

# OpenVoiceNews Australia

Transparent. Unbiased. Yours.

## Australia Post Driver Filmed Skipping Delivery Procedure

July 24, 2025

– Categories: General News



A delivery driver from Australia Post has come under scrutiny after security footage emerged online appearing to show the worker bypassing standard delivery protocols. The incident, believed to have occurred in New South Wales, has prompted questions about the reliability and professionalism of the national postal service.

The footage, originally shared on Reddit, captures an Australia Post van pulling up outside a residential property. The driver remains seated in the vehicle for a few minutes before

entering through a gate, taking a photo of the premises presumably to mark the delivery as complete and then departing without attempting to knock or make contact with the resident.

Under Australia Post's official guidelines, delivery personnel are expected to knock three times and wait at least 30 seconds before considering a parcel undeliverable and leaving the property. In this case, the video evidence suggests that the driver made no effort to alert anyone inside the home.

The customer who shared the footage online said they had lodged a formal complaint but felt dissatisfied with the response received. According to the individual, Australia Post confirmed the matter had been investigated and that the driver had been reminded of the correct procedures.

"The delivery centre has confirmed that the driver has been spoken to and reminded of the correct delivery procedures," the customer quoted the postal authority as saying. "Greater care will be taken moving forward to prevent this from happening again."

While Australia Post has not released an official public statement regarding this specific incident, the footage has gained traction online, with many users expressing concern over what they described as declining service standards.

This is not the first time Australia Post has faced public criticism over delivery conduct. In recent years, complaints have emerged over missed deliveries, damaged parcels, and inconsistent service, particularly in suburban and regional areas.

The incident underscores ongoing frustrations among customers who rely on dependable mail and parcel delivery, particularly in an era where online shopping and home deliveries are increasingly vital. With the postal service under pressure to maintain efficiency and public trust, ensuring staff follow procedure is key to maintaining confidence in the system.

Australia Post has not confirmed the location or the identity of the driver involved. However, the case serves as a reminder of the importance of accountability and the need for transparent and responsive service from public institutions.