#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

### Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 153** 

Program No. Australia Post.

Hansard Ref: Page 36 (30/5/13)

**Topic: Wages** 

#### **Senator Cameron asked:**

What is the base rate for a postie just coming in?

**Ms Walsh:** For a postie, the average rate would vary depending, obviously, on penalty rates and overtime, but somewhere between \$47,000 and \$50,000 would be the average for a postie.

**CHAIR:** Does that include overtime?

Ms Walsh: Again, yes, that would include overtime.

**CHAIR:** What is the base rate?

Ms Walsh: I can take that on notice so that I give you the correct amount

#### **Answer:**

As at 30 April 2013, when a person commences employment with Australia Post as a Postal Delivery Officer they are paid either an adult base training rate of \$36,536 per annum or the applicable junior training rate. These rates are only paid for the first three months of their employment, after which time they move to the applicable base rate for Postal Delivery Officers.

If they are engaged as a PDO performing outdoor duties (such as a "motorcycle postie"), their base rate of pay is \$41,789 per annum. If they are engaged as a PDO performing indoor duties (such as a box sorter) their base rate of pay is \$39,059 per annum.

This base rate is paid in addition to the other entitlements the employee is entitled to pursuant to the applicable industrial instruments.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

### Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 154** 

Program No. Australia Post.

Hansard Ref: Pg 37 (30/5/13)

**Topic: Australia Post Wages.** 

#### **Senator Cameron asked:**

That is fine. I am not trying to negotiate the agreement on behalf of the union here. If you are doing that sort of analysis for your wages, I assume then you have done it for your middle management and your executives?

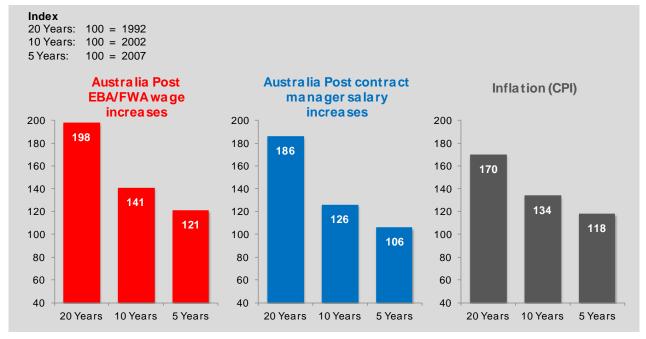
Mr Fahour: Yes, we have done that.

**CHAIR:** Can you, on notice, provide us with details of that? I do not want to go there now. I do not want to get there now because there are others who want to—

**Mr Fahour:** I appreciate that, Chair, but I just wanted to say one thing. During the last 3 1/2 years during my tenure – it is very important that this is noted – while we have paid our employees and our award workers fairly and squarely, in three of the last four years our management across the board have had a zero pay rise. This year is no exception, and that includes the chief executive.

#### **Answer:**

Below is a comparison of award wage growth, contract manager growth and inflation over the past 20, 10 and 5 years:



.

### Senate Standing Committee on Environment and Communications Answers to Senate Estimates Questions on Notice

#### **Budget Estimates Hearings May 2013**

### Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 155** 

Program No. Australia Post

Hansard Ref: Page 42 (30/5/13)

**Topic: Credit Card Acceptance** 

#### Senator Williams asked:

Here we go! Is it true that some time people could not use their Westpac cards, which meant that in smaller towns they would go elsewhere to purchase goods? Did you have a problem with Westpac when you put some new software in, as far as accepting Westpac cards is concerned? **Mr Fahour:** I am not aware of the issue that you are raising. Can I take that on notice? **Senator WILLIAMS:** Please do, because I have had reports from a little country post office that there were changes to technology and some cards could not be accepted. Here is one story: those who do not have a card that is accepted at Australia Post are then forced to access their pensions through a money order, which costs them \$7.95. Those who have a credit card account with Westpac cannot even do that, nor can anyone with a NAB credit card. So I am saying that I have been told that there have been some changes in the credit card system and, in some areas, they simply could not access and use Westpac cards.

**Mr Fahour:** It has not arisen to my knowledge, that of Christine's or that of anybody else. We are happy to take that on notice and investigate it.

#### **Answer:**

Australia Post outlets occasionally experiences brief technology interruptions which may temporarily prevent customers from processing banking transactions. A brief outage of this type was experienced in January 2013, which impacted all banking transactions.

Customers with Westpac cards can purchase goods and pay bills at Australia Post by using the standard EFTPOS facilities available at all technology-enabled Australia Post retail outlets.

Australia Post also operates a Bank@Post service on behalf of a number of financial institutions. For an individual or business to withdraw or deposit cash or cheques at Australia Post, their bank must be a contracted Bank@Post member. It is the decision of each financial institution as to whether they allow their customers to use the Australia Post Bank@Post service to deposit and withdraw cash or cheques, and whether this service is offered across the entire network.

Westpac is a Bank@Post member with Australia Post but only offers this facility to a limited number of customers.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

#### Broadband, Communications and the Digital Economy Portfolio

#### **Australia Post**

**Question No: 156** 

Program No. Australia Post.

Hansard Ref: Pg 43-44 (30/5/13)

**Topic:** Marian – home deliveries and poll results

#### **Senator Williams asked:**

... I just want to take you to some other issues here. They concern the lack of Australia Post deliverances to private residences in Marian, which is in the federal electorate of Capricornia. Queensland. At a glance, 3,000 residents in Marian do not receive deliveries to their home addresses. Australia Post has provided 500 post office boxes, but most residents have to collect mail from the Marian post office. Why aren't Australia Post deliveries made to private residences in Marian, Oueensland?

Mr Fahour: I am not particularly familiar with that place in Queensland. But I would say to you that, in my opening statement, I indicated that we have a community service obligation that says that we should go to 98 per cent of homes. Our forefathers who wrote our act, or whoever did the regulation, at least acknowledged that you cannot do 100 per cent; it is sometimes completely and totally not feasible to do that. I was pleased in my opening statement to say that we have exceeded our service obligation and we do 98.8 per cent. Now, that means that 1.2 per cent do not get it.

Senator WILLIAMS: Who might be in Marian.

**Mr Fahour:** They might be. I am happy to see if that is the case, and that is the reason why. **Senator WILLIAMS:** I will need you to look at this because, as I said, 3,000 residents in Marian do not receive deliveries to their home addresses.

**Mr Fahour:** We are happy to.

**Senator WILLIAMS:** Australia Post has set up 500 boxes, and that is all right for those who have time to go down to the post office.

**Mr Fahour:** We have some interesting information. **Senator WILLIAMS:** Do you have some news on it?

**Mr Burke:** Yes. The situation is that, when we do not have delivery to the home or the property and the residents would like to see whether that could be possible, we have what is called a poll of the local community to see whether or not that is what they want. I will get the exact details on notice for you, but one thing is that there was a recent poll in Marian about street delivery. That poll came back with a no result; it was very close.

**Senator WILLIAMS:** It was 50.5 per cent.

Mr Burke: Yes; 49.5.

**Senator WILLIAMS:** There is a note here: an Australia Post poll about home delivery returned 50.5 per cent not wanting mail delivered; however, many did not realise what the purpose of the generic addressed envelope from Australia Post actually was.

Mr Burke: Okay.

**Senator WILLIAMS:** So I think there was a misunderstanding or misinterpretation from those who were involved in the poll.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

#### Broadband, Communications and the Digital Economy Portfolio

#### **Australia Post**

**Senator WILLIAMS:** They might. What I am saying is that here is a town of Bingara with 1,200 people and an active post office with very good service; it delivers the mail. We are talking about 3,000 people here. So, Mr Burke, can you tell me how many residents responded to the poll sent out by Australia Post last year asking residents whether they would like mail to be delivered? **Mr Fahour:** I think we have already agreed to take that on notice and give you the detail behind the poll.

**Senator WILLIAMS:** Yes, we sort of started off—

**CHAIR:** Senator Williams, can I just indicate that we have a long list of coalition senators wanting the call; there are Labor senators as well.

**Senator WILLIAMS:** Okay; I will run through them quickly. The poll result: you will get back to me on notice?

Mr Fahour: Yes.

**Senator WILLIAMS:** How was the mail-out to residents identified; do you know that?

**Mr Fahour:** Is this on the poll as well?

**Senator WILLIAMS:** Yes.

**Senator WILLIAMS:** I think in summary—and I will leave it at that, Chair—that perhaps you can have another look at Marian with 3,000 residents. I think it needs a better look, because it is not a little twohorse town of 120 people—

**CHAIR:** Senator Williams, I think you have made the point several times.

Mr Fahour: I accept your offer and I promise you that I will

#### **Answer:**

By way of background, in order to meet its Community Service Obligations, Australia Post offers a range of delivery methods to customers, including those in rural and remote areas, which reflect cost considerations, transport infrastructure limitations and customer preferences. These methods include Street and Roadside delivery, Post Office Box delivery and Counter delivery.

Over the four week period Monday 20 February to Friday 16 March 2012, Australia Post conducted a mail delivery poll of the 822 residents in Marian that were eligible for a street mail delivery service. Of the 822 polling letters that were delivered to affected residents via their Post Office Boxes or over the counter, 407 or 49.5% were returned with a "Yes" vote in favour of a change to the current delivery arrangements.

Australia Post rejects the suggestion there was a misunderstanding or misinterpretation of the polling process by affected residents.

Pre-poll advertising, consultation, advisory letters and polling forms (sample attached) are all designed to ensure the community is properly informed about the polling process, particularly that a majority <u>active</u> support would be required for the introduction of a mail delivery service; the significant implications of changing the existing delivery arrangements; and that residents who wanted to retain the current delivery arrangements were not required to return the polling form.

# Senate Standing Committee on Environment and Communications Answers to Senate Estimates Questions on Notice Budget Estimates Hearings May 2013 Broadband, Communications and the Digital Economy Portfolio Australia Post

Majority <u>active</u> support is required to prevent a situation where a minority of residents could bring about a change to existing delivery arrangements, with significant implications for all including:

- the requirement to purchase, install and maintain a letterbox;
- the loss of eligibility for Post Office Box concession rates (e.g. \$28 for a reduced rate box compared with \$104 for the standard rate); and
- the impact on the commercial viability of the local Licensed Post Office (i.e. licensees receive payment for sorting and delivering mail to Post Office Boxes)

Australia Post is confident that all of the residents in Marian that have been involved in the two mail delivery polls to date have fully understood the polling process, considered the significant implications of changing the existing delivery arrangements, and made an informed decision about which way they wanted to vote.



13 June 2013

Recipient's Name Recipient's Title Recipient's Company Recipient's address City VIC 0000

Dear Recipient's Name,

#### IMPORTANT INFORMATION ABOUT YOUR MAIL DELIVERY ARRANGEMENTS — MAIL DELIVERY POLL

As you may be aware, mail delivery arrangements vary from place to place depending on the size and needs of each community.

Like you, residents of <Location>currently hold post office boxes at a discounted rate or collect their mail over the counter at the local post office, instead of receiving a street mail / roadside delivery service to their homes. This has, to date, been appropriate for the area.

However we recognise that these mail delivery arrangements may no longer be as suitable for your community as they once were and in response to requests from some members of your community, we will conduct a mail poll to review the situation.

The poll is to determine if residents at all eligible delivery points would like a mail delivery service to be introduced, or would prefer to keep the existing arrangements. More than 50 per cent of eligible households must support the change before Australia Post will make a change to delivery arrangements.

The mail poll process is used to ensure that Australia Post deals with all similar requests in a fair and equitable manner. It is also designed to prevent a situation where a minority of residents could bring about a change which has cost and convenience impacts for all residents. We are more than happy to implement a new street mail delivery service if this is what the majority of residents would like.

This letter contains all of the facts you need to help you make an informed decision including how the mail delivery poll will be conducted, factors you should take into account and how you can participate.

We hope you participate in this important community poll. Please note that you only need to return your poll voting form if you are in favour of a new street delivery service being introduced. If you do not return a poll voting form it will be assumed you are happy with the existing arrangements and do not want them to change.

The mail poll will be held from Day DD Month YYYY to Day DD Month YYYY (this information is outlined in greater detail on the next pages).

We will send you a letter to confirm the outcome of the poll once the votes have been assessed. If we commence a street mail / roadside delivery service, we will advise you of what you need to do to prepare.

If you have any questions about the poll or the issues involved, please feel free to contact me on

XX XXXX XXXX.

