

Mail Delivery Poll Requirements

Public

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Australia Post

Introduction

Australia Post provides a letter service which is reasonably accessible to all on an equitable basis, wherever they reside or carry on business. This is achieved by delivery to residential and business street addresses, roadside delivery points, Post Offices and Post Office Box addresses across Australia.

Our Community Service Obligations

While we try our best to deliver to the addressed property, mail delivery arrangements can vary depending on the size and needs of each community. If we cannot deliver directly to the property, mail can either be collected from our nearest Post Office, from a Post Office Box or from the nearest delivery point (for example, a roadside cluster box).

Factors which may limit our ability to deliver to the addressed property include the safety of our people, mail volumes, the cost of providing the service and location considerations such as the terrain and distance to nearby postal facilities. These factors may change over time. Upon notification of sufficient community support to change a mail delivery arrangement, Australia Post will assess the feasibility of the change. If the proposed change is determined to be feasible, we may decide to run a **Mail Delivery Poll** where each affected household can have their say.

A Mail Delivery Poll process refers to making changes to letter (or 'regulated mail') delivery only. Parcel delivery is a non-regulated service and is therefore not included in the Mail Delivery Poll process.

Australia Post operates under the Australian Postal Corporation Act 1989 (Cth) (The Act). Our obligations under the Act include to:

- as far as practicable, perform our functions in a manner consistent with sound commercial practice;
- to provide a letter service which is reasonably accessible to all on an equitable basis, wherever they reside or carry on business.

Section 27 of the Act sets out our Community Services Obligations requires:

- Australia Post to provide a letter service for both domestic and international letter traffic;
- The service be available at a single uniform rate of postage within Australia for standard letters;
- The service be reasonably accessible to all Australians wherever they reside; and
- The performance standards for the service reasonably meet the social, industrial and commercial needs of the community

In line with our CSOs, many delivery points are serviced by five days a week delivery. In some medium to low population density areas, the delivery frequency may vary depending on the needs of the community and the agreement reached with the mail contractor.

Prescribed Performance Standards

The standards we must meet, which relate to street or roadside mail delivery, are:

- 94 per cent of basic letters must be delivered on time or early;
- 98 per cent of addresses must receive mail delivery five days a week; and
- 99.7 per cent of addresses must receive mail delivery two days a week.

It is important to note that any amendments to delivery arrangements align with these obligations and Australia Post's commitment to ensuring that mail services are provided at a standard that reasonably meets the collective needs of individual communities.

Requests for a change to a Mail Delivery arrangement

Mail delivery and collection arrangements (known as Mail Delivery) can vary from place to place, depending on the size, location and make-up of each community. Over time, the needs of the community may change, for example, when there has been a considerable increase in the community's population or considerable infrastructure has been achieved. In these cases, Australia Post is open to reviewing mail delivery arrangements.

How to request a change to a Mail Delivery arrangement

If your community wishes to change an existing mail delivery arrangement, you will need to submit a written request to your local Australia Post Delivery Centre Manager. This request should include reason/s why the change is needed, accompanied by sufficient community support (usually in the form of a petition). Australia Post will acknowledge the request for change, confirming the request has been received and is being reviewed.

Assessing the request for change

Upon receiving the written request to change a mail delivery arrangement, Australia Post will review the level of community support and the additional key factors. These include economic impacts, the existing postal service/s, and community needs.

- Considerations include:
 - Has a Mail Delivery Poll been conducted in the past two years?
 - Polls cannot be run within two years from the last poll closing date.
 - Has the Australia Post **Point of Delivery Policy** been taken into consideration?
 - There are various factors which need to be considered, including letterbox installation.
 - Is there sufficient information to forego the Mail Delivery Poll in favour of direct implementation?
 - These instances will be assessed on a case-by-case basis.
 - Feasibility issues which require Australia Post to decline the request without conducting a Mail Delivery Poll.
 - These instances will be assessed on a case-by-case basis.

Australia Post will exercise discretion over whether or not to change a mail delivery arrangement. Where the change is feasible, a Mail Delivery Poll will enable Australia Post to understand the majority preference of households impacted by the change.

Once all information has been reviewed, Australia Post will reply to the request advising on the next course of action. It may be one of four responses:

- a. a Mail Delivery Poll will be conducted,
- b. further information is required,
- c. the request will be declined without a Mail Delivery Poll due to feasibility and eligibility considerations, or
- d. the Mail Delivery Poll will be bypassed, and a change will result.

The review will be completed within **30 days** from the date of the request confirmation notification. Regardless of the course of action, further information and next steps will be communicated with the party who signed the letter or the nominated representative of the group.



