

Subject: Re: Postal Industry Ombudsman Complaint - Our Ref: 2019-703122 [SEC=UNCLASSIFIED]
From: John Brisbin <secretary@jamarr.org.au>
Date: 16/04/2019, 09:49
To: Postal Complaints <Postal.Complaints@ombudsman.gov.au>

Greetings Krystal,

Thank you for the request for further information. I have attached an email and two letters for AusPost on the matter.

We had a subsequent personal visit from AusPost when a delegation of 3 people came up to meet with key figures in the region.

Although they listened politely, they were not able to provide any engagement of a substantive nature. In other words, they were entirely unresponsive to the material issues we have raised.

1. They either did not know or were unable to clarify the timeline of events that led to the "temporary" assignment of the license to the Publican's sister.
2. They provided no evidence that a thorough, or even reasonable, attempt had been made to identify qualified potential operators for a "conjoined" business available to take on the postal service
3. They were unable to confirm when or if the 3-year "temporary" license had been executed with the Publican's sister...our sense is that--for the entire 4 weeks we have been asking them to pull up and consider other options--they have been stalling instead of actually engaging with the issues we have raised. This has allowed sufficient time for the new arrangements to proceed.
4. The location has difficult road access making accidents in the parking lot and at the road entrances much more likely and is far less suitable for older drivers.

The end result of all this is that the postal service has been shifted to a new location which is in every way inferior to the prior location. There is no community benefit being delivered as a result of the way AusPost has proceeded.

The only "upside" is that we still have postal services in town. But this outcome could have been achieved at the former location, if AusPost had invited proposals from the community.

They did not do this and have consistently refused to do this.

We maintain that not only is this very poor commercial practice as they are deliberately blinding themselves to the possibility of much better options, it also leaves the door wide open to accusations of improper behaviour, inside deals, and corporate cronyism.

We expect a higher standard from AusPost, even if they are not--under strict letter of the law--required to behave properly.

Thank you for your assistance and we look forward to further progress with this matter.

Kind regards,

JBrisbin

On 11/04/2019 12:47, Postal Complaints wrote:

Our ref: 2019-703122

Dear Mr Brisbin

Thank you for your online complaint of 24 March 2019 about Australia Post. I apologise for the delay in contacting you.

In order to assist me in assessing your complaint, please provide copies of Australia Post's responses.

If I do not hear from you by close of business 16 April 2019, your complaint file will be closed but you are welcome to contact our Office at a later time to discuss this matter further.

Yours sincerely

Krystal Warner

Dispute Resolution Officer | Postal Industry Team

COMMONWEALTH OMBUDSMAN

Phone: 1300 362 072

Email: postal.complaints@ombudsman.gov.au

Website: ombudsman.gov.au



Influencing systemic improvement in public administration

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— Attachments: —

RE_ Mount Molloy Post Office_ Request for Attendance at Public Meeting.pdf	311 KB
MtMolloyJohnBrisbin.pdf	230 KB
JAMARR letter of response 180319.pdf	62.1 KB