Serving and saving: how Australia Post helped serve our veterans better

In an initiative to provide a more efficient service to the veteran community while reducing internal costs, the Department of Veterans’ Affairs looked to Australia Post to streamline, unify and modernise its vast mail and freight demands.

Background
The Department of Veterans’ Affairs (DVA) is a federal government agency that manages the income support, compensation and care of more than 300,000 war veterans and their dependants, Australian Defence Force personnel, members of the Australian Federal Police and war widows and widowers. The DVA also manages commemoration activities and provides information and historical resources for students, teachers and historians.

The challenge
Until 2007, DVA offices – located in every capital city and in Townsville – handled their own mail and freight demands. This resulted in a fragmented and expensive service. DVA management recognised that with a more cohesive strategy – including greater streamlining and national consistency – efficiencies would be boosted, costs reduced and security of deliveries improved.

“In some areas, we were utilising multiple local courier services, for example,” says Narelle Wallace, Assistant Director of Information and Records Management at the DVA. “However, we wanted a guaranteed and nationally consistent level of service security, because we regularly move files between state offices. We were also paying premium prices, because we were not able to take advantage of volume pricing.”

The strategy
The DVA went to tender in 2006, requesting a sole service provider for an integrated, end-to-end national mail processing and courier solution. The DVA was looking for clear accountability and responsiveness for all aspects of service delivery.

Customer: Department of Veterans’ Affairs (DVA)
Website: dva.gov.au
Industry: Federal government
Challenge: Reduce costs, increase security and improve organisation of the DVA’s mail and freight requirements.
Solution: Integrated, end-to-end national mail processing and courier solution, using Australia Post subsidiaries Decipha and StarTrack.
Results:
• Approximately 600,000 items received and 900,000 items sent in the 2011/12 financial year.
• Mail and files weighing 244,984 kilograms transported.
• Annual savings of $500,000 achieved.
This case study is based on information provided by the DVA and illustrates how one organisation has used Australia Post’s Decipha mail management and other mail and freight delivery services. Many factors contributed to the results and benefits described. Australia Post does not guarantee comparable results elsewhere.

This campaign was delivered using Australia Post’s Decipha mail management services, and other mail and freight delivery services. To find out how Australia Post can help your business streamline mail administration, visit auspost.com.au, call 13 13 18, or speak to your Client Sales Executive.

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