

Senate Standing Committee on Environment and Communications
Answers to Senate Estimates Questions on Notice
Budget Estimates Hearings May 2015
Communications Portfolio
Australia Post

Question No: 87

Program No. Australia Post

Hansard Ref: Page 96, 27/5/2015

Topic: Epsom LPO

Senator Urquhart, Anne asked:

Senator URQUHART: Right, so that is not covered. I understand that the Epsom LPO is not sending out parcels and registered post which require a signature. Are you aware of that?

Mr Fahour: Did you say Epsom post office?

Senator URQUHART: Epsom LPO.

Mr Fahour: I can take that on notice.

Senator URQUHART: Yes please.

Mr Fahour: I will investigate your question.

Senator URQUHART: If you will, I would be interested, if that is the case, what might you be able to do to address it?

Mr Fahour: Of course, I am happy to.

Answer:

The contract under which the Epsom street mail delivery contractor operates does not currently require the contractor to attempt delivery of mail articles requiring a signature, including parcels and Registered Post letters, a practice that has been in place for many years.

In consultation with the Epsom contractor, Australia Post will be implementing a change to the existing mail contract so that any mail articles requiring a signature will be delivered, where possible, as addressed. Australia Post expects this new arrangement to take effect by no later than 3 August, 2015.