

From: [REDACTED]
To: [Postal Services](#)
Subject: Letter Price Increase
Date: Sunday, 4 February 2024 2:31:00 PM

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Hi

As a business owner i am highly disappointed in The ACCC not opposing this ridiculous price increase.

I run a small business selling low cost [REDACTED] and last financial year spent \$7624 on postage all on letter services, the majority being Standard untracked mail.

25% is not acceptable for my business, this business was an income topper, i have seen my profits in last 9 years decrease steadily due to increased cost from australia post and EBAY.

Not only does Australia Post want to charge 25% more it has decreased it services to every 2nd day. Since doing this the loss rate has increased. Australia post says as item is not tracked they take no responsibility, i am there required to repost the item, paying Australia post again to deliver an Item they Lost.

This is also a string of price increases they have had because the continually have got away with it.

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60¢ - 54.91 - 2010 (effective 28 June 2010)
70¢ - 60.61 - 2014 (effective 31 March 2014) \[12\]
$1.00 - 62.32 - 2016 (effective 4 January 2016) \[13\]
$1.10 - 66.27 - 2020 (effective 1 February 2020) \[7\]
$1.20 - ?? - now (effective 3 January 2023)
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So in 2014 a stamp cost \$0.70c and mail was 2-3 business days, Today it is \$1.20 and Every 2nd day. They Now want \$1.50 that is over 100% increase in 10 years.

It will not stop either. They claim they make losses in letter delivery, A how do they work this out as they have no way of separating costs from letters to parcels in many areas of the business? If letters were to stop most of these costs would still be incurred, rent, sorting costs ect.

To give you an idea of how this has affected us as a business

2016 - Revenue \$32380, Postage Costs \$4082, = 12.6%
2017 - Revenue \$46593, Postage Costs \$6594, = 14.15%
2018 - Revenue \$44148, Postage Costs \$5957 = 13.49%
2019 - Revenue \$36601, Postage Costs \$5345 =14.6%
2020 - Revenue \$49300, Postage Costs \$7244 = 14.69%

2021 - Revenue \$40451, Postage Costs \$5765 = 14.25%
2022 - Revenue \$31170, Postage Costs \$6145 = 19.71%
2023 - Revenue \$34916, Postage Costs \$7624 = 21.8%
2024 - Revenue \$24740, Postage Costs \$4934 = 19.94% (Current Year)

As can be seen since 2021 postage has gone from around 14.5% to 20% of my TOTAL Costs.

if i were to apply 25% to lets say 70% (allowing for Tracked, Express or Overseas) my additional cost would be

2023 ($\$7624 \times 70\%$) $\times 25\%$ increase = \$1334 taking my Cost % from 21.8% to 25.66% of my total costs.

2024 ($\$4934 \times 70\%$) $\times 25\%$ increase = \$863.45 taking my Cost % from 21.8% to 23.43% of my total costs.

If this increase goes through i am relying on my fellow EBAY sellers to increase their prices, (Unfortunately, most are to stupid and just go cheapest to get a sale)

If they do not i might as well shut down my business and go to Centrelink and Ask for a handout.

This increase is very bad for small businesses. Your JOB as the ACCC is to protect small businesses and consumers from being ripped off.

Simply put the Management at Australia Post is failing in its business and just relies on charging the general public more as they have a monopoly. We the consumer have no alternative but to pay or miss out.

Australia post loss rate or delayed post has also increased in the last 3 months. I have 18 people who have either not received their standard mail or has been 2- 3 weeks for delivery. Also had 2 EXPRESS letters sent from the Gold Coast that took 4 Business days, 1 to Melbourne and 2nd to Rockhampton, of note the Rockhampton one was a replacement for one of the lost 18 I mentioned.

Australia post is not providing the service we paid for, they are taking 4-5 business days on most letters up from 2-3, losing more letters and want to charge us more for the privilege.

ACCC is meant to protect us and this is not happening.

I will also be sending this to my member of parliament for a senate inquiry into Australia Post and if ACCC approves this also the ACCC itself.

[REDACTED]

[REDACTED]

