

## Statement on Post Office incident in Melbourne

27-07-2020

Over the weekend the media reported a number of cases in which members of the public entered various retail premises without a face covering and became verbally abusive to staff members. One of these examples occurred in an Australia Post outlet.

Aggressive behaviour towards our staff is completely unacceptable and we do not tolerate this behaviour anywhere in our business. The safety of our staff is critical, and if staff feel unsafe by aggressive customers, they have been instructed to call the police.

In line with government requirements, we require all our staff to wear face coverings and we display signage in our stores recommending that our customers do as well. We thank all of our customers in metropolitan Melbourne and Mitchell Shire who are doing the right thing and helping

protect our staff and communities by wearing a face covering. We remain committed to servicing all members of the community during this challenging time, and commend our staff for managing what can be tricky situations.

We are extremely proud of the outstanding job our people do each and every day. Despite heightened anxiety across the community and increased parcels volumes due to COVID-19, we continue to offer vital goods and services to Australians when they are most needed.

Source: [Australia Post](#)