

Our ref: 202301428

08 May 2023

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Member for Goldstein

s.22

Dear s.22

I am writing to thank you for your further correspondence regarding Hampton Post Office from 28 April 2023, and to provide you with some further updates in relation to the matters raised.

Firstly, we would like to inform you that we are increasing the period of free redirection of mail services to all Hampton Post PO box holders from 6 months to 12 months. This will provide ample opportunity and time for all existing PO box holders to find alternative solutions. Australia Post is also supporting vulnerable Hampton community members who did hold a PO box at Hampton Post Office to secure a PO box at their preferred location. This can be accessed by speaking to a Team Member at any Australia Post Outlet or by calling our Customer Contact Centre on 13 13 18.

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Finally, we recently received separate correspondence from your office on behalf of one of your constituents regarding a parking space allocated to Australia Post in front of the recently closed Hampton Post Office. As part of our Post Office change process, we have already informed Bayside Council that Australia Post will no longer need the reserved parking spot at the currently advertised times and have asked Bayside Council to adjust the times to meet the required Street Post Box clearing times of 12:00PM – 2:00PM daily.



We hope that this information addresses your concerns and provides you with a clearer understanding of the steps we are taking to support the community.

Yours sincerely

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A/g General Manager
Government, Industry & Regulatory Affairs