

The Role of Repair in Product Stewardship



**Product
Stewardship
Centre of
Excellence**

Thursday 30 November 2023

www.stewardshipexcellence.com.au



Product Stewardship Centre of Excellence

Our First Speaker



Professor Leanne Wiseman
Australian Research Council Future Fellow
Professor of Intellectual Property Law

Griffith University

The Role of Repair in Product Stewardship

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Griffith University
Australia
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Telematics

Advanced, yet rugged communication products and services that give you efficient logistics, reduced maintenance, and cost control.

Smart Machines for Increased Productivity

Reporting, monitoring, and controlling machine operations through telematics promises to revolutionize heavy machinery-based industries.



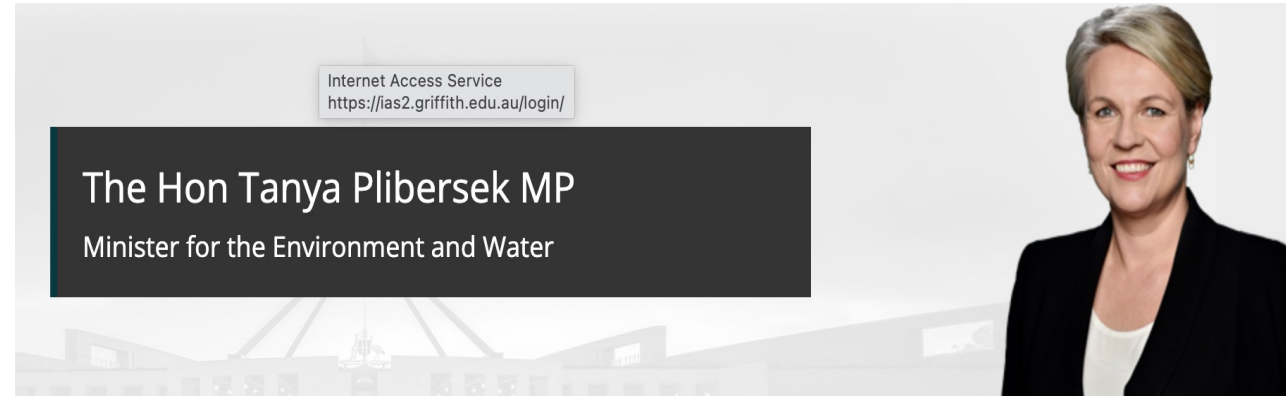
Why Repair Matters Now

Repair plays a critical role in product stewardship by promoting sustainability and responsible consumption.

Repair extends the lifespan of products, reducing waste and the need for new resources.

Repair is inevitable ...things break... but often are not sufficiently 'broken' to be disposed of ... it enables Reuse

Recycling should be a last resort



Media statement: Release of Environment Ministers' Meeting Communique

21 October 2022

3 “To work with the private sector to design out waste and pollution, **keep materials in use** and foster markets to achieve a circular economy by 2030”

