Australia Post achieves top international ranking

29-10-2024

Australia Post is one of the worldâ€™s top performing postal systems according to the Universal Postal Unionâ€™s (UPU) flagship index, which provides an overview of postal performance and development.

Out of 174 countries reviewed, Australia Post was one of only seven postal organisations to receive a 'Level 10' – the highest score on the UPU's Integrated Index for Postal Development (2IPD) in 2024. Other organisations awarded this ranking included postal services in Switzerland, Germany and France.

The Level 10 score indicates Australia Post achieved the 'top level of postal excellence' based on the 2IPD, which is the most comprehensive measurement of postal services on a global scale. This offers a benchmark performance score based on four dimensions of postal development: reliability, reach, relevance and resilience.

Group Chief Executive Officer and Managing Director Paul Graham said it is a significant achievement for Australia Post to be recognised in the top echelon of postal operators for the first time since the 2IPD was published in 2017.

"Underpinned by our Post26 strategy and our strategic imperatives of supporting each other, delighting our customers and creating a sustainable future, this acknowledgement highlights the work of every single team member and the positive impact it is having across every area of our business.

"We are undergoing a major transformation and modernising our business to ensure we keep evolving and meeting the needs of the communities we serve.

"Achieving the top score reinforces our focus on global best practice, making us easier to do business with, as we constantly innovate to deliver exceptional service," Mr Graham said.

Minister for Communications, the Hon Michelle Rowland MP said: "Congratulations to Australia Post and all its team members for being recognised as a postal sector world leader for 2024. This achievement is an acknowledgment of Australia Post's outstanding customer and service delivery.

"Australia Post is more than mail and parcels; it supports jobs, small business and offers vital community services, especially in rural

and regional Australia where the local Post Office may also be the banking service, newsagent and retailer.

“As Australia Post continues to modernise and innovate, I have confidence it will continue to deliver the world-leading services Australians enjoy.”

In addition to analysing postal development around the world, the 2IPD is also a unique tool for policymakers, regulators, postal operators and other stakeholders to understand the role postal services play in eCommerce.

The UPU is a United Nations specialised agency and the postal sector's primary forum for international cooperation.

Source: Australia Post

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