

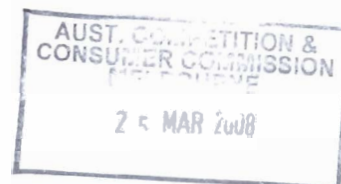


Sharon Bird MP

FEDERAL MEMBER FOR CUNNINGHAM



March 20, 2008



Grocery Price Inquiry – Submissions
Australian Competition and Consumers Commission
GPO Box 520
MELBOURNE VIC 3001

Dear Sir

Please find enclosed correspondence I have received from Mr Ronald Knowles, a constituent in my electorate, expressing views on the price of groceries in Australia.

Although I realise that the deadline for submissions has closed, I have advised Mr Knowles that his correspondence to me has been forwarded to the inquiry for consideration.

Yours sincerely

SHARON BIRD MP

FILE NO.
DOC: 008/23978
MARS/PRISM.

22 Hillcrest Street
Wollongong 2500

ph 42 265 727

18 March 2008

In Reply Please Quote
208/10/03.

Ms S Bird MP

Member for Cunningham

Re: Grocery Price Check.

Whilst I support regular price check to identify

- cheapest supermarket
- price rises for different type of goods

I believe that too much emphasis is placed on prices at times.

I believe any price check should also include other items of customer service standards including

- wide range of goods
- sufficient stock rather than vacant shelves
- delicatessen counter
- sufficient staff reducing delays at checkouts
- staff to assist customers, including taking items to customers' cars
- phone in service
- email / computer ordering
- home delivery service.

Recently I have witnessed many people especially elderly and low income people struggling in having to use public transport (with waiting times at bus stops) to take their groceries home. I have in submission to NSW Dept of Planning have suggested that

- phone ordering
- email / computer ordering

- home delivery service should be compulsory for the two major developments Belmoran Gravity and GPT here in Wollongong
- I note this might mean less car parking spaces need to be provided This would
- mean saving of \$25000 per car parking space - this is estimated cost of each car space in a multi story carparking station
- reduced congestion of our roads (surely we don't want traffic gridlock like in Sydney)
- reduced petrol consumption
- reduced greenhouse gases
- less burden for elderly and low income people

It is easy for a supermarket to have lower prices if they have no delicatessen counter, reduced staff and poorer customer service like no home delivery

I would hope that these views would be considered

Yours faithfully
Ronald Charles Knowles
RONALD CHARLES KNOWLES