



A message from Christine



\$34M additional investment to support our Licensed Post Office partners

15 February 2019

Dear Licensee

Today I am delighted to share that we have reached a critical milestone in improving the way we reward you, our valued licensees, for the vital work you do supporting our customers and Australian communities each and every day.

This new agreement represents an additional \$34 million investment in our Licensed Post Offices, particularly for managing the growth in parcel volumes and financial service transactions. It reflects the important contribution you make to our business and creates a more direct correlation between the payments you receive and the work you do, so you can benefit directly as we grow.

The commitment includes the previously announced additional payments as part of our landmark Bank@Post agreement, as well as the changes to index commission payments to the General Retail Industry Award (GRIA).

In addition, we will provide all LPO partners with free access to upgraded technology.

The agreement also includes an increase to the safety-net, minimum payment to protect our smallest and most vulnerable Community Post Office partners in regional and rural Australia.

I sincerely thank the licensee representative groups for their invaluable participation and insights as we have worked through this important and complex piece of work.

I believe Licensed Post Offices partners play an essential role in protecting and building the prosperity of communities, particularly in regional and rural Australia. This critical investment also acknowledges your importance, as hardworking small business owners, to the future of Australia Post

This is a positive development as we work together to build a more sustainable and prosperous future. We appreciate that we must continue to identify efficient new revenue streams and find the partnerships, products and services that will keep our Post Offices vibrant and at the heart of your communities.

Next steps

The benefits of the new payment rates will be applied retrospectively to licensees from 1 January 2019.

You'll be hearing more soon as we work through the process to formally implement the new payments scheme.

Christine