

6. NOTICES OF MOTION

6.1. NOTICE OF MOTION - MAIL DELIVERY TO COOYA BEACH

COUNCILLOR Cr Abigail Noli

NOTICE OF MOTION

I hereby give Notice of my intention to move the following Motion at the Council meeting scheduled for Tuesday 29 March 2022:-

" That Council,

1. **Contacts Australia Post on behalf of Cooya Beach residents and requests that Australia Post conducts a survey into mail delivery requirements in this suburb.**
2. **Council assists, if necessary, Australia Post to conduct the survey with any available resources.**
3. **Presents the petition to Australia Post that has been tabled at the 29th March Douglas Shire Council ordinary meeting.**

BACKGROUND

Information

Cooya Beach is a rapidly growing suburb within Douglas and currently there is no mail delivery to the residents. The population of Cooya Beach will continue to grow as further housing developments are constructed. Data suggests that Cooya Beach may be one of the most rapidly growing suburb in Douglas.

The increasing population will place increasing strain on the Mossman Australia Post branch if the residents are forced to travel the distance to collect their mail.

The current situation is not ideal as important mail is sometimes not being promptly attended to and some residents have difficulty travelling into Mossman.

This notice of motion seeks to assist residents in obtaining mail delivery to their residential addresses.

Petition

There are 288 properties on Council's rate database. The 2016 Census showed a population of 546 and 266 private households the attached petition has over 350 signatures. [Petition · Mail delivery for Cooya Beach, QLD 4873 · Change.org](#)

Please note I will present the petition to Council at the meeting.

OFFICER'S COMMENT

Council officers have been assisting the residents of Cooya Beach negotiate with Australia Post to instigate a mail delivery service since Council was approached in September 2021, without much success.

The following details of actions to date were provided to Council on 28 February 2022, noting that Council has no jurisdiction to influence Australia Post decisions.

Council was emailed on 2 September 2021 by Brian Lockwood of Cooya Beach advising of a petition by residents to have mail delivery from Australia Post. He asked for Council's assistance advocating for Cooya Beach residents and the link to the petition was distributed to 121 people on the Cooya Beach community liaison email database.

A Council Officer made further enquiries with Australia Post and advised that

- A request needs to be made to the Cairns Delivery Centre, which can be sent via the Mossman Post Office.
- Once a request is received Australia Post do their own survey of residents and if more than 50% of the population opt for a delivery service, it will be initiated.
- Mossman Post Office advised that they had previously surveyed Cooya Beach and failed to get the minimum 50%. They believed this was because Cooya Beach residents get a reduced rate on Post Office Boxes and if a delivery service is introduced, the price of the Post Office Box goes up.
- The Council Officer made the request on behalf of Mr Lockwood to the Mossman Post Office and was advised that this was forwarded to Cairns.

On 2 February 2022 Council was advised by Brian Lockwood that follow-up approaches to Australia Post had elicited no success and that the petition now contained 265 signatures. He requested further Council assistance to progress matters.

On 14 February 2022 the Council Officer advised Mr Lockwood that further approaches to Mossman Post Office requesting at least a contact name at the Cairns Delivery Centre had not received a reply.

The Officer lodged a complaint on behalf of the residents of Cooya Beach via Australia Post's Facebook messenger service. The response received is copied below:

Mail delivery arrangements can sometimes vary from place to place, depending on the size and needs of each community. We always try to accommodate community input where we can, so we're open to potentially considering a change for the future.

Mail delivery and postal services are important community facilities and any change to them often reverberates throughout the entire local area. For many people there are obvious benefits to having a street mail delivery service, but it doesn't always suit all communities. There are potential impacts that come with a change, such as impacts on the viability of the local post office and the loss of discounted rates for PO Box users.

If a customer is located on a new residential development in or immediately next to an existing area that is serviced by a street mail delivery, they should normally expect a delivery service once it is safe to do so. There would be no need for a poll to be initiated.

If an entire area is not currently receiving a delivery service, such as a township or community that does not fit the scenario above, a mail poll request might be relevant. In any case a referral to the local delivery site or Post Office for advice and input would be beneficial.

I'm glad to hear that Brian Lockwood has put his request in writing and sent it through for further assessment.

Unfortunately we cannot disclose any information regarding Brian's request, as the request is handled by the Cairns Delivery Centre Manager. If Brian is yet to receive any Feedback from

the facility Manager, please have him reach out to us directly so we can send the details through for him and request the facility Manager contact Brian as soon as possible.

I'm sorry I've been unable to provide the information you're after, but I hope this helps. Have a lovely day. KC

This response has been forwarded to Brian Lockwood.

ATTACHMENTS

Nil