



POLICY

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

4. POLICY CONTENT

4.1 Australia Post

- a) Mail is delivered and collected daily by the University Appointed Contractor(s).
- b) To process mail which contains money, the *Banking and Receipting Policy* (AD046) should be complied with.
- c) All mail received by the University is processed as per the documented *Distribution of University Mail* work instructions.
- d) The University address should not to be used for the purpose of receiving private mail.
- e) Outgoing Australia Post mail is processed externally by a University Approved Contractor(s).
- f) The University is charged for all mail processed and this cost is recouped from the relevant user cost centres.

4.2 Inter campus

Inter campus mail is collected and delivered from each metropolitan campus by the University Appointed Contractor(s).

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. The University reply paid bar-coded permit number is 75533 and is the only one which should be used.

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.

5. ACCOUNTABILITIES AND RESPONSIBILITIES

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

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

The Manager, Quality and Service Delivery has the overall responsibility to ensure that the administration and operational processes and procedures are managed as per the established Policy and Work Instruction.

6. RELATED DOCUMENTS:

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

- [Distribution of University Mail \(2.3.3.3\)](#)
- [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:	Manager, Quality & Service Delivery
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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)
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