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Our reference: 522

CORPORATE SECRETARY &  
GENERAL MANAGER  
GOVERNMENT AFFAIRS

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18 May 2012

547F

AusCERT  
The University of Queensland  
BRISBANE QLD 4072

Dear 547F

I am writing regarding the non-delivery of an Express Post article 522 and the investigations undertaken to locate this item.

While the barcodes on Express Post articles are recorded at the destination of delivery, our Express Post service does not include a computer-based tracing system. This means that Express Post articles cannot be tracked from the point of lodgement to the point of delivery.

Subsequent to your discussions with Australia Post, investigations were carried out in both Queensland and the ACT and within our wider delivery network but, unfortunately, without success. Our investigations included tracking the expected path of the article and conducting searches at appropriate handling points, as follows:

Details confirmed by the sender -

- Express Post article number 522
- The article was posted in the Street Posting Box (SPB) outside the St. Lucia Post Office.
- Address and Return to Sender information were filled out correctly and had been handwritten on the C5 Express Post envelope by the sender.
- Complete description of the contents was provided.

Details of investigations -

- A complete description of the contents was forwarded to Underwood, Northgate and NSW/ACT Mail Redirection Centres (MRCs) in order to conduct a physical search of all loose disks.
- Once lodged in the Express Post SPB outside the St Lucia Post Office, mail is processed via the Brisbane Airport Transit Centre (BATC) on belts and sorted into a bag for Canberra. The bags are labelled and tied off.
- This mail normally departs the BATC around 8.00pm and is transported with other interstate mail to the Australian Air Express (AAE) shed at the Brisbane Airport.
- Mail for Sydney and Canberra is sorted into airline containers for each destination by Australia Post and AAE staff.
- Australia Post Corporate Security Group (CSG) in the ACT confirmed this article would have been received by Canberra Mail Centre (MC) and sorted into a direct Unit Loading Device (ULD) for the Canberra GPO. Damaged articles are scanned as damaged.
- The ULD is taken to the Canberra GPO for sorting and the GPO Manager has confirmed items are scanned on receipt. A large volume of mail is received daily for PO Box 2154; it is collected and delivered daily by Messenger Post. A delivery manifest is prepared and the driver signs these as proof of delivery. A manual record is maintained for the recording of damaged items received.
- There is no evidence to suggest the article went missing at the GPO and we have not received any complaints from the holder of PO Box 2154 about problems with missing mail.
- Given the article was posted 11/04/2012 we would expect it to either have been delivered to the addressee or, in the event of a sorting error, Returned to Sender by now.

We fully appreciate the sensitivity of the contents of this Express Post article and regret we were unable to determine the article's whereabouts.

Yours sincerely

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