



# Sally Sitou MP

FEDERAL MEMBER FOR REID



Paul Graham  
Chief Executive Officer and Managing Director  
Australian Postal Corporation

24 January 2023

Dear Mr Graham

Thank you for the letters from Australia Post dated 5 and 30 September 2022 in response to my correspondence on behalf of Wentworth Point residents who have concerns about Australia Post's services.

I am disappointed Australia Post is not considering setting up an additional post office in Wentworth Point. It is one of the fastest growing suburbs in Sydney with a current population of about 12,000 and a projected population of 20,000 within the next decade. There are number of residents who not only use Australia Post to receive parcels they also utilise the service for their small businesses to send parcels. I believe the growing demand in the suburb justifies increased services and I would hope you reconsider this decision.

However, I am encouraged by Australia Post's decision to consider how it may be able to enhance its service offerings. The overwhelming feedback from the community has been the importance of having access to additional secure parcel lockers. I hope you take this community feedback into your deliberations, and if there is any assistance I can provide please let me know.

To assist with your planning, I have asked residents in Wentworth Point to provide detailed examples of the challenges they face with Australia Post services. This community correspondence makes clear that the services provided by Australia Post in Wentworth Point are lacking for a range of reasons, including:

- A lack of available parcel lockers due to oversubscription
- Increasing incidences of parcel theft
- Delays impacting business operations
- The inadequacy of the Silverwater and Rhodes post offices as viable alternatives for Wentworth Point residents due to:
  - both locations not being easily accessible by public transport
  - limited opening hours
  - the long queues at Rhodes PO
  - the inadequate parking facilities at Silverwater PO



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I've included an anonymised sample of the correspondence.

Wentworth Point is underserved by infrastructure due to overdevelopment. Its residents are quite often reliant on public transport and engaged in the world of e-commerce of which parcel delivery is an integral part.

I hope you will consider a significant expansion of postal services in Wentworth Point to help meet the needs of your customers. Please keep me updated on your plans to address the many postal related issues the community has highlighted in Wentworth Point. If I can assist in any way, please don't hesitate to let me know. I look forward to hearing from you.

Kind regards,

Sally Sitou MP  
**Federal Member for Reid**