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SENATOR THE HON STEPHEN CONROY

MINISTER FOR BROADBAND, COMMUNICATIONS AND THE DIGITAL ECONOMY
MINISTER ASSISTING THE PRIME MINISTER ON DIGITAL PRODUCTIVITY
DEPUTY LEADER OF THE GOVERNMENT IN THE SENATE



The Hon John Murphy MP
Chair
Standing Committee on Petitions
PO Box 6021
Parliament House
CANBERRA ACT 2600

18 JUL 2012

Dear Mr ^{John}Murphy

Petition – Australia Post Delivery Centre, Robina

Thank you for your letter dated 23 May 2012, concerning a petition submitted for the Committee's consideration regarding opposition to the closure of the Australia Post Delivery Centre at Robina, Queensland.

Under the *Australian Postal Corporation Act 1989*, Australia Post is responsible for the day-to-day running of the organisation, including all decisions relating to its operational network. As a Government Business Enterprise, Australia Post does not receive any funding from taxpayers and, as far as practicable, it is required to perform its functions in a manner consistent with sound commercial practice.

Australia Post has advised that it continually reviews its facilities by examining costs, revenue and performance, including the capacity to meet its customers' needs. In monitoring changes in the mail network, and noting that the Bundall Delivery Facility has the capacity to accommodate the operations and staff at the Robina Delivery, it has been decided that these services would be consolidated from June 2012.

While this consolidation of mail operations will have no impact on the mail delivery currently provided to the Robina community, Australia Post recognises the impact the change will have for PO Box holders at the Robina Delivery Centre. I understand that Australia Post communicated well in advance of the planned June relocation and provided alternative options for PO Box customers, including free mail redirection for 12 months.

The PO Boxes are being relocated to the Town Centre complex, which offers a 24 hour PO Box Lobby. The Lobby is well-lit, weather-proof and provides secure access. It adjoins a post office with a full range of retail services with ease of access to undercover parking and public transport.

Australia Post has advised that Robina continues to be well-serviced with a number of postal retail outlets within close proximity, including the Q Super Post Office, Robina Post Office, Mudgeeraba Licensed Post Office (LPO) and more recently, Varsity Lakes LPO. Australia Post believes that these postal outlets are meeting the needs of the community.

Australia Post remains in contact with the Member for McPherson, Mrs Karen Andrews MP. Australia Post advised Mrs Andrews on 5 June 2012 that the PO Boxes would be relocated in late June and that the Town Centre complex had been identified to become a new Superstore. Renovations to the retail outlet began on Thursday, 31 May 2012, with the transformation to the Superstore completed at the end of June 2012. I am advised that the post office remained open for business throughout the renovation period.

I trust this information will be of assistance.

Yours sincerely

Stephen Conroy
Minister for Broadband,
Communications and the Digital Economy