

Dear Mr Wing,

I would like to comment on the proposed price increase in postage by Australia Post.

I think Australia Post needs to concentrate on providing a better service for the money we spend on stamps now, rather than raising the price of stamps. On its mailing boxes there is a notice saying post by 6pm of that day for delivery in the capital city the next day etc. My recent experience from posting two letters was that the one to another Brisbane suburb took two days, not one, to deliver and the other, to a nearby town, took three, rather than two days.

I don't recall these notices saying 'possible' delivery but Australia Post's response was that this service is not guaranteed and I could use express post to make sure the item arrived - express post for cards to celebrate a wedding anniversary and a birthday! I think this underlines that Australia Post has lost sight of what the service is supposed to be for.

In its submission Australia Post says there has been a decline in the amount of mail - so fewer items to deliver and it is still not possible to meet that overnight 'promise'? It also referred to cost reductions. Perhaps the appropriate response would be to look for smarter working practices, better procedures (and more accurate information on mailing boxes) instead of wanting more revenue to cover the existing somewhat haphazard services.

The only justification for a price increase would be if it meant an improved service. I have no confidence that this would be the case so I oppose paying even more for irregular deliveries.

Your sincerely,

Maralyn McDowell