

27 April 2023

## Postal Services Modernisation

We think that the Government proposal for the modernisation of Australia Post postal service is an important step and that it must adhere to the following principles:

- **Public Ownership:**  
In our opinion it is very important that Australia Post must remain in full public ownership, providing a universal and equitable service that meets the needs of Australian people and businesses.
- **Licensed Post Offices:**  
Australia Post must remain financially sustainable and must invest in its networks of Licensed Post Offices (LPOs) who are Privately Owned by individuals who have invested financially and are working diligently to represent Australia Post to their customers. It is important that Australia Post recognises that the Licensed Post Offices are not an expense, but do bring a fair part of the income to the business and should be remunerated for representing Australia Post exclusively, daily, as well as remunerated for the counter transactions and delivery of Parcels and all future services to be developed by Australia Post.
- **Private Boxes Service:**  
Australia Post must maintain the DAILY delivery of mail and Parcels to the Licensed Post Offices for the service of customers who have a Private Box in the Licensed Post Office. The Private Box service is a major part of the LPOs revenue and must be preserved as it is the service which customers love because it delivers Daily and is exclusive to Australia Post.
- **Associations Consultation:**  
Australia Post must consult with the Associations representing the LPOs to provide appropriate coverage of the Post Office network, particularly in regional and rural areas where distances are a major challenge for customers thus supporting the LPOs and CPA financial sustainability.
- **Contractors:**  
Australia Post must review the Tendering process for Contractors to ensure a fair and equitable remuneration for all the work they do on behalf of Australia Post.
- **Efficiency:**  
Australia Post must take control of the operating cost in delivering the regulated letter services, ensuring that the staff do work efficiently thus freeing up delivery and processing resources to support parcels delivery to respond to increasing demand and consumer expectations.
- **Open Consultation:**  
Australia Post must consult, openly, with the Associations representing the LPOs so we can all work together to achieve a sustainable letter service, provide an appropriate coverage of the Post Office network, particularly in regional and rural areas, support the implementation of a fair and equitable remuneration for LPOs and Contractors, ensure that Australia Post invest in its other services, delivering benefits to the communities, businesses and Post Office licensees and agents.