Yours sincerely,

#### Sender's Name Sender's Title

Direct telephone: 00 0000 0000

Direct fax: 00 0000 0000

Email: employee.name@auspost.com.au

#### The polling process

#### Who votes in the poll?

All households eligible to vote in the poll will receive this letter and the attached polling form. A household is eligible to vote if they are within the area that Australia Post is able to deliver to. As a guide this is typically within a 1.2km radius of the local post office, but this situation may vary depending on geography and urban spread.

In the interest of fairness each eligible household or property has only one vote. This is because each household can only have one potential delivery point and also ensures that people who live by themselves share equal voice with a large family — as both receive the same service from Australia Post.

#### When is the poll being conducted?

The polling period runs for four weeks from Day DD Month YYYY to Day DD Month YYYY. If you support the introduction of a new delivery service you need to return your polling documents to us before 5.00pm on Day DD Month YYYY.

#### How do I participate in the poll?

To vote in favour of a new street delivery service, you simply need to complete the poll voting form (page 5 of this pack) and return it to us.

We have provided a reply paid envelope in this pack for you to return your poll voting form. You can also fax it to XX XXXX XXXX. If you misplace your reply paid envelope or voting form, you can contact us on XX XXXX XXXX for another copy.

The poll voting form asks you to note your name, address, telephone number and preference for a new street mail delivery service. We will not disclose your vote to any third parties, but we do need to collect your information so we are able to confirm that only those eligible to participate in the poll have done so and that only one vote has been returned per household.

If you do not want a new street mail delivery service implemented you do not need to do anything.

If you do not respond to the poll it will be assumed you are happy with the current arrangements and do not wish to see them change.

#### How is the result calculated?

Majority support (more than 50 per cent of eligible households) must exist before Australia Post will make a change to delivery arrangements.

The polling process is used to ensure that Australia Post deals with all similar requests in a fair and equitable manner. It is also designed to prevent a situation where a small minority of residents who are keen to see a delivery introduced could bring about a change which has cost and convenience impacts for all residents.

#### How will I know the outcome of the poll?

Within one week of the poll closing, we will tell you in writing what the outcome was. We will also publish an advertisement in your local newspaper outlining the result.

#### Important factors to consider

There are a number of things that you should be aware of before making your decision, including the benefits of a street mail delivery and potential impacts a change to existing arrangements may have on you and other residents or businesses.

#### Mail delivery location

If we implement a new street mail delivery service you will be able to enjoy the convenience of having your mail delivered to a letterbox. For most people this will reduce travel to the post office to collect mail. Please be aware that if you do not already have a suitable letterbox at your property to receive your mail, you will need to install one and this will be at your own cost.

Please note, if a letterbox is not installed when the new mail delivery service commences, your mail will be held at the local Post Office for one month before being returned to sender.

#### Post office box charges

If street mail delivery is not available in your community, Australia Post provides you and other residents with a reduced rate post office box or you can collect your mail over the counter for free. However if street mail delivery is implemented and you choose to retain your post office box, you will be charged the full post office box rate. The table below outlines the discounted fee you currently pay and the normal full rate fee your box would increase to if a street delivery is introduced.

BOX SIZE	NORMAL YEARLY CHARGE WHERE STREET DELIVERY IS AVAILABLE	CURRENT CONCESSIONAL RATE
Small	\$104	\$28
Medium	\$151	\$44.50
Large	\$242	\$64.50

It is likely that most residents who set up a letterbox at their properties will close their post office boxes and will not incur these fees. However there might be some small or home-based businesses that wish to retain their post office box for business purposes.

#### Mail delivery times

Introduction of a street mail delivery service will mean that your mail is typically available to you later in the day than it currently is. Instead of being available for collection at the post office at <9.00am >, your mail will be delivered between <11.00am and 3.00pm> each working day. This is because the mail will need to be sequenced into street and number order and physically delivered around the town, as opposed to just within the post office box suite. The delivery time will also vary from location to location and according to fluctuations in mail volumes and traffic conditions.

#### The ongoing viability of the local post office

You should also be aware that the introduction of a street delivery service in your community may impact the ongoing commercial viability of the <location>Post Office. This is because the Licensee of the post office currently receives income from Australia Post for providing your Post Office Box and counter collection services. The licensee is however, allowed to tender for the contract to provide the new street mail delivery service should one be implemented.

#### **POLL VOTING FORM**

To indicate that you are in favour of a new street mail delivery service being introduced, complete the details below, sign and return in the prepaid envelope provided before 5.00pm on Day DD Month YYYY.

Name:	
Residential/Business Address:	
Telephone number:	
I support the introduction of a street mail delivery service to my property.	
Signature:	
Date:	

Important note: If you do not support the introduction of a new street mail delivery service you do not need to respond. A non-response will be taken as an indication that you are happy with your current arrangements and wish them to remain unchanged.

Completed poll voting forms must be returned to Australia Post by  $5.00 \mathrm{pm}$  on Day DD Month YYYY in the prepaid envelope provided, or faxed to XX XXXX XXXX.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

#### Broadband, Communications and the Digital Economy Portfolio

#### **Australia Post**

**Question No: 157** 

Program No. Australia Post

Hansard Ref: Pg 47-48 (30/5/13)

Topic: Marian - home deliveries and poll results.

#### Senator Joyce asked:

I went out to the Wollomombi Gorge the other day, the memorial black hole to your budget. I have just been noticing the survey that you did for the Marian post office. I know this has been brought up. I want to confirm something. When you do a survey, do you mark every person who does not respond to that survey as a no? I know that about 50.5 per cent of the people responded to your survey.

CHAIR: Senator Williams has already asked this question.

**Senator JOYCE:** But he did not nail the thing down.

**Senator Conroy:** Look, I am not going to have you sledge Wacka like that.

**Senator JOYCE:** Do you take every person who does not—

**Senator Conroy:** You will be a constituent of his soon.

**Senator JOYCE:** Do you mark every person who does not respond to your survey as a no? **Mr Fahour:** Senator Joyce, we have promised to not only give on notice the answer to that question but gather the correct information on the survey and how we conducted the survey. What I said earlier in the day is that one decision we make is on the survey, but it is only one factor that we take into consideration. The other factor that we take into consideration is the LPO, the business owner who owns the post office. They strongly prefer, generally speaking, to have the customers come into the town or community so they can offer them other products and services while collecting their mail. So that is another factor that we take into consideration. We also take into consideration our ability to deliver it. Can we hire people? Can we actually create a contract? So all of these are taken into consideration. What I do want to say, Senator, is that it would be absolutely a pleasure for us to go in, review all that information, answer the question that you asked on notice and give you the detail and follow up that community example with either yourself or Senator Williams or whoever you wish. It is something that we do care about a lot, and we want to do it properly.

**Senator JOYCE:** The result is that 50.5 per cent in this post office said they did not want their mail delivered. In reality, that is not actually the result, is it?

**Senator Conroy:** It depends whether it was opt in or opt out. It actually depends on what the form of the survey was, Senator Joyce, which is why Mr Fahour has offered to go and get the exact details for you.

**Senator JOYCE:** It looks like exactly what has happened here is all non-respondents were counted as a no.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

#### Broadband, Communications and the Digital Economy Portfolio

#### **Australia Post**

Senator Conroy: Well, it depends on how the survey was set up.

**Senator JOYCE:** If democracy works like that, it is a pretty strange place.

**Senator Conroy:** Gina Rinehart only gets one vote but she might get 700,000 friends.

**CHAIR:** Order!

**Senator Conroy:** Seven hundred thousand friends.

CHAIR: Senator Joyce, Mr Fahour has indicated both to you and Senator Williams that he will

take this on notice.

**Senator Conroy:** We will miss you in the Senate. We will miss you at Senate estimates.

**CHAIR:** Have you got any other questions, Senator Joyce?

**Senator JOYCE:** You are such a clown.

**Senator Conroy:** I learnt from the best, Senator Joyce.

**CHAIR:** Senator McKenzie

#### **Answer:**

Yes, under the mail delivery polling process, residents who want to retain the current delivery arrangements are not required to return a polling form.

Pre-poll advertising, consultation, advisory letters and polling forms (sample attached) are all designed to ensure the community is properly informed about the polling process, particularly that a majority <u>active</u> support would be required for the introduction of a mail delivery service; that residents who wanted to retain the current delivery arrangements were not required to return the polling form; and the significant implications of changing the existing delivery arrangements.

Majority <u>active</u> support is required to prevent a situation where a minority of residents could bring about a change to existing delivery arrangements, with significant implications for all including:

- the requirement to purchase, install and maintain a letterbox;
- the loss of eligibility for Post Office Box concession rates (e.g. \$28 for a reduced rate box compared with \$104 for the standard rate); and
- the impact on the commercial viability of the local Licensed Post Office (i.e. licensees receive payment for sorting and delivering mail to Post Office Boxes)

Australia Post is confident that all of the residents in Marian that have been involved in mail delivery polls to date have fully understood the polling process, considered the significant implications of changing the existing delivery arrangements, and made an informed decision about which way they wanted to vote.



13 June 2013

Recipient's Name Recipient's Title Recipient's Company Recipient's address City VIC 0000

Dear Recipient's Name,

#### IMPORTANT INFORMATION ABOUT YOUR MAIL DELIVERY ARRANGEMENTS — MAIL DELIVERY POLL

As you may be aware, mail delivery arrangements vary from place to place depending on the size and needs of each community.

Like you, residents of <Location>currently hold post office boxes at a discounted rate or collect their mail over the counter at the local post office, instead of receiving a street mail / roadside delivery service to their homes. This has, to date, been appropriate for the area.

However we recognise that these mail delivery arrangements may no longer be as suitable for your community as they once were and in response to requests from some members of your community, we will conduct a mail poll to review the situation.

The poll is to determine if residents at all eligible delivery points would like a mail delivery service to be introduced, or would prefer to keep the existing arrangements. More than 50 per cent of eligible households must support the change before Australia Post will make a change to delivery arrangements.

The mail poll process is used to ensure that Australia Post deals with all similar requests in a fair and equitable manner. It is also designed to prevent a situation where a minority of residents could bring about a change which has cost and convenience impacts for all residents. We are more than happy to implement a new street mail delivery service if this is what the majority of residents would like.

This letter contains all of the facts you need to help you make an informed decision including how the mail delivery poll will be conducted, factors you should take into account and how you can participate.

We hope you participate in this important community poll. Please note that you only need to return your poll voting form if you are in favour of a new street delivery service being introduced. If you do not return a poll voting form it will be assumed you are happy with the existing arrangements and do not want them to change.

The mail poll will be held from Day DD Month YYYY to Day DD Month YYYY (this information is outlined in greater detail on the next pages).

We will send you a letter to confirm the outcome of the poll once the votes have been assessed. If we commence a street mail / roadside delivery service, we will advise you of what you need to do to prepare.

If you have any questions about the poll or the issues involved, please feel free to contact me on

XX XXXX XXXX.

Yours sincerely,

#### Sender's Name Sender's Title

Direct telephone: 00 0000 0000

Direct fax: 00 0000 0000

Email: employee.name@auspost.com.au

#### The polling process

#### Who votes in the poll?

All households eligible to vote in the poll will receive this letter and the attached polling form. A household is eligible to vote if they are within the area that Australia Post is able to deliver to. As a guide this is typically within a 1.2km radius of the local post office, but this situation may vary depending on geography and urban spread.

In the interest of fairness each eligible household or property has only one vote. This is because each household can only have one potential delivery point and also ensures that people who live by themselves share equal voice with a large family — as both receive the same service from Australia Post.

#### When is the poll being conducted?

The polling period runs for four weeks from Day DD Month YYYY to Day DD Month YYYY. If you support the introduction of a new delivery service you need to return your polling documents to us before 5.00pm on Day DD Month YYYY.

#### How do I participate in the poll?

To vote in favour of a new street delivery service, you simply need to complete the poll voting form (page 5 of this pack) and return it to us.

We have provided a reply paid envelope in this pack for you to return your poll voting form. You can also fax it to XX XXXX XXXX. If you misplace your reply paid envelope or voting form, you can contact us on XX XXXX XXXX for another copy.

The poll voting form asks you to note your name, address, telephone number and preference for a new street mail delivery service. We will not disclose your vote to any third parties, but we do need to collect your information so we are able to confirm that only those eligible to participate in the poll have done so and that only one vote has been returned per household.

If you do not want a new street mail delivery service implemented you do not need to do anything.

