

## Coronavirus: delays &amp; other impacts



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# Coronavirus: Domestic updates

We are currently experiencing delivery delays due to a high volume of parcels in our network.



## Regulatory relief



## Delivery delays



14 April 2020

There are delivery delays in our network due to:

- reduction in air freight capacity and passenger flights (which also carry our parcels)
- a significant increase in parcels that require manual sorting
- health & safety measures at our facilities (such as social distancing through zoning, dedicated shift start times to reduce cross over of workers)

These delays can be up to a few days, particularly to regional and rural communities, and mean that:

- Priority Mail services may be suspended
- the delivery time for Perth and Brisbane may increase by up to five days
- the delivery time for North Queensland may increase by up to seven days
- the delivery times for Tasmania may increase by three days

Next Day Express Post Services into regional and rural communities may not be able to be maintained

#### What we're doing

moving more parcels through our road network (to accommodate domestic flight restrictions)

exploring all available transport alternatives and options, and working with the Australian Government, to minimise impacts for customers

In some cases, we're having to process and deliver from an alternate location and customers may notice when tracking their parcel, that it is coming from a different location to what they are used to.

Use our [tracking tool](#) to keep up to date with estimated delivery times.

Our people continue to work tirelessly under difficult circumstances, so we're asking everyone to be kind and treat our dedicated people with the courtesy and respect they deserve – whether it be in a call centre, Post Office or dropping your delivery off.

**Express Post guarantee temporarily suspended**

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**Changes to metropolitan collection times**

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**Signatures no longer required**

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**Health & safety measures**

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## Help & support

Get help or get in touch

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Australia Post acknowledges the Traditional Custodians of the land on which we operate, live and gather as employees, and recognise their continuing connection to land, water and community. We pay respect to Elders past, present and emerging.