

Australia Post National Conversation Report Card



October 2016

The purpose of this report card is to have a closer look at the feedback and thoughts you have been sharing with us on the National Conversation site. To see all the comments for current and past conversation topics, visit auspost.com.au/conversation. Keep sharing your experiences and ideas with us to help shape the future of Australia Post.

What did you tell us?

Parcels and mail

Comments	Questions	Quick Poll Entries
4	3	27

- Australia Post's courier service could be a solution to having online retailers deliver to a PO Box
- Not enough information about Parcel Collect
- A mobile phone, code or account number would be better than using a card to access Parcel Lockers
- Customer has put a sign on gate saying there is no dog after parcels have not been delivered for last 30 years
- Cannot enter GPO address as old address when redirecting mail
- Customer Care queries regarding slow deliveries
- Quick Poll: Parcel delivery in the mornings is preferable
- Quick Poll: Parcel collection at a Post Office is the best alternative if Posties can't access the property

Post Offices

Comments	Questions	Quick Poll Entries
1	0	1

- Suggestion to reduce BPR to 85 cents
- Quick Poll: The National Conversation website is the main portal used to provide feedback to Australia Post

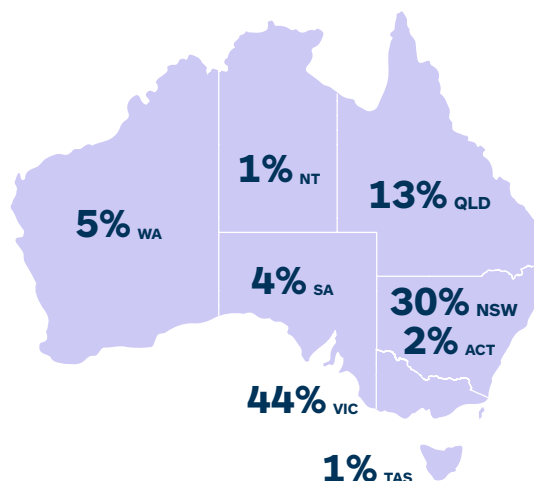
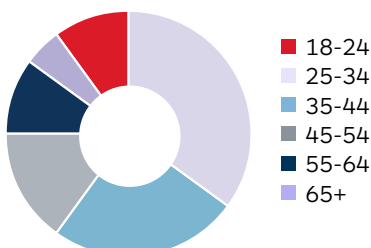
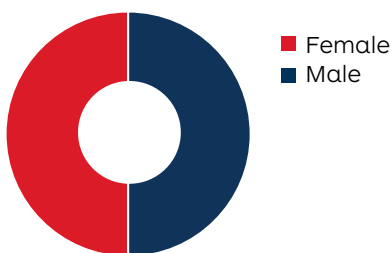
The future Australia Post

Comments	Questions	Quick Poll Entries
0	0	3

- Quick Poll: Parcels are normally collected between 9am and 5pm on weekdays.

Activity on the site in October

Visitors **921** Poll Responses **31** Comments **6** Subscribers **1** Questions **3**



What's next?

There are a number of new conversations on the website which are currently open for contributions.

Please keep visiting our website to be a part of the conversation and have your say. We will be listening.



auspost.com.au/conversation