If you do not respond to the poll it will be assumed you are happy with the current arrangements and do not wish to see them change.

#### How is the result calculated?

Majority support (more than 50 per cent of eligible households) must exist before Australia Post will make a change to delivery arrangements.

The polling process is used to ensure that Australia Post deals with all similar requests in a fair and equitable manner. It is also designed to prevent a situation where a small minority of residents who are keen to see a delivery introduced could bring about a change which has cost and convenience impacts for all residents.

#### How will I know the outcome of the poll?

Within one week of the poll closing, we will tell you in writing what the outcome was. We will also publish an advertisement in your local newspaper outlining the result.

#### Important factors to consider

There are a number of things that you should be aware of before making your decision, including the benefits of a street mail delivery and potential impacts a change to existing arrangements may have on you and other residents or businesses.

#### Mail delivery location

If we implement a new street mail delivery service you will be able to enjoy the convenience of having your mail delivered to a letterbox. For most people this will reduce travel to the post office to collect mail. Please be aware that if you do not already have a suitable letterbox at your property to receive your mail, you will need to install one and this will be at your own cost.

Please note, if a letterbox is not installed when the new mail delivery service commences, your mail will be held at the local Post Office for one month before being returned to sender.

#### Post office box charges

If street mail delivery is not available in your community, Australia Post provides you and other residents with a reduced rate post office box or you can collect your mail over the counter for free. However if street mail delivery is implemented and you choose to retain your post office box, you will be charged the full post office box rate. The table below outlines the discounted fee you currently pay and the normal full rate fee your box would increase to if a street delivery is introduced.

BOX SIZE	NORMAL YEARLY CHARGE WHERE STREET DELIVERY IS AVAILABLE	CURRENT CONCESSIONAL RATE
Small	\$104	\$28
Medium	\$151	\$44.50
Large	\$242	\$64.50

It is likely that most residents who set up a letterbox at their properties will close their post office boxes and will not incur these fees. However there might be some small or home-based businesses that wish to retain their post office box for business purposes.

#### Mail delivery times

Introduction of a street mail delivery service will mean that your mail is typically available to you later in the day than it currently is. Instead of being available for collection at the post office at <9.00am >, your mail will be delivered between <11.00am and 3.00pm> each working day. This is because the mail will need to be sequenced into street and number order and physically delivered around the town, as opposed to just within the post office box suite. The delivery time will also vary from location to location and according to fluctuations in mail volumes and traffic conditions.

#### The ongoing viability of the local post office

You should also be aware that the introduction of a street delivery service in your community may impact the ongoing commercial viability of the <location>Post Office. This is because the Licensee of the post office currently receives income from Australia Post for providing your Post Office Box and counter collection services. The licensee is however, allowed to tender for the contract to provide the new street mail delivery service should one be implemented.

#### **POLL VOTING FORM**

To indicate that you are in favour of a new street mail delivery service being introduced, complete the details below, sign and return in the prepaid envelope provided before 5.00pm on Day DD Month YYYY.

Name:	
Residential/Business Address:	
Telephone number:	
I support the introduction of a street mail delivery service to my property.	
Signature:	
Date:	

Important note: If you do not support the introduction of a new street mail delivery service you do not need to respond. A non-response will be taken as an indication that you are happy with your current arrangements and wish them to remain unchanged.

Completed poll voting forms must be returned to Australia Post by  $5.00 \mathrm{pm}$  on Day DD Month YYYY in the prepaid envelope provided, or faxed to XX XXXX XXXX.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

### Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 158** 

Program No. Australia Post.

Hansard Ref: Pages 50–51 (30/5/13)

**Topic: Express Post** 

**Senator Singh asked:** 

**Senator SINGH:** I want to ask a little about the express mail delivery service, which is the yellow envelope. Why cannot Australia Post guarantee that an Express Post delivery, which obviously costs extra, will get there within 24 hours?

Senator McKENZIE: Hear, hear, Senator! Mr Fahour: Senator, we do not guarantee.

**Senator SINGH:** Well, I can tell you it is not working. **Mr Fahour:** It depends upon the location, you mean?

Senator SINGH: Well, from capital city to capital city. Would you think that should happen

within 24 hours?

**Mr Fahour:** From where to where, Senator?

**Senator SINGH:** From one capital city to another—say, Hobart to Canberra?

**Mr Fahour:** Senator, we work within the network of the airline network to enable things to

happen. We publish exactly where the network is. We do have a next day guarantee.

enator SINGH: Well, you are not meeting that next day guarantee, and I do not think I am the

only senator here who has probably had that problem.

**Senator McKENZIE:** Canberra to Ballarat. **Mr Fahour:** I do think it is important—

**Senator SINGH:** I know you have a guarantee, and that is why I asked the question.

**Mr Fahour:** Let me respond to your question. I take issue with your statement that we are not meeting the guarantee, because we publish the statistics and we meet that guarantee 99 per cent of the time. On average, our statistics show that Express Post is 99 per cent. Yes, there is one per cent that is not making it. When it does not make it, we have a guarantee which requires us to pay money, which we do. So our statistics show 99 per cent of the time. Our standard for our traditional business is 94 per cent. We operate at a 99 per cent efficiency. Let me give you an example. Some things happen. An example could be you put the packages onto an aeroplane, and fog happens and the aeroplane cannot make it, like some passengers could not make it yesterday.

**Senator HEFFERNAN:** Shit does happen.

**Mr Fahour:** So things happen that prohibit us physically from the aeroplane landing. Therefore, what do we do? What do you want us to do in this case?

**Senator SINGH:** Well, I am not denying that things do happen, Mr Fahour, but you are saying that this is happening for only one per cent of the users of this service.

**Mr Fahour:** I am sorry, Senator, but the facts are very clear. I just took issue with your description that it is happening a lot. The statistics show that our Express Post network delivers at 99 per cent. As a matter of fact, I have just been given the data here. If you wish, I can give you state by state.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

#### Broadband, Communications and the Digital Economy Portfolio

#### **Australia Post**

Somebody mentioned Victoria. The Victorian statistic for August last year was 99.9 per cent. In October last year, it was 99.5 per cent. In February, it was 99.1 per cent. Year to date 2013, it is 99.5 per cent. I think we are pretty good.

**Senator SINGH:** Well, I must be just talking about that one per cent that I seem to have a lot to do with. I am not alone as a victim—other people have come to my attention—where it has been a two-day turnaround for Express Post. I would not mind if you tabled those figures for us.

**Mr Fahour:** It would be with pleasure.

#### **Answer:**

The following table details the on time delivery figures for Express Post articles for the FYTD February 2013\*.

State	% on time
NSW	98.6
VIC	99.5
QLD	98.9
SA	98.9
WA	98.8
TAS	99.5
NT	_**
ACT	99.3
National	99.0

<sup>\*</sup>Figures are released on a quarterly basis.

<sup>\*\*</sup>Postcodes within the Northern Territory are not covered by the Express Post Next Business Day Guarantee.

### Senate Standing Committee on Environment and Communications Answers to Senate Estimates Ouestions on Notice

#### **Budget Estimates Hearings May 2013**

### Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 159** 

Program No. Australia Post

Hansard Ref: Page 51

**Topic: Post Office Numbers.** 

#### **Senator Singh asked:**

Has there been an increase in corporate post offices or just an increase in the LPOs?

**Mr Fahour:** There has been definitely a mix change. I am happy to get you on notice the exact answer to your question. We do publish this information in our annual report every year. We disclose the full information. That data is available.

**Senator SINGH:** You answered my last question on notice, question No. 76—it was Senator Birmingham's—which went through some of those closures between July last year and January this year. It shows that the number of retail outlets reduced by two from 4,428 to 4,426. You just said a minute ago that there has been an increase, but an answer to a question on notice, which was received not that long ago, shows that there was a reduction.

#### Answer:

The official number of Australia Post retail outlets is measured from one financial year to another and is reported in the Australia Post Annual Report.

The outlet numbers referred to by Mr Fahour were from 31 January 2010 to 30 June 2012. During this time, the number of Australia Post retail outlets increased from 4,423 to 4,428.

The answer referred to in the question on notice (No. 76) reflected a specific time period from July 2012 to January 2013. The number of corporate outlets during this period decreased from 820 to 778, with the number of retail outlets in the Australia Post business partner network increasing from 3,603 to 3,650.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

#### ${\bf Broadband, Communications\ and\ the\ Digital\ Economy\ Portfolio}$

#### **Australia Post**

**Question No: 160** 

Program No. Australia Post

Hansard Ref: Written and Page 52-53

#### **Topic: LPO Closures**

#### **Senator Heffernan asked:**

- 1. How many Licensed Post Offices have been closed by the Licensee during the last five years:
  - a. in city/metropolitan areas
  - b. in rural areas?
- 2. How many Licensed Post Offices has Australia Post closed during the last five years:
  - a. in city/metropolitan areas
  - b. in rural areas?
- 3. What plans are in place to support the existence of the current Licensed Post Office network into the next 5 years?
- 4. If a LPO has to close or is closed down by Australia Post, are there are avenues available for compensation?
- 5. Has compensation been paid to any LPO's in the last 5 years?
- 6. If not, why not?

#### **Answer:**

- 1-2. Over the last 5 years a total of 55 LPOs have permanently closed with the following classifications:
  - a. Metropolitan 19
  - b. Rural/Remote 36

During this same period 183 retail outlets have opened.

The specific details sought about the reasons for the outlet closures are not captured on any central database, however experience has been that the large majority of closures are initiated by the licensee.

3. Australia Post provides a range of support to licensees to maximise their local revenue opportunities including training, coaching and making available promotional/point of sale collateral. We also continue to seek new revenue opportunities for licensees associated with Australia Post and third party products and services.

## Senate Standing Committee on Environment and Communications Answers to Senate Estimates Questions on Notice Budget Estimates Hearings May 2013

#### Broadband, Communications and the Digital Economy Portfolio

#### **Australia Post**

Licensees are also encouraged to take up revenue opportunities available to them directly through the sale of additional products lines such as gifts/ stationery and/ or the operation of a secondary business from the premises (e.g. newsagency operated in-conjunction with the LPO). Some 56% of LPOs operate in-conjunction with a secondary business.

- 4. In the event that a licensee chooses to terminate their Agreement with Australia Post (ie. closes the LPO) no compensation is payable.
  - In the event that Australia Post chooses to terminate the Agreement, the payment of compensation is subject to the circumstances surrounding the termination of the Agreement (e.g. compensation would be payable if Australia Post took steps to close an LPO as part of a network planning decision).
- 5-6. We have no record of a decision being made by Australia Post to close an LPO during the last 5 years which would have resulted in the payment of termination compensation to the licensee under the terms of the LPO Agreement.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

### Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 161** 

Program No. Australia Post

Hansard Ref: In Writing

#### **Topic: LPOs**

#### **Senator McKenzie asked:**

- 1. What is the exact number of licensed post offices that operate in regional Australia outside of capital cities?
- 2. Does Australia Post set targets for the reduction of specific payments to Licensees of Licensed Post Offices? If so, what are they?
- 3. What percentage of the total volume of mail in regional areas passes through Licensed Post Offices?
- 4. What is the relationship between increased cost to the consumer and increased payment to LPOs for parcels?
- 5. What is the relationship between increased cost to the consumer and increased payment to LPOs for stamps?
- 6. Further to a recent agreement with LPOs, how has Australia Post accounted for the projected increase in parcels in line with a changing retail industry?

#### **Answer:**

- 1. At as 30 April 2013 there were 1,626 LPOs in rural and remote locations (ie. non-metropolitan).
- 2. Australia Post does not set targets for the reduction of specific payments to Licensees. Licensees receive payments subject to the terms of their LPO Agreement.
- 3. The specific details sought about mail volumes in regional areas passing through Licensed Post Offices are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.
- 4. Licensees receive three separate payments for handling parcels:
  - to assess postage and accept the parcels payment is a percentage based commission on the amount of postage paid;

## Senate Standing Committee on Environment and Communications Answers to Senate Estimates Questions on Notice Budget Estimates Hearings May 2013

#### Broadband, Communications and the Digital Economy Portfolio

#### **Australia Post**

- to stream (sort) the parcel payment is an additional percentage based commission based on the amount of postage paid; and
- where applicable, to deliver parcels to customers payment is either part of the mail management or a combination of a carded article fee and "scanning fee".

Licensees benefit directly from any increase in the price charged to customers for parcels lodged at their outlet through the percentage based payments that they receive.

