

To whom it may concern,

I find that there is a disconnect, increasingly so, between what the Australian tax payer expects from its postal delivery service and what government appears able to achieve.

Receiving a tracking number for a parcel with an expected delivery date (which at 5:15 pm still shows as being on track for delivery) and staying home for the entire day expecting that delivery to occur seems to me to be a bit of a waste of resources. Why bother with browser-based information if it is neither accurate nor helpful?

So I went online to see if I could organise to pick the parcel up and - would you not know it - only automated "computer aided" assistance is available; no service desk, no online human being - nothing. Only stupid, not applicable nonsense designed by and for five year olds.

Government is concerned that it is unable to maintain service levels - so are we.

Government is concerned that its business is on a loss-making trajectory - so are we.

Government keeps appointing idiots to extremely important roles in our community - that concerns us all.

Do we actually have a head of public service, a responsible minister and anyone in government with an IQ over fifty?