

Aust Post reply to Carol Jasen

Thank you for your enquiry regarding the removal of the Street Posting Boxes at 36 Berry Street, 211 Spensley Street, and 109 Ramsden Street at Clifton Hill, Vic, 3068. Australia Post knows how important postal services are in keeping our communities connected, and we remain committed to providing those services to the community.

I can advise these boxes have been permanently removed and will not be returned to service. To make sure we keep mail moving as efficiently as possible through our network, we constantly review and monitor our Street Posting Boxes across the country. Before reaching the difficult decision to remove a Street Posting Box, we ensure that there are alternatives close by in the area. Berry, Spensley and Ramsden Streets no exception, with a number of Street Posting Boxes in the immediate vicinity, including:

- 119 Spensley Street, Clifton Hill, VIC, 3068 - 300 Meters from the Berry Street location, 400 M from 211 Spensley and Ramsden Street locations.
- 33 Ramsden Street, Clifton Hill, VIC, 3068 – 270 M from the Berry Street location, 1.1 KM from 211 Spensley, and 280 M from Ramsden Street location.
- 43 Groom Street, Clifton Hill, VIC, 3068 – 600 M from the Berry Street location, 1.5 KM from 211 Spensley, and 500 M from the Ramsden Street location.

Since 2008, there has been a 67 per cent decline in letter volumes in Australia. As people send fewer and fewer letters, Australia Post needs to adapt our infrastructure so we can keep delivering into the future. While we understand that removing an SPB can be an inconvenience, Australia Post's focus is on providing a reliable and efficient postal service for all of our customers.

I trust this information assists to explain Australia Post's position, though I acknowledge some disappointment may remain. If you have any further questions or concerns please don't hesitate to contact me via return email.

Kind Regards,

Sarah Alback.

Resolutions Support
National Resolutions
Australia Post
Sarah.Alback@auspost.com.au

GPO BOX 9911 Brisbane QLD 4001

T [03 8625 9034](tel:0386259034)