

Street Posting Box Policy

General

1. The spirit of this policy is to express, in positive terms, the minimum standard for the boxes, which the community can rely on to meet their posting needs.
2. The policy takes into account the general increased mobility of the population, constant demographic changes, shifts in posting habits and Australia Post's Community Service Obligation commitment to reasonable postal network access by its customers.

Provision

3. In capital city metropolitan areas and provincial cities, a street posting box facility will be provided at or near all postal outlets (a possible exception being outlets inside shopping centres that are not accessible after hours). In addition, street posting boxes will be provided to ensure that residents have access to a lodgement point within 2 kilometres.
4. In providing such facilities, Australia Post will give preference to locating street posting boxes at:
 - (a) regional and strip shopping centres;
 - (b) commercial estates;
 - (c) well used railway stations and transport interchange points;
 - (d) universities; and
 - (e) areas such as CBDs where heavy postings can be anticipated.
5. In rural towns and communities a street posting box facility will be provided at or near postal outlets.
6. Additional factors to be considered in site selection include:
 - (a) safe access, including good street lighting, for customers and Post employees/contractors clearing boxes;
 - (b) traffic restrictions and local/State laws and/or regulations;
 - (c) customer access to nearby posting facilities; and
 - (d) community views/needs.
7. Consideration will be given to the provision of street posting boxes in special cases to cater for the needs of concentrations of the aged and disabled people, including hospitals.

Removal or Relocation

8. From time to time consideration may need to be given to the removal or relocation of individual street posting boxes, where for example:
 - (a) safety factors for either customers or Australia Post staff have changed and the continued provision of the facility is considered dangerous (eg. changed road conditions or changed traffic flows);
 - (b) the location of the facility is, or has become contrary to Australian Road Rules;
 - (c) the average quantity of mail posted per day is less than 25 items and an alternative posting facility is available;
 - (d) a postal outlet is relocated; or

(e) ongoing vandalism is a problem.

9. Where a street posting box is being considered for possible removal/relocation, a comprehensive consultation process will be undertaken to ensure community views or special needs (such as concentrations of the aged and disabled people) are taken into account. Specifically:

(a) the local Federal MP and businesses likely to use the street posting box will be advised of the proposal and the rationale;

(b) other users of the street posting box will be informed via;

- a sign on street posting box (for minimum 30 days); and
- a paid advertisement in the local newspaper.

(c) any concerns will be discussed with respondents and the local Federal MP; and

(d) once a decision has been made, the local Federal MP, businesses and respondents will be advised accordingly, including the reasons for the decision.

Other users of the street posting box will be informed of the outcome by means of a paid advertisement in the local newspaper.

10. No removal/relocation action will commence until the consultative process is completed and the decision endorsed by senior management.

11. In exceptional circumstances, it may be necessary to expedite the relocation of a street posting box for emergency or safety reasons (eg changed traffic conditions). In such cases, local residents/businesses would be appropriately advised, and relevant public representatives also informed. A general notice would also be placed in the local newspaper