

Our ref: 202301428

20 April 2023

s.22

Member for Goldstein

s.22

Dear Minister,

I refer to your email dated 30 March 2023 to s.22, on behalf of Hampton Residents raising concerns about the closure of the Hampton Post Office. Your correspondence to the Minister has been referred to Australia Post on 20 April 2023 for our consideration and direct reply. I have been asked to respond to you on behalf of Paul Graham, Australia Post's Group Chief Executive Officer, and Managing Director.

We have been closely working with you to ease the community concerns around the closure of the Hampton Post Office, with 3 meetings with senior staff. Australia Post is committed to serving the Hampton community and ensuring postal services continue to be accessible. Closing a post office is never an easy decision, however, as you and members of our team have discussed, over the past five years, this outlet has seen a substantial drop in customer visits and for several years has not been financially viable.

While the timing was not ideal, we would like to have given the community ample notice to adapt and make suitable arrangements, Australia Post was issued a notice to vacate the site, which resulted in an earlier-than-planned closure.

We arranged the community consultation sessions, which provided an opportunity for the Hampton community to meet senior representatives from Australia Post, and for Australia Post to hear from community members about what is important to them.

Australia Post is currently working through several actions to support the community's access to postal and other services. These include:

- Working with the Bayside City Council to investigate installing Parcel Lockers, to provide another option to community members for sending and collecting parcels locally.
- Working with the licensee of the Hampton North Licensed Post Office (575 Hampton Street, Hampton) to install additional PO Boxes, and investigating the possibility of also installing other PO Boxes in other nearby locations.



- Offering help to PO Box holders with accessibility needs or limited access to transport to try and obtain a PO Box at their preferred location. This can be accessed by speaking with team members at any Australia Post or calling our Customer Contact Centre on 13 13 18.
- Offering all Hampton Post Office PO Box holders free mail redirection services for a minimum of 6 months

The surrounding area is extremely well-served, with 18 post offices within a five-kilometre radius, including the Hampton North Post Office just 800 metres further up Hampton Street. These surrounding Post Offices all offer services important to the community, including Bank@Post, Post BillPay and passport services.

Australia Post plays a very important role in our communities, connecting Australians not only to each other, but also to the goods and services they rely on. We are committed to providing high-quality services and take very seriously the responsibility of handling over two billion mail articles each year and delivering mail to an ever-expanding delivery network of over 12 million Australian addresses.

We understand that you would like a Licensed Post Office (LPO) to be located near the Hampton North Post Office. Conversations are continuing on the potential scope of relocating an existing LPO closer to the Hampton community.

Australia Post understands the concerns that residents have raised with the closure of their local Post Office. While this change can be disruptive, Australia Post is committed to continuing to meet the changing community needs and creating a sustainable network that allows the business to deliver for all Australians into the future.

Thank you for taking the time to raise your concerns, I trust the information above is of assistance.

If you require any further information regarding this or any other postal matter, please do not hesitate to reach out to Australia Post's Government & Regulatory Affairs team by emailing

s.22

Yours sincerely

s.22

s.22

Government & Regulatory Affairs