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4 Newman St., Ringwood Vic.3134  
Phone 61 3 9870 3404  
Fax 61 3 9870 5511  
Mobile 0419 858 969

# Affordable Plastics Pty., Ltd., ABN 57 005 865 663

General Manager , Transport and Prices Oversight  
Regulatory Affairs Division  
ACCC

28/11/04

Dear Sirs,

I have laboured to make a detailed response to your Preliminary Finding to AsA Price Submission. Having now seen the high profile attack on the competitive Stevedoring Industry by your Mr. Samuel and seen the weak finding on a Government owned MONOPOLY , I am confused as to your real role and have decided it was a futile waste of time going to a lot of trouble.

I will therefore just give you a brief outline of the degree of esteem in which your finding is perceived as the watch dog of fairness in the community by pilots in General Aviation

In Business, and AsA is a service business, it is said that if you get 1 written complaint you have 80-100 other people with the same problem who have not written but will not use your goods or services again. AsA received 600 written responses of which at least 500 would be negative. The mathematics of that means AsA has a serious problem with it's services, pricing, and customer relations. And you now have an image problem if you virtually disregard the complaints of the pilots who have to actually pay their hard earned dollars to maintain a viable essential General Aviation.

Your reasoning for your decision seems to overwhelmingly laud support for AsA from organisations and persons who do not have to pay their own money and can just pass on the meagre few cents per landing to the passenger. ( appx \$0.45 ) Meanwhile submissions to you and AsA by RVAC and others get almost no mention when their comments represent the opinion of the 500 pilots mentioned above and the statistical number of pilots and voters they represent. I suggest that your reasoning is unbalanced in disregarding all these people for what looks like the Big Picture approach for the Big Business End of Aviation.

I am sure you would have the ability to raise this whole matter under the Trade Practices Act if you wished but I suppose accepting the AsA Pricing now puts a Government Stamp of Approval on what seems to have been deceptive behaviour by AsA, another fellow Government Department. And of course you are seen to have upheld your role by rejecting the RFFS charges for reasons that are not defined.

In my submissions I have told you of the manner in which the Ist Pricing was presented by AsA as "This is it "both verbally and in writing . The 2<sup>nd</sup> Pricing was sent to you without consultation with GA and you have found every reason to justify this and at the same time praise AsA for their consultation process.

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November 29, 2004

Page 2

All this without questioning the basis of the costing , efficiency of the organisation, the industrial motive or pressures and the validity of their pricing other than with their own figures and graphs,

All this is how the pilot at the bottom of the food chain, who pays his own earned dollar to keep a viable General Aviation going to supply experienced Airline Pilots to carry the travelling public safely, see your long and weak response to the unfairness of AsA's Pricing submission.

You say you can only accept or reject AsA's Submission, but if there has been deception or inaccuracies, of which you have been made aware, what are your legal and moral obligations to investigate ? You did not have to accept the pricing policy, you could have rejected it with better reason than you rejected the RFFS pricing.

I am extremely disappointed with the proposed outcome and I expect I speak for 500 other pilots who complained in writing and most of the other 6000 who don't like it.

My own actions will now be determined by your final Decision.

Yours Sincerely,

N.A.Sanbrook.

This letter may be sent to other interested parties