

Australia Post's Machine-Learning Route Planner — Two-Hour Delivery Windows for 500,000 Parcels a Day

AI in the Public Sector · Good practice · Australia

Quality score: 80/100

Evidence strength: Strong

Summary

Australia Post's machine-learning route planner turned scanner data into two-hour delivery windows. By FY2020-21 it covered 1,500+ drivers, sent 2.5 million ETA notifications with 96% delivered on time, and the wider optimiser reached 3,700 drivers moving 500,000 parcels a day.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	3/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	3/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-27

[Australia Post](#) — accessed 2026-09-27

[Australia Post Annual Report 2020-21 \(official, tabled in Parliament\)](#) — accessed 2026-09-27

[iTnews: Australia Post to give more customers two-hour delivery estimate](#) — accessed 2026-09-27

[iTnews: Australia Post trials machine learning to estimate parcel delivery times](#) — accessed 2026-09-27

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