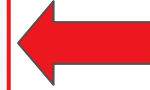




# SEQ Transport Infrastructure – A user's perspective – Australia Post

Presenter: William Wilson, State Operations Manager, QLD



# Our Postal Network

# Posting points

## Our Posting Network

- 37 business centres
- 135 corporate post offices
- 192 community postal agents
- 330 customer collections
- 464 licensed / franchised post offices
- 3,300 street posting boxes



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Total posting points: 4,458

3,100 located in SEQ and 1,158 in Qld Country





# Processing facilities

- Northgate Mail Centre
- Underwood Mail Centre
- Brisbane Airport Transit Centre
- Gold Coast Mail Centre
- Sunshine Coast Mail Centre
- Toowoomba Mail Centre



- Rockhampton Mail Centre
- Mackay Mail Centre
- Townsville Mail Centre
- Cairns Mail Centre

Six facilities located in SEQ and four in QLD country

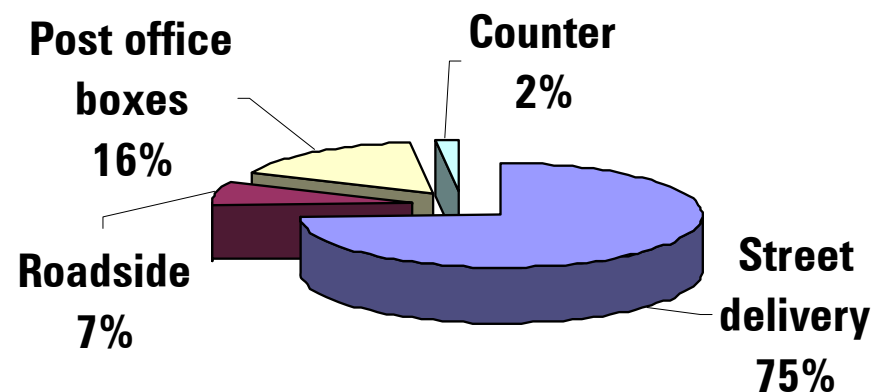
# Delivery network

- Street delivery: 1,562,102 points
- Post office boxes: 335,792
- Roadside delivery: 147,631 points
- Counter: 43,013 points



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Total delivery points: 2,088,538



1.4 million delivery points in SEQ receive a five day a week service 

## SEQ Transport fleet

Vehicle type	Units in fleet	Total daily travel (km)
Motor cycles	1,177	46,627
Utes / buses	43	7,459
Vans	999	145,579
Trucks	141	41,020
Prime movers / B doubles	25	20,053
<hr/>		
Total	2,385	260,938



Six thousand scheduled services are performed every day



# Mail volumes handled every day

Letters: 4.95M



Parcels: 0.15M



Express Post:  
0.057M



Parcels and Express Post continue to grow in a competitive market 



# Our operational costs

The total cost of Australia Posts' QLD Operations Network is \$430 million

- For each hour of operation we process:
  - 100,000 letters
  - 8000 parcels
  - 2500 express post
- Each hour of processing costs \$3,000



Every minute of a delay equates to a business cost of \$50





## Our service performance

Letters: 96%

Parcels : 97%

Express Post: 99%



Express Post is recovered where possible



# South East Queensland Restructure



Yatala



Underwood



Sunshine Coast



Heathwood



Gold Coast



Northgate

The growth in SEQ is a challenge for Australia Post



# Restructuring the SEQ network

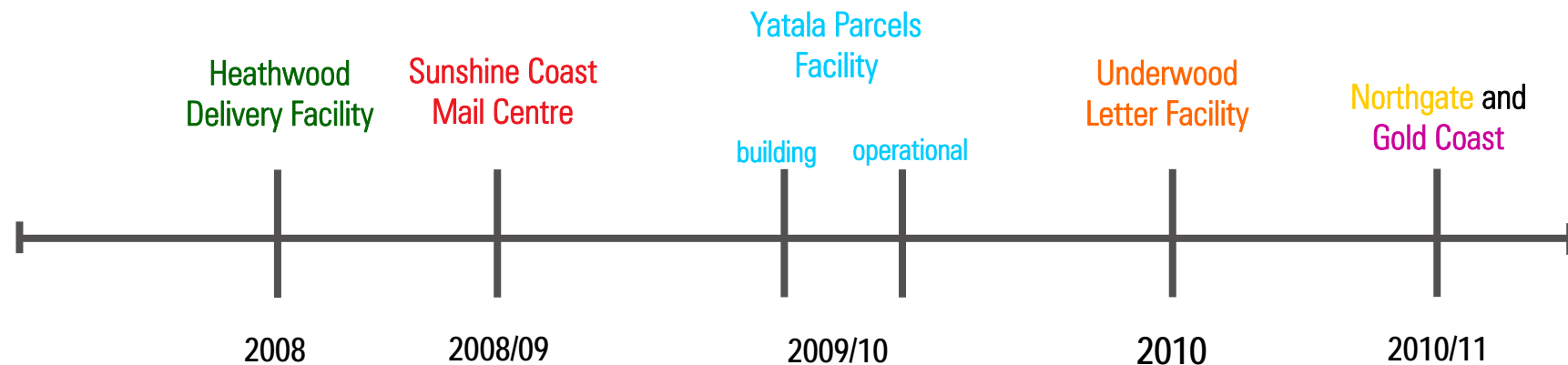


## Before

- Nine mail centres (+ BATC)
- 53 delivery centres

## After

- Eight mail centres (+ BATC)
- 35 delivery centres



Reducing the network nodes to increase efficiency

# Community mail and parcel stations



A new concept in delivery for residential communities





# Australia Post – Part of every day