Licensees benefit more broadly from increasing parcel volumes through:

- increased postage sales associated with increased lodgement volumes;
- where applicable, payment for the delivery of carded parcels; and
- additional sales associated with customer foot traffic.
- 5. The LPO Agreement provides that a number of delivery and mail processing related fees are varied at the time of any movement in the basic postage rate. These include the post office box service fee and the per-delivery-point mail management fee.
  - In addition to this variation in fees, licensees benefit directly from any increase in the basic postage rate price charged to customers through the percentage based payments that they receive for postage sales, assessment and streaming.
- 6. The recent change in licensee payments (i.e. introduction of the carded article scanning fee) is a per article payment which increases revenue to licensees that currently receive the carded parcel fee, in-line with any volume increase associated with the current online retail activity.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

### Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 162** 

Program No. Australia Post.

Hansard Ref: In Writing

#### **Topic: LPO Agreement**

#### **Senator Boyce asked:**

- 1. As you are aware the LPO's are unhappy with their dealings with Australia Post. Are you any closer to negotiating a fair and equitable relationship with them in regard to the processing of parcels? If so, have all their concerns been satisfactorily resolved?
- 2. Does this mean there is a new agreement to replace the existing arrangements in place since 1993?
- 3. Do the new arrangements have the support of all LPO's?

#### **Answer:**

1. Australia Post introduced in April 2013 an additional payment applicable to the 1,800 LPOs who currently receive the carded article fee. This payment of 22 cents per article is paid in addition to the current carded article fee, based on the completion of required scan events for street addressed carded articles.

We are aware that some licensees would like to see further changes made with respect to the payments they receive for handling parcels. Australia Post will continue to consult with the licensee representative body, the Post Office Agents Associated Limited (POAAL), on these matters, with consideration to a range of factors including our obligation to act in a commercially sound manner.

- 2. The LPO Agreement is made up of a number of individual components including but not limited to:
  - specific contractual terms for Australia Post's relationship with its licensees;
  - basis of payment to licensees; and
  - operational procedures and accounting instructions.

# Senate Standing Committee on Environment and Communications Answers to Senate Estimates Questions on Notice Budget Estimates Hearings May 2013

#### Broadband, Communications and the Digital Economy Portfolio

#### **Australia Post**

While the contractual terms between Australia Post and its licensees have remained largely unchanged since the inception of the LPO Agreement in 1993, the other elements of the Agreement such as the payment scheme and operational procedures are subject to constant review in-line with changing business requirements. This results in, for example, annual adjustments to payments in-line with price adjustments for a large majority of products and services. Any changes to either the LPO payment scheme or operational procedures are subject to consultation with the licensee representative body, POAAL.

The introduction of the additional payment to licensees is reflected within the basis of payment component of the LPO Agreement.

3. We are aware that some licensees would like to see further changes made with respect to the payments they receive for handling parcels. Australia Post will continue to consult with the licensee representative body, POAAL, on these matters, with consideration to a range of factors including our obligation to act in a commercially sound manner.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

### Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 163** 

Program No. Australia Post.

Hansard Ref: In Writing

#### **Topic: LPO Agreement**

#### **Senator Boyce asked:**

- 1. You recently restructured your domestic parcel products- what implications does this have for the LPO's?
- 2. Do you accept that there have been dramatic changes in the business activities of post offices since them (sic) especially driven by online shopping and the dramatic increase in the volume of parcel post?
- 3. Have those changes been reflected in newly negotiated arrangements with LPO's?
- 4. At our last Estimates officers of Australia Post gave assurances that a new deal was well underway –how is it now? Can you detail progress please?

#### **Answer:**

- 1. Australia Post recently made changes to our domestic parcel products to ensure they continue to meet the needs of our customers. This is an important part of our strategy to ensure ongoing success for both Australia Post and our LPOs.
  - Licensees experienced some minor changes to operational procedures as a result of this change and participated in a change-over of pre-paid product satchels/ envelopes. Licensees benefit directly from these changes through the increase in product/ service pricing and more broadly will benefit from the ongoing customer demand for these products and services that this change is intended to achieve.
- 2&3. Australia Post recognises that significant changes have taken place in the business activities within our post offices since the inception of the LPO Agreement in 1993. As part of managing the impact of these changes the payment scheme and operational procedures which form part of the LPO Agreement are subject to constant review. This results in, for example, annual adjustments to payments in-line with price adjustments for a large majority of products and services.
  - In making our recent change to licensee payments (i.e. introducing the carded article scanning fee) we took into account the dynamic online shopping environment and the impact that this is having on carded article volumes.
- 4. Australia Post introduced in April 2013 an additional payment applicable to the 1,800 LPOs who currently receive the carded article fee. This payment of 22 cents per article is paid in addition to the current carded article fee based on the completion of required scan events for street addressed carded articles.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

### Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 164** 

Program No. Australia Post.

Hansard Ref: Written

#### **Topic: LPO – Parcel Fee**

#### **Senator Boyce asked:**

- 1. In one case, from February this year, an LPO says this: 29.3 cents per parcel is paid to them by Australia Post based on 1993 calculations of \$260 for up to 25 parcels a week. But they are handling an average of 170 a day and up to 308 per day during the Christmas period effectively leaving them out of pocket to the tune of \$673 each and every week. Is that fair or reasonable?
- 2. By comparison, what's the commission paid to LPO's on an express post envelope? While I believe there is a trial in progress in regard to paying LPO's scanning fees for parcels. But why need a trial either you are going to pay them a fee for work done or you're not?
- 3. Do those new arrangements include a fee to LPO's for parcel storage?
- 4. For failed delivery?

#### **Answer:**

- 1. The actual carded article fee that an LPO receives is reflective of average article volumes and is paid as either a base-rate amount or where the LPO regularly receives more than 25 carded articles per week, a negotiated-rate.
  - Licensees may request a review of their carded article fee at any time which is the action open to the licensee in the example provided.
- 2. Licensees purchase Express Post envelopes from Australia Post at a discount and receive income based on their sale at the retail price to customers.
  - For a DL Express Post envelope, the overall income to the licensee is in the order of \$0.94. Australia Post has agreed in consultation with the licensee representative body POAAL, to introduce the additional scanning fee payment on a trial basis so as to provide an opportunity to review such matters as:
  - overall volume of carded articles being handled by outlets;
  - additional system reporting requirements; and scanning compliance levels.
- 3&4. The LPO payment scheme is structured to provide licensees with an overall payment from Australia Post for providing products and services on its behalf. Costs incurred by the licensee in earning this payment / operating their business are off-set by the discounts, fees and commissions that they receive.
  - The profitability of any LPO is subject to the mix of business within the LPO (Australia Post and non-Australia Post) and the individual cost base for the business.

### Senate Standing Committee on Environment and Communications Answers to Senate Estimates Ouestions on Notice

#### **Budget Estimates Hearings May 2013**

### Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 165** 

Program No. Australia Post.

**Hansard Ref: In Writing** 

#### **Topic: Parcel Lodgement Changes**

#### **Senator Boyce asked:**

- 1. You have recently increased the counter lodgement weight for parcels from 20 to 22 kilo's did you consult with the LPO's or their representative body POAAL about that change? Could you supply the dates, times and places where you did consult with POAAL regarding this change?
- 2. Has Australia Post undertaken OHS risk assessment for staff of this weight increase? Before its introduction?

#### **Answer:**

1. Australia Post has had a long standing weight limit of 22kg for parcels lodged at its retail outlets by contract customers. The change that was implemented on 8 April 2013 was to extend this existing weight limit to all customers lodging domestic parcels.

Australia Post consulted with the licensee representative body POAAL in advance of this change. Regular consultative meetings are undertaken between Australia Post and POAAL.

2. Australia Post has had in place for a number of years operational procedures for the safe handling of parcels over 16kg within our network. These procedures have been subject to OH&S risk assessment.

To protect the safety of our staff, contractors and business partners, where a parcel exceeds 16kg in weight it has an identifying sticker affixed so as to indicate that a second person should be involved in its handling. Usage of appropriate equipment such as trolleys is also recommended.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

### Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 166** 

Program No. Australia Post

Hansard Ref: In Writing

#### **Topic: Parcel Lockers**

#### **Senator Boyce asked:**

- 1. It was reported on Wednesday in the Courier Mail that Australia Post had opened 'secure parcel lockers' at the 7-Eleven stores in Kedron and East Brisbane. Are these the first in Australia?
- 2. How many more sites do you have in the pipeline?
- 3. First time in the history of Australia Post that this has happened outside a post office?
- 4. Did Australia Post consult with its LPO's about this plan?
- 5. It would clearly have a negative effect on their revenue?

#### **Answer:**

- 1. The four 7-Eleven stores in Kedron and East Brisbane (QLD), Roseville (NSW) and Williamstown (VIC) are the first 7-Eleven stores in Australia to be installed with Australia Post's Parcel Lockers. 7-Eleven is trialling the lockers at this stage to test the effect they have on its in-store traffic and revenue.
- 2. Australia Post and 7-Eleven have no plans to install Parcel Lockers at more 7-Eleven stores until the trial results prove positive. However, there are plans to install Parcel Lockers at another 180 suitable locations Australia-wide to achieve a Parcel Locker network of 250 locations.
- 3. This is the first time in history a Parcel Locker has been installed at a 7-Eleven store but not the first time in history we have installed a Parcel Locker outside an Australia Post location. A year ago, we installed a Parcel Locker at our first third-party location at Stockland Balgowlah, NSW as a trial. Stockland is a retail and residential property development.
- 4. An assessment of the suitability of any existing corporate and LPO sites in the area is undertaken prior to the decision being made on the preferred location for the installation of Parcel Lockers. Where an LPO is identified as being suitable for the installation of Parcel Lockers and is the preferred location, discussions then take place with the individual licensee involved.
- 5. The roll-out of Parcel Lockers is being undertaken with consideration to a number of factors including customer demand for the convenience that this service provides, growth in parcel volumes associated with online ordering and the limited capacity that exists within our corporate and licensed outlets to handle carded articles. With consideration to the growth in overall parcel volumes, it is not anticipated that the installation of Parcel Lockers will impact negatively on LPO revenues.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

#### Broadband, Communications and the Digital Economy Portfolio

#### **Australia Post**

**Question No: 167** 

Program No. Australia Post

Hansard Ref: In Writing

#### **Topic: Internal Audit**

#### **Senator Boyce asked:**

- 1. Did Australia Post recently engage an outside group of accountants do an internal audit of the organisation?
- 2. Why was that? Don't you have your own internal audit unit?
- 3. I am told the contract price was \$6million, is that correct?
- 4. Who won the contract?
- 5. Was that contract put out to tender of any sort?

#### **Answer:**

- 1. In 2012, Australia Post engaged PwC to provide specialist internal audit services on a one year contract.
- 2. Australia Post has an internal audit function, however Australia Post uses a co-sourcing model to ensure more specialised areas of the business are appropriately assessed.
- 3. Specific details of the contract are commercial-in-confidence, however the amount is nowhere in the vicinity of the number quoted.
- 4. PwC
- 5. Yes the contract was put out to tender. Three companies responded to the tender call and PwC was awarded the contract.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

### Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 168** 

Program No. Australia Post

Hansard Ref: In Writing

**Topic: Re-Direction Pricing Policy.** 

#### Senator Boyce. asked:

- 1. Has there been a recent change (2013) in the pricing structure for mail redirections?
- 2. In terms of mail re-direction has Australia Post changed its definition of what qualifies as 'private' and what qualifies as 'business'?
- 3. In regard to mail re-directions, what is your pricing policy in regard to not-for-profit organisations?
- 4. The National Council of Women (Qld) had a redirection arrangement which expired on March 19, 2013. Upon renewing that arrangement the charge went from \$45 for six months to \$345 for the same period. This was done, according to Australia Post, because the word, 'National' appeared in their title and therefore they would be classified as a business and charged accordingly. In a letter from Australia Post the following was also claimed: In considering the amount charged for services provided, Australia Post in acting as a good corporate system must maintain a fair method of price determination that is uniform across Australia. Australia Post is obliged under the Australian Postal Corporation Act 1989 to conduct itself in a manner consistent with sound commercial practices, and therefore determines the price for its services in competitive manner that is intended to recoup the costs associated with the provision of the service."

If you, as you say, have had a duty since 1989, why was this duty was only enacted on March 20, 2013 in regard to the National Council of Women (Qld)?

