



New Licensed Post Offices owners support Northern Territory towns

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Australia Post has welcomed two new licensees in regional Northern Territory to meet local demand for essential services in communities outside of Darwin.

Batchelor thrives with reopening of Licensed Post Office (LPO) and general store

Batchelor residents are once again benefiting from local access to essential postal, banking and retail services following the reopening of the town's LPO and general store.

Ricky and Ginny took over the Batchelor LPO from the previous Licensee after they handed back their license earlier this year.

Providing convenient access to locals who were missing postal, banking and parcel delivery services was one of the biggest reasons that Ricky and Ginny were so motivated to bring back the local post office. The pair not only purchased the license but also the general store and takeaway shop and spent three months undertaking renovations for the business.

Around \$250,000 was invested, alongside hours of their own labour, to install new fittings and upgrade the Post Office, including the installation of a new solar energy system. Batchelor Licensee, Ricky Chang, said that the renovations have made it easier for residents and local businesses to access essential goods and services, including mail, parcel delivery

and banking services.

"In a small community like Batchelor, the Post Office is much more than a place to send and receive mail. When it closed earlier this year, locals lost access to essential services and a vital connection point. Restoring the LPO was about ensuring our community could continue to access the services people rely on every day.

"Flooding in nearby towns earlier this year also meant that we had new members moving into our community. We worked around the clock during those first three months because we knew how important it was to get the store and Post Office operating again for the community," Ricky said.

Since reopening, the LPO has seen strong growth in parcel sending and receiving as the community's trust has grown, with up to 300 parcels handled each day during busy periods. This includes services for international visitors to the region, who often send postcards, gifts and parcels back home.

"For us, the LPO is about much more than simply handing over parcels. We often have customers come in who are not sure how to



send something, which postal service they should use, how to complete a form, or what they need to do next.

"Because we see many of the same customers regularly, people get to know us and feel comfortable asking questions. Over time, it becomes more than just somewhere to shop or collect mail. It becomes a familiar place where people see someone they know, have a conversation and feel connected to the community.

"When we first took over, our biggest hope was simply to make everyday life a little easier for people in Batchelor again. We are very proud of how far the store and Post Office have come, and we truly believe the service will continue to get better and better as we grow together with the community," Ricky concluded.

Adelaide River investment hits close to home

In nearby town Adelaide River, Licensee Ross Parker has taken on a business with deep roots in the community. The general store and LPO have operated in the town for as long as Ross can remember, having grown up in the area.

"You know everyone in the area, it's one of those little country towns. Even as people increasingly move away, it's always been home for me," Ross said.

Ross follows in the footsteps of original licensees Jock and Rita, who were well known in the local community.

The Adelaide River LPO offers a one-stop shop for services including banking, and bill payments, alongside the general store. The LPO is also a popular redirection point for tourists' deliveries, at the centre of the Territory's national park gateway.

For Ross, the investment is about more than business, offering a chance to give back to the community where he grew up and work alongside his parents.

"I just thought I'd give it a go. It's a chance to bring a slice of home and connection back to people in the community, and to do something for my family and for the town.

"I want to grow the business and see how far I can really take this. The post office is a special part of our community. It hasn't had that many owners but they've each brought their own personal touch to it, so I'm sure I'll bring mine as well, but I'll keep coming back to the post office I remember from when I was growing up," Ross said.

Supporting communities in the NT

The investments in Batchelor and Adelaide River reflect the important role local post offices play in supporting Northern Territory communities.

The LPOs are not just a mail service in these towns, but a hub for banking, essential supplies and community connection, and also play an important role in supporting the busy NT tourism season.



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Source: [Australia Post](#)