

**Senate Standing Committee on Environment and Communications**

**Answers to Senate Estimates Questions on Notice**

**Supplementary Budget Estimates Hearings November 2014**

**Communications Portfolio**

**Australia Post**

**Question No: 355**

**Program No: Australia Post**

**Hansard Ref: In Writing**

**Topic: Disability Access**

**Senator Ludwig asked:**

1. Please provide a list of all premises owned, leased or otherwise operated by the department / agency which do not yet comply with the Disability Discrimination Act (through The Disability (Access to Premises - Buildings) Standards 2010). For each, please provide:
2. The year in which it was purchased / leased / rented (and if lease / rental agreement, when it expires).
3. What plans are in place to make the premises compliant with the act.
4. When these plans will commence and when they are expected to be complete.
5. Has the minister or the minister's office been informed of these plans? Please provide a copy of any communication (including but not limited to emails, letters, memos, notes etc) between the minister's office and the department regarding this issue.
6. What is the expected cost of making the premises compliant? Please break down the costs.
7. Have any plans to make any premises compliant been cancelled, put on hold or delayed since September 7, 2013? If yes, please detail, including the reasons for which they were cancelled, put on hold or delayed and how the decision was reached.
8. Have any complaints been lodged with regard to the premises not being compliant? If yes, please detail.

**Answer:**

1-8. Australia Post has maintained a program of works that has continued to meet our obligations to provide our limited mobility customers with disabled access to front of house facilities. Aligned to this has also been a longstanding strategy to ensure all new facility modifications incorporate disabled access provisions and that existing properties are improved, based on a needs analysis. Through various initiatives and programs of work in FY13/14, Australia Post have made improvements to our disabled access. These initiatives include:

- every Australia Post property nationally underwent a property inspection where disabled access is assessed by the Facility Manager;
- 27 retail facilities were refurbished with all works compliant to current Building Code of Australia standards;
- 10 facilities were improved to specifically address accessibility issues;
- StarTrack House in Sydney underwent a full external and internal upgrade incorporating disabled access provisions; and
- 3 large industrial facilities underwent significant upgrade/expansion which incorporated disabled access provisions.