- 5. You state that if an organisation has the word 'State' or 'National' in their titles they are **automatically** judged to be a 'business' entity and have to pay 'business rates'. On what basis can the inclusion of such words automatically mean the concern is described as a business?
- 6. By what logic do you define a, 'not-for-profit' operation, as a 'business' when a business is defined by its attempts to make a profit?
- 7. Your response, in the letter narrows your definition of a 'business' by making the assumption that any organisation with 'State' or National' in their title automatically means that they would have large mail volumes. So ultimately your definition of what quantifies a business is mail volume. If that is the case, how then do you justify defining The National Council of Women (Qld) as a business and increasing their postal re-direction charge by over 650 % when the average mail received by The National Council of Women (Qld) is 27 mail items a month?
- 8. You also say in the letter; "Australia Post does have a variety of pricing structures that differ between people, businesses and also makes a concession for individuals recognised as requiring assistance". The National Council of Women (Qld) is a not for profit community group that exists solely for the benefit of the community. Is it possible for Australia Post to recognise this organisation and others like it, as being eligible for concessionary rather than business pricing for the redirection service?

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

#### Broadband, Communications and the Digital Economy Portfolio

#### **Australia Post**

#### **Answer:**

1-2. Yes, as part of Australia Post's efforts to rationalise and simplify the Mail Redirection and Mail Holding services, the structure for these products has been altered to provide a clear understanding of the three pricing categories (ie Concession, Private and Business/Government), which generally reflect the volume of mail expected to be received/processed.

While the decision to make this alignment has been solely a commercial decision, it has removed ambiguity in terms of eligibility for reduced rates. These changes were bought into place on 22 October 2012, and resulted in what we classify as business and government rates being evenly applied to:

- Bankrupt or insolvent businesses
- Not-for-profit institutions (unless small and local community-based)
- Government bodies or institutions
- Company trusts
- Individual trustees and self managed superannuation funds
- Schools private or public
- Where both personal and business/government mail are being redirected from one address.
- 3. The structure around charges for not-for-profit groups was updated to provide a fair and reasonable response from Australia Post to assist local communities. Under the old rules, large organisations such as Red Cross, Heart Foundation, and National support groups, received a discount because they had documentation proving not-for-profit status, and no other factors were considered; while at the same time small community groups such as a local bushfire brigade, local scout leader, were required to pay full "business" rates due to lack of not-for-profit documentation.

The new structure removed the need for documentation requirements, and to offer assistance to small groups in a local community where:

- groups are local, volunteer, perform a community service, are non-profit; and
- have a location change that necessitates a short-term mail delivery alteration, such as changing club house, or having a temporary stop.

Local groups are ineligible for a concession if mail needs have not immediately changed.

4. Australia Post periodically reviews the nature and extent of the services it provides, as well as the charges applied to those services. Where a review finds that an alteration to a pricing category is necessary to align with the pricing structure, the change is made.

# Senate Standing Committee on Environment and Communications Answers to Senate Estimates Questions on Notice Budget Estimates Hearings May 2013 Broadband, Communications and the Digital Economy Portfolio Australia Post

- 5. Australia Post sets its fees for services provided according to internal guidelines. It endeavours to help small, volunteer, not-for-profit groups who assist their immediate local community and does so by charging a private rate for short-term mail delivery alteration. The scope of the National Council of Women extends beyond the guidelines established for the support of such groups, and as such, Australia Post offers the Mail Redirection Service at a business rate.
- 6-8. As indicated in the answers to parts 2 & 3, Not-for-Profits are eligible for the private rate if they are small and local community-based institutions that require short-term mail delivery alterations. All other institutions are charged at the Business/Government rate, with the pricing categories generally reflecting the amount of mail expected to be received/processed.

We have noted the Senator's advice that the National Council of Women (Qld) receives an average of 27 mail items per month. The organisation has received the benefit of discounted redirection rates for a number of years. Notwithstanding the fact that the redirection service is intended for fixed-term use following *a change of address*, the organisation has essentially been using the service as a convenient means of advertising one postal address on its website and letterhead, and permanently having mail on-forwarded to the Secretary's postal address.

The redirection service is not an essential service and the National Council of Women (Qld) can, of course, choose not to use it. Advising correspondents of the intended destination address effectively removes the need for the service.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

### Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 169** 

Program No. Australia Post.

**Hansard Ref: In Writing** 

Topic: Rockhampton Mail Centre.

#### **Senator Macdonald asked:**

At Supplementary Estimates hearings in October 2012 Australia Post indicated, in response to questions regarding noise complaints arising in the vicinity of the Rockhampton Mail Centre, that substantial investment would be made in parcel delivery infrastructure in Queensland (Environment and Communications Estimates hearings Tuesday 16 October, 2012, page 75). Mr Fahour stated (@ p.75):

- "a \$2 billion investment in Australia Post to secure our future"; and,
- "A sizeable component will be going into the great state of Queensland and the beneficiaries will be people in Queensland, particularly in North Queensland where we will be expanding our parcel processing capability."
  - 1. How much of the \$2 billion has been spent so far?
  - 2. Where and on what has this money been spent?
  - 3. Where specifically in North Queensland has this funding been spent on improving "parcel processing capability"?
  - 4. Has the Rockhampton Mail centre been one of the "beneficiaries" of this funding boot?
  - 5. Are parcel delivery operations continuing to occur between 2300 hours and 0700 hours on any day of the week at the Rockhampton Mail Centre?
  - 6. Has Australia Post received noise complaints from Rockhampton residents regarding operations at the Rockhampton Mail Centre since October last 2012?
  - 7. What has been Australia Post's response to these complaints?
  - 8. What operational changes have been put in place at the Rockhampton Mail Centre since the issue was first brought to Australia Post's attention in 2012?
  - 9. What specific measures has Australia Post implemented at the Rockhampton Mail Centre in order to comply with Rockhampton Regional Council noise abatement by laws?
  - 10. What specific measures has Australia Post implemented at the Rockhampton Mail Centre in order to comply with Queensland State Government noise abatement regulations?
  - 11. Is Australia Post relocating the Rockhampton Mail Centre?
  - 12. If so, how far advanced are plans for this relocation? Has a parcel of land been acquired for the new mail centre? Have tenders been sought/awarded? Has an estimated completion date been identified?

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

#### Broadband, Communications and the Digital Economy Portfolio

#### **Australia Post**

#### **Answer:**

1-2. Under the \$2 billion investment program that was announced in October 2012, Australia Post had spent approximately \$739.7m (as at 30 April 2013), on strategic investments (acquisition of StarTrack), asset replacement and the construction of a new parcel delivery network.

Specific program initiatives included the introduction of the Australia Post Digital MailBox; 24/7 Parcel Lockers in all states/territories, Dimension Weigh Scanners in Sydney and Melbourne Parcels facilities, and improved End-to-End scanning, tracking and parcel product catalogue.

- 3. A new parcels processing site is being developed in North Brisbane, which combined with the acquisition of StarTrack will provide a benefit to all of Queensland.
- 4. The Rockhampton Mail Centre (RMC) did not receive any significant funding under the investment program during the period in question.
- 5. Yes, the RMC operates 24 hours, 7 days a week in order to meet Australia Post's delivery service standards.
- 6-7. The Manager of the RMC visited residents in February/March 2013 to assess the current situation. No complaints were raised. The Manager, Qld Country, subsequently met with Rockhampton Regional Council on 30 May 2013 and asked Council to run a survey of residents to provide a better understanding of any specific noise concerns. Following the completion of the survey in early-July, the Manager requested that a joint meeting be held with Council and residents to go through the findings of the survey. Council is still analysing the survey results. Once this is finalised, Council will contact Australia Post with a view to arranging the proposed meetings.
- 8-10. Australia Post has introduced numerous measures to address concerns about noise levels at the RMC including the:
  - introduction of regular briefings for RMC staff on the need to keep noise levels to a minimum;
  - relocation of vehicle inspections from the back of the RMC to the front (ie the furthest distance from the residents' homes);
  - relocation of night sorters along with change in forklift use times (previously used around 3.30am and now only used prior to midnight);
  - relocation of parcel contractors, with a reduction in the amount of mail transferred on site and the number of vehicles required; and
  - adjustment of transport schedules of B-Double trucks entering/exiting the RMC to comply with new permit requirements issued by Department of Transport and Main Roads (previously unrestricted access was first restricted to 6am to midnight Monday to Sunday in 2011 and to 7am to 11pm Monday to Sunday in 2012).
- 11-12. Australia Post has no plans to relocate the RMC.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

## Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 170** 

Program No. Australia Post.

**Hansard Ref: In Writing** 

**Topic: Staffing.** 

#### Senator Birmingham. asked:

- 1. How many ongoing staff recruited this financial year to date? What classification are these staff?
- 2. How many non-ongoing positions exist or have been created this financial year to date? What classification are these staff?
- 3. This financial year to date, how many employees have been employed on contract and what is the average length of their employment period

#### **Answer:**

1. 1,126 Permanent staff have been recruited this FYTD (as at 30 April 2013), with the following classifications:

Total	1,126
Retail	172
Postal Services (Including Delivery Managers, Postal Delivery Officers, Postal/Parcel Services Officer, Drivers, Sorters, Transport, Technical Services, and Trainees, etc)	443
Customer Contact Centre (All Levels)	208
Administrative, Contract and IT (All Levels)	303

- 2. 194 Fixed Term Positions have been created this FYTD (as at 30 April 2013), with similar classifications to those listed above.
- 3. 236 staff have been employed on contract this FYTD (as at 30 April 2013), and their average length of employment is 4.5 months.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

### Broadband, Communications and the Digital Economy Portfolio **Australia Post**

**Question No: 171** 

Program No. Australia Post

Hansard Ref: In Writing

#### **Topic: Staffing.**

#### Senator Birminghan asked:

- How many ongoing staff left the department/agency this financial year to date? What classification were these staff?
- How many non-ongoing staff left department/agency this financial year to date? What 2. classification were these staff?
- How many contract staff left department/agency in the year this financial year to date? 3. What classification were these staff?

#### **Answer:**

1. 2,266 Permanent staff have left Australia Post this FYTD (as at 30 April 2013), with the following classifications:

Total	2,266
Retail	585
Postal Services (including Delivery Managers, Postal Delivery Officers, Postal/Parcel Services Officer, Drivers, Sorters, Transport, Technical Services and Trainees, etc.)	1,358
Customer Contact Centre (All Levels)	164
Administrative, Contract and IT (All Levels)	159

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

#### Broadband, Communications and the Digital Economy Portfolio

#### **Australia Post**

2.	744 Fixed Term staff left Australia Post this FYTD (as at 30 April 2013), with the
	following classifications:

Administrative, Contract and IT (All Levels) 12

Customer Contact Centre (All Levels) 18

Postal Services (including Delivery Managers, Postal Delivery Officers, Postal Parcel Services Officer, Drivers, Sorters, Transport,

Technical Services and Trainees, etc.) 606

Retail 108

Total 744

3. 131 Contract staff left the organisation this FYTD (as at 30 April 2013), with the following classifications:

22

Administrative, Contract and IT (All Levels) 109

Postal Services (including Delivery Managers, Postal Delivery Officers, Postal Parcel Services Officer, Drivers, Sorters, Transport, Technical Services and Trainees, etc.)

Total 131

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

## Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 172** 

Program No. Australia Post

Hansard Ref: In Writing

#### **Topic: Staffing.**

#### **Senator Birminghan asked:**

- 1. How many staff reductions/voluntary redundancies have occurred this financial year to date? What was the reason for these reductions?
- 2. Were any of these reductions involuntary redundancies? If yes, provide details.
- 3. Are there any plans for further staff reductions/voluntary redundancies? If so, please advise details including if there is a reduction target, how this will be achieved, and if any services/programs will be cut.
- 4. If there are plans for staff reductions, please give the reason why these are happening.
- 5. Are there any plans for involuntary redundancies? If yes, provide details?

- 1&2 107 voluntary and 1 involuntary redundancy packages have been paid to employees this FYTD (as at 30 April 2013) as a result of organisational change.
- 3&4. There are no plans to reduce staff numbers. Staff numbers will continue to reflect the change and growth areas of the business. the Future Ready Skills Progam investment of \$20 million over three years will support training and skills devlopment of staff that may be in roles that are not needed in the long-term and also support them if they do need to leave the business.
  - 5. The requirement for any future involuntary redundancies will be assessed on a case by case basis, in accordance with internal policies and procedures.

