

# Conversation Summary

What else can Australia Post do to support and grow small business? [↗](#)



## What did you tell us?



### Parcels are an important service for us

- A large number of contributors said that parcel delivery was a critical part of their business.
- Some people suggested that the sizes and shapes offered at Australia Post need to be updated to create more flexibility and greater savings for small businesses.
- Others questioned the reliability of the service, while some people said costs were making competition with overseas businesses more difficult.

“Please make available more substantial discounts to small businesses who bulk buy satchels.”



### We have innovative ideas to share

- The conversation generated a number of service ideas from people across a range of topics.
- Many of the ideas were related to small businesses being time poor and needing additional services which would save them time, such as text notification for incoming, and pick-up services for outgoing, mail and parcels.
- One user said virtual mail boxes would be particularly useful for small businesses and not-for-profits who change addresses regularly.

“I spent some time in the US and they have great products like stamps.com, where you weigh your parcel or letters, then print the postage stamps from your PC.... Why can't we have something like that here?”

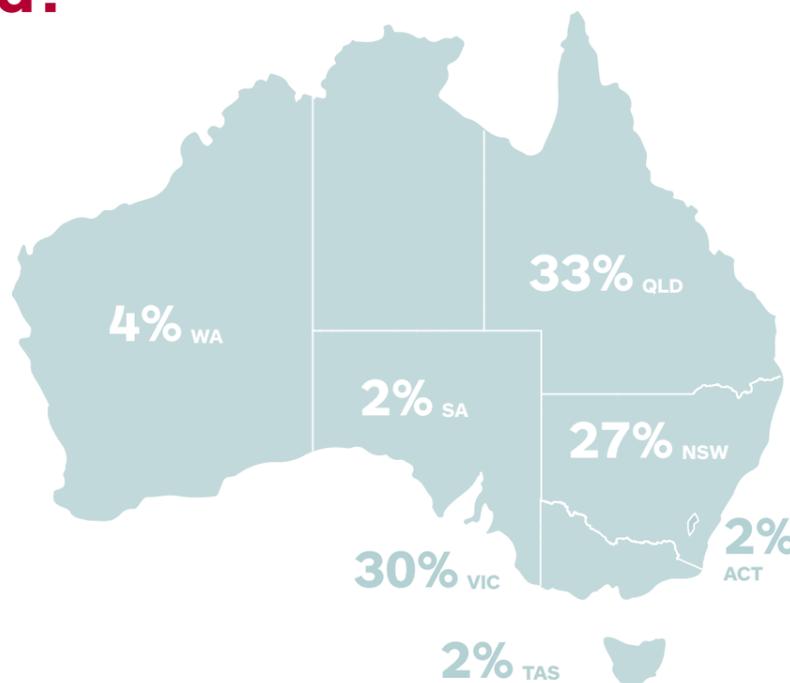
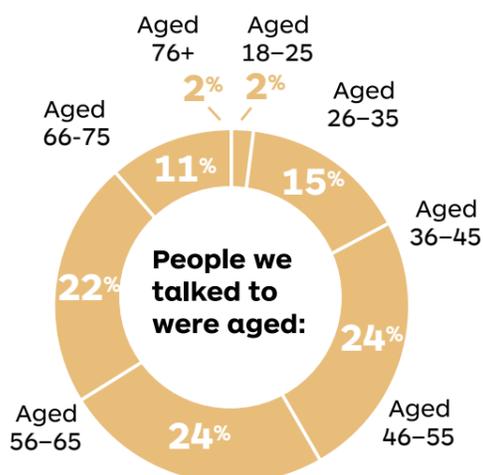


### Customer service can be improved upon

- There were several comments related to Australia Post's service more generally.
- Some people were disappointed that their local Post Office had been closed and said the new location was far less convenient.
- Another contributor said that Australia Post account managers need to provide a more tailored service to their business customers, and that this was an area which had deteriorated in recent years.

“We need our local Account Manager back!... [The new managers] have never tried to understand our needs or business, although they tried to sell their services.”

## Who participated?



## 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](https://auspost.com.au/conversation)

[↗](#) Click here to see all comments from this conversation.