

**29 February 2024**

Director, Postal Policy  
Department of Infrastructure, Transport, Regional  
Development, Communications and the Arts  
GPO Box 594  
CANBERRA ACT 2601  
Attention: [REDACTED]



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VIA EMAIL: [postalconsultation@infrastructure.gov.au](mailto:postalconsultation@infrastructure.gov.au)

## **Amending the Australian Postal Corporation (Performance Standards) Regulations 2019**

Dear [REDACTED],

Freight & Trade Alliance (FTA) is pleased to make this submission in response to the exposure draft amendments to the Australian Postal Corporation (Performance Standards) Regulations 2019.

By way of background, FTA represents:

- a membership of 500 businesses including Australia's largest international trade logistics service providers and major shippers (importers and exporters);
- several industry associations in a policy and operational support capacity including a dedicated secretariat role for the Australian Peak Shippers Australia (APSA) – the peak body for Australia's containerised exporters and importers designated under Part X of the Competition and Consumer Act 2010 and by the Federal Minister of Infrastructure and Transport; and
- several industry working groups including the **E-Commerce Reference Group (ECRG)** comprising Alibaba, eBay and Amazon.

As outlined in its previous [submissions](#) and Ministerial engagement, FTA acknowledges that the future of Australia Post's service delivery is critical in terms of impacts on its workforce, businesses customers and support to the Australian community. Australia Post needs flexibility in any associated regulatory framework to evolve with the needs of all customers along with a pragmatic and financially viable business model.

For the eCommerce sector, the importance of a dependable and updated postal service is crucial for facilitating secure and confident transactions between consumers and businesses online. The proposed amendments aim to address a significant restriction on Australia Post by easing the frequency of standard letter deliveries and introducing more flexibility in letter distribution across Australia. These adjustments are in response to the declining number of letters and will allow Australia Post to shift its focus more towards parcel delivery.

We endorse these developments and praise the Government for advancing these reforms. However, we believe that the modernisation of Australia Post involves more than just regulatory changes.

FTA suggests that modernising the postal service's offerings should specifically ensure that all products used in eCommerce can be tracked throughout the postal delivery chain. While we support the idea of relaxing letter delivery timeframes, it is also essential to introduce a basic tracking or delivery scanning option for these services. This would provide businesses and consumers with the ability to monitor their letter deliveries with confidence, reinforcing trust in the postal system.

We trust that this assists the Australian Government in its deliberations to ensure Australia Post remains financially viable and continues to provide valuable services to its diverse customer base.

For further detail, please contact me direct on [REDACTED] or via email [REDACTED]

**Tom Jensen**  
Head of International Freight & Logistics – FTA / APSA  
E-Commerce Reference Group (ECRG)