

GEN 14/112
7.1-002

18 September, 2014.

Letter to MHRs & Senators

Dear _____,

We are CoMSS – a Coalition of Mail Service Stakeholders representing printing and mail house companies, Licensed Post Offices, community groups, retired workers, pensioners and unions covering workers in printing, mail house and postal services.

We have come together to ensure that the future of Postal services in this country continue to be delivered in an equitable and sustainable manner.

Australia Post, while needing to make a structured transition to the digital age, is not at crisis point now nor in the future.

We assert that mail industry stakeholders have not been given the opportunity to engage on the future of Australia Post and we believe that an Industry round table should be convened as soon as possible so that a cohesive road map for the industry can be developed and the future of Australia's postal service is not determined by a series of thought bubbles as is currently the case.

The CEO of Australia Post is attempting to have its Community Service Obligations (CSOs) changed so that traditional mail will be delivered in longer timeframes than currently occurs.

This is to be done under the guise of choice but what it means is that, in future, if the public and business want to continue to receive the same service as they do currently they will have to pay more. If they pay the same as they do currently, they will receive an inferior service.

Australia has one of the best evolved mail services in the world but these moves will undo that status.

A change to the Community Service Obligations will also result in large scale job cuts at Australia Post. Many of these cuts would be expected to occur in regional areas. Australia Post management have refused to rule out the offshoring of IT, administration, sales and customer support functions.

The Post CEO has constantly painted a picture of crisis at Australia Post over the past 5 years but no such crisis exists.

The CWU engaged the Australia Institute to conduct a review of the recent BCG report and a copy can be downloaded here <http://www.tai.org.au/content/review-boston-consulting-group%E2%80%99s-report-minister-communications-briefing-cwu-australia-post>

The constant talking down of the traditional mail service by the CEO is extremely counter-productive. It is also being proposed that ACCC oversight of standard letter price increases be removed. This will lead to Australia Post increasing the price of mail at its discretion.

ACCC oversight was removed from bulk lodged mail in 2011 and Australia Post has increased prices 7 times since then while also reducing delivery standards. ACCC oversight of bulk lodged business mail must be reinstated and standards restored.

There seems to have been no analysis conducted on the effect of price increases well in excess of CPI on bulk lodged mail volumes.

Australia Post's own surveys show how much Australians value their traditional mail service.

We have included two such surveys for your review. The evidence is clear. Print is king and Australia Post's actions are undermining both the traditional mail service, the wider postal sector, including mail houses and printers, and all those businesses that rely on generating economic activity through print and traditional mail. In summary we submit that:

- There is no present need to change the Community Service Obligations.
- ACCC oversight of bulk mail needs to be reintroduced so the wider mailing industry can be protected from unjustified price increases.
- Australia Post should be made to engage with stakeholders on an equal footing and to give firm commitments in acknowledgement of the vital role that the wider industry plays in delivering business to Australia Post.

A round table including all stakeholders in the industry, community and government should be established as soon as possible to consider the future of Post and the ongoing contribution of the traditional mail service to both social needs and economic activity in Australia.

We are available to discuss the issues outlined at your convenience.

Yours faithfully,



Michael Tull
National President
Community & Public Sector Union



Martin O'Nea
National Assistant Secretary
Communication Workers Union



John Mathieson
Retired Members



Lorraine Cassin
Printing Division Secretary
Australian Manufacturing Workers Union



Andrew Hirst
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