance of the electronic repair industry especially in rural and remote regions where reviving this industry can improve employment and reduce poverty.

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- 170 Not having a right to repair has other effects which might be considered inconsistent with Australia's long-term goals and prosperity. Australia needs to motivate an interest in and pursuit of STEM education and careers. The act of understanding how your technical product functions, and therefore how to repair it, is a great motivator to pursue technical knowledge. Providing people with the right, and access to the information and material to repair the products they value will give them skills and a mindset that is consistent with meeting the needs of Australia's future security challenges. If we are to be more than a nation of consumers of other's products, we must realign the thinking of, and reskill Australian consumers. It was the tinkerers that made the innovative breakthroughs that Australia has been so proud of. A right to repair legislation is consistent with what we need to do as a nation to prosper and prevail in the challenges ahead.
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- 171 Deere in the Headlights Shows How Critical Software is For Repair: The lack of software repair tools is a huge barrier for farmers, according to a new U.S. PIRG Education Fund report "Deere in the Headlights". The report provides background information about why John Deere and its competitors' tractors are so hard to fix. Modern farm equipment, like most 21st century technology, runs on software. Our research found as many as 125 software-connected sensors in a single combine harvester. If any of those sensors go down, software diagnostic tools are needed to repair the combine and put it back into use. Report: <https://uspirg.org/feature/usp/deere-headlights>
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- 172 Right to repair has been slowly and purposefully eroded in recent years. This is something seen in many industries but particularly in consumer electronics. In particular Apple has led the charge in destroying consumers' ability to repair their products for reasonable rates. They do not make components or schematics available to third party repairers. Essentially Apple and other manufacturers are establishing a monopoly on the repair market such that they are able to charge exorbitant prices for repairs since third part repairers will not have the specialised tools or components to repair. This effects us all! \$2000 phones should not end up in landfill when a small component fails.
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- 173 I am definately in favour of 'right-to-repair' legislation for products that also ensures the ability to be able to source replacement parts for a reasonable lifespan of a products as in some European countries like Germany. This is due to the fact that this issue must be taken into account during the design stage of products and continued through manufacturing and supply chain and even local warehousing. So it affects the ways in which products are brought to market. It is critical to the ability of the National economy to become more cyclic, to lower carbon emissions, resource use, waste and plastic pollution and increase the useful life of products, so end cost to the consumer is lower. It will also re-birth the repair industry that has largely been gutted and drive an increase in jobs, both in repair, but also recycling if enacted in combination with mandatory plastics and metals marking, design for disassembly and extended producer responsibility legislation as is proposed for some sectors now and should be extended across all sectors. The right to repair, should also include a responsibility maximise life span and eliminate short, built-in, end-of-life design and construction techniques in favour of longer life-spans, more durable, repairable products. The potential for
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manufacturers to introduce different use-models such as service-use contracts where they benefit from such design should not be overlooked either.

174 Even for city-based consumers, access to Authorised Repairers is often difficult. It is a 45 minute drive from my home south of Sydney to the one Nikon Repairer at Rhodes, or two hours by train. For an untrained repairer it takes about 2 hours to replace a main board in a camera. Even minor repairs to equipment by a "qualified repairer" may leave a device out of circulation for several weeks when a small business or a home repairer could do the repair while the consumer waits. With so much of our lives depending on a phone, a loaner during a repair is not a simple matter anymore: even with cloud backup, it is time-consuming, and backups aren't always complete. Setting up a new phone when the repair should be simple and local is an additional cost to the consumer above the actual repair costs. If downloadable firmware isn't provided, a device with firmware problems must be repaired by an authorised repairer at high cost, when it is only a half hour home job once you have the software and an appropriate cable or SD card. Replacement components are often not sold to consumers or small businesses, making the manufacturer the only repairer; replacement components can often sell (where available) for almost the cost of the original device. Full repair manuals are often non-existent, forcing repairers to rely on YouTube videos which may inadvertently omit important steps or add irrelevant details. Sony's fixed lens cameras have a poor reputation for dust resistance, meaning that they are often scrapped long before their usability ends, just because of image degradation. Should cleaning a \$500 camera cost \$350 or so? This enquiry is important!

175 A further comment: I believe there should be pressure on manufacturers to standardise connexions for standard components. If I have a laptop with a 15.6", 1366 x768 display or a 3 cell swappable battery, or a camera with a 3" screen, or a belt-drive dryer, or a vacuum with a 12V charger, why must I buy brand and model specific parts? Why can't I use a standard electronics store rotary switch or potentiometer, just because the manufacturer likes non-standard mounting? In many of these cases, yes, you can buy third party replacements. But not always when you want them, and not always at comparable prices. Availability issues have been more sharply defined during this era of Covid and standoffs between China and Australia.

