

**Senate Standing Committee on Environment and Communications**  
**Answers to Senate Estimates Questions on Notice**  
**Supplementary Budget Estimates Hearings November 2013**  
**Communications Portfolio**  
**Australia Post**

**Question No: 55**

**Program No. Australia Post**

**Hansard Ref: Page 26 (19/11/2013)**

**Topic: Delivery Standard**

**Senator Pratt asked:**

Can you provide me with an outline of how that delivery standard is measured.

**Mr Fahour:** Our community service obligation is multi-faceted. I will get our corporate secretary to give you the essential five key points. But let me mention to you very quickly the three that come to my head: 98 per cent of homes, five days a week; our letter service standard is to be 94 per cent nationwide; and, we would have 4,000 access points. The fourth one is: 10,000 street postal boxes. The fifth one escapes me for the moment. We can give you the last one later, but those four are the really important ones. I am really pleased that we have met every single one of the ones I have just outlined.

**Answer:**

Australia Post's performance against the delivery standard - i.e. the percentage of non-bulk letters delivered on-time against the advertised delivery timetables - is independently monitored by Taylor Nelson Sofres (TNS) and subject to independent audit by the Australian National Audit Office (ANAO).

Full details of all of Australia Post's performance standards, result certification from TNS and audit report from ANAO are detailed on pages 115 to 119 of Australia Post's Annual Report 2012/13.