

From: David Levin K.C. <dlevin@vicbar.com.au>
Sent: Wednesday, October 16, 2024 6:52 PM
To: FAISAL, Anum <anum.faisal5@auspost.com.au>
Subject: Re: 63519541 | Removal of Street Posting Boxes in East Clifton Hill VIC 3068

The committee of ECHRI is disappointed at the AusPost response to our concerns. We appreciate that the reduction in mail inevitably has a corresponding reduction in thinned for collection from post boxes. However the apparently complete disregard for the local residents' convenience and lack of adoption of a policy of adequate signage to clearly indicate the nearest location of a box to the residents is apparent disregard of the social obligations which ought to be constantly in the mind of the silent decision makers

As residents we know of the usefulness of a box close to the railway station. The response that there is no intention to relocate a box 'due to accessibility concerns' is laughable. Are you prepared to provide any documentation to us revealing the analysis of the absence of suitable localities in that area? We know of many suitable locations. The station itself is serviced on a daily basis by operations and cleaning staff, with no apparent dislocation of local traffic or safety concerns. Indeed in the immediate forecourt of the station is a private cafe kiosk, which has operated satisfactorily for years. One would imagine that emptying a post box would take far less time than servicing a station.

We will hold off raising our concerns with the Commonwealth Postal Industry Ombudsman to give AusPost the opportunity to provide the requested documentation and reconsider its position.

David Levin
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Mob: +61 412 952 352
dlevin@vicbar.com.au

[East Clifton Hill Residents Inc \(No A0114110I\)](#)
% David Levin (Secretary)

David respectfully acknowledges the Traditional Custodians of the land on which he lives and works, the Wurundjeri Woi Wurrung peoples of the Eastern Kulin Nation and pays respect to their Elders past, present and emerging

[ECHRI website](#)

On 10 Oct 2024, at 3:17 pm, FAISAL, Anum <anum.faisal5@auspost.com.au> wrote:

Good afternoon David,

Thank you for your email and further clarification of your concerns.

I acknowledge dissatisfaction remains and Australia Post regrets any concern the matter has caused.

We understand that many people, especially older individuals, may not regularly use digital tools such as the Australia Post locator website or mobile apps. Your feedback is valuable and highlights the importance of clear and accessible communication. As previously mentioned, we have shared the suggestion to install signage at removed post box locations to help direct residents to the nearest available post boxes. Currently, however, there are no plans to install such signage.

The decision to install or relocate post boxes is based on a range of factors, including demand, proximity to other facilities, and operational considerations. While the current locations of post boxes have been deemed sufficient based on our assessments, we have forwarded your feedback regarding the railway station to the relevant team. Due to accessibility concerns, they are unable to install a post box at that location.

I appreciate this is not the outcome you were seeking, though I trust this information assists to clarify Australia Post's position on the matter. While I am happy to assist where possible, given your extensive correspondence with us to date to date and that you remain dissatisfied regarding your experience, you may wish to approach the Commonwealth Ombudsman for external consideration of your complaint. I have included their contact details below for your convenience.

Commonwealth Ombudsman

GPO Box 442, CANBERRA ACT 2601

Phone: 1300 362 072 (9am-5pm weekdays)

Email: ombudsman@ombudsman.gov.au

Website: www.ombudsman.gov.au

Please let me know if you have any further unanswered questions or concerns regarding this matter.

Kind regards,

Anum

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Anum FAISAL
Resolutions Support
National Resolutions
Australia Post

GPO BOX 3178 BRISBANE CITY QLD 4001

T [03 8007 2565](#)

E anum.faisal5@auspost.com.au

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[<image871565.png>](#) Australia Post acknowledges the Traditional Custodians of the land on which we operate, live and gather as a team. We recognise their continuing connection to land, water and community. We pay respect to Elders past, present and emerging.

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From: David Levin K.C. <dlevin@vicbar.com.au>

Sent: Wednesday, October 9, 2024 7:57 PM

To: FAISAL, Anum <anum.faisal5@auspost.com.au>

Cc: David Levin K.C. <dlevin@vicbar.com.au>

Subject: Re: 63519541 | Removal of Street Posting Box |36 Berry St Clifton Hill VIC 3068

Anum

Your response below does not resolve the concerns of local residents.

How we are expected to accept that Australia Post 'is always mindful of the impact these decisions [to remove post boxes] may have' when it is not prepared to advise the local community of its intentions and sound out the preferred location of the remaining boxes is shameful.

Australia Post also seems to ignore the fact that most people still sending letters are within the 'older' demographic. To suppose that they can easily use a computer to access the auspost locator site is unfair. To suppose that an elderly individual will discover that the post box has been removed when he or she arrives at the former location and will then use a mobile phone app to discover the auspost locator site is fanciful. What is so difficult about putting a recognisable sign with an arrow and a distance on a nearby lamppost, indicating the nearest box?

Your response to our suggestion of a box near to the railway station is ridiculous. I attach a map from your locator, indicating where the remaining three boxes are to be found. Many of the passengers arriving at the station will not have passed by one of the THREE existing boxes.

I would invite Australia Post to reconsider its ill-considered decisions.

<image001.png>

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David respectfully acknowledges the Traditional Custodians of the land on which he lives and works, the Wurundjeri Woi Wurrung peoples of the Eastern Kulin Nation and pays respect to their Elders past, present and emerging.

On 9 Oct 2024, at 1:44 PM, FAISAL, Anum <anum.faisal5@auspost.com.au> wrote:

Good morning David,

Thank you for taking the time to share your concerns regarding the recent removal of post boxes in your community. I understand your disappointment, and I appreciate the opportunity to address the issues you've raised.

While community consultations are certainly valued, they are not required for operational decisions like the removal of post boxes. Australia Post's approach is based on efficiency and practicality, ensuring we maintain a sustainable service. However, we are always mindful of the impact these decisions may have and strive to balance them with the needs of the communities we serve.

Regarding your suggestion to install signage at the locations where post boxes have been removed, I have shared your feedback to the relevant team. They have advised that residents can locate the nearest street posting box using our Post Office locator, accessible at:<https://auspost.com.au/locate/>.

Additionally, your request for the installation of a new post box near Clifton Hill Station has been considered and I have been advised that the post box located at 33 Ramsden St Clifton Hill is approximately 250m from the station and offers better access for both customers posting mail and the driver responsible for clearing the box. The railway station itself has limited access, making it less suitable for a new installation currently.

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,

Anum

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Anum FAISAL
Resolutions Support
National Resolutions
Australia Post

GPO BOX 3178