



Darren Chester

Federal Member for Gippsland

August 4, 2026

Clinton Nesbitt
Association President
Glengarry Community Association
admin@glengarryca.vic.au

Dear Clinton

Thank you for your email of July 23, 2026 in relation to a roadside delivery service Australia Post.

As advised, I sought further information about how a residential mail delivery service for Glengarry is assessed.

I have received a response from Brent Gale, General Manager for Government, Industry & Regulatory Affairs and am advised as follows:

"The proposal was considered by our Delivery team against a range of operational and service factors. These include the number and distribution of delivery points, mail volumes, population trends, and practical elements associated with establishing and supporting a delivery service in a particular location.

I understand the assessment found that the low number of delivery points within the township and the volume of mail received for the area do not support the introduction of a roadside delivery service. The assessment also noted that mail volumes have declined year-on-year, and there is no foreseeable growth expected to materially increase demand in the near future.

There are also practical delivery challenges in the area. These include the high-speed road between the nearest Delivery Centre and Glengarry, which prevents delivery via motorcycle, and the lack of footpaths servicing many residential addresses within the township. In addition, there are no existing delivery operations or contracts nearby that could absorb the additional workload.

To introduce roadside delivery, we would need to establish dedicated delivery infrastructure, including an outstation facility, equipment and a delivery

vehicle, as well as engage additional delivery resources specifically for the service.

When these factors are considered together and assessed against current and forecast mail volumes for the area, the proposal was found not to be operationally feasible at this time".

I trust the information contained in Mr Gale's reply is of interest.

If I can be of assistance in the future, please do not hesitate to contact me once more.

Kind regards

A handwritten signature in blue ink, appearing to be 'DARREN CHESTER', with a long horizontal flourish extending to the right.

DARREN CHESTER

Our ref: 72826365

17 June 2026

Hon Darren Chester MP
Federal Member for Gippsland
Via Email – Darren.Chester.MP@aph.gov.au

Dear Mr Chester,

Thank you for your correspondence of 26 June 2026 to Australia Post's Chief Executive Officer and Managing Director, Mr Paul Graham, on behalf of the Glengarry Community Association. As General Manager, Government, Industry and Regulatory Affairs, I have been asked to review the matter and respond on Mr Graham's behalf.

In accordance with our Community Service Obligations, Australia Post provides a mail service that is reasonably accessible to all Australians on an equitable basis. While we seek to deliver directly to properties wherever possible, delivery arrangements can vary depending on local circumstances. Factors that may limit our ability to provide direct delivery include the safety of our people, geographic and access considerations, and the operational viability of the service in light of local mail volume trends.

Following receipt of your correspondence, Australia Post's Delivery team undertook a detailed assessment of mail delivery arrangements in Glengarry. This assessment considered a range of factors, including the number of potential delivery points, current and projected mail volumes, road safety and accessibility, proximity to the nearest delivery facility, workforce and vehicle requirements, and the potential impact on the ongoing viability of the local Licensed Post Office (LPO).

Based on this assessment, Australia Post will not introduce a mail delivery service in Glengarry at this time. While we appreciate this outcome will be disappointing for the Association and some residents, the assessment found that establishing a delivery service may create safety concerns for our team members or require significant investment in additional infrastructure and resources that is not justified by current population growth and mail volume trends. The assessment also identified the potential for adverse impacts on the viability of the local LPO.

We understand that some residents in Glengarry have expressed interest in additional Australia Post services in the township. In response, Australia Post is currently exploring opportunities to install Parcel Lockers within the community. Parcel Lockers provide customers with a free and secure alternative for parcel collection, available 24 hours a day, seven days a week. We will keep your office informed as these discussions progress.

Address:
Government, Industry &
Regulatory Affairs
GPO Box 1777
MELBOURNE VIC 3001

Contact:
E: brett.gale@auspost.com.au



Australia Post acknowledges the Traditional Custodians of the land on which we operate, live and gather as a team. We recognise their continuing connection to land, water and community. We pay respect to Elders past, present and emerging.

Finally, I acknowledge the Association's frustration with the time taken to receive a definitive outcome and regret that earlier engagement with Australia Post did not provide the clarity it was seeking. Australia Post will contact the Association directly to advise it of the outcome and the reasons for our decision.

Should it be helpful, Australia Post would be pleased to meet with your office to discuss the assessment and its findings in further detail. Thank you again for raising this matter with us on behalf of your constituents.

Yours sincerely,



Brett Gale

General Manager – Government, Industry & Regulatory Affairs
Australia Post