



Australian Government



Australian
Small Business and
Family Enterprise
Ombudsman

22 October 2020

Mr Paul Fletcher MP
C/- Post and ACMA Branch
Department of Infrastructure, Transport, Regional Development and Communications
GPO Box 594
Canberra ACT 2601

via email: minister@communications.gov.au

cc: postalconsultation@communications.gov.au

Dear Minister Fletcher

Australian Post Corporation (Performance Standards) Regulations 2019

We conditionally support the continuation of regulatory relief to Australia Post under the *Australian Post Corporation (Performance Standards) Regulations 2019*.

As many small businesses approach their busiest time of year and different jurisdictions enforce various travel and trade restrictions in the pursuit of public health outcomes, the importance of high quality parcel postage outcomes is critical. Any regulatory relief must go hand-in-hand with ensuring that throughout the duration of the relief period, small businesses have access to affordable and timely parcel postage, both domestically and internationally, to support the growth of their online presence.

In the years since the inception of our Office, various issues relating to Australia Post have been raised by small businesses. Issues included untimely and lost parcels, and Australia Post's unwillingness to pay compensation for postage cost on undelivered parcels. We are of the view that, beyond the currently regulatory relief, there should be a broader discussion about the future of the Australian postal service, for both letters and parcels. This is to ensure that, going forward, the service is high quality and reliable and one which meets customers' needs, including those of small business.

Thank you for the opportunity to comment. If you would like to discuss this matter further, please contact Mr Eamon Sloane on 02 6213 7451 or at eamon.sloane@asbfeo.gov.au.

Yours sincerely,

Kate Carnell AO

Australian Small Business and Family Enterprise Ombudsman

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