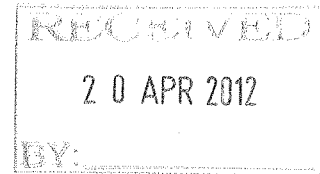




SENATOR THE HON STEPHEN CONROY

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



11 APR 2012

Dear Mr Murphy

Petition - Gladstone Business Centre

Thank you for your letter dated 1 March 2011 concerning a petition submitted for the Committee's consideration regarding the closure of over-the-counter services at the Gladstone Business Centre.

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 the postal network. As far as practicable it is required to perform its functions in a manner consistent with sound commercial practice.

Australia Post has advised that its retail network is made up of a variety of operating models, including business centres that are designed to service the needs of small to medium sized business customers. In recent years Australia Post has experienced a downward trend in visits as customers move from traditional postal services to electronic alternatives. In response, it is continually adjusting its retail network to ensure it meets its ongoing commercial and social responsibilities.

The front counter of the Gladstone Business Centre closed on 27 January 2012 due to the decreasing number of customers using the facility for posting mail and paying bills. The Gladstone Delivery Centre, which was co-located with the Business Centre, has expanded and improved its operations, particularly in managing the storage and delivery of an increasing parcels business.

Australia Post has advised that to ensure the continuity of service to its customers there are four retail outlets located within four kilometres of the Gladstone Business Centre:

- Gladstone retail outlet (1.7 km);
- Gladstone South Licensed Post Office (3.1 km);
- Kin Cora Licensed Post Office (3.2); and
- Clinton Community Postal Agency (4.1).

I trust this information will be of assistance.

Yours sincerely

Stephen Conroy
Minister for Broadband,
Communications and the Digital Economy