

To whom it may concern.

I tried several times to call with no direct access to anyone and discuss my serious concerns about the huge wage increases on my payroll line the past 3 year's, every July 1 please see below.

These increases have a 45-50k per year impact on my bottom line so effectively \$150k over the past three years. In this market in particular now during (Covid 19) which is in recession there is no way we can increase our prices as we will simply close the doors as customers are already in decline due to market conditions nothing your experts should not be aware of. The only consistant increases we have within our business every year are driven by the government e.g. Payroll, Super, Gas & Electricity.

Labor costs should be treated like the housing market a correction from time to time to meet the current market (eg a pay decrease not increase every year) or we will basically have only online business in Australia, its not secret why so many business's have closed the past 3 years so please take us small business owners seriously and "protect us". Keturah has been around for 25 years but will not be any longer if you put up pay rates once again and again at +3% every year how much margin do you think we make in our industry after expenses? We are already working longer harder for less even before Covid 19.

May I suggest you get a panel of expert business operators together before you make payroll decisions and talk to us as we pay the wages and never get any chance to provide any input.

We fall under the Hair & Beauty Award. Pay increases for us is double the CPI how is this approved by your panel?

2017 – 3.5%

2018 – 3.5%

2019 – 3%

10% increase.

Your government workers don't get +3% wage increase's every year so why do my staff?

I would like to be taken seriously by your expect panel to understand how you can continue to approve these huge increase's every July 1. I am a Very trusted small business owner like many others.

Kind Regards,

**KIM STERGIU**

Group Director

**Keturah LIFE – Skin, Body & Hair**

Carine | Highgate | Nedlands



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WA/NT Beauty Salon/Spa of the Year | Winner  
Australia's Best Salon Training | Winner  
Australia's Best Customer Care | Finalist  
Australia's Best Marketing | Finalist  
**2019 Australian Beauty Industry Awards (ABIA)**

Australia's Best Spa Group | Winner  
Australia's Best Marketing | Winner  
Spa Director of the Year | Finalist  
Australia's Best Beauty Salon | Finalist  
**2019 Pevonia Botanica Awards**

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