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- 176 Right to repair is an important part of helping protect the environment and not to generate e waste. These days it's almost as expensive to repair your cracked iPhone screen than to just buy a new phone because apple will not provide parts and schematics to third party repair shops who can do it quickly and more efficiently. This leads to a lot of e waste as people will throw away products that can easily be replaced. Also if I purchase a product, I did not rent that product. I should have the right to be able to repair it myself with being treated like a cash cow by the manufacturer.
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- 177 The requirement to have owners of specific makes of products only repaired by the makers preferred repairers establishes a monopoly on supply of parts and any price can be charged. Likewise, the supply of work for the "exclusive" repairers is also monopolised. This is contrary to anti monopoly laws and general government policy to encourage competition. We have seen the result of monopoly exploitation in many instances even at a political level when China becomes the exclusive buyer / supplier.
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- 178 right to repair is essential for decreasing e-waste and should be strongly encouraged the cost to repair stuff should also be regulated
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- 179 Consumers have to have the right to mend their own products. We buy them, we own them, we can sell them again. Ergo we should be able to repair them. Additionally, in view of the fact that we are facing massive problems with waste disposal, companies need to go back to making products that last. Society is, always has been, and always must be, larger than the economy. After all, the economy is only about making rich people richer.
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- 180 I fully support the Right to Repair and think that we need to legislate to compel manufacturers to supply instructions, diagrams and parts. Finite materials, horrendous waste and environmental harm make this imperative.
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- 181 This is a ground breaking issue. If we recognise the right to repair it would do radical good for our earth and the economy. Please please do this.
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- 182 In 2019, my 6 year old Apple Macbook Pro developed an issue where the battery began to swell, a safety issue that suggested it was a fire hazard. When I contacted Apple to organise a repair, they said that the machine was "vintage" and no parts were available to repair it. They refused to consider any other solution. While I accept that a computer will become slower/less able to run newer software as time goes on, I think that it's highly unreasonable that a \$3000 computer will become an unusable fire hazard within 6 years of its purchase.
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- 183 The Right to Repair is a no brainer. Right to Repair would help people save money/get out of poverty: Washing machine breaks and you have to buy a new one for \$800? RtR enables any handyman to buy spare parts and repair the machine. Helping the owner of the washing machine to save money, helping the handyman to earn an income, avoiding landfill. Bought expensive shoes and they need a new sole? RtR makes it possible! Go to your cobbler and they are able to fix it! I have a personal experience as well. I bought 2 electric toothbrushes a few
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years back and the battery is built in and cannot be replaced easily. After years of use, the batteries died and, in theory, I would have had to throw the toothbrushes out and buy new ones (\$200 +). My partner suggested he could replace the batteries, so I sourced two replacement batteries from eBay (for \$16). He watched a few YouTube videos on how to open the units and replaced the batteries. He had to use his soldering iron to remove the old batteries and put new batteries in - I think the RtR should ensure that battery replacement is easy and not require soldering in batteries!

184 I have just spent \$200 on a new BATTERY for my ipad. Apple refused to repair it saying it was too old and I should buy a new one. All the rare metals that go into these devices ends up in land fill because, the company demands we constantly buy new stuff we do not want. Surely, this is nothing more than highway robbery. When I buy an item, I am not leasing it for a time. I am buying it. I should be able to have it repaired as often as I chose. Apple's attitude is not only environmentally unsustainable but insulting to its customers.

185 I would like one goal of this inquiry to be encouraging the purchase of devices designed to last. This could be as simple as long a legally mandated warranty period but could also be via a (longer) mandated repairability requirement or some other tweak. Smart devices with significant software components are proliferating, and are often impossible to repair/update. Those updates are inevitably required, if only for security reasons (ie, to prevent them being conscripted into botnets). With software specifically I think an escrow system should be adopted: manufacturers must supply the build environment and all source code as a virtual machine image of some sort, and only software produced by a supplied image may be provided to Australian users (software signing is a mature technology, adding an Australian signature is reasonable). When the manufacturer ceases to supply images/software updates for a device the relevant images held in escrow are made public domain.

