



AUSTRALIA
POST

If undeliverable return to
Group Executive Government Affairs & Corporate Secretary
Corporate Secretariat & Government Affairs
GPO Box 1777
MELBOURNE VIC 3001



PRIORITY

OFFICIAL MAIL

Ms Jacqueline Pearce





Our ref: 2000388

28 April 2020

Ms Jacqueline Pearce
[REDACTED]

Dear Ms Pearce,

I write with reference to your letter dated 11 March 2020 to Australia Post's Group Chief Executive Officer and Managing Director, Christine Holgate, regarding your requests for security measures. I have been asked to review and respond to the matter on Ms Holgate's behalf.

From the outset, I appreciate you taking the time to write with your request, and I can provide genuine assurance that our networks and facilities operate well-established security processes and procedures designed to safeguard items in transit.

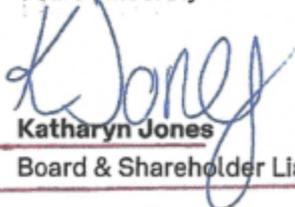
Regarding increased security measures for sending and receiving of mail, unfortunately Australia Post is unable to implement the suggestions you have provided. While we do not have the capability, infrastructure, or dedicated personnel to design a restricted access scenario as you have suggested, Australia Post has existing transparent sending options.

Where there is need for transit and delivery visibility, we recommend the use of trackable products such as Registered Post, Express Post, or the new Domestic Letter with Tracking. If it assists, Delivery Confirmation and Person-to-person delivery can be added to some Registered Post articles. Full details on these products are available on our website.

While you can monitor a tracked items progress on our website, our Customer Contact Centre are also happy to assist with enquiries, and they can be reached by calling [REDACTED] or via the online options on our website.

Thank you for taking the time to bring this matter to the attention of our Group Chief Executive Officer and Managing Director. I trust the above information is of assistance.

Yours sincerely


Katharyn Jones
Board & Shareholder Liaison