

[date]

Dear < Name >

Commonwealth Games

At Australia Post and StarTrack, we're very much looking forward to the excitement of the Commonwealth Games, coming to the Gold Coast from 4 to 15 April 2018.

Such a significant event will result in road closures, increased traffic and access difficulties across the Gold Coast in and around event areas. While some delays are likely, I want to assure you we have robust plans in place to minimise the disruption to our operations.

We're amending our staff shift times and reviewing our pick-up and delivery schedules to work around traffic congestion where possible and we're doing everything we can to maintain the best service we can. Where we can't deliver, we'll leave a card advising customers where their items are available for collection.

The Games' 'Get Set Gold Coast' team has advised local businesses and residents where their streets are being closed, and you can check www.getsetforthegames.com for general advice and specific information on local impacts.

We've communicated more detail separately with customers in the area and you can keep an eye on our websites – auspost.com.au and startrack.com.au – for up-to-date information and advice throughout the Games.

Thanks in advance for your patience and cooperation.

Yours sincerely,