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The Hon Malcolm Turnbull MP

MINISTER FOR COMMUNICATIONS

13 JUL 2015

Dr Dennis Jensen MP
Chair
Standing Committee on Petitions
PO Box 6021
Parliament House
CANBERRA ACT 2600



Australia Post - Petition on the relocation of the Craigieburn Post Office

Dear Dr Jensen /

Thank you for your letter seeking my response to a recently submitted petition for the consideration of the Standing Committee on Petitions, regarding the relocation of the Craigieburn Post Office.

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 operates one of the largest physical retail networks in the country and, like any other retail enterprise, must regularly review and make adjustments to its network based on changing customer needs.

In determining whether additional post offices are required, a number of factors are taken into account by Australia Post. These include the location and viability of existing outlets in the vicinity, the changing distribution of population, and the volume of business likely to be transacted at all outlets should there be a change to the network.

In response to the shift in retailing and customer foot traffic in the Craigieburn area to the new Craigieburn Central Shopping Centre, the Craigieburn Post Office relocated there from the Craigieburn Plaza on 22 June 2015.

Like other retailers in Craigieburn Plaza, Australia Post has experienced a decline in customer numbers since the opening of Craigieburn Central Shopping Centre, and has advised that the move will help maintain the ongoing viability of the Craigieburn Post Office and ensure the community continues to have access to postal services in the local area.


In joining other major local and national retailers at the new Craigieburn Central Shopping Centre, Australia Post believe it will be able to create a modern postal superstore that will offer a range of new services. The new services will include a 24/7 zone with parcel lockers that enable customers to collect their parcels at a time that suits them (including dedicated lockers for PO Box holders) and a parcel pick-up counter (that will be open outside of Post Office trading hours), as well as proposed in-store digital devices for online shopping and navigating key Australia Post services.

I am advised all staff that worked at the Craigieburn Post Office will continue to work at the new superstore in Craigieburn Central.

To help ensure the Craigieburn community continues to have access to postal products at Craigieburn Plaza, Australia Post has advised that the Super Saver Discount Chemist will sell stamps, envelopes, parcel packaging and Express Post products. The existing red and gold street posting boxes will also remain at Craigieburn Plaza, enabling customers to post letters and small parcels at the centre.

Australia Post has advised that it is satisfied that the new Craigieburn superstore and the nearby Craigieburn North Post Office will adequately meet the community's reasonable needs and the Corporation does not believe an additional post office is required at this point in time. However, Australia Post has undertaken, through its Victorian Retail Manager, to monitor the needs of the local community to ensure its network remains appropriately configured.

Thank you for providing the opportunity to respond to the Standing Committee. I trust this information will be of assistance.

Yours sincerely 

Malcolm Turnbull