

Policy Title: Mail

Policy Owner: Manager, Campus Operations and Resources

Keywords: 1) Mail 2) Correspondence 3) Mailroom
4) Outgoing

Policy Code: PL104 [fs001]

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1. INTENT

The purpose of this policy is to:

- ensure that mail received by the University reaches the appropriate staff member in an efficient and systematic manner;
- ensure that outgoing mail is processed by the University's mailroom in an efficient and systematic manner;
- ensure that the privacy of staff is preserved; and
- ensure outgoing mail is collected and delivered to the Australia Post appointed contractor for processing.

2. ORGANISATIONAL SCOPE

All Edith Cowan University staff.

3. DEFINITIONS

TERM	DEFINITION
University Appointed Contractor	An external company engaged by the University to collect, deliver or process mail either on campus or externally.
Luminate	Luminate is the University's appointed contract or mail and courier services. Luminate sub-contract part of this activity (e.g. mail distribution and courier services) to sub-contractors such as Toll and Australia Post.

4. POLICY CONTENT

4.1 Australia Post

- a) Inbound and outbound mail is collected and delivered daily by the University Appointed Contractor(s).
- b) The University address should not be used for receiving private mail.
- c) The outgoing mail is collected by Australia Post and processed offsite in the Australia Post Distribution Centre.
- d) The University is charged for all incoming "Replied Paid" and outgoing mail processed. The associated cost of outgoing mail is allocated to the respective user cost centres.

4.2 Inter campus Couriers

Inter-campus and intra-campus mail is collected and delivered from each metropolitan campus by the University Appointed Contractor(s), every day, Monday to Friday.

4.3 Reply Paid

A [Reply Paid Mail Service](#) is offered and enables the originator of a communication to pay postage on a response to that communication. Each school/service centre must contact Luminare to receive a specific account number and bar code.

4.4 Personal Mail

The University envelopes marked "Postage Paid" are for official University mail only and not for personal use by staff. These envelopes can only be processed through the University Appointed Contractor(s). Any personal mail sent through the University mail system must bear the correct amount of postage. The Luminare mailroom staff will not check private mail for correct postage. Luminare will take care with personal mail lodged with it but Luminare takes no responsibility for any loss of damage incurred.

5. ACCOUNTABILITIES AND RESPONSIBILITIES

In relation to this policy, the following positions are responsible for the following:

The Policy Owner – Manager Campus Operations and Resources has overall responsibility for the content of this policy and its operation at ECU.

The Contracts and Projects Manager has the overall responsibility to ensure that the administration and operational processes and procedures are managed as per the established Policy and Guideline.

6. RELATED DOCUMENTS:

6.1 The policy is supported by the following documents that are relevant to the operation of this policy:

- ECU Mail Guidelines (attached to this Policy)
- [Work Health and Safety Policy](#)
- [University By-Laws](#)
- [ECU Code of Conduct](#)

7. CONTACT INFORMATION

For queries relating to this document please contact:

Policy Owner	Manager, Campus Operations and Resources
All Enquiries Contact:	Contracts and Projects Manager
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8. APPROVAL HISTORY

Policy Approved by:	Manager Campus Operations and Resources Vice-Chancellor
Date Policy First Approved:	Jan-03 (Manager, Campus Services) Apr-10 (Vice-Chancellor)
Date last modified:	December 2018
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ECU MAIL GUIDELINES

1. Inbound Mail

Luminate are responsible for receipt and delivery of inbound mail but take no responsibility for any loss or damage incurred once mail leaves the mailroom. Any mail of high monetary value or sensitive content should not be sent through standard Australia Post mail and it is the responsibility of the receiver to organize tracking. ECU Appointed Contractor will not open the envelopes. A file containing details of current staff and their specific location is emailed on a monthly basis to the Appointed Contractor.

Inbound mail should be addressed to include the following:

- Addressee's full name
- School/service centre
- Building and room number
- Campus street address

All registered mail items are recorded by Luminate and the addressee is contacted either by email, phone or via a notice placed in the school/service centre mailbox.

1.1 Australia Post

- Delivery 1 is at approximately 07h30 for the metropolitan campuses and 09h30 for the South West campus. This delivery contains both registered and non-registered letters and parcels.
- Delivery 2 is at approximately 12h30 for the metro campuses and 10h30 for the South West campus. This delivery contains both accountable and non-accountable parcels only.

1.2 Other Courier Companies

Luminate will only accept packages if there is insufficient delivery details or if a delivery attempt has been made by the courier, but there was no one to receive it.

1.3 Mail Exceptions

Mail exceptions are handled as follows:

- Undeliverable as addressed mail is opened by Luminate staff for lookup using the Staff Search system.
- Mail delivered to ECU in error is placed in the general outbound mailbag for re-delivery by Australia Post. (Note this mail is not to be placed in an outbound satchel, as this will be charged back to the University).
- Mail for former employees is researched to determine a possible forwarding address. If this is not possible it is marked as "RTS" and placed in the general outbound mailbag after the destination school/service centre has been notified, which is to ensure the school/service centre vets the mail for ECU/personal content. If the mail piece has ECU content, the school/service centre retains it.

2. Outbound Mail

Any mail of high monetary value or sensitive content should not be sent through standard Australia Post mail. Luminare will manage any courier requests on behalf of ECU schools/service centres, but Luminare takes no responsibility for any loss or damage incurred once mail leaves the mailroom.

2.1 Australia Post

Ordering any consumables (satchels, envelopes etc.) from Australia Post must be requested through Luminare and charges will be passed on to the school/service centre as applicable. Luminare are unable to supply tracking on any Australia Post items.

Any mail to be sent via Australia Post must either:

- Be placed in the relevant school/service centre's red and blue satchels.
- Have the full cost centre written on it.
- Be in a pre-paid Australia Post envelope.
- Have sufficient stamps to cover the cost of postage (private mail only).

2.2 Couriers

Luminare processes outbound trackable items but the sender is responsible for ensuring the item is properly and securely packaged. To request a courier Luminare require a "[Courier Request Form](#)" to be completed and for international bookings, Luminare require a "[Customs Declaration Form](#)". Using the information on the forms, they will determine which one of our two providers will deliver the package for the cheapest price in the timeframe required.

2.3 Hazardous Materials

The Appointed Contractor will not receipt or organize delivery of any dangerous goods

3. Inter Campus Mail

ECU internal mail envelopes must be used wherever possible for internal mail. Supplies of the reusable envelopes are available at the Luminare mailrooms. There are 2 internal mail runs between 14 buildings on Joondalup campus (at 09h00 and 15h00 approximately) and 1 run between Joondalup and Mount Lawley campuses (leaving Joondalup at 11h00 and returning by 14h00).

3.1 Joondalup

ECU Joondalup staff members can either place the item in the relevant mail tub in their building (where applicable) or place the item in the mailbox in the Luminare mailroom (JO 6.201) for Luminare staff to sort ready for delivery. Please see the [internal mail schedule](#) for more information.

3.2 Mount Lawley

When Mount Lawley staff send internal mail, they must place the item in the mailbox in the Luminare mailroom (ML 12.125) for Luminare staff to sort ready for delivery.

4. Mail Charges

All mail related costs are charged to cost centres at the beginning of the following month. It is the responsibility of ECU schools/service centres to ensure that cost centres supplied to Luminare are up-to-date. This includes courier request and outgoing Australia Post red and blue satchels.