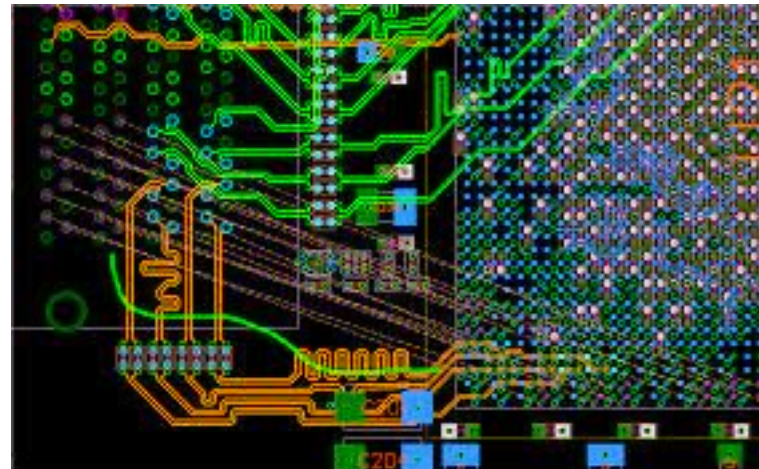
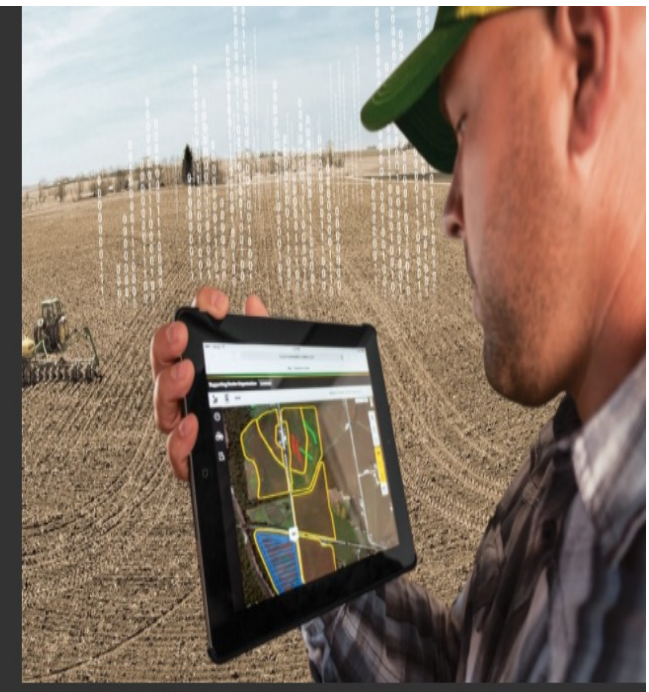


Telematics

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...the importance of ‘giving independent repairers ‘greater access to repair supplies, fostering competition for repair services, without compromising safety or discouraging innovation.’

Focus was on **“unnecessary barriers to repair”**

Enhance consumer rights

Include software updates in consumer guarantees



Consumer groups to be able to lodge complaints on consumer issues



Regulator powers to enforce consumer guarantees



States' and Territories' use of alternative dispute resolution options to better resolve complaints



Include new text in warranties that consumer guarantees do not require previous use of authorised repairs



Promote competition and enable access to repair supplies

Introduce a repair supplies obligation for agricultural machinery



Evaluate motor vehicle mandatory information sharing scheme



ACCC to undertake mobile phone and tablet market study



ACCC to investigate claims of anti-competitive conduct in repair markets



Review the medical device market and regulations



Amend the Copyright Act to include provisions that facilitate accessing and using repair information



Improve product information and e-waste management

Develop product labelling for repairability and/or durability information



Count repair and reuse in product stewardship scheme targets



Use tracking devices to determine the end-of-life location of e-waste



Repair: Empowering Consumers

Encouraging repairability fosters a sense of empowerment among consumers - allowing them to maintain, upgrade, or modify their products, giving them more control over their goods and reduces dependency on replacements.

- Manufacturer Warranties ?
- EULAs?
- Rights under the ACL?



