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COMMENTS for POSTAL SERVICES MODERNISATION REVIEW

- Letter Mail is the only form of secure communication available to the general public at present. Communicating over the internet is being used by businesses as a form of coercion. For example, to coerce customers to pay previously unseen bills, other than regular instalment amounts, by Direct Debit and to engage in, usually, time-wasting communication in the form of Messaging.

Additionally, with some large organisations such as Telstra and the Commonwealth Bank (from personal experience) the Email communication is only one-way, that is, you are not able to communicate with them by Email. Letter Mail should only be downgraded or discontinued when two-way communication is allowed, and that communication is secure.

- Email Communication needs to be regulated, and that presents a business opportunity for Australia Post. Regulation would ensure two-way Email communication with valid senders and filter out nuisance and scam senders. The cost per email could be the same as the Basic Postage Rate.
- Letter Mail should be retained as the Gold Standard for secure communication.
- Substantial savings can be achieved by Australia Post by reducing Mail Deliveries to Rural Properties to ONCE weekly as the property owners are usually very mobile and usually receive a fuel subsidy. Also, the anachronistic practice of delivering some property mail to the front door should be discontinued for obvious reasons. Having a mail delivery point a certain distance in from the property boundary or away from the house/homestead would help with delivery of the service.
- Australia Post should fill the void being left by the major Banks deserting cash handling, cheques and letter mail, and lobby the Government to establish a competing (much needed)

bank which all Post Offices can service. Only then will the major banks be happy for Australia Post to act as their paid agent.

- As a general comment, Australia Post needs Operational Staff with some Management Skills, rather than Management Staff with some Management Skills.
- Australia Post Supervisory Staff should show some enlightenment when faced with implied criticism. This comment results from bringing to the attention of the appropriate Member of Parliament, the 'misuse' of a Post Box Change of Clearance Times public notice to effect a change which would add an extra day to outgoing mail from Dirranbandi. The delay to outgoing mail did not go ahead. Thankfully Australia Post is required to notify local Members of Parliament of these changes to clearance times, a requirement that should stay.
- Australia Post should not be too successful with their parcel service, otherwise they may reduce communities to collections of people with Smart Phones and a Parcel Service, a situation probably faced by many in the third world. A successful commercial built environment, which includes post offices, is preferable.
- We believe that Parcel Lockers (and other 'Hole in the Wall' utilities) are impersonal, anti-social, and time consuming to service, and do not add to the bottom line of smaller community post offices and are therefore more suitable for Corporate Post Offices and Delivery Centres.
- The operation of Licensed Post Offices would be easier if Australia Post provided :-
 - Minimum of two computer/cash register terminals to reduce customer waiting time when necessary (2nd at LPO's expense)
 - Account Software (at LPO's expense)
 - Properly maintained POS Stock Inventory

A second terminal would also negate much of the need for licensees/employees to utilise their private computers/phones to conduct post office business and compulsory training which should be able to be completed 'on the job' rather than outside of operating/paid hours, while having the facility to 'consult' supervising or more experienced staff members.

- A review should be undertaken of matters such as MyPost and MyPost Business which in fact encourage sharp practices between Post Offices. There should never be a situation where offices are encouraged to 'sign someone up' for MyPost, link them to their office, and then receive commissions for business/postage conducted at other post offices with the 'other' office receiving only a lodgement payment, not a postage commission for the work they undertake. This borders on unconscionable practice and should not be condoned, let alone encouraged by Australia Post. We should be paid for the work we carry out irrespective of signing up or linking. There must be integrity in all operations.
- IT services and Customer Contact Centres appear to be outsourced rather than in-house and are a source of frustration for both Post Offices and no doubt the general public. There are sometimes language and knowledge difficulties when using these services, and these need to be addressed to restore confidence and serviceability to these functions. The Customer

Contact Centres in particular need appropriate training as misguided information given to customers causes frustration and misunderstandings regarding rights and obligations.

- Australia Post is a very large organisation, but should not be unwieldy. There is a distinct feeling that no-one is talking to anyone and that 'departments' / 'divisions' do not communicate with each other.
- Large amounts of money are wasted on duplicated 'integrity' checks between the retail side of operations and the delivery side where these checks are required to be completed every three years. Surely where a licensee holds an Anti Money Laundering (AML) Clearance for operating their retail post office, this same clearance could be used if they also hold a mail delivery contract. It is entirely frustrating to do a retail check and then three months later have to repeat the process for the delivery centres. This means not only an unnecessary double payment to the (outsourced) integrity check contractor, but a duplication of the risk of data breaches of private information supplied by licensees/contractors/employees. It is also a considerable waste of time for each of these people. Surely this could be communicated simply between divisions/departments.
- Digitising the Economy is valuable, and inevitable, but that value is diminished by the relative ease by which large amounts of digitised data can be stolen. Australia Post employees are coerced by Australia Post into exposing their identity data to theft from being required to photograph and upload their identity documents via their smart phones to undertake compulsory 'integrity' checks. Also, we have to tolerate and have our intelligence insulted by those simply awful euphemisms 'Know Your Agent' and 'Fit To Work' which always require the employee to indemnify the owners of those 'euphemisms' against any data theft whatsoever, here or overseas. Australia Post, as well as all other employers, should not be putting the identity data of their employees at risk.
- Australia Post can improve its reputation/image as a preferred carrier of parcels by ensuring that the parcels arrive in as good a condition as possible.
- Australia Post can be environmentally responsible by using natural fibre mail bags. It goes without saying that the bags should be washed occasionally. Small points but very important points.

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