#### **Budget Estimates Hearings May 2013**

# Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 173** 

Program No. Australia Post

Hansard Ref: In Writing

**Topic: Public Service Efficiencies.** 

#### Senator Birmingham. asked:

Please provide details of the amended operational efficiencies your agency will make as per 2013-14 Budget Measure 'Public Service efficiencies' (see 2013-14 Budget Paper No 2 p108). In addition, please provide the following detail:

- 1. Can you quantify the estimated savings for each year over the forward estimates for savings achieved by implementing more efficient management structures, through a reduction in expenditure on staff across the Executive Level (EL) 1 and 2, and Senior Executive Service (SES) levels?
- 2. Can you quantify the estimated savings for each year over the forward estimates for savings achieved by revising down the occupational density target for all new leases, buildings and major fit-outs undertaken by agencies from 16 square metres per occupied workpoint down to 14 square metres.

#### **Answer:**

The 2013-14 Budget Measure "Public Service Efficiencies" (Budget Paper No 2 p108), relates to budget-funded departments and agencies and is, therefore, not relevant to Australia Post.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

## Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 174** 

Program No. Australia Post.

**Hansard Ref: In Writing** 

#### **Topic: Public Service Efficiencies**

#### Senator Birmingham. asked:

- 1. Has there been a reduction in business flights? What are the estimated savings for each year over the forward estimates?
- 2. Has there been a reduction in the use of external consultants and contractors? Has this impacted on the Department/agency, and how? What are the estimated savings for each year over the forward estimates?
- 3. Provide an update of moving recruitment advertising online. Is any recruitment still in printed materials, and if yes, why? What are the estimated savings for each year over the forward estimates?
- 4. Has the department/agency reduced its printing costs? If no, why not? Have printing costs increased, and if yes why and how much? Has the five per cent savings target been achieved if yes, how, or if it will not, why not? What are the estimated savings for each year over the forward estimates?

#### **Answer:**

These forward estimates efficiencies relate to budget-funded departments and agencies and are, therefore, not relevant to Australia Post.

# Senate Standing Committee on Environment and Communications Answers to Senate Estimates Questions on Notice Budget Estimates Hearings May 2013

# Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 175** 

Program No. Australia Post

Hansard Ref: In Writing

**Topic: Printing Costs.** 

#### Senator Birmingham. asked:

How many documents (include the amount of copies) have been printed this financial year to date? How many of these printed documents were also published online?

#### **Answer:**

Australia Post has had numerous documents printed this FYTD (as at 30 April 2013), some of which are published on its website <a href="www.auspost.com.au">www.auspost.com.au</a>. The specific details sought about documents printed across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.

#### **Budget Estimates Hearings May 2013**

## Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 176** 

Program No. Australia Post

**Hansard Ref: In Writing** 

#### **Topic: Graduate Recruitment**

#### **Senator Birmingham asked:**

- 1. Provide an update on expenditure for 2014 Graduate Recruitment to date? Please itemise and detail costs.
- 2. Has any travel been incurred for 2014 Graduate Recruitment? Please itemise and detail costs.

- 1. Australia Post has spent approximately \$15,000 on 2014 graduate recruitment in the FYTD (as at 30 April 2013), on online Graduate Publications.
- 2. A small amount of travel (taxi) costs have been incurred on 2014 graduate recruitment through staff attendance at Melbourne-based universities for career-related events.

#### **Budget Estimates Hearings May 2013**

## Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 177** 

Program No. Australia Post

Hansard Ref: In Writing

#### **Topic: Advertising**

#### **Senator Birmingham asked:**

- 1. What was the total cost of all advertising for the financial year to date?
- 2. Is the advertising campaign or non-campaign advertising? Provide details of each advertising, including the program the advertising was for, the total spend and the business that provided the advertising services.
- 3. Has the Department of Finance and Deregulation provided any advice about the advertising? Provide details of each advertising item.
- 4. Has the Peer Review Group (PRG) and/or Independent Communications Committee (ICC) provided any advice about the advertising? Provide details of each advertising item.
- 5. Did the Advertising comply with the Guidelines on Information and Advertising Campaigns by Australian Government Departments and Agencies? Provide the details for each advertising item.
- 6. Provide details for any other communications program, including details of the program, the total spend and the business that provided the communication services.
- 7. What advertising Campaign and Non-Campaign and other communications programs is the Department/Agency undertaking, or are planning to undertake?

- 1. Australia Post spent a total of \$29.2m on product and services advertising FYTD (as at 30 April 2013).
- 2-7. These questions relate to government departments/agencies and are, therefore, not relevant to Australia Post.

#### **Budget Estimates Hearings May 2013**

## Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 178** 

Program No. Australia Post.

Hansard Ref: In Writing

**Topic: Hospitality and Entertainment.** 

#### Senator Birmingham. asked:

- 1. What is the Department/Agency's hospitality spend for this financial year to date? Detail date, location, purpose and cost of all events including any catering and drinks costs.
- 2. What is the Department/Agency's entertainment spend for this financial year to date? Detail date, location, purpose and cost of all events including any catering and drinks costs.
- 3. What hospitality spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.
- 4. What entertainment spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.
- 5. Is the Department/Agency planning on reducing any of its spending on these items? If so, how will reductions be achieved and what are the estimated savings over each year of the forward estimates

#### **Answer:**

As a large commercially focussed Government Business Enterprise operating in a number of highly competitive markets, Australia Post engages in a broad range of business-related hospitality and entertainment activities across the corporation on an ongoing basis. These activities are aimed at strengthening existing customer relationships and developing potential ones. The specific details sought about hospitality and entertainments activities across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.

#### **Budget Estimates Hearings May 2013**

# Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 179** 

Program No. Australia Post

**Hansard Ref: In Writing** 

**Topic: Meeting Costs.** 

#### Senator Birmingham. asked:

- 1. What is the Department/Agency's meeting spend for this financial year to date? Detail date, location, purpose and cost of all events, including any catering and drinks costs.
- 2. What meeting spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.

#### **Answer:**

The specific details sought about meeting costs across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.

#### **Budget Estimates Hearings May 2013**

## Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 180** 

Program No. Australia Post.

**Hansard Ref: In Writing** 

**Topic: Program Launch Costs.** 

#### Senator Birmingham. asked:

- 1. What is the Department/Agency's program launch spend for this financial year to date? Detail date, location, purpose and cost of all events, including any catering and drinks costs.
- 2. What program launch spend is the Department/Agency's planning on spending? Detail date, location, purpose and cost of all events including any catering and drinks costs.

#### **Answer:**

Nil. Australia Post has not launched any Commonwealth Programs as identified in the Department of Finance Central Budget Management System.

#### **Budget Estimates Hearings May 2013**

## Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 181** 

Program No. Australia Post

Hansard Ref: In Writing

#### **Topic: Freedom of Information**

#### **Senator Birmingham asked:**

- 1. Has the department/agency received any updated advice on how to respond to FOI requests?
- 2. What is the total cost to the department to process FOI requests for this financial year to date?
- 3. How many FOI requests has the Department received for this financial year to date? How many requests have been denied and how many have been granted? Has the department failed to meet the processing times outlined in the FOI Act for any requests? If so, how many and why? Do any of these requests remain outstanding? If so, how many and why?

- 1. At various times, Australia Post has sought expert external advice on technical aspects of the Freedom of Information Act, however, not within the last 12 months.
- 2. In the FYTD (as at 30 April 2013), the total cost to process FOI requests is approximately \$91,500.
- 3. In the FYTD (as at 30 April 2013), Australia Post has received 156 applications and granted access in full to 114 applications, access in part to 6 applications, refused access to 31 applications and 5 applications were withdrawn. In the FYTD (as at 30 April 2013), Australia Post has failed to meet the required processing times on two occasions. No requests remain outstanding.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

## Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 182** 

Program No. Australia Post

Hansard Ref: In Writing

#### **Topic: Consultancies**

#### **Senator Birmingham asked:**

- 1. How many consultancies have been undertaken this financial year to date? Identify the name of the consultant, the subject matter of the consultancy, the duration and cost of the arrangement, and the method of procurement (ie. open tender, direct source, etc). Also include total value for all consultancies.
- 2. How many consultancies are planned for this calendar year? Have these been published in your Annual Procurement Plan (APP) on the AusTender website and if not why not? In each case please identify the subject matter, duration, cost and method of procurement as above, and the name of the consultant if known.

- 1. Australia Post has engaged 2 major management consultants (ie those costing \$250k or more), at a total cost of \$11.7m in the FYTD (at at 30 April 2013). Specific details about individual consultants are commercial-in-confidence.
- 2. Australia Post's reporting systems do not identify consultancies planned for the remainder of the 2013 calendar year. As a Government Business Enterprise, Australia Post is not required to produce or publish an Annual Procurement Plan on the AusTender website. Specific details about individual consultants are commercial-in-confidence.

#### **Budget Estimates Hearings May 2013**

## Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 183** 

Program No. Australia Post.

Hansard Ref: In Writing

**Topic: Media Monitoring** 

#### **Senator Birmingham asked:**

- 1. What was the total cost of media monitoring services, including press clippings, electronic media transcripts etcetera, provided to the department/agency for this financial year to date?
  - a. Which agency or agencies provided these services?
  - b. What is the estimated budget to provide these services for the year 2012-13?
  - c. What has been spent providing these services this financial year to date?

- 1. The total cost of media monitoring services for this FYTD (as at 30 April 2013) was \$239,500.
  - a. Media Monitors.
  - b. Approximately \$250,000
  - c. \$239,500

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

## Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 184** 

Program No. Australia Post

**Hansard Ref: In Writing** 

Topic: Social Media.

#### **Senator Birmingham asked:**

- 1. Has there been any changes to department and agency social media or protocols about staff access and useage of Youtube; online social media, such as Facebook, MySpace and Twitter; and access to online discussions forums and blogs since May 2012 Budget Estimates? If yes, please explain and provide copies of any advice that has been issue.
- 2. Does the department/agency monitor usage of social media?
  - a. If yes, provide details of the useage (for example details could include average hours per employee, hours when useage peaks).
  - b. Has there been a change to the department/agency protocols due to staff useage?
  - c. If no, why not? Will the department/agency monitor useage in the future?
- 3. Does social media impact on employee productivity? Provide details (details could include increased internet usage in general or increased internet usage in standard business hours.

- 1. No change since May 2012 Budget Estimates.
- 2. Australia Post does not monitor usage of social media because staff generally cannot access these sites via the Australia Post network (excludes small online channel team who have access for the purposes of customer liaison).
- 3. Social media does not impact on employee productivity because staff generally cannot access these sites via the Australia Post network.

# Senate Standing Committee on Environment and Communications Answers to Senate Estimates Questions on Notice Budget Estimates Hearings May 2013

# Broadband, Communications and the Digital Economy Portfolio Australia Post

Question No: 185

Program No. Australia Post

Hansard Ref: In Writing

**Topic: Internet** 

#### **Senator Birmingham asked:**

Has the Department experienced any internet problems, such as but not limited to slow internet, or internet blackouts? If yes, what was the reason for this? Did it impact the Minister's office

#### **Answer:**

Australia Post has received a stable internet service from Telstra with no major problems reported this financial year. Two incidents have been experienced. The first on 22 November 2012 when a fire at the Warrnambool Telstra Exchange knocked out data and voice communication to multiple Telstra customers, including 31 post offices and 3 delivery centres in the region. The second on 17 May 2013 when a partial network outage in Perth impacted local data communications to multiple Telstra customers, including the Perth Parcel Centre and 10 Local Post Office's, for a duration of 12 hours.

# Senate Standing Committee on Environment and Communications Answers to Senate Estimates Questions on Notice Budget Estimates Hearings May 2013

# Broadband, Communications and the Digital Economy Portfolio Australia Post

Question No: 186

Program No. Australia Post.

Hansard Ref: In Writing

**Topic: Staff Amenities.** 

#### Senator Birmingham. asked:

What amenities are provided to staff? Provide a list, including any costs and the reason for providing the amenity

#### **Answer:**

Australia Post provides a range of workplace amenities for the health, safety and well-being of its staff – which may include canteens, showers/changing rooms, kitchens/break-out areas, first aid rooms, bicycle lockers etc – depending on the type of facility. The specific details sought about amenities across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

## Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 187** 

Program No. Australia Post.

