

Good Morning

I would like to object to any proposed price increases for postage by Australia Post commencing in the later half of 2019 for the following reasons:-

1. Over the past 5 years, I have submitted numerous customer service complaints regarding the poor level of postage service offered by Australian Post in my area, being Zetland, NSW. 2017. These complaints mainly relate to the failure to deliver parcels to my address, despite my being at my residence at the time of the alleged attempt made to deliver. Australia Post has admitted that the lack of on-street parking in my area had mostly being the cause of the non-deliveries. In essence, I paid for postage, and then I have repeatedly had to spend another \$7.20 travelling to, and from my nearest post office, which is over 3 kms away. This is despite me residing in a high rise, high density area of an international city of Sydney. I made attempts to address this problem with the City of Sydney Council, Australia Post, and my local member, but no one would take any action on the matter, thus it remains unresolved. Australia Post flatly refused to address the parking issue with the City of Sydney Council. The matter remains unresolved.

2. Australia Post have repeatedly delivered mail to the incorrect address. The most recent occasion being in July 2019, when I was expecting my Tax Group Certificate from State Super (NSW) and it never arrived. Some 6 weeks later when I was walking through another layer exit of my building, I noticed my mail from State Super sitting on top of the mailboxes located at [REDACTED]. Obviously, instead of the mail being delivered to my address of [REDACTED], it was delivered to [REDACTED]. On past occasions I have had mail delivered to my address which did not belong to me, and I have had to walk the suburb to deliver it to the correct address. When one of our Body Corporate Committee members confronted the post man about the incorrectly delivered mail, he informed the Committee member that there was a problem with the Alexandria Mail Sorting Centre. This poor delivery service continues.

3. Lack of Postal services in the local Zetland area. The residents of Zetland do not have local Post Office, with the nearest designated Post Office being located at the Strawberry Hills Post Office, being over some 3 kms away. This requires catching buses to, and from this Post Office. Yet there are four (4) Post Offices in close proximity to each other, being located at Strawberry Hills, Redfern, Crown Street Surry Hills, and Oxford Square, Surry Hills. The closest Post Office to me was the Post Office located within the Surry Hills Shopping Centre, which was located on the corner of Cleveland and Baptist Streets, Redfern. However this post office recently located further away to an address in Crown Street, Surry Hills. On several occasions, I have written to Australia Post and informed them of our situation in Zetland, and of the four (4) Post Offices in close proximity to each other, but they have refused to address the lack of post office services in the Zetland / Green Square area.

I have resided in the Zetland area since 2006, and over that time, I can report the distinct deterioration with the postal services offered by Australia Post, and their refusal to address the issues reported by their customers. It is my view, only when Australia Post can prove themselves to be a fully functional and reliable postal service, is when they should be allowed to increase their prices. I am fully confident the ACCC has access to the many customer complaints and issues made against Australia Post over the past decade, which proves their standard of postal services are that of a third world country,

and they have made no effort to improve their service delivery. I would caution the ACCC on taking the word of Australia Post, and glean your overall opinion of the current standard of postal services offered by Australia Post, from the many complaints and issues recorded against them over the past decade. We, the people of Australia, should not be expected to pay more for a sub-standard postal service.

4. There have been no wages rises within Australia since 2008, along with no substantial rises in the cost of commodities and services, thus Australia Post cannot substantiate a 10% increase in postal prices.

It is for these reasons, the proposed price increases should be denied.

Kind Regards

Geoff Byron