

*3 January 2007*

## HEALESVILLE POSTAL SERVICES TO CENTRALISE IN MAIN STREET

The services offered at the PostShop located at Healesville Walk Shopping Centre will be moved to the Main Street licensed outlet, which is being renovated to cater for the centralisation of the business as of 9 February.

The PostShop at the Shopping Centre opened in 1999, but has not attracted adequate customer traffic to warrant a second outlet in Healesville.

"We have given the outlet in the Shopping Centre many years to improve, but customer numbers have been consistently declining," said Ms Janice Mascini, State Communications Manager. "It was not sustainable to continue to operate both outlets, which are just 300 metres apart, when there is no indication of growth in the market.

"The majority of local customers clearly prefer the Main Street location of the licensed outlet, which has been operating effectively as a full-service postal outlet for seven years," Ms Mascini added.

"To better cater for this customer preference Australia Post has negotiated with Con and Maree De Groot, the licensees, to renovate their newsagency to accommodate a larger presence for postal services."

Mr De Groot said that he and his wife are looking forward to expanding their premises, which will increase by approximately 30 square metres, to meet the needs of the Healesville community.

The Main Street Post Office location also has the advantage of providing longer trading hours and has ample car parking available at the rear of the post office. The trading hours will be from 7.30 a.m. until 6 p.m. from Monday to Saturday, and from 9 a.m. until 12 noon on Sunday.

Seventy-five percent of Australia Post's retail outlets are operated by licensees who have a vested interest in the success of their business and Australia Post works closely with these operators to ensure the brand and services remain well represented in the community.

"Healesville residents can be assured of a high standard of service with Con and Maree De Groot's excellent track record," said Ms Mascini. "The completed renovations will make the postal services more accessible, which will be complemented with his experienced staff to make for a smooth transition."

The post office boxes at the Shopping Centre will be moved to the licensed post office where there is ample car parking available for customers at the rear of the building. All box numbers will remain the same, so there will be no change to postal addresses.

Requests for transfers from the Australia Post retail staff at the Shopping Centre PostShop have been accommodated to suit their individual preferences.

## MEDIA RELEASE

The Delivery staff located at the Shopping Centre will be relocated to a local building within Healesville, so mail deliveries will not be impacted.

The PostShop at Healesville Walk Shopping Centre will continue operating until 5 p.m. Friday 9 February 2007 with the renovated licensed outlet in Main Street ready for increased business on Monday 12 February.

If customers have any enquiries regarding the change to services in Healesville please call the Australia Post Customer Contact Centre on 13 13 18.

**-ends-**

For further information, please contact:  
Nadine Lyford (03) 9299 4498

*4 January 2007*

Dear Resident

The services offered at the PostShop located at Healesville Walk Shopping Centre will be moved to the Main Street licensed outlet, which is being renovated to cater for the centralisation of the business. The PostShop at Healesville Walk Shopping Centre will continue operating until 5 p.m. Friday 9 February 2007 with the renovated licensed outlet in Main Street ready for increased business on Monday 12 February.

The Main Street Post Office will be renovated to accommodate a larger presence for postal services, which will see the floor space increase by approximately 30 square metres.

The Main Street Post Office also has the advantage of providing longer trading hours and has ample parking at the rear of the building. The trading hours will be from 7.30 a.m. until 6 p.m. from Monday to Saturday, and from 9 a.m. until 12 noon on Sunday.

Healesville residents can be assured of a high standard of service with the licensees of Main Street Post Office, Con and Maree De Groot's excellent track record. The completed renovations will make the postal services more accessible, which will be complemented with experienced staff to make for a smooth transition.

If customers have any enquiries regarding the change to services in Healesville please call the Australia Post Customer Contact Centre on 13 13 18.

Yours faithfully



Peter Lavis  
Commercial Manager Vic/Tas

## HEALESVILLE POSTAL SERVICES TO CENTRALISE IN MAIN STREET FROM 12 FEBRUARY

The Healesville Walk Shopping Centre PostShop will be moved to the Main Street licensed outlet, which is being renovated to cater for the centralisation of the business as of 12 February.

This PostShop will continue operating until 5 p.m. Friday 9 February 2007 with the renovated licensed outlet in Main Street ready for increased business on Monday 12 February.

The Main Street Post Office will be open from 7.30 a.m. until 6 p.m. from Monday to Saturday, and from 9 a.m. until 12 noon on Sunday.

The post office boxes at the Shopping Centre will be moved to the licensed post office where there is ample car parking available for customers at the rear of the building. All box numbers will remain the same, so there will be no change to postal addresses.

If customers have any enquiries regarding the change of services in Healesville please call the Australia Post Customer Contact Centre on 13 13 18.

Dear Box Holder

The Healesville Walk Shopping Centre PostShop will be moved to the Main Street licensed outlet, which is being renovated to cater for the centralisation of the business as of 12 February.

This will mean that the post office boxes will also be relocated to the Main Street Post Office, where there is ample car parking available for customers at the rear of the building.

Your post office box number will remain the same and you can use the same key, so there will be no change to your postal address, just the location of your box.

The post office boxes will be relocated over the weekend of 10 – 11 February. This means that your mail will not be available from 5 p.m. on Friday 9 February until 8 a.m. Monday 12 February.

The PostShop at Healesville Walk Shopping Centre will continue operating until 5 p.m. Friday 9 February 2007 with the renovated licensed outlet in Main Street ready for increased business on Monday 12 February.

The Main Street Post Office location has longer trading hours and you will be able to collect carded articles from 7.30 a.m. until 6 p.m. from Monday to Saturday, and from 9 a.m. until 12 noon on Sunday.

If you have any enquiries regarding the change of services in Healesville please call the Australia Post Customer Contact Centre on 13 13 18.