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Postal Services: Stockton Residents Still Isolated

With the *Postal Industry Ombudsman Bill* set to be passed by Federal Parliament, Stockton's experience with an outsourced mail delivery service shows just how important an independent complaints resolution system is.

This year, some of the reports out of Stockton have included:

- important mail being delivered to the wrong house or not arriving at all,
- bills arriving after they are due for payment and invitations arriving after the event,
- people receiving mail addressed to businesses in the area, including a doctor's surgery,
- people with the same last name and first initial receiving each other's mail,
- requests to hold or redirect mail by residents not being actioned appropriately, and
- mail not being put fully into letterboxes, being damaged and being left on the ground.

I understand steps have recently been taken by Australia Post in relation to the structure of the delivery contracts for Stockton and the personnel involved, and I am currently obtaining feedback on whether it is improving the service. We certainly hope it does.

If not, the people of Stockton and the Member for Newcastle will be first in line when the new Postal Industry Ombudsman is established.

While the PIO should give the community a further channel to make its voice heard, we also need this arrogant and lazy Government to take some responsibility for ensuring vital services such as the mail are delivered to a high standard in the first place.

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