

Hi,

Thanks for finally considering public opinions about bringing level ups to the Auspost delivery service.

The main problem with Auspost is able to be easily seen on google reviews.

The customer service unfortunately is unthinkable poor.

While it is understandable employing respectful employees may be difficult, it doesn't mean that you are left with no options.

I will outline the problems that Auspost has here, if you are able to consider them, consider them. Then I will share with you a solution I previously thought of, that I am willing to work with you to bring this change to the public, plus the government.

From the customer's point of view,

Being one of the many users of your service, I've unfortunately seen parcels taken without notice, parcels delivered without notice, rude staff, rude delivery people, parcels asked to left are not left, really, we are able to deal with the responsibilities or risks of it being stolen, hence when we say leave, just leave, at times, we would even rather have the parcels left, risk them being stolen, than to have to go to a rude post office that our parcels had no choice other than get delivered to. We should be able to decide if our parcels get left, not the post delivery worker. Photos should be taken, we are willing to even sign the agreement saying, sure, if the parcels get stolen we have complete responsibility.

This is from the customer's experience.

From the Auspost employee's view,

Though I have not been your employee, I can think of a few problems they may have. Customers are at times rude, because rude people are rude people, if they are customers they are rude customers, if they are staff they are rude staff, it is because of the people that are rude. Dogs or other animals that may be able to attack people at residences not being secured for postal deliveries.

This is a safety threat to delivery workers.
Frankly, it's irresponsible to the animals too.

From a general view,

Lack of efficient communication, we are not able to communicate with delivery workers, resulting in many mis delivery problems, including however not limited to wrong delivery addresses, parcels not being left when they're chosen to be left.

The solutions.

These solutions will fix many of the problems mentioned, plus more.

Solution one to consider,

Auspost should build more robots to complete deliveries for you instead of having to employ humans that are not screened enough then cause problems.

This will be beneficial to the workers plus the government or your company similar to how chatbots is.

Saves time, saves money, saves your reputation.

Saves psychological harm to customers.

Saves psychological harm to employees.

Reducing cost of mental health care due to the psychological harm.

However, this will cost you money to begin with.

The second solution to consider,

This will cost you probably less money? It could even be a business. You will just have to produce the relevant products, then sell them. If you have financial problems right now, produce the products slowly, sell them slowly, then used the money from sales plus your energy savings, other savings resulted from this, to produce more products until change is made on a massive scale.

The solution is to have individual parcel lockers for each residence. To be part of infrastructure, or the user's property, protected under property laws to prevent damage.

Sounds not probable or too expensive?

Not necessarily.

The parcel lockers you currently have are made out of metal.

The parcel lockers I am talking about is able to be made out of cheaper materials, sustainable, responsible materials that are just ok enough to be part of property, to be thief deterrent.

Each parcel lockers should cost around \$300 or below for easier customer access.

There could be different price ranges, for different material, sizes, to suit customers of different financial standing, or how safe they hope their parcels will be.

Having these parcel lockers will mean,

Deliveries are not required to be sent to the post office, without risking being stolen.

Traffic fees will be saved for the company.

Pollution costs due to unnecessary traffic will be saved for the government. This will be more environmentally friendly, aligning with the government to be more sustainable or reputable internationally.

Reputation of your company will go up, because of reduced compulsory unwanted interactions. Including rude people, dangerous animals.

Increased environmental friendliness.

Increased accessibility for people with disabilities.

Decreased discrimination problems.

There may be more benefits not yet mentioned.

About thief prevention.

The parcel lockers just have to be enough to not be easily cut through.

If they are able to be protected under property law, think about the materials used to build residential properties. They are not necessarily expensive materials.

The parcel boxes are able to either stand alone while bolted to the ground to prevent lifting, or be part of fences.

Similar to letter boxes, however more secure.

Passcodes that are changeable may be used for the boxes for security.

It's a safe for parcels, plus other deliveries.

Burglary relevant to parcels is on the rise today, it is causing many problems to many people.

A safe that does not require the level of security that saves for using indoors require. Because they are part of the property.

Thieves will be deterred by the legal costs to them for damaging property.

About people living with disabilities, or just people refusing to interact with others because they hope to avoid discrimination or hostility.

This goes for both the customers, plus the employees.

There are people suitable for the work, who just don't hope to interact much with people of unknown respectfulness or lack of respectfulness.

They are able to be delivery persons if you just give them the opportunity to delivery to addresses that does not require those interactions.

Respecting people's right to not interact with others when they don't hope to interact is a step forward.

For people living with disabilities, many people are discriminated against, then reported unwillingness to go outside their residence.

It is not their fault. It's the society's problem of discrimination.

Because it would be difficult to reduce discrimination, just reduce the chances of people having to interact with people they don't hope to interact with. Whether it is out of self protection for decent people, or out of discrimination if it's those that discriminate. Although discrimination is unacceptable, this is more efficient than trying to end discrimination.

People living with disabilities may have problems getting to their door to even talk to the delivery workers before the delivery workers leave, because the delivery workers usually leave within seconds of knocking door.

It's for efficiency, however it is not accessible, not friendly nor respectful to customers.

Then the people living with disabilities or other difficulties will have to go to the post office, where there may be discrimination or other psychological harm, more traffic fees plus pollution, or pay for other people to get the parcels for them, then it's NDIS fees.

Delivery to the residential personal parcel lockers will mean they are able to access the parcel in their own time.

Even if they're not home, which happens, it's not realistic to expect people be home every time delivery arrives, parcels can be stored in the lockers.

If you are willing to consider this, let me know!

I am willing to develop the product more.

If Auspost is familiar with one time codes for access to lockers, that would be helpful to produce these products.

If these are too expensive right now, other methods of security are possible.

Thanks for asking about people's opinions,