186 I just wonder if anyone has brought up the issue of insurance, it's not just accessing the skills for an item to be repaired but if it's electrical, or complex in any way, the issue of warranty / insurance etc means it can be unviable to offer to fix things, the labour cost itself won't be cheap, but insuring themselves could be prohibitive. are people at risk of voiding home insurance if they used a locally repaired appliance. or is the repairer at risk of litigation. - these hideous costs are a handbrake on so much common sense.

187 I am a mother of two children. We have, on a number of occasions, repaired iPhones, lap top screens and other devices at an independent repairer. It reduces cost to the household and, more importantly, reduces waste for our country. I recently tried to have a heater repaired only to be told that it can't be fixed because the parts are not available and that I might as well throw it out... what a waste.

188 I strongly support the right to repair and want to see it enacted, although I see it as only a band aid on a much bigger problem, and insufficient in itself to the environment problems that the world faces. Regardless of environmental benefits however, the right to repair is a freedom consumers should have without question. The true issue is the unnecessary creation of many products in the first place, and

the limited lifespans baked in. Capitalists want to be more financially successful than their peers and will do anything to do so. In creating and selling products, they use psychological manipulation (read “marketing”) to seduce or shame people into buying things they don’t really need, then add a finite shelf life to that product (planned obsolescence) to ensure repeat sales. As a product designer, I have seen this first hand and had limited power to do anything about it. I’ve seen cables flex tested and found to last too long and be made weaker intentionally. I’ve had colleagues talk of lawn mower motors have the brushes specified so the mower only runs for a certain number of hours. I’ve been told to life-cycle test a product I’m working on to match the two year warranty period, and absolutely not beyond. I can try and influence, but am not able to fundamentally change the system. The right to repair must come into power, but people should be aware the true issue here is deeply structural, and can only be resolved by reducing the desire for unnecessary products in the first place, making business models change away from producing poor quality products, and restraining the power and influence of capitalists on governments and society.

189 A repairer knew what needed to be fixed on my hair straightener but there was no way to fix it as to open it would mean breaking it, a panel with screws was all he needed. My parents have a washing machine that just needs a part, getting the "special" part from overseas and having the licensed person repair it was more expensive then buying a whole new machine. Its wasteful and ridiculous.

190 Please allow the right to repair. It concerns me the amount of trash gets thrown out because people are unable to fix/repair items. I head out 4wding and camping and too often come across large dumps of rubbish of regular house hold items illegally dumped. I believe allowing the right to repair will reduce the amount of rubbish illegally dumped and I assume would save costs of clean ups.

191 I'd like online retailers to be more accountable for the products they sell. In particular I note the prevalence of cheap, breakable camping gear, which ends up in landfill for what I believe are two reasons: 1. returns/repairs are difficult or not possible, and 2. much of this equipment is not worth repairing as it will break again soon after. A certain standard of equipment - and a price to match it - should be the target, with retailers made to deal with the waste they facilitate.

192 Deliberate obsolescence definitely needs looking at as does the ability to repair one’s own goods if one is so inclined. Competitive pricing for repairs is also needed, as consumers we have no control over prices and if you are unable to repair anything yourself you are held to ransom.

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- 193 Right to repair should be a basic right, it is the easiest way to reduce e-waste, which is good for human rights and the environment, as well as saving the consumer money. For instance, my laptop is glued together by the manufacturer so that it cannot be pulled apart and repaired, I've had it replaced under warranty multiple times for issues that on an older, repairable, laptop would take me an hour to fix. Since the broken laptops couldn't be repaired I've effectively thrown out a computer every year in the last couple of years - contributing to the huge amount of highly toxic e-waste which is generally shipped off to other countries for 'recycling', a process that exposes entire communities to hazardous materials and, when unregulated, violates multiple human rights (see https://www.ciel.org/wp-content/uploads/2015/10/HR_EWaste.pdf)
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- 194 Right to Repair helps prevent anti-consumer practices such as planned obsolescence and reduces electronic waste created by replacing devices that could have been repaired with little effort.
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- 195 A great video on right to repair that explains everything in a layman terms - <https://youtu.be/nvVafMi0l68> - it covers my the thoughts in my submission exactly and in better easier to understand words Also action that is currently going on in US in the right to repair gofundme - <https://gofund.me/1cba2545> is very relevant to my feelings and submission
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- 196 The American Federal Trade Commission recently came out with a 2 year report on an investigation into right to repair counter arguments dismissing them. It is stated “,there is scant evidence to support manufacturers’ justifications for repair restrictions,” Here is direct the link to the article: <https://www.ftc.gov/news-events/press-releases/2021/05/ftc-report-congress-examines-anti-competitive-repair-restrictions>
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