



COMBINED PENSIONERS AND SUPERANNUANTS ASSOCIATION OF NEW SOUTH WALES INC.

Founded 1931. Celebrating 75 years of service in 2006.
Serving pensioners of all ages, superannuants and low-income retirees.

Consumer Protection Awards – 2002, 2003, 2004, 2005

MEDIA RELEASE

Immediate release

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First time in history Australia Post charges pensioners

Combined Pensioners and Superannuants Association of NSW Inc (CPSA) is outraged that Australia Post has introduced fees for pensioners who need their mail held or redirected simply because their commercial charter says they must retain a profitable business.

“We fear that low-income pensioners will decide not to pay for mail redirection but then find their pension has been instantly discontinued the minute their mail is returned to Centrelink or the Department of Veterans’ Affairs” said Mr Morrie Mifsud, CPSA State President.

“Low-income people who have to move suddenly, such as Department of Housing and boarding house tenants, and people suddenly admitted to hospital are unlikely to have budgeted for mail redirection and seriously run the risk of becoming a victim of fraud.”

“Over a period of time a person who is inclined to steal mail is able to collect enough information about the person in order to impersonate them for any purpose, such as having a personal loan approved,” said Morrie Mifsud.

From 24 April 2006 people in receipt of Centrelink or Department of Veterans’ Affairs Pensioner Concession Cards as well as those with Sickness Allowance Health Care Cards will have to pay \$33 per year for the mail redirection service and \$5.50 for the first week of mail holding.

Rising costs and increased usage of mail services are cited as the reasons why Australia Post cannot continue to make a profit without charging pensioners.

“If Australia Post wants to make a larger profit why are they only increasing fees to pensioners?”

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