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| date |
| **Recipient’s Name**  Recipient's Title  Recipient's Company  Recipient's address  City VIC 0000 |

Dear Recipient’s Name

**Commonwealth Games**

As I’m sure you know, the Commonwealth Games are coming to the Gold Coast from 4 to 15 April 2018 and we’re very much looking forward to this exciting event.

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.

Challenges to our operation include an additional 7,000 vehicles per day on the same street as our StarTrack depot, as well as heavy bus traffic in the same area, and street closures and security checkpoints right across the Gold Coast in event areas.

**What we’re doing**

Our plans include amending our shift times, with staff generally starting work three hours earlier than usual. We’re revising line haul, pick-up and delivery fleet schedules, with many drivers starting work at 4.00am so they’ll be able to leave the depot before peak traffic. We’ll also conduct later afternoon deliveries into some shopping centres and residential areas.

**What you can do**

There are also some things you can do to help your customers:

* Consider sending your freight up to two weeks before the Games start or after they close
* Please don’t send freight to StarTrack Gold Coast to store for future delivery during the Games – our capacity will be severely constrained
* Check [www.getsetforthegames.com](http://www.getsetforthegames.com) for general advice for businesses and specific information on local impacts

Be aware that some streets will be completely closed. Businesses and residents have been notified of this already by the Games’ ‘Get Set Gold Coast’ team. Where we are not able to deliver, we’ll leave a card advising customers their item has been left at a Post Office or the StarTrack depot for collection.

If you have any operational questions for us, please don’t hesitate to contact your account manager.

Thank you in advance for your patience and cooperation.

Yours sincerely,

**Account Manager name**  
Sender’s Title

Direct telephone: 00 0000 0000  
Direct fax: 00 0000 0000  
Email: employee.name@auspost.com.au