

AP Ref: CSG10/746



16 November 2010

Senator the Hon Ian Macdonald
Senator for Queensland
PO Box 2185
TOWNSVILLE QLD 4810

Dear Senator Macdonald

I refer to our discussions at the recent Senate Estimates hearing in Canberra and your subsequent letter of 9 November 2010 concerning operational noise levels at the Rockhampton Mail Centre.

Just to recap on our previous advice, and for the benefit of the Chairman of the Senate Standing Committee on Environment and Communications who also requested advice on this matter, hereunder is a list of the long-term measures Australia Post has taken to date to reduce operational noise levels at the mail centre:

- July 2008: constructed a timber fence around the mail centre boundary
- Aug 2010: re-routed a mail transport truck so that a smaller vehicle arrives at the mail centre some two hours later than previously
- Aug 2010: commenced taking all vehicles to the front of the loading dock for inspections, rather than to the back of the property, as previously occurred
- Sep 2010: purchased two-way radios for use on loading docks so staff no longer have the need to call out instructions
- Oct 2010: introduced set shifts for loading docks, which provides for dedicated staff who enforce the mail centre's noise reduction plan
- Monthly: introduced briefing sessions to remind staff of the need to keep all operational noise levels to a minimum, including lifting mail carrying devices, rather than pushing or dragging them.



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More recently, following on from the face-to-face meeting at the mail centre on 8 October 2010 – which was attended by you, Ms Kirsten Livermore MP, representatives from the Rockhampton Council and several local residents – Australia Post engaged an acoustic engineer to conduct active noise level readings at the mail centre.

The readings were taken at the mail centre on the evening of Tuesday 9 November 2010 and we expect to receive the acoustic engineer's report during the week commencing 22 November 2010.

Once we have received the report and had an opportunity to consider any recommendations it contains, we will write to you and Ms Livermore to outline the findings of the report and any further practicable measures we can take concerning this matter.

Once again, I would like to assure you that Australia Post is mindful of the noise levels that can be experienced by residents living within the vicinity of a commercial precinct and a major highway and will continue to work closely with all interested parties in an effort to address any ongoing concerns.

Yours sincerely



AHMED FAHOUR

CC Senator the Hon Stephen Conroy, Minister for Broadband, Communications & the Digital Economy

Chair, Senate Standing Committee on Environment & Communications

Ms Kirsten Livermore MP, Member for Capricornia