

Conversation Summary

Trial of new early and after hours parcel delivery



This report is a summary of what you told us when we asked:

We are trialling new early- and after-hours parcel delivery services in select areas with deliveries between 7:00-9:00 in the morning and in the evening. Are these times convenient and what else could we do to get your items to you the first time around?

What did you tell us?



Early or late delivery is a very good idea

- Many people responding the conversation topic could see the immediate benefit of such a service.
- It is seen as a much better option than leaving a card.
- For people who had experienced the trial it was deemed a very good experience basically because there is greater likelihood someone will be home.

“We had an ‘after hours’ delivery. It went well. There were people home and no one had to make a trip to the post office at a later date to collect. That combined with parcel lockers (for known packages coming) covers my needs well...”



There are other features Australia Post could consider adding to the trial

- Several people posted that a call before the parcel is delivered would really make the service work.
- Australia Post could also consider weekend delivery.
- The use of parcel lockers is seen as an important alternative for people who prefer not to have their parcel delivered to their home.
- If it is necessary to leave a card, care should be taken to ensure the card is safely placed in the letter box.

“This is a brilliant idea. There is nothing worse than coming home to a white card in the letterbox advising that the only way to collect my parcel is to visit a post office that I cannot get to during work hours.”



After hours may not suit all people

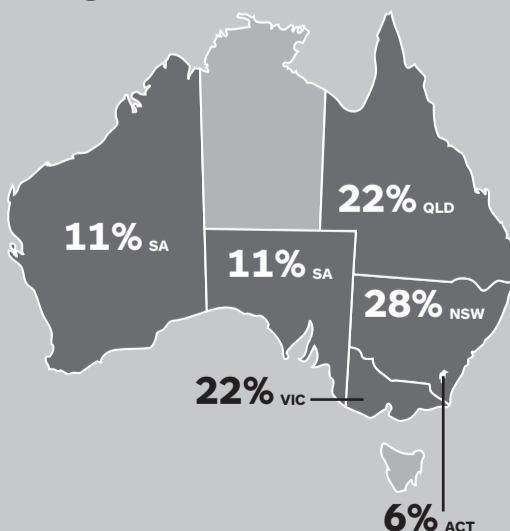
- For some people the outside hours delivery would not work – they would like to avoid people coming to their home after dark.
- Others expressed the need for the tracking of parcels to be more accurate as this would help with the expected delivery time.
- Some commented on the need to check they are at home before just leaving a card.

“Personally, at 70 years of age, I don’t fancy opening the door to strangers at night. Also, I can’t see parcel deliverers coming in the gate at night when they won’t come in during daylight hours...”

Who participated?

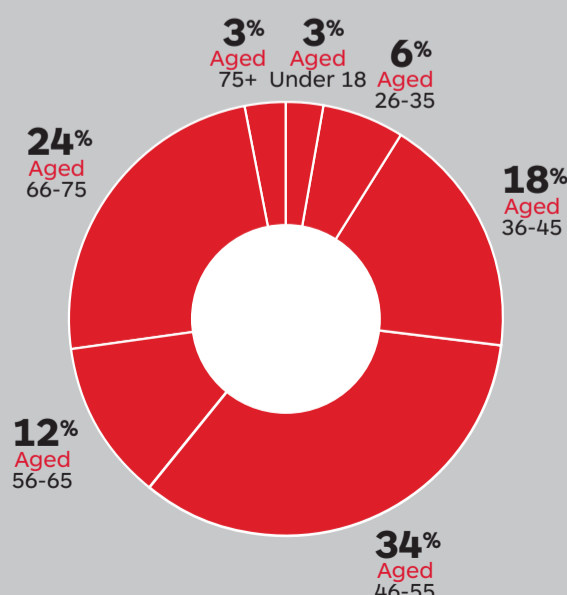
- 18 people
- 19 comments
- 152 forum views

Contributions by state:



In total, 19 comments were posted in this forum from 18 people. The forum was viewed more than 152 times.

Age breakdown of participants:



What's next?

Australia Post is continuing to trial the new delivery times. Parcel delivery is a vital area we are investing in - from new parcel lockers to improved tracking and actions to ensure less ‘carding’ when we cannot deliver a parcel.

There are a number of new conversations on the website which are currently open for contributions.

Please keep visiting auspost.com.au/conversation to be a part of the conversation and have your say.

This full conversation can also be viewed.

auspost.com.au/conversation