

From: Holgate, Christine
Sent: Sat, 11 Jul 2020 12:19:14 +1000
To: Justin Hanney;Macdonald, Nick; s 47 E(c)
Cc: s 47 E(c)
Subject: Re: Parcels delivered to 76 Canning Street, North Melbourne

s 47

We would ask that you please respond and give the team a formal update. I hope you can appreciate we have an obligation to ensure items are delivered.

Kind Regards,

Christine

Christine Holgate
 Group Chief Executive Officer & Managing Director
 Australia Post

+61 s 47 E(c)

> On 11 Jul 2020, at 11:27, Justin Hanney <Justin.Hanney@melbourne.vic.gov.au> wrote:

>

> Expecting this email? If suspicious forward it to
 secureatpost@auspost.com.au<mailto:secureatpost@auspost.com.au>

>

> s 47 and Christine,

>

> This is a pretty disappointing response given you are aware I have made a formal complaint to the Federal Police.

>

> Can you let me know when you are free to discuss.

>

>

>

> Regards,

>

>

> Justin

>

> Justin Hanney | Chief Executive Officer

>

> City of Melbourne | 90-120 Swanston Street Melbourne 3000<x-apple-data-detectors://1> | GPO Box 1603
 Melbourne 3001<x-apple-data-detectors://2/0>

> T: 03 9658 9835<tel:03%209658%209835> | F: 03 9658 9440<tel:03%209658%C2%A09440> | E:
 justin.hanney@melbourne.vic.gov.au<mailto:justin.hanney@melbourne.vic.gov.au>

> [https://urldefense.com/v3/_http://www.melbourne.vic.gov.au_!!IMEGuS19XJ1G!kAZ9j-](https://urldefense.com/v3/_http://www.melbourne.vic.gov.au_!!IMEGuS19XJ1G!kAZ9j-oQHYxKVfZkxK2Tmz0e2v71fBz96ePkhXw-z21vyGwFXSPN9MFB6EZ0lvAbXcv8uO0$)

> [https://urldefense.com/v3/_http://www.melbourne.vic.gov.au_!!IMEGuS19XJ1G!kAZ9j-](https://urldefense.com/v3/_http://www.melbourne.vic.gov.au_!!IMEGuS19XJ1G!kAZ9j-oQHYxKVfZkxK2Tmz0e2v71fBz96ePkhXw-z21vyGwFXSPN9MFB6EZ0lvAbX1LiaJN$)

> [https://urldefense.com/v3/_https://whatson.melbourne.vic.gov.au/_!!IMEGuS19XJ1G!kAZ9j-](https://urldefense.com/v3/_https://whatson.melbourne.vic.gov.au/_!!IMEGuS19XJ1G!kAZ9j-oQHYxKVfZkxK2Tmz0e2v71fBz96ePkhXw-z21vyGwFXSPN9MFB6EZ0lvAbdS1i-JFS$)
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>

> We value: Integrity | Courage | Accountability | Respect | Excellence.

>

> The City of Melbourne respectfully acknowledges the Traditional Owners of the land, the Boon Wurrung and
 Woiwurrung (Wurundjeri) peoples of the Kulin Nation and pays respect to their Elders, past and present.

>
> Please consider your environmental responsibility before printing this email.

>
>
> Begin forwarded message:

>
> From: "Macdonald, Nick" <Nick.Macdonald@auspost.com.au>
> Date: 11 July 2020 at 11:03:27 am AEST
> To: Justin Hanney <Justin.Hanney@melbourne.vic.gov.au>
> Cc: "Holgate, Christine" <Christine.Holgate@auspost.com.au>

s 47 E(c)

s 47 E(c)

s 47 E(c)

Tom Robertson

<Tom.Robertson@melbourne.vic.gov.au>, Simon Were <Simon.Were@melbourne.vic.gov.au>
> Subject: Parcels delivered to 76 Canning Street, North Melbourne

>
>
> Dear Justin

> It has come to Australia Post's attention that 114 parcels (the Parcels) addressed to 114 apartments at 76 Canning Street, North Melbourne (the Building) are being withheld from addressees (the Addressees).

> We understand that the Parcels were properly delivered by Australia Post on Thursday morning, in accordance with the arrangements in place under lock down restrictions. Specifically, the Parcels were delivered to the Command Post Foyer at the Building, after Australia Post staff received a clear assurance that the Parcels would then be promptly distributed by Command Post staff to the Addressees.

> If it is correct that the Parcels have not been distributed as addressed, this is of very serious concern. The integrity of the mail is of paramount importance and it is a fundamental principle that mail should be delivered as addressed without delay or interference, subject to safety and other relevant protocols being adhered to. As far as we are aware, the City of Melbourne and the authorities operating at the Building have no legal authority or permission from residents at the Building to withhold their mail.

> Accordingly, it is our view that the Parcels should be distributed to the Addressees within the Building without further delay. In the circumstances, we consider it is necessary for us to notify our customer of the delay. We will be doing so shortly.

> Please confirm by 4pm today that the Parcels have been distributed to the Addressees. If we do not receive confirmation, we will consider what further steps are necessary to deal with this situation – including whether it is appropriate to notify the Police or other relevant authorities.

>
> Kind regards
> Nick

> Nick Macdonald

>
> General Counsel & Corporate Secretary
> Australia Post

>
> Level 19, 111 Bourke Street
> Melbourne
> VIC
> 3000

> T s 47 E(c) <tel:s 47 E(c)>

> E Nick.Macdonald@auspost.com.au<mailto:Nick.Macdonald@auspost.com.au>

> [Australia Post website]<<https://auspost.com.au/>>

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> [LinkedIn]<[https://urldefense.com/v3/__https://www.linkedin.com/company/australia-post_!!IMEGuS19XJ1G!kAZ9j-_oQHYYxKVfZkxK2Tmz0e2v71fBz96ePkhXw-z21vyGwFXSPN9MFB6EZ0lvAbSiOtXXZ\\$](https://urldefense.com/v3/__https://www.linkedin.com/company/australia-post_!!IMEGuS19XJ1G!kAZ9j-_oQHYYxKVfZkxK2Tmz0e2v71fBz96ePkhXw-z21vyGwFXSPN9MFB6EZ0lvAbSiOtXXZ$)>

> [YouTube]

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> Australia Post is committed to providing our customers with excellent service. If we can assist you in any way please telephone 13 13 18 or visit our website.

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