Repair: Increasing Manufacturer Responsibility for Product Life Cycle

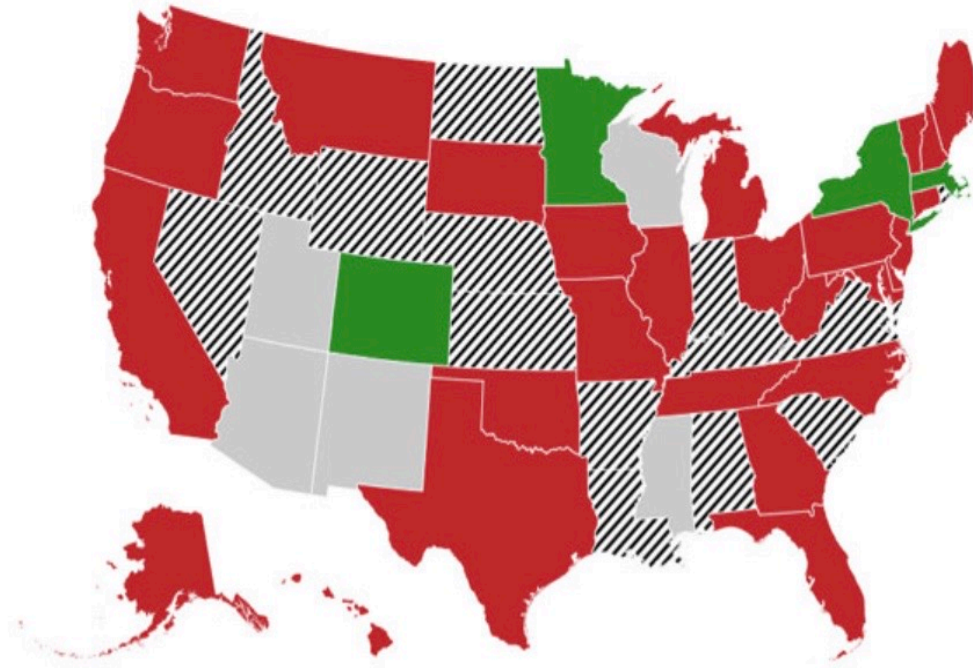
Introduction of French Repairability Index

INDICE DE
RÉPARABILITÉ



US RIGHT TO REPAIR DEVELOPMENTS

-  Bills Passed
-  Active Right to Repair Bill - 2023
-  Right to Repair Bill Introduced Historical
-  No Right to Repair



TECH / POLICY / APPLE

Right-to-repair is now the law in California



Fixing it!

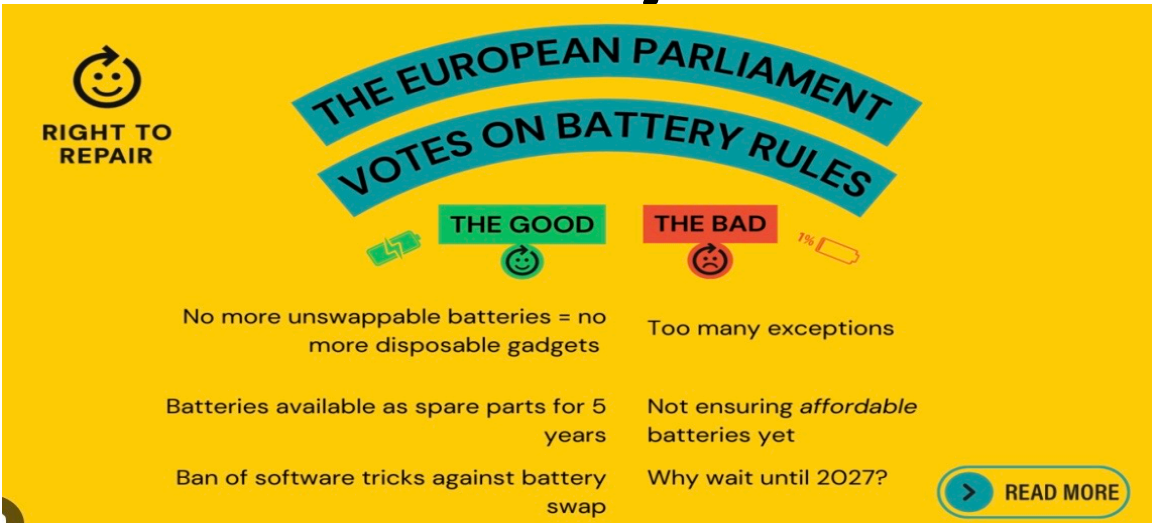
/ California to the rest of the US:
You're welcome!

By [Elizabeth Lopatto](#), a reporter who writes about tech, money, and human behavior. She joined The Verge in 2014 as science editor. Previously, she was a reporter at Bloomberg.

