International Post Corporation

# Temporary pause on Parcel Post for online retailers

02-09-2021

Due to the ongoing impacts of COVID in NSW, ACT and VIC Australia Post is temporarily pausing our Parcel Post collections from eCommerce retailers in those jurisdictions for three days from 7am Saturday 4 September until 7am Tuesday 7 September, to help manage the record volumes in parts of our network and return them to a safe and manageable level.

Australia Post currently has 500 people in necessary self-isolation, placing increased pressure on our network, while we also manage flight restrictions, temporary facility closures, and parcel volumes as high as our Christmas peak period.

Only our standard Parcel Post service is impacted, with Express Post, Premium, Startrack Express and letters, to remain unchanged across our network.

There is no impact on Post Offices, which remain open for all usual business including collecting carded parcels.

Items lodged at Post Offices and Standard Post Boxes will also continue to be collected for processing and collections in all other States remain the same.

Deliveries will continue across the weekend and parcel processing continues, as our people deliver record amounts of parcels to Australians.

We sincerely apologise to our customers for the inconvenience.

Source: Australia Post