National Seniors AUSTRALIA

MEDIA RELEASE

CASH MANDATE A 'BABY STEP'

15 December 2025

National Seniors Australia (NSA) has described the government's Cash Mandate, implemented from January 2026, as a "baby step" towards required stronger regulations.

NSA Chief Executive Officer Mr Chris Grice said the mandate is a step towards much needed further reform given there is currently no obligation for retailers to accept cash.

"NAS has been campaigning for the need to keep cash accessible and accepted for two-and-a-half years now," Mr Grice said.

"While we welcome the important mandate applied to fuel and grocery retailers as well as the continued payment of bills at Australia Post, we were disappointed to see so many limitations and caveats.

"The ability for retailers to refuse cash for transactions above $500, outside the hours of 7am and 9pm, or with annual turnovers less than $10 million, make it complex and confusing for consumers.

"NSA believes the mandate should be strengthened to uphold consumer expectations.

"We would like to see the mandate monitored to ensure it is effective, and for government to be prepared to go further in a period less than the proposed three-year review if the mandate does not benefit the Australian community.

"We would also like to see more genuine effort towards ensuring cash remains accessible through our banking system, especially in regional and remote areas where access to cash is becoming increasingly difficult. This could be achieved by applying a Community Service Obligation (CSO) on banks, as detailed in our submission.

"Keeping cash both accessible and accepted is important to ALL Australians as a means of basic payment, a backup in emergencies, and for the stability of the broader financial system.

"We thank our growing NSA community for supporting our keep cash campaign – for helping to bring about this mandate – a small but important step to help ensure cash remains accessible and accepted."

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