

2 May 2019

Committee Secretary  
Senate Standing Committees on Environment and Communications  
PO Box 6100  
Parliament House  
Canberra ACT 2600  
By email: [ec.sen@aph.gov.au](mailto:ec.sen@aph.gov.au)

Dear Committee Secretary

### **Budget Estimates 2019-20 Hearing Appearance**

On 4 April 2019, in my capacity as Group Chief Executive Officer and Managing Director of Australia Post, I appeared before the Environment and Communications Legislation Committee for Budget Estimates 2019-20, together with a small number of other Australia Post employees.

During the hearing I answered questions about various matters. The purpose of this letter is to clarify for the Committee some of the answers provided at the hearing. I do not expect these matters to be of material substantive concern to Committee, but consider it appropriate and important to clarify matters for the purposes of the record.

#### *Delivery volumes and points*

In responding to questions from Senator Urquhart in relation to Australia Post's half year results for financial year 2018/19, I stated that, relative to 3½ years ago, "...we deliver now 700 million fewer letters and yet we deliver to approximately 800 more distribution points". To clarify, relative to 3½ years ago Australia Post delivers approximately 800 million fewer letters per annum, whilst delivering to approximately 600 thousand more delivery points.

#### *Stamp Issue Program*

In responding to questions from Senator Smith in relation to Australia Post's stamp issuing program, I stated there is a committee, led by Nicole Sheffield, that stamp issues go through before they go forward. I also stated that stamp issue considerations generally do not go to the Australia Post Board.

To clarify, Australia Post's annual Stamp Issue Program is predominantly determined by a committee within Australia Post's Philatelic business unit. That unit is under the direction of Nicole Sheffield, Australia Post's Executive General Manager, Community and Consumer, however Ms Sheffield is not herself a member of the committee. Once developed, draft annual Stamp Issue Programs are taken to the Australia Post Board for consideration and approval. Notwithstanding, annual Stamp Issue Programs do not exhaust the annual stamp issue schedule and the Philatelic business unit retains discretion to issue additional stamp designs at various points throughout the year.

*Review of injury management arrangements*

In responding to questions from Senator Urquhart in relation to the Safety, Rehabilitation and Compensation Commission's recent decision regarding Australia Post, I stated that Australia Post had recently undertaken an internal review led by a person in Australia Post's risk and audit committee. To clarify, the person who led this review is a member of Australia Post's Internal Audit team.

Yours sincerely,

Christine Holgate  
**Group Chief Executive Officer and Managing Director**