

**KELLY ECKEL  
LICENSEE AND APLAC STATE CHAIR (TAS)  
WOODBIDGE LICENSED POST OFFICE**

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**30<sup>th</sup> June 2020**

Committee Secretary  
Senate Standing Committees on Environment and Communications  
PO Box 6100  
Parliament House  
Canberra ACT 2600

Via email: ec.sen@aph.gov.au

Dear Committee Secretary,

**Inquiry into the future of Australia Post's service delivery**

Thank you for the opportunity to provide a submission in relation to the Australian Postal Corporation (Performance Standards) Amendment Regulations 2020.

My name is Kelly Eckel and I am the Licensee of Woodbridge Licensed Post Office in Southern Tasmania. I have been in this role since February 2011. We have no roadside delivery in my area so I'm lucky to see nearly every member of my community, every single day. I am also a proud employer of 3 casual staff members, all of whom I've been able to keep employed during this COVID-19 crisis.

I am also the State Chairperson of APLAC (Australia Post Licensee Advisory Committee) for Tasmania and have been in this role for 2+ years. Even though the proposed changes to delivery will not directly affect me, I have had many conversations with Licensees who it will – and all agree it will be for the best.

Licensed Post Offices are so much more than a place to send parcels. I know that my LPO is the heart of our small community of 500 and without my business, well I don't even want to contemplate that. I run this business as a sole business, no in-conjunction business. All I offer is Australia Post products and services, including mail acceptance and processing, postage stamps, money orders, bill payment

and banking and I am also providing a crucial service by connecting my local community and local small business during this time of ongoing restrictions. I've had to rethink my business plan, thinking 'outside the box' regularly, to keep up with the ever-changing environment that we are finding ourselves in.

I support the making of the Regulations. Australia Post is continue to provide a critical service that is helping my business stay on its feet. These last few months has been unprecedented – usually this is my 'quiet time' – and we have been put under enormous demand with the sheer volume of parcels that have come through my small Post Office. My staff and I have worked extremely hard to remain open and have kept serving our community throughout COVID-19.

By changing to this new delivery regulation, it will enable more 'Postie's to deliver parcels, not letters. Letters have definitely declined in the nearly 10 years I have owned a post office and the nature of my business has changed from mostly a letter service to a majority of parcel delivery service. Australia Post has confirmed that 5 days a week PO Box delivery will be maintained and that there will be no changes to regional and rural deliveries and that there will be continued support for collection services at our Post Office.

I have a small Sheep Cheesery/Distillery who rely solely on the tourism market that Tasmania has become synonymous for. Their market of selling cheese and alcohol stopped overnight. They then turned their cheese and gin-making skills to making sanitizer to sell. Well, their business exploded overnight! Their #dontdrinkthepink campaign worked a treat and they lodged up to 500 parcels a week – all through my little Post Office! I am extremely proud to be their local Licensee!

Australia Post is building tomorrow's jobs for today's workforce. We've needed to get smarter to stay ahead of the competition so by changing the way we deliver from Letters to Parcels just makes sense! I fully support these regulatory reform changes in order to secure our future in Australia. Thank you again for the opportunity to provide this submission.

Sincerely,

**Kelly Eckel**  
**Licensee and APLAC State Chair (TAS)**  
**Woodbridge Licensed Post Office**