

Senate Standing Committee on Environment and Communications

Answers to Senate Estimates Questions on Notice

Additional Estimates Hearings February 2016

Communications Portfolio

Australia Post

Question No: 18

Australia Post

Hansard Ref: Page 25, 09/02/2016

Topic: National Vacancy Rates (Post Office Boxes)

Senator Xenophon, Nick asked:

Senator XENOPHON: You may want to take this on notice, but can you provide me with the figures as to the national vacancy rates and, separately, the vacancy rates of the major cities versus country towns or regional centres? Are you able to provide that?

Ms Corbett: Yes, we are happy to take that on notice.

Senator XENOPHON: And, if it is possible—presumably you have access to this—over the past three years, can you tell us whether there has been a trend of increasing or decreasing vacancy rates of PO boxes, and whether there is a difference between city, metropolitan and regional centres?

Ms Corbett: Yes, I am happy to take that on notice.

Senator XENOPHON: Can you give us an idea of any trend in respect of that?

Ms Corbett: Generally, what we find overall is that the trend is sort of around a five per cent reduction rate. That is what we find. When we have surveyed our customers, the main reason for that kind of churn is people no longer needing a PO Box because they have moved locations and they do not need a Post Office Box there. The other is the volume of letters that they receive in that Post Office Box; the need to actually have that special service is no longer required by them. But I am happy to provide that information.

Answer:

There has been a downward trend in Post Office Box occupancy rates over the past 3 years, with a current occupancy rate of 80.26 per cent (as at 31 January 2016). Australia Post is continuing to install PO Boxes in locations where there is a demand.

