

SUBMISSION TO THE PRODUCTIVITY COMMISSION

Subject: Right to Repair

Date 21/12/2020

From: Maureen Hamilton

Topic:- Right to Repair or Replace lens in Eye Glasses

More than half (54%) of all Australians report having at least one long-term eye health condition, with nearly half the population wearing glasses or contact lenses, according to data released today by the Australian Institute of Health and Welfare (AIHW). Dec 2015

This is an interesting Statistic and one which I find genuinely concerning. On average, most of these people will require an eye test and new glasses at least once every two years or more often. They may require one pair of glasses or more commonly will require two pairs of glasses. I happen to be one of these people.

Each time a person needs their lenses changed they must purchase a new pair of glasses or frames. This can be a huge expense for most people especially people who are on a pension or have children.

The question here is why can the same frames be used again?

I have asked this question and been told no you must have new frames.

The question therefore – can old frames be used again?

A couple of years ago the prescription had been filled out incorrectly and had to be replaced. Interestingly enough it was filled, and the same frames was used. Then more recently they had another problem and again the same frames were used. Therefore, the answer to this question is Yes. The old frames can be used.

Hit to people's pockets.

Frames can cost between \$100 and \$400+ plus the cost of adding and inserting the new lenses and extras.

Consequences of not reforming this tired out Marketing ploy

People will avoid changing glasses and wear the old ones longer to avoid spending money. This may contribute to decreased visual acuity.

It may be the cause of injuries due to workplace, car accidents, inability to read notices and so many other areas.

Social impact – not being able to clearly see body language or facial expressions which can cause social isolation and in turn lead to depression or other mental illnesses.

Request to Change this “Grab for Money” by Optometrist and Related Businesses

It is important people have the right to good health without the huge burden of unscrupulous business practices.

Can I please ask you to look into this problem and assist people so they can be provided with honest and fair practices?