

Mr Anthony Wing
General Manager
ACCC
GPO Melbourne Vic 3001

Dear Anthony,

Re Australia Post proposed price increase.

Rather than increasing postal prices for a disgraceful and deteriorating postal service, that we have found over the past ten years loses our business mail with ever recurring regularity, how about forcing them to seriously review their postal practices, to overcome loss of mail and non - delivery of mail?

We are a Nationally Registered Training Organisation and we have to constantly remind our students to photocopy all of their A4 sized after-course assessment work, as we cannot guarantee that we will receive it, even when they pay extra to post their assessment work to us using Registered Mail.

We have found that Australia Post loses our Registered Mail as well, including the registration card and cannot say where it has gone.

Australia Post lose our normal business mail and the A4 sized Certificates we have posted to our students, over and over again, with us required to generate replacement student certificates two or three times at our cost.

After four weeks of non- delivery, sometimes the replacement Certificate is delivered and sometimes with the original certificate, posted a couple of weeks prior, attached with an elastic band around both.

The only mail that we have found anywhere near reliable is the Overnight Express Post.

And this of course costs more.

So rather than rewarding Australia Post for poor business practice, reward Australia Post on consistent reliable performance.

Regards,
Chris Morton