

ATTACHMENT C

AUSTRALIAN POSTAL CORPORATION (PERFORMANCE STANDARDS) REGULATIONS 1998

Purpose

This Part prescribes the performance standards to be met by Australia Post in respect of the frequency, speed and accuracy of mail delivery.

Frequency of delivery

(1) Australia Post must [service](#):

(a) daily (except on a Saturday, a Sunday or a public holiday in the place where the delivery point is located) -- 98% of all delivery points; and

(b) at least 2 days each week -- 99.7% of all delivery points.

(2) For subregulation (1), a ***delivery point*** is a mail address that, taking account of accessibility, delivery cost and general volume of mail for the address, it is practicable and reasonable to [service](#) frequently.

Examples of delivery points

Street and roadside letter delivery boxes, post office private boxes and locked bags, private and community bags.

(3) In this regulation:

"service", in relation to a delivery point, means be available to visit the delivery point and, if there is a postal article addressed to the delivery point, deliver the article.

Accuracy and speed of delivery

(1) This regulation applies to the delivery of letters (***reserved services letters***) to which subsection 29 (2) of the Act applies, except:

(a) letters to which section 30 applies; and

(b) letters originating outside Australia; and

(c) letters lodged with Australia Post for delivery as [bulk mail](#); and

(d) letters lodged with Australia Post for delivery as off-peak mail; and

(e) an article removed from the normal course of carriage by Australia Post under subsection 90UA (1) or (3) of the Act.

Note Subsection 29 (2) of the Act sets out the services reserved to Australia Post. Section 30 of the Act sets out a number of exceptions to the reserved services.

(1A) For an article mentioned in paragraph (1) (e), if the article is returned to the normal course of carriage under subsection 90UB (3) or 90UC (3) of the Act, this regulation applies to the delivery of the article from the time at which it is returned to the normal course of carriage.

(2) Australia Post must deliver at least 94% of all reserved services letters lodged with Australia Post:

(a) to the indicated address or, if Australia Post knows that the indicated address is not the appropriate address, to the appropriate address; and

(b) within the delivery time mentioned for the address in the following table.

Address of letter	Delivery time
Letters for delivery intraState:	
(a) within metropolitan area of capital city of lodgment	Next business day after day of posting
(b) within any other city or town of lodgment, or within adjacent town	Next business day after day of posting
(c) outside city or town of lodgment and adjacent towns	2 business days after day of posting
Letters for delivery interState:	
(a) within capital city metro-politan area if lodged in capital city metropolitan area of another State	2 business days after day of posting
(b) within capital city metro-politan area if lodged outside capital city metropolitan area of another State	3 business days after day of posting
(c) outside capital city metro-politan area if lodged in capital city metropolitan area of another State	3 business days after day of posting
(d) outside capital city metro-politan area if lodged outside capital city metropolitan area of another State	4 business days after day of posting

(3) Subregulation (2) does not apply to a letter lodged for delivery to a mail address that is not normally serviced as provided by paragraph 5 (1) (a).

(4) In this regulation:

"day of posting " means the period of 24 hours ending, for a mail lodgment point mentioned in [regulation 8](#), at the time notified as the latest time each day for posting at that lodgment point.

Note Posting boxes bear a notice setting out the daily latest time for posting before clearance of the box .

"State" includes the Australian Capital Territory and the Northern Territory.