

**Senate Standing Committee on Environment and Communications**  
**Answers to Senate Estimates Questions on Notice**  
**Budget Estimates Hearings May 2014**  
**Communications Portfolio**  
**Australia Post**

**Question No: 185**

**Program No: Australia Post**

**Hansard Ref: In Writing**

**Topic: Customer Survey**

**Senator Urquhart asked:**

The following exchange occurred at the hearing:

**Senator Pratt:** Before the break we were discussing your speech to the Australian Chamber of Commerce. You referred to research that has been previously canvassed at estimates and you said that the customer feedback was extremely clear and you listed six items. As these relate to your regulated activities, could the committee be provided with that customer feedback research?

**Mr Fahour:** I have given the answer to the customer feedback. We do customer focus groups all the time. We do them in confidence; we promise the user groups that we would keep those as commercial in confidence. The results of those that I have outlined and I am delighted to put those on the record per my speech. I did summarise them, but I am happy to reiterate those things on the record.

**Senator Pratt:** Do you have a written version of that research to provide to the committee?

**Mr Fahour:** Apparently there is a question on notice around the survey and we are in the process of responding to the parts that we can—the parts that are not commercial in confidence.

**Senator Pratt:** Can you say who asked that question on notice?

**Mr Fahour:** I have just sought clarification of that. What was requested was the survey itself, which we did supply, but I stand by what I said earlier: that I am more than happy to give the results of the survey as summarised on the basis that it is non-commercial and non-identifiable. Returning to the line of questioning, can Australia Post identify the question on notice Mr Fahour was referring to?

**Answer:**

Mr Fahour was referring to QoN No 143 – Additional Estimates Hearing February 2014, which was asked by Senator Pratt.

Refer to the answer to QoN No 181 – Budget Estimates Hearing May 2014 for a summary of the key insights from the survey.