

Your ref: MC-LPO/HW

Mr Nick Xenophon
Level 2/31 Ebenezer Place
Adelaide, SA 5000

Re: Senate inquiry into Australia Post and LPOs

Honourable Senator,

Thank you very much for your letter to Kersbrook LPO as part of Senate inquiry. I am pleased to note that LPO business nature and concerns are being looked into for improving the nature of LPO operations and the big number of licensees.

Kersbrook LPO is relatively a small country post office in Adelaide Hills with no street delivery under its area. The main issues, among many, are appended below for your perusal.

1. There is no individual parcel processing fee though Australia Post requires 2 scanning processing per parcel (one for awaiting collection and second while being delivered).
2. The amount of parcel handling is too large that on average in the last 2 months is around 45 parcels a day, some are oversized than the size limit Australia Post specified. This becomes a big problem to handle and stack. Processing letters and parcels would take long hours but underpaid by Australia Post when considering time involved.
3. Monthly income from commissions and fee comes only around \$3500 including GST. The expense for running outlet such as rent, utilities etc. comes to a big portion of this. This imposes big restriction to employ staff even when needed to.

As the above issues are common with many other licensees, your contribution would be a great help to a big Australia Post licensee community group that would certainly help to serve the whole Australian population.

Yours sincerely,

Proprietor/Licensee
Kersbrook LPO

24 November 2013