Oct 11, 2023, 7:42 AM GMT+10 | [28 Comments](#) / [28 New](#)



Recent EU Developments in Manufacturers' Responsibilities in extending Product Life Cycle



THE EUROPEAN PARLIAMENT VOTES ON BATTERY RULES

THE GOOD

- No more unswappable batteries = no more disposable gadgets
- Batteries available as spare parts for 5 years
- Ban of software tricks against battery swap

THE BAD

- Too many exceptions
- Not ensuring *affordable* batteries yet
- Why wait until 2027?

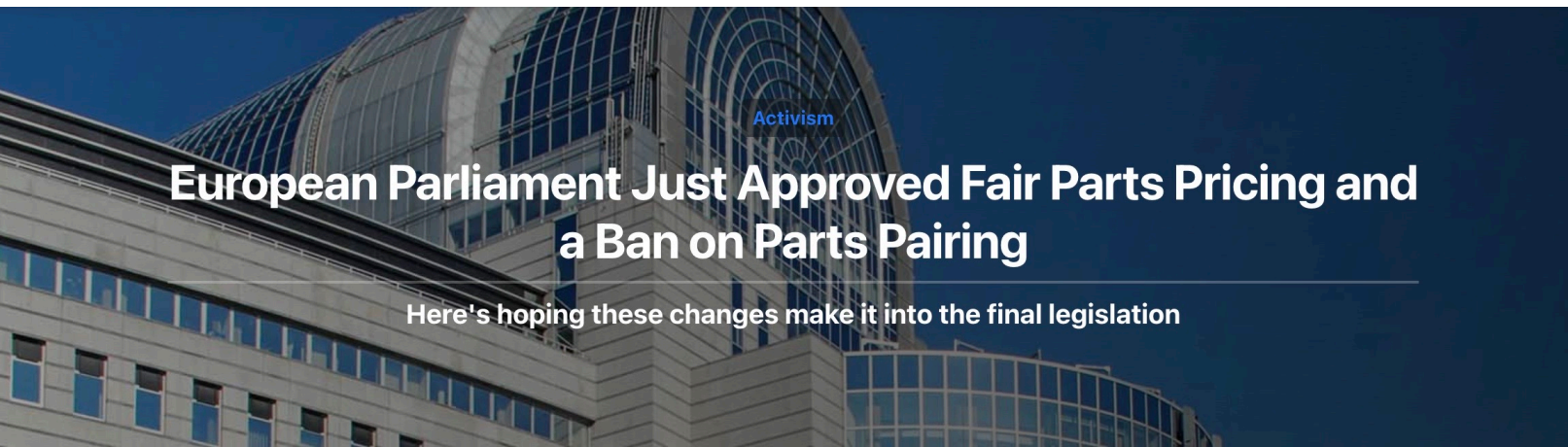
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RIGHT TO REPAIR

PRESS RELEASE

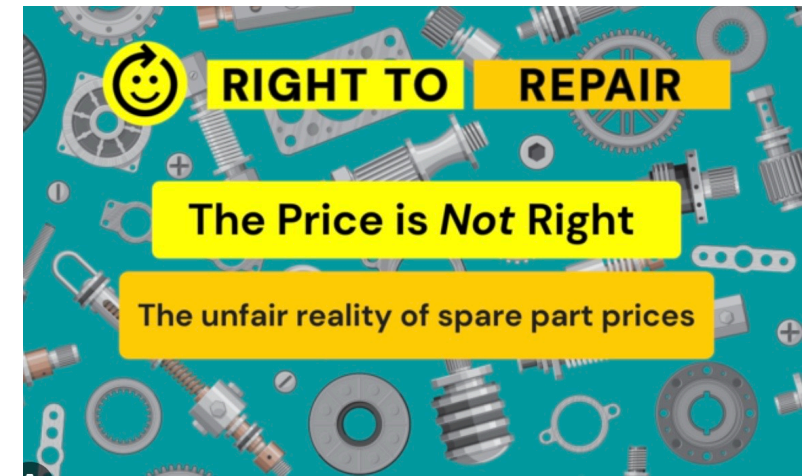
New EU rules:
Smartphones and
Tablets will follow new
ecodesign requirements
by June 2025!



