

Conversation Summary

If there is one thing you would not change about Australia Post what would it be and why? [↗](#)



What did you tell us?



Local Post Offices

- A number of people highlighted how much they value their local Post Office and the services they provide.
- Local Post Office employees were also praised, with one contributor describing them as perfect, helpful and friendly.
- Another contributor highlighted their appreciation of the various retail items sold in their Post Office.

“We believe that the Local PO is the centre of our community as such there should be no reduction in opening hours for across the counter transactions.”



PO Boxes

- PO Boxes were identified as a popular option for many people in this conversation.
- A number of people commented on the security benefits of PO Boxes, though a question was raised about why some organisations are not willing to send mail to PO Box addresses.

“I enjoy the anonymity that a PO Box gives me, not having to reveal my home address to people that I do not know is a bonus.”

- One contributor suggested that mail sent to PO Boxes should cost less to send and could result in cost savings for Australia Post.



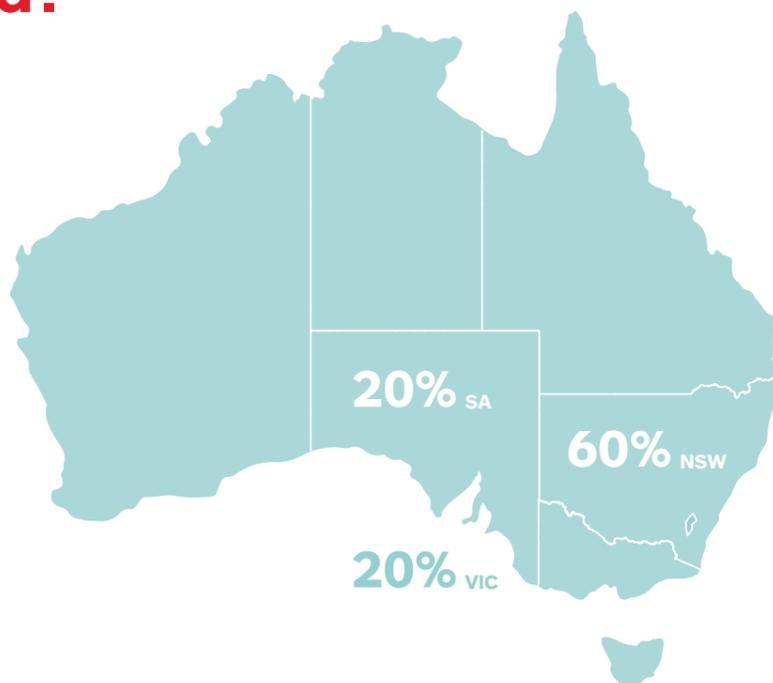
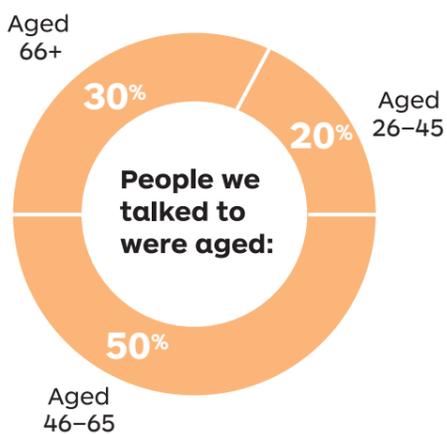
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- In addition to the feedback about the things people like most about Australia Post, there were also some thoughtful suggestions on other things Australia Post could consider.
- One contributor suggested that all Post Offices could open on weekends, while another highlighted their wish for a near-by Australia Post vending machine.

“I understand my dream to have an after hours vending type machine for non-standard items is actually available elsewhere in Australia ... there is not much chance of actually seeing one here for a while, however it is a great idea.”

- Delivery frequency was also raised, with one contributor stating that a three day a week delivery schedule would work in their area.

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

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