Conducting a Mail Delivery Poll

For many people there are benefits to having a street or roadside delivery service, but it may not suit all members of the community. A Mail Delivery Poll is the process where Australia Post surveys eligible households to understand community opinion on proposed changes to a mail delivery arrangement. It involves a letter and voting form delivered to each eligible household. The letter provides information on several important points for each household to consider before casting a vote, while the voting form asks eligible households to vote 'yes' or 'no' for the change to their mail delivery arrangement.

Eligible households

Your local Australia Post delivery manager will compile a list of eligible households i.e. households impacted by the proposed change. This will constitute the number of potential votes. One vote per eligible household.

An eligible household is a single or multi-level residential property which is occupied at the time of the review. This includes a house, townhouse, unit, retirement unit, apartment or flat.

Each eligible household will receive one poll voting form and one vote. People who live alone have an equal voice to dwellings with several occupants.

Non eligible residences include;

- Residence in construction at the time of the review
- Residence where construction is complete, although is not occupied
- A business location
- A retail location
- A vacant lot.

Notification of a Mail Poll

Your local Australia Post delivery team may attempt to notify eligible households of the upcoming mail delivery poll, prior to the poll start date. The notification may be via the MyPost App, flyers and notices.

We encourage all to sign up to the free MyPost App. It is your free personal account to access notifications, including the poll dates.



Delivery of the Mail Delivery Poll letter and voting form

Your local Australia Post delivery team will attempt to deliver the poll letter (including a voting form) to each eligible household within the week prior to the start date of the Mail Delivery Poll.

Delivery of the poll letter may be via one member's PO Box or via direct delivery to the household. If no one is available to the time of the home delivery, the delivery officer may safe drop the letter in a location determined by the delivery officer, or attempt a second delivery. The delivery officer may take a photo of the safe dropped location.

If you have a MyPost account, you will be notified of the safe drop via your account.

On occasion, a poll letter may require collection from the local Post Office. If the poll letter is not collected by the poll closing date and time, the household will be deducted from the eligible household list.

Eligible households have until the poll closing date and time to complete and submit the voting form. The details will be provided on the form. To count, the form must be post marked by the closing date and time. Any forms received post marked after the closing date and time, will not be counted.

If a poll letter is not collected before the poll closing date, the household will be deducted from the list of eligible households, for the purpose of calculating the result.

Support

The Poll duration

Your local Australia Post delivery manager will set a start and end date and time, which establishes the poll duration.

The Mail Delivery Poll will run for four weeks (28 days), unless the Delivery Manager decides to run the poll for a longer period, which is at their discretion.

Any questions and concerns may be directed to your local Australia Post Delivery Manager. Once distribution of the poll letters has begun, the dates are set and cannot be altered.

Informing the community about the Mail Delivery Poll

Australia Post aims to make sure each eligible household is aware of the poll and understands the poll conditions. In addition to delivering the household poll letter and voting form, we will contact any local Post Offices to inform them of the Mail Delivery Poll details. We may also notify interested parties, such as local councils and Members of Parliament. We may undertake further communications at our discretion.

If you have a MyPost App, you will be notified of any upcoming mail polls.



How to vote

Each household is required to provide the following details of one member of the household:

- Full name(s)
- Address
- Contact phone number

The poll voting form requests the household member to select one of the below options:

- ‘Yes’ to indicate in favour of the change to the mail delivery arrangement,
- ‘No’ to indicate in favour of no action – for the arrangement to remain as current.

If you fail to submit a response by the poll closing date and time, your vote is counted as a ‘NO’ vote.

For your vote to count, you must return the poll voting form, date and time stamped, before the specified closing date and time, using the Reply Paid envelope supplied.

Determining the results of a Mail Delivery Poll

After the close of the poll, the Australia Post delivery team will open all poll voting forms and tally the responses against the number of eligible households.

If the ‘Yes’ votes are 50% or more of the total eligible households, then the poll is deemed successful to make a change to the mail delivery arrangement.

If the ‘Yes’ votes are less than 50% of the total eligible households, then the poll is deemed unsuccessful and no change to mail delivery arrangement will occur. The local Delivery Manager will communicate the outcome to all eligible households via a letter within **30 days of the poll closing date**.

Australia Post will also communicate the outcome to local Post Offices and to Federal, State and Local government representatives, as required. We may also directly share information about the outcomes with other interested parties.

The details of the votes are held in confidence. Only the tally numbers are disclosed.

If the poll outcome results in a change to the mail delivery arrangement, the following details will be communicated within the letter to eligible households;

- details of the new/revised mail delivery arrangement
- a start date for the new/revised mail delivery arrangement
- contact details for community members to ask questions
- the process for implementing the change.

For further information and support, please call 13 POST (13 76 78) or visit <https://auspost.com.au/help-and-support>.

