

Our ref: 2019-703122

23 May 2019

Mr John Brisbin
PO Box 30
Mount Molloy QLD 4871
(Sent via email: secretary@jamarr.org.au)

Dear Mr Brisbin

I am writing in response to your complaint to our Office about Australia Post. I apologise for the delay in responding.

I have considered the information you provided to our Office. I understand you have raised many issues surrounding Australia Post's decision to relocate postal services in Mount Molloy QLD, including your dissatisfaction with the decision not to call for alternative proposals and the temporary services at the National Hotel. I note you have raised safety concerns regarding the Top Shop building which will be the permanent location of the Mount Molloy Post Office.

Australia Post's decision to relocate a postal service without calling for alternative proposals is a commercial business decision and open to Australia Post to make. It is not the role of the Ombudsman to comment on decisions of a commercial business nature.

Our Office did have concerns regarding the safety of the Top Shop building. Australia Post confirmed with our Office adjustments are being made and the safety of the building has been considered. We are satisfied with the action Australia Post has taken and adjustments that have been made.

We are also satisfied Australia Post is engaging with the community and taking steps to address the concerns being raised. We understand Mr Dave Allan at Australia Post is currently responding to you.

We note Australia Post has ensured there is still access to mail while adjustments are being made at the Top Shop building. Any issues with the temporary services at the National Hotel would need to be raised on an individual case by case basis with Australia Post. If individuals are dissatisfied with Australia Post's response to their complaints, they are welcome to contact our Office.

For the reasons outlined above, I have determined that an investigation by this Office is not warranted. Your complaint will now be closed.

Yours sincerely



Krystal Warner
Senior Dispute Resolution Officer