Activism

European Parliament Just Approved Fair Parts Pricing and a Ban on Parts Pairing

Here's hoping these changes make it into the final legislation



RIGHT TO REPAIR

The Price is *Not* Right

The unfair reality of spare part prices

Our Second Speaker



Lesley Yates

Director of Government Relations and
Advocacy

Australian Automotive Aftermarket
Association (AAAA)



**AUSTRALIAN AUTOMOTIVE
AFTERMARKET ASSOCIATION**

Lesley Yates

Director Government Relations & Advocacy



Your car, Your choice.

What is the “Choice of Repairer” Campaign?

The aim of the Choice of Repairer Campaign is to protect choice and competition in the vehicle repair, servicing, replacement parts and accessories sector by eliminating any technical or legal barriers that impact on the Australian consumers right to have their vehicle serviced, maintained and repaired at competitive prices in the workshop of their choice.

www.choiceofrepairer.com.au

Fair and Open Competition in the Australian Automotive Industry

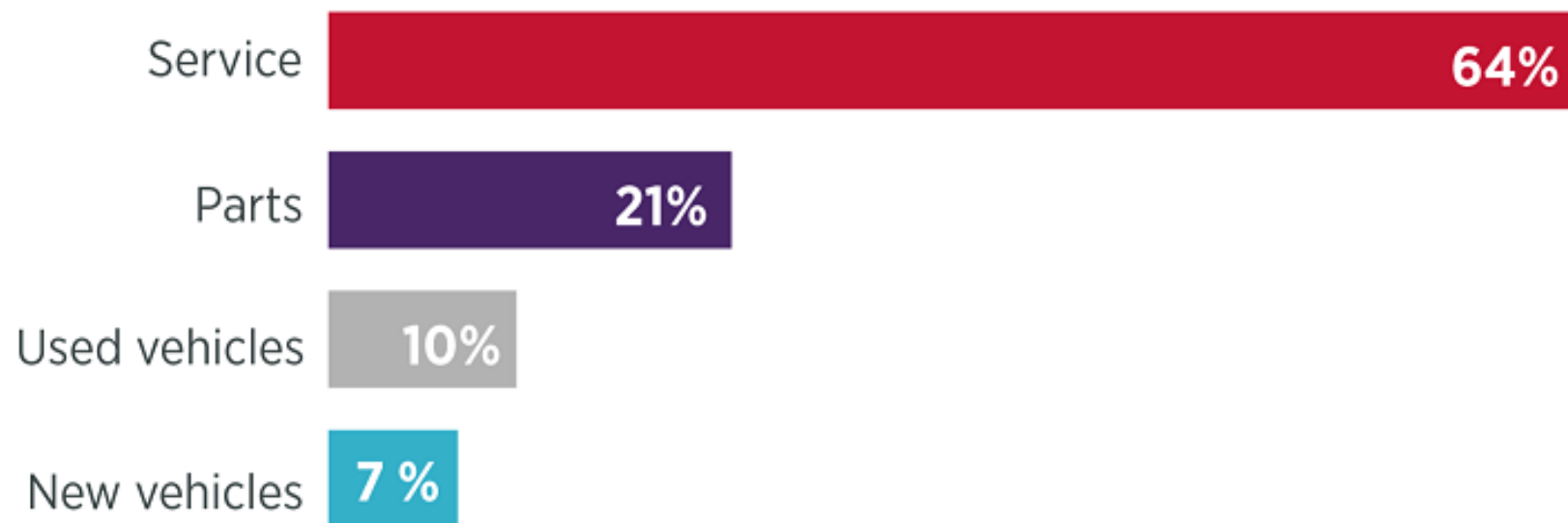
Motor Vehicle Information Sharing Scheme

Barriers to Repair

- Fault codes, diagnostic information
- Repair manuals, and wiring diagrams, including component voltages
- Re-programming / reinitialisation
- Dimensions and tolerances for mechanical parts
- Calibration files and initialisation and reset codes for computerised systems
- Specifications for oils and lubricants
- Electronic logbooks or service histories
- Technical Service Bulletins and software updates.

