

**Senate Inquiry**  
**The future of Australia Post’s service delivery**  
**Responses to Questions on Notice**  
**Australia Post**  
**29 July 2020**

Question	Source	Answer
<p>1. Can Australia Post please provide a response to the allegation that mail is being withheld or delayed as claimed by Mr Moreton on page 30 of Hansard.</p> <p>a. If mail is being withheld:</p> <p>i. When was this decision made?</p> <p>ii. Who made the decision?</p> <p>iii. What is the average delay on withheld mail?</p> <p>iv. Has the delay been reported to the Australia Post shareholder departments?</p> <p>2. Has Australia Post received any internal complaints about withheld mail banking up in distribution centres?</p>	<p>In writing,  Senator  Carr</p>	<p>1. The opportunity to provide clarification is appreciated.</p> <p>Australia Post strives to ensure the timely delivery of mail and the satisfaction of applicable service commitments, and confirms it is neither withholding mail nor acting in a manner that fails to acknowledge the importance of those service commitments.</p> <p>Delivery of mail has on some occasions been delayed to manage competing priorities, including to support Australia Post’s workforce through the impacts of the pandemic (for example, to accommodate around both planned and unplanned staff leave during the pandemic period and its related uncertainties) whilst supporting all applicable service commitments, including those applicable to our parcel and express post services. Such delays, however, have not – to Australia Post’s knowledge – prevented timely delivery of affected mail.</p> <p>We separately acknowledge that, at a nation-wide service level, some delays relative to our service commitments have regrettably been experienced during the period of the pandemic, including because of extreme network disruptions including heavily reduced air network capacity. We continue to mitigate the impacts of the pandemic on our workforce and operations and to, in turn, improve our delivery service performance. The</p>

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		<p>impact of the pandemic on achievement of our prescribed performance standards was one of the reasons we sought temporary regulatory relief.</p> <p>We have communicated, and will continue to communicate, regularly and proactively with our customers and our workforce during this time.</p> <p>a.</p> <p>i. Not applicable. See above.</p> <p>ii. Not applicable. See above.</p> <p>iii. Not applicable. See above.</p> <p>iv. Australia Post regularly reports to its shareholder departments on service performance relative to prescribed performance standards, and this has included reporting on on-time delivery performance during the pandemic period.</p> <p>2. A small number of internal complaints have been received alleging delays of this kind.</p>