

## Australia Post Modernisation Discussion Paper submission

1. Services that are going to be useful to the community, outside of general parcel postage and collections; for example Bill Pay, Banking, other government services.
2. In the modern postal service, Australians need to be able to do more services in the one location of the Post Office. Especially for regional and remote areas.
3. No comment.
4. The cost of a letter is not that important to me. I believe the stamp price should be exactly what it costs to deliver the letter. Increase the price of the stamp so that the letter business becomes “not-for profit” to deliver a letter. Drop letter delivery to all residential addresses to one day per week, similar to rubbish collection days. Increase incentive for consumers and businesses to retain a PO Box and have PO Box mail available at current delivery standards – ie. Five days per week.
5. Yes, especially if the stamp price is increased.
6. Cost of sending a letter. If the cost increases as suggested in question four (4), it is likely that the rate of letter postage will decline rapidly. Some customers do expect to see the scan events for their registered letters, especially for International registered letters.
7. Keep it in place, for those that are happy to pay for the service.
8. Yes, see answer to question four.
9. As an LPO, parcel delivery is a huge part of our business. It would be helpful to discuss the payment available for the delivered scans for parcels delivered via Parcel lockers.
10. No comment/ not applicable.
11. The buzz of “instant gratification” of same day or next day delivery is not important to me. I am happy to wait for my deliveries, however I know this sentiment is not held by many.

I would like to see the Express post guarantee re-instated via the Express Post Network.

12. I'm happy with the current sustainability schemes that are in place at the moment.
13. Critical in regional and rural centres. Everyone needs to have the ability to access a post office.  
In Metro area's, I believe there are currently too many post offices way to close together. Some of these outlets should be paid-out and the number of offices should be reduced. In Regional/remote areas, I feel there is an adequate number of offices. Those that are unprofitable should have the option of a payout, however it is not as critical as those in metro areas.
14. Yes, especially in disaster areas.  
For the average LPO, parcel lockers are of value. It would be nice to see the delivered scans commissions match every other delivered scan for a parcel. Even though the parcel is delivered via the locker, there is still the equivalent amount of work in scanning, loading and explaining how to use the lockers to customers.
15. Use the PO network to provide state and federal government services, especially in regional and remote locations. This could be an opt-in service for those that can see the merit of these additional commissions.
16. There are opportunities to be realised in utilising the retail footprint of each post office. When customers are in line waiting to collect a parcel, 20% will browse the fast moving consumer goods and make an unintended purchase. Provide meaningful mentor options for incoming licensees to help every office succeed. Challenges – Costs of doing business, especially in our case, our lease agreement. Retaining membership with associations such as the ARA to support licensees with these sorts of business requirements, allows for more offices to succeed as well.
17. Maintain post offices in regional and remote areas, increase government agency services available via the post office network, maintain or increase parcel delivery services. Find ways to show the Australian community that the post office network is still in place once all this “modernisation” process is completed.