

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: 57

Program No. Australia Post

Hansard Ref: Page 29 (19/11/2013)

Topic: Dog attack risks

Senator Pratt asked:

Do you work at all with other agencies that offer similar kinds of services—people who check power meters and things like that, who face similar risks? Are you working across businesses and agencies in managing any of those issues?

Answer:

Australia Post does not have formal arrangements with utility companies to monitor and manage hazards associated with aggressive dogs. We do however have arrangements with most local councils for responding to issues and concerns, which means that action is usually taken quickly once an incident occurs.

As a proactive approach to reduce the occurrence of dog related incidents, Postal Delivery Officers are regularly trained in how to identify a potentially dangerous dog and how to respond in these situations to reduce their potential for harm. We have also recently issued updated guidelines for managers on “Preventing Harm from Dogs” which, in addition to providing advice on how to respond once a dog attack has occurred, provides guidance on more preventative actions that should be taken including:

- establishing a working relationship with council and supporting councils with their programs in the community on responsible dog ownership;
- support community education and communication campaigns;
- maintaining worker knowledge, awareness and vigilance e.g. team safety discussions; and
- monitoring reports and dog attack trends and reviewing prevention arrangements and refresh as needed.