

23 February 2021

**Ben Fairless**

By email: [foi+request-7026-5debf16@righttoknow.org.au](mailto:foi+request-7026-5debf16@righttoknow.org.au)

**Re: Reference 2021-00167C  
Freedom of Information Request**

Dear Mr Fairless,

**Purpose**

The purpose of this letter is to notify Australia Post's decision in response to your request for access to documents received on 19 January 2021. We accept your proposal to process this request administratively, that is, outside the ambit of the *Freedom of Information Act 1982 (Cth)* ("FOI Act").

**Your Request**

*When calling the StarTrack or Australia Post customer service lines, an announcement is played which asks people to not engage in abuse on the basis of a range of factors.*

*Would you be able to provide the documents in relation to the decision to have this message installed on the Australia Post customer service lines?*

**Decision**

Find attached the following documents located matching the description of your request:

- Email 30 August 2019
- Email 4 September 2019
- Voice recording

As per your correspondence dated 19 January 2021, names and direct contact details of individuals have been excluded as irrelevant under your request. Accordingly, names and contact details of individuals have been redacted.

Yours sincerely,



Anna Oliver  
Freedom of Information Officer