

Thank you for considering submissions on the modernisation of Australia Post. On reading all the information presented we fear that the decision regarding the delivery service for letters will be made taking the least line of resistance especially as we read in the Autumn "Post Journal" that it is considered that the 'mail is in unstoppable decline'. However, if this is not the case we as Post Office Licensees would like the following to be considered:

Part 1

- Longer delivery times for letters will disadvantage those consumers who do not have access to emailed utility accounts and thereby could be fined for being late in the payment. These organisations already penalise for supplying a paper bill and for paying the account at the Post Office. In my opinion this is unconscionable behaviour especially in light of the profits these organisations make. This is also often ageism discrimination.
- There are other items that are time sensitive such as puzzle magazine competition entries and catalogue orders.
- The customers who we serve in our regional Post office often pay their accounts and do their banking with us. Over the 12 years we have been in this community many of the older customers have expressed the opinion that they will lose the Post Office if they do not use it.
- We offer limited ID services and passport photo and lodging facilities which allow customers to process these services very close to home and avoid travel to a bigger regional centre involving fuel and time. Some of our older customers also have driving distance limitations which means they have to involve other people to assist them if we did not have these services.
- All post offices should be able to offer all services to customers. It is unfair for some to be excluded. We currently experience some ID services not permitted from our Post Office which means my customer must travel outside the area.
- We have not seen as in the Metropolitan areas such a downturn of letters in the area we operate in.
- I do not see how Australia Post can continue to charge Post Office Box holders an increase of \$5 per year if the letter service to these is decreased. This decrease in letter service will have an impact on the income of licensees as we currently are paid for posting the mail into Post Office Boxes as well as sorting the daily mail delivery. We are already being told of some services, that due to lack of use, are being removed by Australia Post from the 1st of May 2023 and others from the 1st July 2023 which will also impact on the commission earnings of Licensees.
- Delivering letters to our street customers on a daily basis is often done by the same operator who delivers the parcels so other than in the sorting area there are very little savings. The Award stipulates a minimum of 4 hours per delivery shift.
- Growth in parcels for Licensees increases the work we do currently for free for Australia Post. As a licensee who runs a Post Office our revenue is only earned on the scanning of the parcels as Awaiting Collection and then again for a Delivery scan when collected by the customer. This is a paltry \$1.95 per scan. We get nothing for handling, sorting or storage and the parcels can weight up to 32kg and be taller than 157 cm and as wide as a bar fridge. It is not unusual to have to handle 15 bottle cartons of wine and flat pack house and office furniture.
- It is a different revenue situation for the Mail Delivery Contract which some Post Offices also have.

Part 2

- For the many older residents the ability to send and receive letter mail is very important especially if relatives are unable to personally visit.
- The issue with further increases to the cost of sending a letter does mean that there will continue to be a decrease in volume. Pricing for distance is a possibility but more promotion on the security aspect of mail as against digital sending could be done especially with scamming and hacking of computer systems on the increase. You don't have to be a big business for this to have an impact. Small community sporting clubs have been impacted with changes made to invoicing that has meant payment has gone to a scammer instead of the rightful party.
- We have a trackable letter service so maybe this can be at a lesser price than currently, especially if there is another increase in the normal letter rate, and treated as urgently as parcels.
- Unfortunately during Covid the Express Mail Service was not available and even now it has not returned to the previous service standard so there is very little value in it to speed up delivery if something is urgent.
- I don't know about charities but my business customers do take into account the cost of postage when sending their accounts out. Some do it via email but not all the customers have email or want to supply it. Emails often get to such a number that it is a task all its own in reading them and dispensing with those that are not important.
- What Australia Post needs is emphasis on scanning and allowing the customer to truly follow their parcels and a marketing stance that we have the largest delivery area within Australia. We do not need to give our services away to large users such as Kmart, Harris Scarfe, David Jones, Spotlight, and the various wine merchants. We find that because they are on a contract price there is no thought of putting items in the right size carton or bag. So many times the carton or bag is way too big for the item. This behaviour is not environmentally sustainable either.
- The current CEO of Australia Post has I understand a background in logistics but I am yet to see much change in this area. We should be aiming for 99% accuracy of sorting and delivery and not have items going astray when they are perfectly and correctly addressed. A concern in this area of Australia Post is the new Organisational Hierarchy. We have been sent the new future operating model and there are 5 team leaders with a number of team leaders under them with more teams under them. You can get to a point where an organisation is so top heavy it falls over. This must also be a drain on the revenue and an increase for potential losses.

Part 3/4

- As Licensees we are concerned at the reduction in foot traffic for consumer products. We do believe however that the buying of the gift lines could be upgraded and many better quality items purchased and be only available from Australia Post Stores. As licensees we do have an issue in stocking Australia Post lines in that the minimum order quantity is often much larger than what could be sold for the size of our consumer area.
- We would like to be able to do all the services that are available. We do not believe there should be any exclusions. We are primarily a banking outlet servicing our customers both business and individuals. We would love to provide the postal lockers 24/7 however we are limited in space. These seem to also be only the province of the Australia Post stores along with the electric delivery vans.
- A major concern is that companies do not change without a lot of work and inclusion of **ALL** parties. Slogans do not do the job. I am yet to fully understand the "our Post26 and Our AP Way" slogans and what the nuts and bolts of them are. I have asked my Network Manager and so far have not been enlightened. There was a 'Retail, Brand and Marketing Road show held in Adelaide on Monday 27th March which introduced the new Post+ (point

of sale system) and spoke about the new Post26 Strategy. The Day made it impossible for most Regional or Rural LPOs to attend as they are very often like us, two person operations and Monday being a very busy day of the week for parcel delivery. So the question is how really important are the 2,513 rural and remote area Post Offices comprising of LPO's and CPO's?

- I would like for Australia Post to supply a computer station in all Post Offices for customers to use and for us to assist our older customers (these use to be in internet café's) and I hope when the DFAT changes to the passport system to digitisation takes effect, we are fully included as we currently provide passport services to our customers.
- The local Centrelink office also refuses to accept mail from its clients so apart from wondering why they actually exist in the community (and who has the time to be on the phone for hours), I wonder if Australia Post can assist in this area especially for those who have great difficulty travelling to a larger centre?
- We would like Australia Post to be more environmentally friendly with regard to use of reusable parcel delivery bags. There has been a change to what we currently experience is a less durable and made from a non-recyclable and mendable material.
- We applaud Australia Post's support for Australians with diverse needs. We are such a small operation that we do not have staff but we care for those in the community that use our post office and assist where we can.

We thank you for taking the time to read the many submissions we are sure you have received and we hope that the information we have supplied will contribute to the many decisions made to ensure that Australia Post remains relevant, that no Australian resident is left behind and also that the many Licensees can remain viable.