Manufacturers and authorised dealers generally earn **higher profit margins** from the sales of parts and servicing than from new car sales. This provides an incentive to limit competition for the repair and servicing of new cars.

Estimated profit margins for car dealers in Australia





2009-2021

Choice of Repairer
Campaign:
Data Sharing
Warranty
Non OEM Parts
Truth in Servicing
Truth in
Modification
Conditional
Warranties

2021

Legislation passed:
Motor Vehicle
Information
Sharing Scheme.
New Regulations
approved (EV
Safety & Security)

2022

1 July 2022 New Law
commenced.
New operational
bodies commenced:
Australian
Automotive Service
and Repair Authority
ACCC MVIS Unit

2023

12 Months: Law has
been in operation full
time dedicated team
responsible for day-
to-day management.

AASRA active
participation from car
companies and
technicians

Ongoing monitoring
of compliance.



**Competition and Consumer
Amendment (Motor Vehicle
Service and Repair Information
Sharing Scheme) Act 2021**

Act No. 54 of 2021

- Introduced into Parliament March 2021. House of Representatives in May & Passed Senate June 2021. Commenced 1 July 2022
- An amendment to Australia's Competition and Consumer Act 2010.
- Enforced by the Australian Competition and Consumer Commission.
- Penalties of up to \$10 million.

Key Points



The principle of fair competition - independent repairers must have access to all information required to diagnose, service & repair a vehicle.



The scheme includes access to security information and Electric Vehicles.



There is a clear definition of fair and reasonable commercial terms and a statement about accessible format. Real-time access.



The establishment of an Industry Body to operationalise the scheme.

Your gateway to O.E.
service and repair
information.



AASRA

**Australian Automotive
Service and Repair Authority**



Over 3,000 technicians are AASRA registered.



