

01st July 2020

Committee Secretary
Senate Standing Committees on Environment and Communications
PO Box 6100
Parliament House
Canberra ACT 2600

Via email: ec.sen@aph.gov.au (or upload)

Dear Committee Secretary

Inquiry into the future of Australia Post's service delivery

Thank you for the opportunity to provide a submission in relation to the Australian Postal Corporation (Performance Standards) Amendment Regulations 2020.

Our business- our community

My name is Scott Burnham. I am the National Chair for the Australia Post Licensee Advisory Council. I am also the Licensee, as well as the Postal Manager for the Baldivis Licensed Post Office located approximately 40 mins south of Perth WA. We are a vital community post office that services one of the largest growing towns in WA. We would see on average between 400-600 people per day & provide a vast array of essential services to our community. Baldivis has a combination of both elderly and young as we are a growing town of large housing development projects. We also have a large population of new Australians too. We currently have 8 locally employed staff, which also includes junior staff who are training to become future Postal service officers and are extremely proud to be working for one of Australia's oldest company's. Just our outlet alone though, provides employment for many other Australia Post employee's and contractor's including parcel delivery contractors, our town's famous 'posties' and van drivers.

Regulations to support our business

I support the making of these Regulations. Australia Post is providing a critical service that is helping my business and many of the businesses in my town to stay on its feet. These are unprecedented times for our business and the demands we are facing are unique. We have worked really hard to remain open and have been serving our local community throughout COVID-19. This has included not only supporting customers and keeping them connected, but also supporting the many local small businesses that have relied on us to process their parcels as they have had to change the way they do business. These include new customers, who have needed a partner as they shift their businesses online. This Regulation will ensure that Australia Post and people like us are able to maintain the much needed parcel delivery services that our town/local community needs.

Licensed Post Offices

Licensed Post Offices are more than a place to send parcels. They are a hub of our local communities. For rural and regional areas, they're even more important. Some LPOs are run solely as a Post Office, however in many rural and regional areas in particular, such as ours they are often run as part of another small business, such as a newsagency or convenience store. LPOs offer a range of Australia Post products and services, including mail acceptance and processing, postage stamps, money orders, bill payment and banking and are providing a crucial service in connecting our local communities, and our local small businesses in a time of ongoing restrictions.

Whilst many services in regional areas have slowly crept back to the cities and major centres, almost everyone in Australia has access to a post office. This makes Australia Post the most present service provider in regional, rural and remote Australia.

Importantly, there isn't a more important partner to support our local community's recovery over the next 12 months.

Current challenges facing our LPO

There's a little saying I use when referring to what we do at our post office...and my best response is this: 'It's more like , what don't we do at the post office!?' We do so much for our community every single day. The ongoing effects of the COVID crisis saw a large number of people in our community lose their jobs. My post office played a vital role in allowing them to come in and literally try and sell a few belongings using the post office to allow them to generate some much needed income. We also saw just how important it was for our elderly population and also people with special needs to have essential products (including medical supplies) sent through the post. We were also able to perform special deliveries to some customers that due to such severe 'health pre-existing conditions' that they simply couldn't of got their mail unless it wasn't for Australia Post delivering it to them. For many local businesses in our community we were able to keep their businesses up and running, keeping jobs for many local families too. So the parcel delivery side of our business has just been without a doubt a 'saving grace' for so many people in the community.

We aren't just supporting small businesses - we are a small business ourselves. We rely on customers coming in to access our post office products and services and those customers also accessing our other retail products at the same time. We need Australia Post to be viable and to be focused on meeting customer demand so that we can deliver products and services and so that our business can remain viable in the months ahead. These Regulations enable Australia Post, and its posties, to meet the shifting customer demand for parcels and to continue to support us, and other LPOs, as we navigate the ongoing challenges of COVID-19. We support the making of these Regulations.

Thank you again for the opportunity to provide this submission. If you have any questions, please do not hesitate to contact myself on _____ or email:

Yours sincerely

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