Hansard Ref: In Writing

**Topic: Coffee Machines Purchased.** 

#### Senator Birmingham. asked:

- 1. Has the department/agency purchased coffee machines for staff useage? If yes, provide a list that includes the type of coffee machine, the cost, the amount, and any ongoing costs such as purchase of coffee or coffee pods and when the machine was purchased.
- 2. Why were coffee machines purchased?
- 3. Has there been a noticeable difference in staff productivity since coffee machines were purchased? Are staff leaving the office premises less during business hours as a result?
- 4. Where did the funding for the coffee machines come from?
- 5. Who has access?
- 6. Who is responsible for the maintenance of the coffee machines? How much was spent on maintenance in this financial year to date, include a list of what maintenance has been undertaken. Where does the funding for maintenance come from?
- 7. What are the ongoing costs of the coffee machine, such as the cost of coffee?

#### Answer:

Yes, managers at the local level may purchase coffee machines for staff usage. The specific details sought about purchased coffee machines across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

## Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 188** 

Program No. Australia Post.

Hansard Ref: In Writing

**Topic: Coffee Machines Rented.** 

#### **Senator Birmingham asked:**

- 1. Does the department/agency rent coffee machines for staff usage? If yes, provide a list that includes the type of coffee machine, the cost, the amount, and any ongoing costs such as purchase of coffee or coffee pods and when the machine was purchased.
- 2. Why are coffee machines rented?
- 3. Has there been a noticeable difference in staff productivity since coffee machines were rented? Are staff leaving the office premises less during business hours as a result?
- 4. Where does the funding for the coffee machines come from?
- 5. Who has access?
- 6. Who is responsible for the maintenance of the coffee machines? How much was spent on maintenance in this financial year to date, include a list of what maintenance has been undertaken. Where does the funding for maintenance come from?
- 7. What are the ongoing costs of the coffee machine, such as the cost of coffee

#### Answer:

Yes, managers at the local level may rent coffee machines for staff usage. The specific details sought about rented coffee machines across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

## Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 189** 

Program No. Australia Post

Hansard Ref: In Writing

**Topic: Contractors** 

#### **Senator Birmingham asked:**

For this financial year to date:

- 1. Has the department/agency ever employed Hawker Britton in any capacity or is it considering employing Hawker Britton? If yes, provide details (including the work undertaken and the cost).
- 2. Has the department/agency ever employed Shannon's Way in any capacity or is it considering employing Shannon's Way? If yes, provide details (including the work undertaken and the cost).
- 3. Has the department/agency ever employed John Utting & UMR Research Group in any capacity or is it considering employing John Utting & UMR Research Group? If yes, provide details (including the work undertaken and the cost).
- 4. Has the department/agency ever employed McCann-Erickson in any capacity or is it considering employing McCann-Erickson? If yes, provide details (including the work undertaken and the cost).
- 5. Has the department/agency ever employed Cutting Edge in any capacity or is it considering employing Cutting Edge? If yes, provide details (including the work undertaken and the cost).
- 6. Has the department/agency ever employed Ikon Communications in any capacity or is it considering employing Ikon Communications? If yes, provide details (including the work undertaken and the cost).
- 7. Has the department/agency ever employed CMAX Communications in any capacity or is it considering employing CMAX Communications? If yes, provide details (including the work undertaken and the cost).
- 8. Has the department/agency ever employed Boston Consulting Group in any capacity or is it considering employing Boston Consulting Group? If yes, provide details (including the work undertaken and the cost).
- 9. Has the department/agency ever employed McKinsey & Company in any capacity or is it considering employing McKinsey & Company? If yes, provide details.
- 10. What contractors have been employed by the department/agency? If yes, provide details (including the work undertaken and the cost).

#### **Answer:**

Since 1 July 2012, Australia Post has engaged McCann Erickson to perform media buying on behalf of Australia Post. Specific details are commercial-in-confidence.

### **Budget Estimates Hearings May 2013**

## Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 190** 

Program No. Australia Post

**Hansard Ref: In Writing** 

**Topic: Grants** 

#### **Senator Birmingham asked:**

- 1. Could the department/agency provide an update list of all grants, including ad hoc and one-off grants for this financial year to date? Please provide details of the recipients, the amount, the intended use of the grants and what locations have benefited from the grants.
- 2. Have all grant agreement details been published on its website within the required timeframe? If not, provide details.

#### **Answer:**

As a Government Business Enterprise, Australia Post is not subject to the Commonwealth Grant Guidelines.

### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

## Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 191** 

Program No. Australia Post.

Hansard Ref: In Writing

**Topic: Government Payment of Accounts.** 

#### **Senator Birmingham asked:**

For this financial year to date, has the department/agency paid its accounts to contractors/consultants etc in accordance with Government policy in terms of time for payment (i.e. within 30 days)?

- 1. If not, why not? Provide details, including what has been the timeframe for payment of accounts? Please provide a breakdown, average statistics etc as appropriate to give insight into how this issue is being approached)
- 2. For accounts not paid within 30 days, is interest being paid on overdue amounts and if so how much has been paid by the portfolio/department agency for the current financial year and the previous financial year?
- 3. Where interest is being paid, what rate of interest is being paid and how is this rate determined

#### **Answer:**

As a Government Business Enterprise, Australia Post is not subject to the Government's policy requirements for the payment of contractor/consultant accounts.

### **Budget Estimates Hearings May 2013**

# Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 192** 

Program No. Australia Post.

Hansard Ref: In Writing

**Topic: Stationery Requirements.** 

#### Senator Birmingham. asked:

What are the department/agency's stationery costs for the financial year to date?

#### **Answer:**

The specific details sought about stationery costs across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

## Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 193** 

Program No. Australia Post.

Hansard Ref: In Writing

#### **Topic: Media Subscriptions.**

#### Senator Birmingham. asked:

- 1. What pay TV subscriptions does your department/agency have?
- 2. Please provide a list of what channels and the reason for each channel.
- 3. What is the cost for this financial year to date?
- 4. What newspaper subscriptions does your department/agency have?
- 5. Please provide a list of newspaper subscriptions and the reason for each.
- 6. What is the cost for this financial year to date?
- 7. What magazine subscriptions does your department/agency have?
- 8. Please provide a list of magazine subscriptions and the reason for each.
- 9. What is the cost for this financial year to date

#### **Answer:**

The specific details sought about media subscriptions across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

## Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 194** 

Program No. Australia Post

**Hansard Ref: In Writing** 

**Topic: Travel Costs** 

#### **Senator Birmingham asked:**

- 1. For the financial year to date, please detail all travel for Departmental/Agency officers that accompanied the Minister and/or Parliamentary Secretary on their travel. Please include a total cost plus a breakdown that include airfares (and type of airfare), accommodation, meals and other travel expenses (such as incidentals).
- 2. For the financial year to date, please detail all travel for Departmental officers. Please include a total cost plus a breakdown that include airfares (and type of airfare), accommodation, meals and other travel expenses (such as incidentals). Also provide a reason and brief explanation for the travel.
- 3. What travel is planned for the rest of this financial year? Also provide a reason and brief explanation for the travel.
- 4. What travel is planned for the rest of this calendar year? Also provide a reason and brief explanation for the travel.
- 5. What is the policy for business class airfare tickets? Is there still a reduction in business flights as per the media release by the Minister for Finance and Deregulation and the Special Minister of State dated 25 September 2012?
- 6. Are lounge memberships provided to any employees? If yes, what lounge memberships, to how many employees and their classification, the reason for the provision of lounge membership and the total costs of the lounge memberships.
- 7. When SES employees travel, do any support or administrative staff (such as an Executive Assistant) travel with them? If yes, provide details of why such a staff member is needed and the costs of the support staff travel.
- 8. Does the department/agency elect to offset emissions for employees work related travel? If yes, what is the cost?

- 1&7. These questions relate to government employees and are, therefore, not relevant to Australia Post.
- 2-4. Australia Post spent a total of \$4.0m on air travel and \$3.0m on accommodation for business-related purposes FYTD (as at 30 April 2013). The specific details sought about travel/future travel across the entire corporation are not captured on any central database. As such, Australia Post is unable to provide the information requested.
- 5. Australia Post executives are entitled to travel business class for international flights.

# Senate Standing Committee on Environment and Communications Answers to Senate Estimates Questions on Notice Budget Estimates Hearings May 2013 Broadband, Communications and the Digital Economy Portfolio

#### **Australia Post**

6. Australia Post Executive General Managers and Board of Directors are entitled to lounge membership. For other employees, membership may be approved by the relevant Executive General Manager where it is expected the employee will be required to travel frequently as part of their position. Membership ceases on termination of employment.

Consistent with normal business practice, Australia Post offers this benefit in recognition of the inconvenience and personal sacrifice involved when undertaking frequent business-related travel. The specific details sought about lounge membership across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.

8. No.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

## Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 195** 

Program No. Australia Post

**Hansard Ref: In Writing** 

#### **Topic: Legal Costs**

#### **Senator Birmingham asked:**

- 1. What sum did each portfolio department and agency spend on legal services for this financial year to date within the department/agency? Please provide a list of each service and costs.
- 2. What sum did each portfolio department and agency spend on legal services this financial year to date from the Australian Government Solicitor? Please provide a list of each service and costs.
- 3. What sum did each portfolio department and agency spend on legal services this financial year to date from private firms? Please provide a list of each service and costs.
- 4. What sum did each portfolio department and agency spend on legal services this financial year to date from other sources? Please provide a list of each service and costs.

- 1. Approximately \$2.6m in staff related costs FYTD (as at 30 April 2013).
- 2. Nil FYTD (as at 30 April 2013).
- 3. Approximately \$6.0m FYTD (as at 30 April 2013).
- 4. Approximately \$1.1m FYTD (as at 30 April 2013).

#### **Budget Estimates Hearings May 2013**

## Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 196** 

Program No. Australia Post.

Hansard Ref: In Writing

**Topic: Education Expenses.** 

#### Senator Birmingham. asked:

- 1. What is the department/agency's guidelines on study?
- 2. For this financial year to date, detail all education expenses (i.e. in house courses and tertiary studies) for each portfolio department and agency. Include what type of course, the total cost, cost per participant, the employment classification of each participant, how many participants and the amount of study leave granted to each participant (provide a breakdown for each employment classification). Also include the reason for the study and how it is beneficial for the department/agency.

- 1. All permanent employees are eligible to apply for benefits under Australia Post's Assistance Study Scheme. The study must be identified as being a developmental need and must be approved by the relevant manager. Once approved, the employee is eligible for financial assistance and/or granting of leave.
- 2. The specific details sought about education assistance across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

## Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 197** 

Program No. Australia Post.

Hansard Ref: In Writing

#### **Topic: Executive Coaching.**

#### **Senator Birmingham asked:**

In relation to executive coaching and/or other leadership training services purchased by each department/agency, please provide the following information for this financial year to date:

- 1. Total spending on these services
- 2. The number of employees offered these services and their employment classification
- 3. The number of employees who have utilised these services, their employment classification and how much study leave each employee was granted (provide a breakdown for each employment classification)
- 4. The names of all service providers engaged
- 5. For each service purchased form a provider listed under (4), please provide:
  - a. The name and nature of the service purchased
  - b. Whether the service is one-on-one or group based
  - c. The number of employees who received the service and their employment classification
  - d. The total number of hours involved for all employees (provide a breakdown for each employment classification)
  - e. The total amount spent on the service
  - f. A description of the fees charged (i.e. per hour, complete package)
- 6. Where a service was provided at any location other than the department or agency's own premises, please provide:
  - a. The location used
  - b. The number of employees who took part on each occasion (provide a breakdown for each employment classification)
  - c. The total number of hours involved for all employees who took part (provide a breakdown for each employment classification)
  - d. Any costs the department or agency's incurred to use the location.

#### **Answer:**

The specific details sought about executive coaching and leadership training across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

## Broadband, Communications and the Digital Economy Portfolio

**Australia Post** 

**Question No: 198** 

Program No. Australia Post.

Hansard Ref: In Writing

**Topic: Media Training** 

#### **Senator Birmingham asked:**

In relation to media training services purchased by each department/agency, please provide the following information for this financial year to date:

- 1. Total spending on these services
- 2. The number of employees offered these services and their employment classification
- 3. The number of employees who have utilised these services, their employment classification and how much study leave each employee was granted (provide a breakdown for each employment classification)
- 4. The names of all service providers engaged
- 5. For each service purchased form a provider listed under (d), please provide:
  - a. The name and nature of the service purchased
  - b. Whether the service is one-on-one or group based
  - c. The number of employees who received the service and their employment classification (provide a breakdown for each employment classification)
  - d. The total number of hours involved for all employees (provide a breakdown for each employment classification)
  - e. The total amount spent on the service
  - f. A description of the fees charged (i.e. per hour, complete package)
- 6. Where a service was provided at any location other than the department or agency's own premises, please provide:
  - a. The location used
  - b. The number of employees who took part on each occasion
  - c. The total number of hours involved for all employees who took part (provide a breakdown for each employment classification)
  - d. Any costs the department or agency's incurred to use the location.

