

Department of Infrastructure, Transport, Regional
Development, Communications and the Arts
GPO Box 2154
CANBERRA ACT 2601

Attn: Director Postal Policy – Communications Services and
Consumer Division

postalconsultation@infrastructure.gov.au

Your Ref:

Our Ref:

Date:

n/a

ECM # 24159023

4 April 2023

Dear Director

POSTAL SERVICES MODERNISATION DISCUSSION PAPER – MARCH 2023

Thank you for allowing Wollongong City Council (Council) to comment on the continued modernisation of postal services within our organisation and local government area. The continued services provided by Australia Post continue to be an integral part of Council business.

Part 1 – Postal services and modernisation benefits

As an organisation we rely on the continued delivery of ordinary letter service up to 250 grams. Council utilises discount available for sorting of the mail into clean and pre-sort categories and it is anticipated that this service would remain.

Council utilises next day delivery through priority and express post service including registered post, person to person and delivery confirmation.

Quarterly property rates information continues to be provided in hardcopy format to a large portion of our population thus remaining an important part of Council's relationship with Australia Post.

As Council's predominant use of postal services revolves around the ordinary mail service rather than parcel delivery, Council would want to ensure that these services continue to the high standard it currently operates at.

Part 2 – Delivery services

Council relies upon the ongoing effective movement of information, be it either electronic or physical. Therefore, increases in postal rates would be expected in line with the standard cost of living.

I would anticipate that changes to the postal service would continue with the increase in costs for services and the continued decline in hard copy mail as the world moves forward electronically.

Council remains cognisant that it deals with members of the public, from the younger generation who prefer to receive electronic documentation, to the elderly and migrant members of the community who may prefer to receive physical correspondence.

Given the reduced number of ordinary letters being delivered it would be anticipated that the rates of delivery would reduce, however from a business perspective, continued excellence in delivery would be expected.

Council does not use parcel delivery services to a large degree, however when required it is anticipated that delivery will be prompt, convenient and also where required has the ability to be tracked.

One of Council's key values is **sustainability** therefore the use of recyclable materials in relation to the Australia Post packaging is of high importance.

Part 3 – Accessibility of services – points of presence

Council attends the Post Office on occasion however it is rare. Council has a direct courier service from our local delivery centre which delivers and collects mail at specified times directly to our loading dock. This is a highly valued service which benefits Council's time and resources.

Part 4 – Support for Australians with diverse needs

Council encourages Australia Post to continue to support the community and its diversity.

Again, thank you for allowing Council the opportunity to provide feedback into what is considered an integral part of our business.

Please contact me should you require further information.

This letter is authorised by

Heather Kennedy
Right to Information Officer
Wollongong City Council
[REDACTED]