

A message from Nicole



Dear Licensee,

Firstly we want to thank you for your ongoing contribution and support for Australia Post, especially during the current COVID crisis.

We really value and respect that many of you have taken on loans or mortgaged your own homes to carry our brand and represent Australia Post in the communities you serve.

We are committed to always improving the relationship with LPOs and to deliver on key initiatives to improve your business. By delivering the Payment review, Sending Made Easy and even our Great Aussie Coin Hunt, I hope we've demonstrated that we do what we say and are here to support you.

Now I'm asking for your support.

There's been a lot in the media over the past week suggesting that the temporary regulatory reforms are bad news.

I want you to hear directly from me that these proposed changes will help secure jobs and set Australia Post up to better serve the customers and the community in the future. This reform is also critical to supporting you, as one of the 3,500 small businesses that are integral to the services Australia Post provides to the community and the country.

You've seen the nature of deliveries change over the years and even more dramatically over the last months. By understanding the impact of this on you we drove the LPO payment review where the model is now aligned to the growth of our business rather than to our legacy products.

As a business owner yourself you know that adapting to what customers are doing and buying is key to succeeding.

Australia Post has confirmed that the 5 day a week PO Box delivery will be maintained, that there will be no changes to regional and rural deliveries and there will be continued support for collection services at our Post Offices.

Australia Post needs to change to ensure we remain sustainable and to enable our communities and businesses to thrive for generations to come. Parcels is a highly competitive market with many players both locally and globally and it is critical that we adapt.

Coverage you may have seen on the TV, in the papers or on social media suggesting that the proposed changes to Australia Post will cause job losses and impact revenues are untrue - We are building tomorrow's jobs for today's workforce.

Please email your local MP urgently expressing your support for this temporary change in order to secure our future.

Many thanks

Nicole Sheffield