

David Mortimer
Chairman
Australia Post
GPO Box 9911
Melbourne VIC 3001

2 Leichhardt Street
Glebe NSW 2037

11 January 2011

Dear Mr Mortimer

Re: Closure of Glebe Post Office

As Chair of the Coalition of Glebe Groups (CoGG) I am writing to express the community's extreme distress and concern at the proposed closure of the Glebe Post Office. CoGG is comprised of representatives from The Glebe Society, the Chamber of Commerce, the Glebe Point Residents Group, the Glebe Community Action Group and the Glebe Area Tenants' Group. The Post Office is most important to the community for a number of reasons.

The Post Office:

- provides an important business anchor in Glebe Point Road being a road developing its business profile following its multimillion dollar upgrade;
- provides a most important and valued service to businesses and residents, young and old, who in the main access the Post Office on foot;
- provides a facility where people without credit cards and computers can do their banking and pay bills ;
- is readily accessible to many aged and infirm people who otherwise would have to find their way to Broadway using public transport followed by a challenging walk. St John's Retirement Village is nearby as is the Housing Estate;
- is needed to provide services for the proposed significant expansion of the Glebe population with the Harold Park development and the Affordable Housing development.

If the Post Office is running at a loss then Australia Post should review the operations and target services to the needs of Glebe Village residents and businesses. The Post Office at Broadway is operating at near capacity and would find it hard to manage the additional business. Queues there are long and people have to wait weeks to have their passports processed. As well the development of the former Carlton Brewery site will impact on Broadway. If the Glebe Post Office needs some help whilst it restructures its services then Australia Post is a big business making a large profit and those Post Offices doing well could provide some cross subsidisation.

In one week over 3000 people have signed the petition against the proposed closure and in so doing have voiced their strong support for the service they value and rely on.

Thank you for your consideration of this submission. We would ask that this decision be reviewed with a positive outcome for the Glebe community.

Yours faithfully

Susan Cleary

Chair: Coalition of Glebe Groups
susiecleary@ozemail.com.au

cc: Ahmed Fahour, Managing Director and CEO, Australia Post
Stephen Price, Regional Manager, NSW/ACT
Senator the Hon Stephen Conroy
Senator the Hon Penny Wong

To CEO of AP

Dear

We are writing to you as members of POGA (...). We represent the hundreds of Glebe residents who have signed a petition to object the proposed closing of the Glebe Post Office.

Glebe is a true village. Our Post Office is essential for our vibrant community. It is housed in a heritage building at mid-point of historic Glebe Point Road, surrounded by local shops. This hub of community and business activity would be most adversely affected by its closure. The loss of this vital amenity would imperil our whole village, the heart of which is kept alive by our heritage buildings and their functional and symbolic roles in the Glebe precinct.

Australia Post, in its recently issued "Customer Notice", suggests four alternative POs "within approximately 2 km of Glebe Post Office" – none of which, in fact, is easily accessible and would be quite problematic for elderly and disabled residents, mothers with young children and anyone who does not drive. The same applies to the many residents of aged care facilities, social housing tenants and overseas visitors in hostels and motels.

The decision to close Glebe PO has apparently been made for financial reasons: "significant decline in customer numbers as well as the cost of operating the business" ("Customer Notice" available at the PO). Yet the following statement can be found on the Australia Post website:

"Australia Post is regarded as an Australian icon. We have earned this reputation through dedication and hard work in meeting or exceeding the expectations of our customers and community." (The Managing Director, in Australia Post report "Our Ethics"). Now is the moment to put these sentiments into action; the Glebe Post Office is our icon and its is vital for our community to retain it.

We understand Australia Post's obligations as a corporation, and the organisation's brief to maintain the overall viability of its function. At the same time, in Australia Post's role as a service provider to the community, an uncompromising economic stand is not entirely appropriate; factors specific to particular communities need to be taken into account. I trust that the merit, indeed the necessity, of such a position will be recognised - and that, with this in mind, you will respond to our plea to let the Glebe Post Office live on. At the very least, let us have a stay of execution so that the broader picture can be taken into account and community consultation given the attention it deserves.

Yours sincerely

Names and signatures in alphabetical order

56 Wigram Road
Glebe NSW 2037

Monday 10 January, 2011

David Mortimer,
Chairman,
Australia Post,
GPO Box 9911,
Melbourne VIC 3001

Dear David Mortimer,

Closure of Glebe Post Office

The proposed closure of Glebe Post Office raises serious concerns about the strategic direction and future of Australia Post. Glebe Post Office is ideally located in the centre of a vibrant inner-city community, surrounded by small businesses, a densely populated residential area, and a centre for tourists and visitors to Sydney. A major residential development is planned within the suburb, on the site of Harold Park Paceway. In addition, the Post Office building itself, built in 1890 and designed by James Barnet, represents 120 years of continuous postal services which should not be cast aside lightly.

If Australia Post cannot find a way to profitably retain its services in such an ideal location then it faces a future of diminishing relevance and revenue.

The closure of Glebe Post Office will mean that local businesses, tourists wishing to send parcels, and local residents will be greatly inconvenienced. Most customers of Glebe Post Office access it on foot. The nearest alternative post office, in the Broadway Centre, is much less accessible and convenient, and will have difficulty dealing with the increased demand, especially for specialised services.

In general, it is a bad move for any business to inconvenience and alienate such a broad customer group. It is likely that the closure of Glebe Post Office will in fact further reduce overall custom for Australia Post. Businesses will turn to private parcel delivery services and more people will find ways of avoiding Australia Post by using email and the internet.

Australian Post needs to reconsider this inappropriate decision, which has been foisted on the local community without any prior consultation and very little prior notice. More innovative approaches to cost-saving - such as co-locating with another service - need to be considered or Australia Post will find itself in a downward spiral of reduced services resulting in reduced customer base.

Yours sincerely,

Jan Macindoe

cc: Ahmed Fahour, Managing Director and CEO, Australia Post;

The Hon Tanya Plibersek, MP

The Hon Verity Firth, MP

Clover Moore, MP, Lord Mayor of Sydney