**AUSTRALIAN AUTOMOTIVE
AFTERMARKET ASSOCIATION**



Our Third Speaker



Yas Grigaliunas
Founder & Chief Evangelist

Circonomy



**Creating a world without waste,
including human potential**

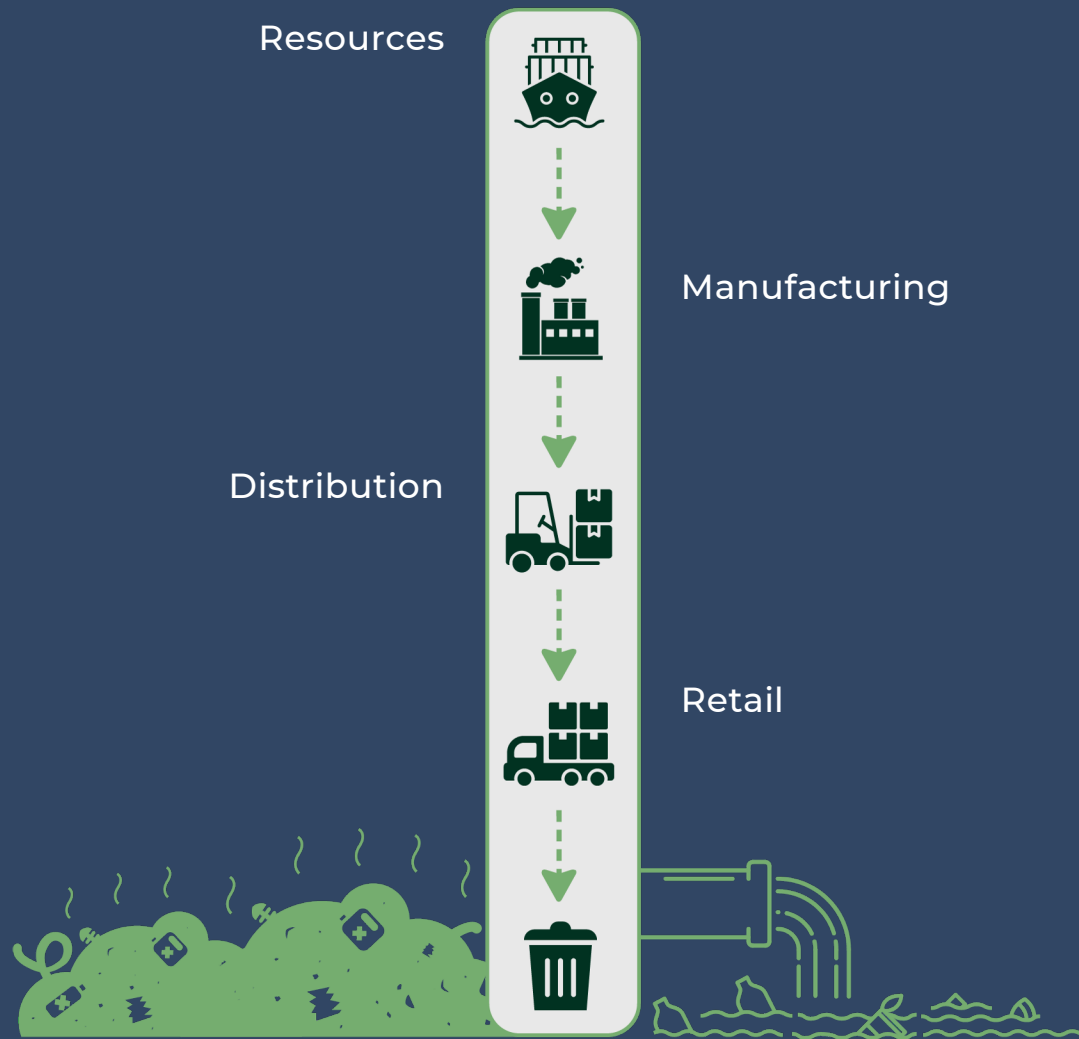


Business for good

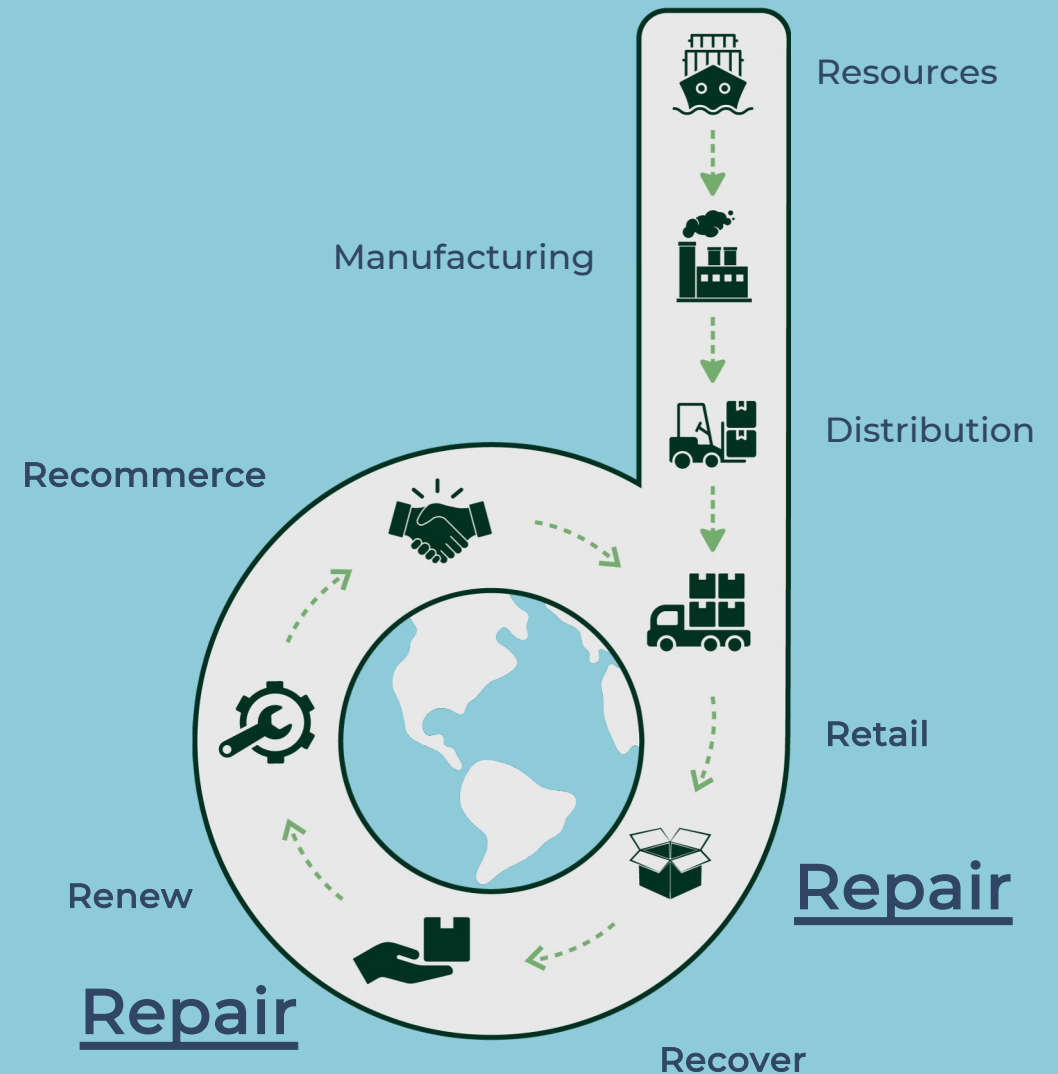
Creating a world without waste



Turning surprise chain into supply chain



Goodbye **SUPPLY CHAIN**



Hello **SURPRISE CHAIN**

Repair

is our cornerstone. Many items are still perfectly functional and just need minor repairs.

Repurpose

is using a product or material for a different function than it was originally produced for.

Refurbish

is where we unleash our creativity to refurbish and restore like new.

Reuse

is the simplest of all. Staying true to our roots of World's Biggest Garage Sale.

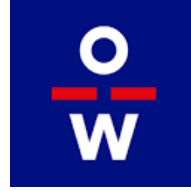
Recycle

is our last resort. We have downstream partners to recycle what we can't.

Recommerce

is how we're putting it back into the economy.





Case Study: Officeworks

Retail Solutions

