

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: 24

Australia Post

Hansard Ref: Page 32, 9/02/2016

Topic: Postcode allocation system – meeting current needs

Senator Smith, Dean asked:

Senator SMITH: So you are asking the question internally: does the postcode allocation system meet your current needs?

Mr Fahour: To be very honest I have never asked that question in the way you have just asked it—

Senator SMITH: That is what I have heard. These people are being told that a review is not possible, and what I just heard from you is that you are constantly reviewing these things internally to keep pace with change. That is what I heard. Is it not true?

Mr Fahour: Absolutely. Nothing is sacrosanct. We have to adapt to the modern world. If the current postcode system does not meet the needs of the new world, then of course it is going to change.

Senator SMITH: When will you know that?

Mr Fahour: I have not given you a specific time. I reserve my judgement—

Senator SMITH: That is why I asked when you will know that.

Mr Fahour: I do not know the answer to that question.

Senator SMITH: That is not good a enough, because what I have heard is that you are keeping pace with change and doing a variety of things internally to keep pace with change. I thought I heard you say the review of postcode arrangements et cetera was in part to make sure that you are keeping pace with the business, but you cannot tell me anything about that.

Mr Fahour: Not at this moment—

Senator SMITH: But you can take it on notice?

Mr Fahour: I can take it on notice.

Answer:

Australia Post continually challenges whether any of the systems currently in use remain viable and if they are in-line with our statutory obligation to conduct our business in a manner consistent with sound commercial practice. Australia Post uses postcodes to efficiently and reliably process mail. We are confident that postcodes are functioning to achieve this.

Australia Post reviews its postcode structures as a matter of normal business operations, as well as in response to reasonable community requests it receives.

Australia Post exists in a dynamic environment and accordingly we are continuously looking for new and better ways of doing business.