

## 1. Policy Purpose

The purpose of this policy is to establish clear guidelines for Council officers when organising bulk, unaddressed mail from Council to Maranoa householders.

## 2. Policy Scope

This policy applies to all unaddressed mail from Council.

## 3. Definitions

<b>UNADDRESSED MAIL</b>	Mail items that do not feature the householder's address.
<b>COUNCIL OFFICERS</b>	All of Council employees (including casual and part-time employees), volunteers, contractors and trainees.
<b>LICENSED POST OFFICE (LPO)</b>	<p>LPOs may be run solely as a Post Office or in conjunction with another business, such as a newsagency or convenience store.</p> <p>LPOs must offer a range of Australia Post products and services, including mail acceptance and processing, postage stamps, money orders, bill payment and banking.</p> <p>The Maranoa comprises of five LPOs – including Injune, Mitchell, Surat, Wallumbilla and Yuleba.</p>
<b>POST SHOP</b>	<p>Post Shops are solely Post Offices. They offer Australia Post products and services, as well as extra appointments (Australian Passports, Australian Taxation Office Individual Tax File Number Services, Onsite Track Easy Rail Safety Worker Cards). They are also used for deliveries.</p> <p>The Maranoa region has one Post Shop – Roma.</p> <p><i>Please note: There are some instances where the Roma Post Shop must be used to reach outlying areas that border other regions. An example of this, is to reach a number of households in the south western part of the region, lodgements must be made at Roma to go through the Bollon LPO (as it is outside of the Maranoa).</i></p>

## 4. Policy Details

### 4.1 Guidelines

Unaddressed mail outs from Council, pertaining to Council information, are to go through the relevant Local Post Office and/or Post Shop.

For example, if wanting to reach residents in Mitchell and surrounds, the unaddressed mail is to be organised through the Mitchell LPO. Likewise, if the Injune community were the targeted audience, the Injune LPO is to be used.

## 4.2 Targeted small-scale unaddressed mail

The Chief Executive Officer (or delegate) may determine if targeted small-scale unaddressed mail may be delivered by hand by the relevant crew (if available) or through the relevant Local Post Office and/or Post Shop e.g. for planned water, gas, or roadworks interruptions.

## 4.3 Locality Mail Outs

Mail outs targeting specific localities (for example – Surat and surrounds), are to be lodged with the relevant Local Post Office and/or Post Shop. The individual LPO is to determine whether the booking is to be made over the counter, or via Australia Post online.

## 4.4 Region-wide Mail Outs

Region-wide, unaddressed mail outs from Council are to be booked as follows:

- For the Roma area and any outlying localities not included with the LPOs, for example Bollon - bookings are to be made online with Australia Post; and
- For Injune, Mitchell, Surat, Wallumbilla and Yuleba localities, each individual LPO is to determine whether the booking is to be made over the counter or via Australia Post online.

## 5. Related Policies and Legislation

Nil.