

## Postal Services Modernisation

Consider changing how Australia Post delivers and picks up mail in major cities.

Information delivery has drastically changed in the last two hundred years from when Australia's postal service was started in 1809.

The number of letters that households receive and post has dramatically reduced as I watch as the local red postal van drives kilometres down dead-end streets only to take a few letters out of the red post box on the side of the road every day.

### Consider:

1. Letter delivery every second day in major cities.
2. Pick up from red mailboxes every second day.
3. Suburban pick up from red mailboxes by postie on delivery day
4. Reduce the postage cost of letters to stop the decline in the number of letters being posted
5. Increase the number of Parcel Lockers, including near transport interchanges
6. Create family accounts for parcel lockers

### 1. Letter delivery every second day in major cities

Suburbs could be divided into two delivery areas.

Area 1: Monday, Wednesday and Fridays

Area 2: Tuesday, Thursday and Saturdays

**OR** (not to include Saturdays)

Week 1

Area 1: Monday, Wednesday Friday,

Area 2: Tuesday, Thursday,

Week 2

Tuesday, Thursday

Monday, Wednesday, Friday

The legislation states, 'the service is reasonably accessible to all people in Australia', and I believe every second day would be reasonable for letters and small parcels that most Australians would consider not urgent.

Most Australians at Christmas currently heed the advertising and post their Christmas cards and presents early to avoid missing out on the parcel arriving. Having deliveries every second day would improve the chance of the card being delivered on time. Due to the constant increases in postal costs, some people are no longer sending Christmas cards.

The cost of postage for businesses still needing to deliver bills and other documents that are not time-sensitive, like minutes from meetings or shareholder transactions, would benefit as Aust Post would not need to increase postage prices, and businesses would not need to pass these costs on to customers.

Having letters and small parcels delivered every second day will mean that residents can leave their homes knowing they will not miss the postie dropping a letter or package.

Halving the delivery days, Australia Post could reduce the cost of a letter, increasing the number of letters being posted. Every time the price of a letter increases, postage rates go down.

Theft from letterboxes could be reduced as many residents no longer check them daily, as most letters are just bills or junk mail.

## **2. Pick up from red mailbox every second day**

Pick-up times of many red boxes are now noon, most likely so that more post boxes can be serviced by one van due to the less mail being posted at each red post box.

Express post boxes would be collected daily and have a red box next to every yellow box that would also be collected daily so people who want their letters to be picked up that day could post them at these locations.

Express Post would mean the next delivery day for that area.

## **3. Suburban pick up from red mailboxes by postie on delivery day**

As the postie does their deliveries every second day, they would pick up the mail in the red post box and take it back to a red post box next to an express post box or a distribution centre. This change would eliminate the red post vans needing to travel a few kilometres down dead-end streets to pick up a few letters from red post boxes.

## **4. Reduce the postage cost of letters to stop the decline in number of letters being posted**

Consider reducing the cost of a standard letter to maybe 99c, as this could be a mental price barrier for people who would otherwise want to send a letter. If letters are delivered and picked up every second day, this will allow for cheaper postage rates, thus increasing demand.

Increasing the cost of posting a letter will reduce the number of letters being posted.

## **5. Increase the number of Parcel Lockers, including near transport interchanges**

The attached pictures are of two adjacent suburban areas in Sydney; one has only one parcel locker, and the other has sixteen lockers.

Consider having parcel lockers at major transport interchanges or every local post office so that when people are coming home from work, they can stop and get their parcel before going home. Many large unit blocks purchase expensive locker boxes similar to Aus Post Parcel Lockers because none are available locally.

Parcel Lockers are great as more and more people are working long hours and are living closer together, which means that parcels are being left and potentially increasing theft of the packages.

## **6. Create family accounts for parcel lockers**

Currently, with parcel lockers, the person who opens the account with the appropriate ID, and if the name is different on the parcel, the account holder must come in person to collect and show id. Young family members purchase packages, and it would be great to have a family account with multiple family members named on the account. This way, if a young family member can get a package delivered to the parcel locker, the account holder may get a notification.

## Postal Act

### 27 Community service obligations

(1) Australia Post shall supply a letter service.

