



**PAUL FLETCHER MP**  
Federal Member for Bradfield  
Minister for Communications,  
Cyber Safety and the Arts

*MS20-000671*

Mr Paul Zalai  
Director  
Freight and Trade Alliance (FTA)  
68 Brooker Avenue  
Beacon Hill NSW 2100

Dear Mr Zalai

With many Australians staying and working at home due to the COVID-19 pandemic, Australia Post has experienced a significant surge in demand for parcel deliveries, while at the same time more and more traditional communications are shifting online away from letters. Australia Post sought flexibility to redeploy its staff from letters to parcels so it could continue meeting the changing postal needs of Australians during the pandemic.

In response to Australia Post's request for flexibility, the Government agreed to temporarily adjust elements of the Australian Postal Corporation (Performance Standards) Regulations 2019. The changes made by the Government allow Australia Post to temporarily:

- suspend the priority letters service;
- deliver regular intrastate letters up to five days after the day of posting;
- adjust its delivery frequency in metropolitan areas to every second business day; and
- have greater freedom in managing post offices should there be workforce impacts from COVID-19, but will take all reasonable steps to keep outlets open.

These changes to Australia Post's regulations were made on 16 May. Under these changes, Australia Post removed its priority service from 1 June and is progressively switching to an alternate day delivery model in metropolitan areas.

The changes are temporary and will end no later than 30 June 2021. When making the temporary changes the Government confirmed the regulatory relief would be subject to review, to determine if they should remain in place for the full period.

As part of this review, I am consulting key stakeholders and therefore invite you to provide your views on the impacts of the temporary regulatory changes on your business during the pandemic, whether you consider the changes should remain until 30 June 2021, and the impact should the relief end earlier than 30 June 2021.

Please provide your views to my Office, copying in my Department, via the email or post details below, by Friday 23 October 2020.

Email address      To: [minister@communications.gov.au](mailto:minister@communications.gov.au)  
                             cc: [postalconsultation@communications.gov.au](mailto:postalconsultation@communications.gov.au)

Postal address      Department of Infrastructure, Transport, Regional Development  
                             and Communications  
                             GPO Box 594 Canberra, ACT 2601  
                             Attention: Director Postal Policy

Should you have questions, you can contact Ms Rebecca Rush, Assistant Secretary, Post and ACMA Branch via 02 6271 1153 or [Rebecca.Rush@infrastructure.gov.au](mailto:Rebecca.Rush@infrastructure.gov.au).

Thank you in advance for your input.

Yours sincerely



Paul Fletcher

3 /10/ 2020