

Department/Agency: Department of the Senate

Topic: Pre-election appointments

Senator: Senator Kroger

Question reference number: 49

Type of question: Written

Questions

- 1. What is the estimated time for an internal mail item to be delivered from the REPS to the Senate?**

Answer

The delivery time is determined by the speed which the Department of the House of Representatives send their internal mail to the Senate. Senate Department delivery services staff check the pickup points and the tele-lift throughout the day and will deliver any items received as soon as the next Senate delivery run commences.

- 2. We are aware of examples of where it has taken more than 24 hours for items to be delivered through the internal mail. Is this usual?**

Answer

No, this is not usual. Generally items are transferred promptly from the Department of the House of Representatives to the Senate Department. However, the time when internal mail is despatched by the Department of the House of Representatives is not controlled by the Department of the Senate.

- 3. What processes are in place to ensure that internal mail arrives as quickly as possible?**

Answer

All incoming mail is delivered in less than three hours and in most cases, less than two hours.

Ad hoc deliveries are available at any time for urgent items. Senators can request immediate pick-up and delivery outside the standard run times. Similarly if senators are aware of an item to be collected immediately from a House of Representatives location, that can be arranged.