

CORONAVIRUS — RAPID ANTIGEN TESTS — REGIONS

**374. Hon COLIN de GRUSSA to the Leader of the House representing the Premier:**

I refer to the response provided to my question without notice 348.

- (1) Why have households that received email confirmation and tracking information from Australia Post, and have since received advice from Australia Post that their delivery has either been delayed or will be forwarded to their post office box, not received these rapid antigen kits, despite being ordered with the correct address?
- (2) Can the Premier please explain why households that received email confirmation and tracking information from Australia Post, and the item was returned to sender due to an incorrect address or information, were not notified that the item had been returned to sender, given that Australia Post must have had a valid email address to send the tracking information to in the first place?
- (3) Can the Premier please explain what actions the state government is taking to investigate why households have not received their RAT kits when a valid email and contact details have been provided?

**Hon SUE ELLERY replied:**

I thank the honourable member for some notice of the question.

- (1) If a correct address was supplied and a delivery was subsequently not able to be provided, that is an operational matter for Australia Post.
- (2) If Australia Post has received the parcel for delivery and it becomes return to sender due to an incorrect address, registrants will receive a return to sender notification via either the AusPost app or email. If a registrant has not received a notification from Australia Post, they should contact 13COVID for further investigation.
- (3) As the Premier outlined yesterday, rapid antigen test kits have been delivered to 715 000 households, with a further 32 000 orders dispatched. Of the 715 000 deliveries to households, approximately 22 000 were returned to sender due to issues with invalid addresses or incorrect information provided at registration. The Western Australian government is contacting households that have not received their RATs with further information on how to receive their free RATs. This communication will be sent to households that have a valid registration and whose RATs have been returned to sender, or when they have contacted 13COVID advising that they have not received their RATs. This will include an option for the RATs to be resent via mail or for people to collect them at key locations.