


OFFICIAL

 Australian Government Department of Infrastructure, Transport, Regional Development and Communications	Meeting Brief MB20-000153
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To: **Minister for Communications, Cyber Safety and the Arts, the Hon Paul Fletcher MP**
(for information)

Subject: Meeting with Shane Murphy, National President – Communication Workers Union/
Communications Electrical Plumbing Union (CEPU) on 27 April.

Recommendation for Minister Fletcher: That you

1. Note the information contained in this Brief.	Noted / Please Discuss
Minister's signature:.....	Date:...../...../ 2020
Minister's Comments	Quality Rating
	1. Very Poor 2. Poor 3. Satisfactory 4. Good 5. Excellent

Purpose of Meeting:

s22

Main Issues and Expected Outcomes:

2. On 21 April, you and Senator the Hon Mathias Cormann, Minister for Finance, announced temporary regulatory relief until 30 June 2021. Details of the announcement are at **Attachment B**. Media coverage has been largely measured, with most concerns about slow parcel delivery, which the regulatory relief is targeted to address. s34(3)

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Department Funding: s22

Sensitivities:

s47E

Consultation: s22

s22

Background: s22

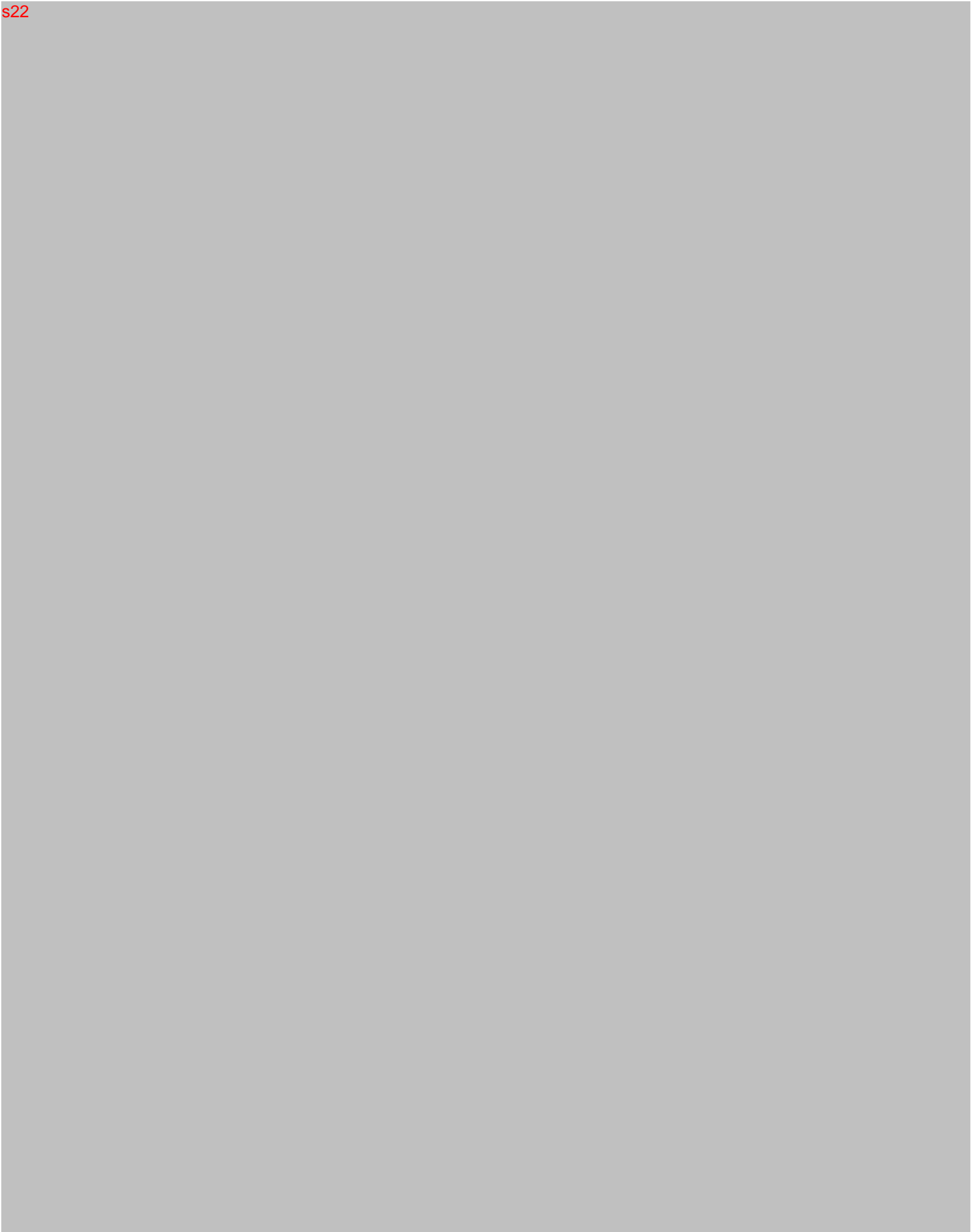
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TALKING POINTS

s22



s22



OFFICIAL

 Australian Government Department of Infrastructure, Transport, Regional Development and Communications	Meeting Brief MB20-000156
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To: **Minister for Communications, Cyber Safety and the Arts, the Hon Paul Fletcher MP**
(for information)

Subject: Meeting with Christine Holgate, Managing Director and Chief Executive Officer (CEO) of Australia Post

Recommendation for Minister Fletcher: That you

1. Note the information contained in this Brief. Minister's signature:	Noted / Please Discuss Date:/...../ 2020
Minister's Comments	Quality Rating
	1. Very Poor 2. Poor 3. Satisfactory 4. Good 5. Excellent

Purpose of Meeting:

s22

Main Issues and Expected Outcomes:

2. COVID-19 response and business impacts: Significant delivery delays continue due to flight cancellations, high parcel volumes and a backlog of freight in the network. While some post offices are temporarily closed, some of these have begun to re-open. s22
Australia Post, the Postal Industry Ombudsman and the Department have seen a sharp increase in complaints, predominantly about delivery delays.

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Department Funding: s22

Sensitivities: s22

Consultation: s22

s22

Background s22

s22

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TALKING POINTS

s22

- The high volume of parcels in the network is unprecedented. Are the operational changes that have been made to increase processing and delivery capacity helping to improve delays?
- I am seeing a lot more enquiries and complaints about Australia Post since the outbreak of the pandemic. Is Australia Post still experiencing high volumes of customer enquiries? If so, what are you doing to address that?

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