



██████████  
Director, Postal Policy  
Department of Infrastructure, Transport, Regional Development,  
Communications and the Arts  
GPO Box 2154  
CANBERRA ACT 2601

Via email: [postalconsultation@infrastructure.gov.au](mailto:postalconsultation@infrastructure.gov.au)

Dear ██████████,

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

eBay Australia welcomes the opportunity to respond to the Department of Infrastructure, Transport, Regional Development, Communications and the Arts (“the Department”) exposure draft amendments to the *Australian Postal Corporation (Performance Standards) Regulations 2019*. These brief comments build on our earlier submission to the Department’s Postal Modernisation Discussion Paper<sup>1</sup>.

For both eBay specifically and eCommerce generally, a reliable and modern postal service is central to ensuring consumers and businesses can transact with confidence online. Amongst other changes, the draft amendments address a key constraint on Australia Post by relaxing the frequency of regular letter delivery and providing additional flexibility in the delivery of letters across Australia. These changes reflect the reality of declining letter volumes and will enable Australia Post to better focus on parcel delivery.

We welcome this change and commend the Government for progressing these reforms. As noted in our earlier submission however, modernisation of Australia Post will require more than amendments to regulation.

As we called for in our earlier submission, modernisation of postal product offerings should be targeted to ensure all products utilised in eCommerce are able to be tracked across the postal supply chain. While the relaxing of letter delivery timeframes is supported, a basic form of tracking or delivery scanning should be offered for these products so that business and consumers can monitor the delivery of letters with confidence.

---

<sup>1</sup> <https://www.infrastructure.gov.au/sites/default/files/documents/post2023-submission-no-48-ebay.pdf>

We appreciate that there will be further opportunities to discuss on how best to improve the efficiency and performance of Australia Post and look forward to engaging in those consultations.

Thank you again for the opportunity to raise these matters. If you wish to discuss further, please feel free to contact the writer via [REDACTED] or [REDACTED].

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Luke Aitken', is centered on the page. The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Luke Aitken  
**Head of Government Relations and Public Policy**  
**eBay Australia and New Zealand**