



SMARTCOMM

27th of April 2023

Department of Infrastructure, Transport, Regional Development,
Communications and the Arts
GPO Box 2154
CANBERRA ACT 2601
Attention: Director, Postal Policy – Communications Services and Consumer Division

Dear Director,

RE: Postal Services Modernisation Consultation

Smart Comm (Aust) P/L as Trustee for the Unit Trust trading as Smartcomm is a business located at 17 – 19 Tonka Street, Luscombe QLD 4207.

Smartcomm was a greenfield start up in July 2006 originally based in Stafford and are now located in a fully air conditioned 2,400sqm facility in Luscombe, employing 38 staff, with the intention of creating a unique mail and warehouse facility. Smartcomm introduced to the market unique print and mail equipment that is still unique to this day.

Working in partnership with some of our long-term customers, Smartcomms future direction is to continue expanding our workflow methodology for better print and mail customer communications, warehouse management and distribution expansion.

We are writing to express our support for the PVCA Mail Industry Coalition submissions to the Department on the Postal Services Modernisation consultation. We believe these submissions provide valuable insights, feedback and beneficial recommendations that will help to ensure Australia Post profitably provides reliable, improved and high-quality postal services to all Australians.

We particularly support the key positions and recommendations proposed within the PVCA submissions:

- > Longer term Pricing Stability for a sustainable modern postal service so as to avoid sudden and unexpected business mail pricing increases.
- > Increased Mail Industry Advisory Council reporting to the Australia Post Board for continued operational efficiency gains through participation on the Australia Post Stakeholder Council.
- > The provision of support to Industry for Business Mail Research and Promotion.
- > The inclusion of PVCA Mail Industry Metrics and Data to Australia Post forecasting trends, particularly around pricing.



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In addition to expressing our support for the PVCA's submission, Smartcomm have also engaged a number of our customers who are Bulk Mail providers and have the following feedback to the consultation process which they find most important:

- Timely and efficient delivery of all mail packs;
- Regular and consistent delivery of services;
- Speed, reliability and of course a competitive price;
- For some there is a legislative requirement and timeframes for correspondence to be issued to customers;
- Mail will need to stay as competitive as possible and in fact should find solutions to increase speed not decline.

We know letters remain an effective form of communication for many businesses, with Mailhouses playing a major role in facilitating these, we urge the Department to carefully consider the PVCA submissions during any decision-making process. We believe that by working together, we can achieve a modernised postal service that meets the needs of all Australians.

Thank you for your consideration.

Yours sincerely,

Glen Noyce
General Manager
Smartcomm

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