**Public consultation on the future vision for account-to-account payments in Australia – response document**

**This document is provided to assist respondents in submitting their feedback to the public consultation on the future vision for account-to-account payments in Australia. It is intended to be used in conjunction with the full consultation paper, which outlines the context and key questions for consideration.**

**Making a submission**

AusPayNet and AP+ are seeking views from stakeholders and end users on the vision for the future of account-to-account payments in Australia. Written submissions, or enquiries in relation to this consultation, can be made by the following channels:

Email: A2Avisionconsultation@auspaynet.com.au or consultations@auspayplus.com.au

Website: [www.auspaynet.com.au/insights/consultations/A2Avision](http://www.auspaynet.com.au/insights/consultations/A2Avision) or [www.auspayplus.com.au/stakeholder-engagement/public-consultations](http://www.auspayplus.com.au/stakeholder-engagement/public-consultations)

There is no requirement or expectation that written submissions will include responses to all the questions contained in this consultation paper. Respondents are welcome to provide feedback to all or only parts of this consultation and the questions posed.

Submissions provided by email should be in a separate document, in Word or RTF format. Any submissions in PDF format must also be accompanied by a version in either Word or RTF format.

Please include the name of the person or organisation providing the response and contact details.

 **Closing date for submissions: Thursday 31 July 2025**

**What happens to submissions**

All consultation responses received via the channels indicated in Making a Submission will be viewed by AusPayNet and AP+ staff working on or involved in the development of an industry vision for account-to-account payments. The aggregated consultation findings will be used by the payments industry to inform the development of an overarching vision for account-to-account payments, together with the RBA and Treasury.

Any publicly released findings to this consultation will be aggregated and/or anonymised.

**Submissions confidentiality**

Responses to this consultation will be available to both AusPayNet and AP+, who will treat responses as confidential and use them only for the purposes of considering and developing a roadmap for the future of account-to-account payments[[1]](#footnote-2).

By lodging a submission, you grant each of AusPayNet and AP+ a royalty-free licence to use and reproduce your submission (in whole or in part) for the purpose of the consultation, and in considering and developing a roadmap for the future of account-to-account payments, and subject to applicable confidentiality and privacy obligations.

**Consultation questions**

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| Picture Placeholder 418, Picture  | ***End user objectives***1. What are your views on the proposed end user objectives that should guide the development of an industry vision for A2A payments? Are there any other objectives that should be included?

***The current A2A payments system:***1. What types of A2A payments do you currently make and receive, or help to facilitate on behalf of your customers? For example, one-off transfers to other accounts, direct debits for recurring payments, in-app payments, etc. What types of services and providers do you use or rely on?
2. Do any of the A2A payments that you make and/or receive today have specific requirements that need to be highlighted for consideration?
3. What elements of the payments experience matter the most to you? For example,speed, availability, cost, reliability, certainty, data capabilities (including real-time information), convenience, safety, interoperability, other factors? Why are these elements most important and other elements less important?
4. What do you consider is working well with A2A payments today? Are there any concerns or limitations with A2A payments today? How do these vary across the A2A payments systems today (giving particular consideration to legacy versus modern payment systems and happy path versus unhappy path payment scenarios)?
5. How well does the current A2A payments system support access by new providers of A2A services, promote competition and enable innovation? Are the right industry arrangements in place to support these aspects?
6. If relevant, how does your experience or perspectives on A2A payments in Australia compare with that for other countries?

***Looking ahead to the future:***1. What are your needs and expectations for the future A2A payments system?
2. What types of payments or payment use cases would benefit most from improvement (in particular payments with specific requirements or constraints that need to be supported)?
3. What capabilities and features must the future A2A payments system support? For example, the ability to support batch payments, payee validation, data capabilities including use of structured data and data validation, any specific end user protections, various settlement arrangements, availability and resilience, international payments, etc.
4. Are there any industry or global standards, such as ISO 20022, that the A2A payments system should be based on or seek to incorporate?

        1. What more could be done to support access, promote competition and enable innovation in A2A payments, such as greater access for non-banks and intermediaries to offer innovative technologies and services? Does more need to be done in relation to setting industry standards (including in relation to resilience, security and the consistency of payment services) and ensuring interoperability?
2. What should be the top priorities in relation to the payments experience when considering the future A2A payments system?
3. What forces, such as technological developments, changing societal attitudes, regulatory barriers, operational approaches or evolving market conditions are likely to impact the A2A payments systems, and should be considered in the future vision?

***Vision structure*** 1. Do you have any views or feedback on the proposed structure of the A2A vision?
2. Do you have any perspectives on the specific proposed elements of the vision that you would like to share, for example in relation to the purpose, guiding principles, success criteria or experiences?
3. Are there any other views that you think should be considered in the development of the vision for Australia’s A2A payments system?

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1. To ensure that no potential respondents are excluded from contributing to the consultation, the RBA is open to receiving confidential responses from stakeholders that could be fed into the overall findings in an anonymised way. [↑](#footnote-ref-2)