

**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: 56**

**Program No. Australia Post**

**Hansard Ref: In Writing**

**Topic: Messenger Post**

**Senator Pratt asked:**

1. I am interested in how many Messenger Post contractors have resigned their contract prior to expiry in 2012-13 financial year.
2. How many also chose not to renew their contract during the 2012-13 financial year?
3. What does Messenger Post know about why contractors chose to terminate their contracts before the contracts' expiry, and does Messenger Post conduct any exit surveys for Messenger Post contractors when they finish their contract? I would be interested in the findings of any of those surveys.
4. Are you able to advise us of the average length of time a mail contractor stays as a contractor with Australia Post?

**Answer:**

- 1&2. A total of 134 Messenger Post Couriers contractors resigned their contracts in the 2012-13 financial year. This equates to a yearly turnover rate of approximately 18.5%, which compares favourably with the industry norm. Australia Post's records do not distinguish between resignations prior to term and departures at the end of term.
3. Messenger Post Couriers conducts exit interviews/discussion where the contractor is willing to discuss their future intentions. The most common reasons are pursuit of other business opportunities; personal reasons such as health or family; breach of contract; and unsuitability for courier work.
4. The average length of time a contractor stays with Messenger Post Couriers is between five and six years.