

An increase to the fuel surcharge

Hi Michael,

We're writing to let you know about an upcoming change to the **Fuel Surcharge**, which appears on your monthly invoice.

What's changing

The Fuel Surcharge is a fee applied to your account to reflect changes in Australia Post's fuel costs. From **23 April 2026**, the Fuel Surcharge rates will change as follows:

- **Australia Post (domestic parcel sending contract)** and **StarTrack Courier** increasing from **4.8% to 12%**
- **StarTrack Express** and **StarTrack Premium** increasing from **15.5% to 22.7%**

Due to the current volatility in fuel prices and to ensure rates are based on the latest data, we will provide 30 days' notice for future Fuel Surcharge changes, in line with Australia Post's terms and conditions.

The next Fuel Surcharge update will be advised on **1 May**, with an effective date of **1 June**.

Why this is changing

We carefully consider any pricing changes and the impact on our customers.

Like many Australian businesses, recent conflict in the Middle East has led to significant increases in fuel prices. These changes mean our fuel costs have risen sharply.

Australia Post has contingency planning in place for its operations nationwide to ensure we continue to deliver for our customers and communities.

We're here to help

We're mindful of the current economic pressures impacting Australian consumers and businesses and understand these changes are never easy.

For the latest Fuel Surcharge percentages, visit:

- <https://auspost.com.au/business/shipping/postage-costs/fuel-surcharge>
- <https://startrack.com.au/pricing-updates>

If you have any questions, please contact your **Account Manager** or call us on 13 POST ([13 11 18](tel:131118)), 8am – 6pm (local time), Monday to Friday.

Regards,

The Australia Post team



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