- 1. \$5,100.
- 2. Nine. Australia Post does not use the public service employment classification system.
- 3. Four. No study leave was granted.
- 4. Katrina Byers Consulting.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

#### Broadband, Communications and the Digital Economy Portfolio

#### **Australia Post**

- 5) a) Television, radio and print media training
  - b) Small group based with one-on-one break-out sessions.
  - c) Four employees. Australia Post does not use the public service employment classification system.
  - d) Three hours for the first session, four hours for the second session.
  - e) \$5,100.
  - f) Complete package.
- 6) a) In-house.
  - b) Three for the first session, one for the second session.
  - c) Three hours (three employees) and four hours (one employee). Australia Post does not use the public service employment classification system.
  - d) None.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

## Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 199** 

Program No. Australia Post

**Hansard Ref: In Writing** 

#### **Topic: Paid Parental Leave**

#### **Senator Birmingham asked:**

- 1. Please list how many staff in each department and agency are eligible to receive payments under the Government's Paid Parental Leave scheme?
- 2. For this financial year to date list which department/agency is providing its employees with payments under the Government's Paid Parental Leave scheme? Please list how many staff and their classification are in receipt of these payments.
- 3. What is the paid parental scheme offered by each department and agency? How many staff have used the scheme this financial year to date.

#### **Answer:**

- 1. All employees who become the primary carer of a newborn or recently adopted child and who also meet the Government's Paid Parental Leave (PPL) scheme eligibility criteria are eligible to receive payment under the Government's PPL scheme. As eligibility is based on primary carer responsibilities, the number of eligible staff cannot be identified.
- 2. There are 185 employees who were in receipt of Paid Parental Leave payments (as at 30 April 2013), from the following classifications:

Total	185
Retail	57
Postal Services (including Delivery Managers, Postal Delivery Officers, Postal/Parcel Services Officer, Drivers, Sorters, Transport, Technical Services and Trainees, etc.)	78
Customer Contact Centre (All Levels)	10
Administrative, Contract and IT (All Levels)	40

3. Employees with 12 months qualifying service are entitled to full pay for the first 14 weeks of Maternity Leave. They can elect to take this at half pay for 28 weeks. For this FYTD (as at 30 April 2013), 328 employees received maternity payments under this scheme.

### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

## Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 200** 

Program No. Australia Post

**Hansard Ref: In Writing** 

#### **Topic: Corporate Cars**

#### **Senator Birmingham asked:**

- 1. How cars are owned by each department/agency?
- 2. Where is the car/s located?
- 3. What is the car/s used for?
- 4. What is the cost of each car for this financial year to date?
- 5. How far did each car travel this financial year to date?

- 1&3. As at 30 April 2013, Australia Post owns 423 cars, which are used for a variety of business-related purposes.
- 2,4&5. The details sought about corporate cars across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.

#### **Budget Estimates Hearings May 2013**

# Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 201** 

Program No. Australia Post

Hansard Ref: In Writing

**Topic: Taxi Costs** 

#### **Senator Birmingham asked:**

- 1. How much did each department/agency spend on taxis this financial year to date? Provide a breakdown for each business group in each department/agency.
- 2. What are the reasons for taxi costs?

#### **Answer:**

Australia Post spent a total of \$1.6m on taxis in the FYTD (at 30 April 2013) for business-related purposes. The details sought about taxi costs by business group across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.

#### **Budget Estimates Hearings May 2013**

# Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 202** 

Program No. Australia Post

Hansard Ref: In Writing

**Topic: Hire Cars** 

#### **Senator Birmingham asked:**

- 1. How much did each department/agency spend on hire cars this financial year to date? Provide a breakdown of each business group in each department/agency.
- 2. What are the reasons for hire car costs?

#### **Answer:**

In limited circumstances, hire cars are used for business-related purposes. The specific details sought about hire car use across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

## Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 203** 

Program No. Australia Post

Hansard Ref: In Writing

**Topic: Credit Cards** 

#### **Senator Birmingham asked:**

- 1. Provide a breakdown for each employment classification that has a corporate credit card.
- 2. Please update details of the following?
  - a) What action is taken if the corporate credit card is misused?
  - b) How is corporate credit card use monitored?
  - c) What happens if misuse of a corporate credit card is discovered?
  - d) Have any instances of corporate credit card misuse have been discovered? List staff classification and what the misuse was, and the action taken.
  - e) What action is taken to prevent corporate credit card misuse?

- 1. 2,565 Managers (1,072) and Staff (1,493), as at 30 April 2013.
- 2. No change since Additional Estimates (February 2013).

#### **Budget Estimates Hearings May 2013**

# Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 204** 

Program No. Australia Post.

Hansard Ref: In Writing

**Topic: Electricity Purchasing.** 

#### Senator Birmingham. asked:

- 1. What are the details of the department/agency electricity purchasing agreement?
- 2. What are the department/agency electricity costs for this financial year to date?

#### **Answer:**

1. Australia Post has the following electricity purchasing arrangements:

#### **Large Sites**

Australian Post has negotiated calendar year contracts with a single supplier in individual states. This represents approximately 65% of the total electricity consumed by the organisation.

#### **Small Sites**

Australia Post has negotiated a separate contract with a single supplier to cover the majority of sites such as retail outlets and delivery centres, representing approximately 15% of the total electricity consumed by the organisation.

#### Landlord and Local Area Network Sites

Australia Post also pays electricity for a small number of sites where electricity is included as part of the contractual arrangement with a landlord where Australia Post does not negotiate the price directly with the retailer. Other large and small sites are with Local Area Network providers where alternate retailers are not available or where these arrangements are more cost effective than contracting with alternate electricity retailers. Both these arrangements represent approximately 20% of the total electricity consumed by the organisation.

2. Australia Post has spent \$30.9m on electricity FYTD (as at 30 April 2013).

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

## Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 205** 

Program No. Australia Post.

Hansard Ref: In Writing

#### **Topic: Briefings for the Australian Greens and Independents**

#### Senator Birmingham asked:

- 1. Have any briefings and/or provision of information been provided to the Australian Greens? If yes, please include:
  - a. How are briefings requests commissioned?
  - b. What briefings have been undertaken? Provide details and a copy of each briefing.
  - c. Provide details of what information has been provided and a copy of the information.
  - d. Have any briefings request been unable to proceed? If yes, provide details of what the requests were and why it could not proceed.
  - e. How long is spent preparing and undertaking briefings/information requests for the Australian Greens? How many staff are involved and how many hours? Provide a breakdown for each employment classification.
- 2. Have any briefings and/or provision of information been provided to Independents? If yes, please include:
  - a. How are briefings requests commissioned?
  - b. What briefings have been undertaken? Provide details and a copy of each briefing.
  - c. Provide details of what information has been provided and a copy of the information.
  - d. Have any briefings request been unable to proceed? If yes, provide details of what the requests were and why it could not proceed.
  - e. How long is spent preparing and undertaking briefings/information requests for the Independents? How many staff are involved and how many hours? Provide a breakdown for each employment classification.
  - f. Which Independents have requested briefings and/or information

#### **Answer:**

Australia Post has not provided any briefings for the Australian Greens or Independents.

#### **Budget Estimates Hearings May 2013**

## Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 206** 

Program No. Australia Post.

Hansard Ref: In Writing

**Topic: Shredders.** 

#### **Senator Birmingham asked:**

Has the department/agencies purchased any shredders this financial year? If yes, provide details of how many shredders were purchased, the cost of each shredder, why each new shredder was needed and the purpose for which the shredder is to be used

#### **Answer:**

Australia Post purchases shredders for business-related purposes. The specific details sought about shredders across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

## Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 207** 

Program No. Australia Post.

Hansard Ref: In Writing

**Topic: Protective Security Policy Framework.** 

#### Senator Birmingham. asked:

Provide an update for your department/agency, including what is your current compliance level, what are you doing to manage risk, what is being done to comply with the mandatory requirements and details of any department/agency specific policies and procedures

#### Answer:

Although not formally obliged to comply with the Protective Security Policy Framework ("PSPF") Australia Post is fully supportive of the PSPF objectives, and has, for many years, sought to implement appropriate measures to effectively manage protective security risks arising from its operations:

In particular, Australia Post:

- Identifies and manages the Corporation's overall risk profile and tolerances through a specialist Risk & Compliance function,
- Has developed an established and strong, whole-of-enterprise, security awareness and culture through the operations of its Security & Investigation group, and
- Identifies and manages information security maturity and capability through the activities managed by the office of the corporation's Chief Information Security Officer.

Through its established security framework, and through the activities of its Risk & Compliance, Security & Investigation, and Information Security functions, Australia Post has appropriately identified security risks arising from its operations, and has implemented appropriate controls to manage those risks.

Efforts to enhance the enterprise security framework are evolving. By way of example, Australia Post has recently released an enhanced Information Security awareness campaign under the banner of 'Secure at Post'.

Activities to achieve full compliance with new and evolving requirements around Information Communications Technologies (ICT) Security are continually being enhanced as Australia Post moves to digitisation of its business. Australia Post understands and manages its risks in the ICT space and has a robust program to continue to enhance what it does, which aligns strongly with the PSPF.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

## Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 208** 

Program No. Australia Post.

Hansard Ref: In Writing

**Topic: Office Locations.** 

#### **Senator Birmingham asked:**

Please provide a list of all office locations for all departments and agencies within the portfolio by:

- a. Department/Agency;
- b. Location;
- c. Leased or Owned;
- d. Size;
- e. Number of Staff at each location and classification;
- f. If rented, the amount and breakdown of rent per square metre;
- g. If owned, the value of the building;
- h. Depreciation of buildings that are owned;
- i. Type of functions and work undertaken

#### **Answer:**

Australia Post occupies a large number of offices around Australia, including an administrative office in every capital city and a national network of 4,423 retail outlets (as at 30 April 2013), the locations of which are available at <a href="https://www.auspost.com.au">www.auspost.com.au</a>. The specific details sought about offices across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.

#### **Answers to Senate Estimates Questions on Notice**

#### **Budget Estimates Hearings May 2013**

## Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 209** 

Program No. Australia Post

**Hansard Ref: In Writing** 

#### **Topic: Communications staff**

#### **Senator Birmingham asked:**

- 1. For all departments and agencies, please provide in relation to all public relations, communications and media staff the following:
  - a. How many ongoing staff, the classification, the type of work they undertake and their location.
  - b. How many non-ongoing staff, their classification, type of work they undertake and their location
  - c. How many contractors, their classification, type of work they undertake and their location
  - d. How many are graphic designers?
  - e. How many are media managers?
  - f. How many organise events?
- 2. Do any departments/agencies have independent media studios? If yes, why? When was it established? What is the set up cost? What is the ongoing cost? How many staff work there and what are their classifications?

#### Answer:

1a-c.

As at 30 April 2013, 23 communications staff service the business and workforce communications needs of a national workforce of more than 33,000. Four Heads of Business Communications manage small teams that work across Australia Post's Business Units – Communication Management Services, Parcel and Express Services and Retail Services and the business support functions. There are currently three contract staff working in the team, the remainder are ongoing employees. Australia Post does not use the public service employment classification system and is, therefore, unable to provide this information. All communications staff are based in Melbourne.

- 1d. Australia Post employs one graphic designer in the communications team.
- 1e. A media team of three employees manage all inquiries to the Australia Post national media line.
- 1f. Australia Post has one event manager in the communications team.
- 2. Australia Post does not have an independent media studio.

#### **Budget Estimates Hearings May 2013**

## Broadband, Communications and the Digital Economy Portfolio Australia Post

**Question No: 210** 

Program No. Australia Post.

Hansard Ref: In Writing

**Topic: Provision of Equipment.** 

#### **Senator Birmingham asked:**

Is electronic equipment (such as ipad, laptop, wireless card, vasco token, blackberry, mobile phone (list type if relevant), thumb drive) provided to department/agency staff? If yes provide details of what is provided, the purchase cost, the ongoing cost and a breakdown of what staff and staff classification receives it.

#### **Answer:**

Australia Post provides electronic equipment to staff for business-related purposes. The specific details sought about the provision of equipment across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.