

Martin Joy | Head of Public Policy | Communications and Public Affairs

April 2023

Department of Infrastructure, Transport, Regional Development, Communications and the Arts

By email: [postalconsultation@infrastructure.gov.au](mailto:postalconsultation@infrastructure.gov.au)

To: Director, Postal Policy—Communications Services and Consumer Division

## Postal Services Modernisation

Thank you for the opportunity to provide a submission to the above consultation.

ANZ values the service that Australia Post provides to the Australian community.

Australia Post helps ANZ serve its customers by facilitating communications where they prefer correspondence by letter, or we do not have an electronic address for them.

Letters are also more appropriate for types of communications. For example, where we need to pay a customer (or former customer) by cheque, the postal service is the primary method by which we can get this payment to its recipient.

Without the service provided by Australia Post, it would be difficult for us to serve customers in these ways.

That said, we anticipate that our usage of Australia Post's services may decline, including as more customers express a preference for electronic communications.

We look forward to the review of Australia Post considering the appropriate pricing regime for the organisation's services, as well as the timeliness of its deliveries. Both pricing (particularly for bulk services) and consistent of delivery times are important to ANZ. Faster delivery would also help us serve our customers better.

We look forward to the outcomes of the review of Australia Post so that it can continue to support Australians to connect with each other.

Please let us know if we can assist with anything further.

Yours sincerely



**Dr Martin Joy**  
**Head of Public Policy**