

Moving towards a financially sustainable mail service



New Zealand Council Of
Christian Social Services

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Tirohanga Whānui | Overview

The New Zealand Council of Christian Social Services (NZCCSS) welcomes the opportunity to provide feedback on a financially sustainable mail service in Aotearoa. We understand that use of the mail service is declining, however it is an integral part of infrastructure supports for older people and other hard-to-access communities.

Taunakitanga | Recommendations

Our main points are:

Item One – Older people rely on the mail service

As mentioned in the discussion document, certain communities are more reliant on the mail service, including older people. Further, older people rely more significantly on physical mail locations and ‘manned’ points of presence. Reduction to the service as outlined in this document would disproportionately impact older people, who are often digitally excluded and reliant on the mail. It also provides a point of human contact to combat loneliness and social isolation.

Item Two – Health initiatives rely on the mail service

Services such as the National Bowel Screening Programme depend on a prompt and reliable mail service. Considerations for key initiatives such as this are integral when considering service reduction, as the increase in costs to the health service from delayed screening may exceed any savings from running a reduced mail service.

Item Three – The mail service is key infrastructure, financial stability should not be its priority

While the public subsidises the mail service through paying for stamps and postal services, the financial sustainability of the service should not be the focus of its existence. Too much relies on the post for its reliability to be placed second to its capacity to generate an income. Infrastructure should not have to ‘pay its way’.

Ko wai tātou | Who we are

NZCCSS has six foundation members; the Anglican Care Network, Baptist Churches of New Zealand, Catholic Social Services, Presbyterian Support and the Methodist and Salvation Army Churches.

Through this membership, NZCCSS represents over 230 organisations providing a range of social support services across Aotearoa. We believe in working to achieve a just and compassionate society for all, through our commitment to our faith and Te Tiriti o Waitangi. Further details on NZCCSS can be found on our website www.nzccss.org.nz.

Ingoa whakapā | Contact Name

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