

Media Release  
Temporary Regulatory Relief

LPOG was formed to fight for the rights of the owners of Licensed Post Offices at a time when many were facing financial ruin. Since that time and working with Australia Post following on from Senate Enquiry recommendations, the Retail side of Australia Post of which LPOs are a substantial part, has made changes to cater to the changing needs of our customers. The aim was to ensure that post offices would continue to be the focal point of the Australian community.

Recently, LPOG worked with Australia Post to introduce payment reform that saw a move away from a heavy reliance on the declining Letters side of the business to a focus on the growth area of Parcels. While this has not been without some pain, LPOG members understand that, as a part of the Postal service, it is essential to provide what customers want in an efficient and cost effective way, to ensure the overall business continues for the future of Australia.

LPOG does not support the current media campaign by the CEPU that can be broadly described as an attempt to protect an inefficient letter delivery service from the winds of change that have been blowing for many years.

The era of people posting lots of letters and some parcels for special events like birthdays has gone and has been replaced by a preference for customers to order just about anything and everything on-line.

The massive ongoing decline in both business and social mail is understood all around the world and it is also that Australia Post as a postal service must also change to meet the changed customer preferences.

It is not the Posties fault that times have changed to where there is not even one letter going into every third or fourth letter box every day, yet the Postie is still riding past every letterbox every day of the week. LPOG understands that while there may be a reduction in letter delivery days to every second day in metropolitan areas, parcels will be delivered every day and possibly by redeployed Posties in a mail van.

The simple fact is that the money being spent on an inefficient letter delivery business can be put to better use elsewhere, particularly in post offices that have remained a focal point of the community. Licensees have invested their own money into the network by buying a post office and do not receive the benefits of generous award conditions and a defined benefits super fund. We want the Executive of Australia Post to protect the overall post office business as it continues the necessary transformation to be relevant to all Australians in a changing customer environment.

It is for these reasons that LPOG cannot support the current media campaign by the CEPU because an inefficient letter delivery service is not what the Australian community wants or needs anymore.

What our customers want is a more efficient service that will allow their parcels to be delivered to their address every day, and a personalised service at a post office either when paying a bill, accessing their bank, getting a passport or collecting a parcel.

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11 June 2020  
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