



2 July 2020

Committee Secretary
Senate Standing Committees on Environment and Communications
PO Box 6100
Parliament House
Canberra ACT 2600

Via email: ec.sen@aph.gov.au

Dear Committee Secretary

RE: INQUIRY INTO THE FUTURE OF AUSTRALIA POST'S SERVICE DELIVERY

The Qantas Group (Qantas) welcomes the opportunity to provide a submission to the Senate Inquiry on the Future of Australia Post's Delivery Service, currently before the Environment and Communications Legislation Committee. We understand the Committee's focus will be on the temporary changes to the regulation of Australia Post's service delivery standards and postal service timeframes in the context of COVID-19.

Qantas has a longstanding relationship with Australia Post, dating back to our first flight in 1921 which flew mail across outback Queensland. Prior to the COVID-19 pandemic, Qantas operated a dedicated domestic freighter network of 34 flight sectors carrying approximately 200 tonnes of mail per night. Our domestic passenger network also uplifted an average of 35 tonnes of mail nightly and 34 tonnes of international mail out of Australia each day.

The COVID-19 pandemic has had an unprecedented effect throughout the world, significantly impacting the day-to-day operational requirements of businesses. In the 8 weeks following the World Health Organisation's announcement of the COVID-19 pandemic, e-commerce grew 80% year on year, leading to increased demand for parcel freight and Qantas freighter services.

While Qantas' domestic and international passenger networks have been significantly reduced or ceased altogether, Qantas has had to operate more freighter flights to service the demand for Australia Post freight, increasing our freighter network to 46 sectors and uplifting an average of average of 265 tonnes per night. Internationally, Qantas has operated charter flights to Los Angeles and Auckland for Australia Post to uplift backlogged international mail, allowing Qantas to keep freight teams fully employed, despite passenger aircraft being grounded, allowing Qantas to keep freight teams fully employed, despite passenger aircraft being grounded.



Qantas supports the proposed temporary regulatory relief which will allow Australia Post to meet the current extraordinary customer demand for parcels and to continue to support Australian businesses, including Qantas. Flexibility through the proposed regulation will ensure Australia Post is able to continue to adapt to the evolving COVID-19 environment and be a sustainable business into the future.

I trust that you will give this submission due consideration and would welcome the opportunity to discuss this matter with you further.

Yours sincerely,

Andrew Parker

Group Executive, Government, Industry, International, Sustainability