Officeworks has acquired a significant stake in Brisbane-based social enterprise, the World's Biggest Garage Sale (WBGs) as part of the company's response to changing customer needs and its ongoing commitment to sustainability.

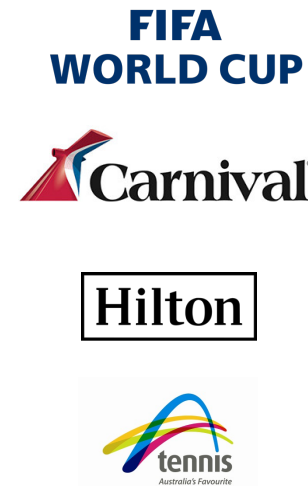
"Over the last three years, we have partnered with WBGs to help us achieve our vision of contributing to a more circular economy and becoming a zero-waste business. Together we have demonstrated a feasible model to collect, repair, repurpose and resell damaged or customer-returned products. We're excited to replicate and scale this model across Australia."

Sarah Hunter

Officeworks Managing Director



Partnerships for the future



Operating model now servicing diverse industry groups

Our values



We love what we do and we care a lot



We're ambitious and (a little bit) impatient



We're unapologetically agents of change



Technology Enabled





Thank you

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**Product
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Questions & Answers

Got a Question? Please post in the Q&A

Stay in touch



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