

Postal round merging

I am writing to provide input regarding the future of AusPost. As a member of the community and a AusPost employee, I support the 2nd day delivery of mail and I am concerned about the merging of postal rounds for the following reasons:

- There is the potential for a 25% loss of postal workers under this arrangement
- Hours worked by remaining postal workers will increase, when postal workers are already doing overtime in order to complete their existing rounds
- Increasing a large round by another third means postal workers will experience increased stress and increased exposure to road traffic and other safety hazards, which may result in increased WorkCover claims

Recommendation:

- Maintain postal rounds in current format

Inappropriate use of van network for small parcel delivery

While letter volume has dropped, small parcel volume has increased by 70%.

Currently, StarTrack van drivers are contracted to deliver large parcels and small parcels are to be delivered by through the letter delivery network by postal workers. Identifying a parcel as large or small is determined by AusPost's established parcels gauge.

However, because these drivers are paid per parcel, there is a growing trend of van drivers delivering high volumes of small parcels, while postal workers are being given oversize parcels to deliver, which they can't deliver due to space limitations.

This means public funds are being spent to pay van drivers to deliver high volumes of small parcels, instead of using existing staff to deliver small parcels through the letter delivery network, which does not incur any additional costs.

Postal workers should be delivering an average of 80 small parcels per day via the letter delivery system, but instead are only delivering 50-60 small parcels a day with the balance being delivered via the van network. Compound these numbers per round, per delivery day and the amount of public funds being wasted on van drivers to deliver small parcels becomes alarming.

Under **Clause 7.4** of the **Enterprise Bargaining Agreement**, AusPost committed to maximising full time work, and more specifically, under **item c of Clause 7.4**. committed to:

"considering ways to maximise the number of small packets and small parcels delivered by Australia Post employees; ". As a front line worker, I can confidently say, this is not happening and far too many small parcels are being delivered via the van network at extra cost to the public.

Impact to customer service

In addition to wasted public funds, what's worse is the public also experiences negative impacts to customer service. This is because many van drivers simply do not attempt a delivery and instead leave the customer with a card to pick up their package from their nearest post office. This short cut allows van drivers to deliver more small parcels in less time and further grow the number of small parcels they deliver at further cost to the public. Customers must then make an unnecessary trip to

[REDACTED]

the local post office to pick up their parcel, thereby becoming defacto postal workers (for free). In contrast, postal workers in the letter delivery system will always attempt a delivery and only leave a card with pick up instructions when it is clear no one is home to receive the parcel.

Recommendation:

- Institute mandatory use of AusPost postal gauge in every AusPost depot and have deliveries made accordingly
- Undertake a cost analysis of public funds wasted on small parcels delivery by the van network when there is no additional cost for using the existing letter delivery system
- Undertake a cost analysis of the number of vans needed to deliver large parcels, if vans are only delivering the large parcels as intended, a smaller fleet may be in order
- Consider legislative reform of the *Australian Postal Corp Act of 1989*. The focus of the Act is on letter delivery and because letter delivery will continue to wane and parcels delivery will continue to increase, the Act could address the exclusive use of the letter delivery system for small parcels sent via AusPost. As small parcels volumes continue to increase the pressure to reform this legislation will likewise increase.