

26th March 2023

████████████████████
████████████████████
████████████████████
Phone: ████████████████████

Department of Infrastructure, Transport, Regional Development,
Communications and the Arts
GPO Box 594
CANBERRA ACT 2601

Attention: Director, Postal Policy—Communications Services and Consumer Division

Dear Australia Post,

I was fortunate enough to be listening to Australia All Over (ABC Radio – Ian McNamara aka Macca) this morning (Sunday, 26th March 2023) on the radio, when he mentioned: Australia Post: Have your say on postal services that matter most to you. If I had not been listening to the ABC, I would never have been aware of this Survey.

The closure of Hildon Court, Australia Post Distribution Centre to the General Public.

How to cripple an area, and create more unwanted congestion elsewhere. This was the decision that Australia Post made when they closed the Hildon Court, Australia Post Distribution Centre to the General Public. With this closure, it forced Businesses, and the General Public to go to the newly located Post Office at the Nerang Mall Shopping Centre, New Street, Nerang Queensland.

Firstly, I need to bring to your attention the positive side of my correspondence.

Hildon Court, Australia Post Distribution Centre. From the northerly end of Spencer Road is Grenfell Street. Spencer Road runs south for approximately two (2) Klms to Indy Court, being the last that runs off Spencer Road. Two (2) Klms may not seem a long distance, but it's what's happening within this area, east of the Pacific Highway that is the main point. Lawrence Drive is one of the main roads that leads east off Spencer Road, eventually ending at the intersection of Nerang Broadbeach Road. Within this area, many roads run off Spencer Road, and Lawrence Drive, that then link to a myriad of internal road infrastructure that allows access to a massive amount of light industry. Not forgetting Brendan Drive, and Jay Gee Court. This is a bustling township on its own, and is the largest business area within Nerang. A closer look at this location East of the Pacific Highway, will reveal the true need for the Hildon Court Distribution Post Office to be reopened to the Public. Pappas Way, heading east is the main thoroughfare utilised to access massive Residential Areas. The residents living in these areas, also were using the Australia Post services at Hildon Court.

Hildon Court – As a Service to the Community, and 'Have your say on postal services that matter most to you,' surely the 'across the counter' Customer Business, along with the Distribution Centre, at Australia Post Hildon Court, could be re-opened to the General Public. I'm not speaking about the early morning parcel collection, as you are aware, it's the total 'shop front' business to the General Public that needs to be re-opened. Not all Services need to be offered, eg: the processing of Passports etc, instead, just the basic needs for across the counter Parcel and Mail Postage.

On-Line Shopping would have increased the business generated by the General Public accessing Hildon Court. I realise that Mail (letters etc) may have decreased with the use of the Internet, but this does not warrant the removal of a Service that is needed. I also realise that Australia Post choose to separate their Parcel and Mail businesses, but the fact is that they both belong to Australia Post and Australia Post is a Government Department that should be recognising the General Public's needs.

Secondly, the negative side of my correspondence.

The Nerang Mall Shopping Centre, New Street, Nerang Queensland. Car Parking at the Nerang Mall Shopping Centre, can only be described as 'poky,' small and cramped, with narrow road widths, and one way traffic. Finding a car park is a matter of driving around and around until one becomes available, in the hope that no one is in front of you. Backing out of the car parks along the same road where Australia Post is located, is the perfect place to have an accident, with cars backing into each other. The Management of the Mall chose to remove about 5 car parking spaces, and use them as Alfresco Dining, making the issue worse. Noting I do realise that there is a requirement to supply a certain number of car parks in this type of Shopping Centre, but removing any was a poor decision.

In addition to the aforementioned, there is a Roller Door that is only accessed within the internal road of this car park. The Roller Door is adjacent to the Australia Post Building. I'm not aware as to which Business utilises this area, (possibly Woolworths) but I do know that when the large Delivery Truck arrives, all the traffic comes to a complete halt until that Truck has managed to back into that area where the Roller Door is located just off the narrow internal road, very poorly designed, but then it's an old shopping centre, and I suppose they have to cram as much as they can into the space that is available, whether it be a health and safety issue or not, and this is an issue when cars are lined up, they can't reverse back, and they can't move forward. One wouldn't want to be in that situation, if something went wrong.

Re: Have your say on postal services that matter most to you.

As previously mentioned, I was unaware of this Survey until I heard it briefly mentioned on the ABC Radio this morning. How many million members of the General Public also have no idea about this Survey. I'm sure it would have been published in Newspapers, but it should have been more widely publicised, example: Similar to the Interviews on TV held with Hank Jongen where he informs the General Public about matters related to Centrelink / Services Australia. These wouldn't be paid commercials, instead classed as a 'Service to the Community.'

Please reconsider your previous decision that saw the closing of Hildon Court, Australia Post Distribution Centre, to the General Public.

Thanking you in advance.

Kind regards,

████████████████████
████████████████
████████████████████
████████████████