(2) The principal purpose of the letter service is, by physical means:

(a) to carry, within Australia, letters that Australia Post has the exclusive right to carry;  
and

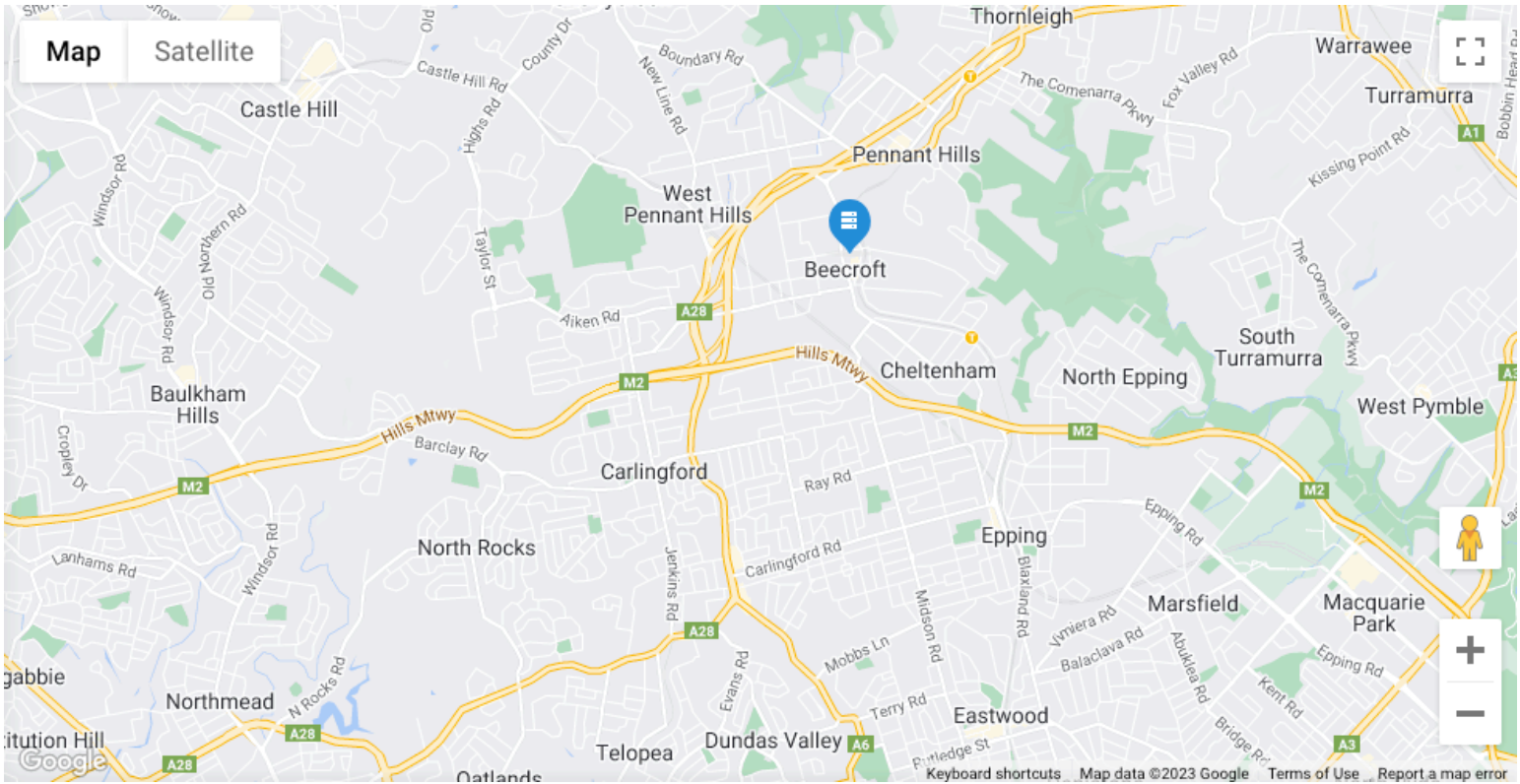
(b) to carry letters between Australia and places outside Australia.

(3) Australia Post shall make the letter service available at a single uniform rate of postage for the carriage within Australia, by ordinary post, of letters that are standard postal articles.

(4) Australia Post shall ensure:

(a) that, in view of the social importance of the letter service, the service is reasonably accessible to all people in Australia on an equitable basis, wherever they reside or carry on business;  
and

(b) that the performance standards (including delivery times) for the letter service reasonably meet the social, industrial and commercial needs of the Australian community.



Only one Parcel Locker in this area compared to adjacent area below same size with sixteen. Major northern train line passes through area and could have post lockers at stations

