

Senate Standing Committee on Environment, Communications and the Arts
Answers to Senate Estimates Questions on Notice
Additional Estimates Hearings February 2009
Broadband, Communications and the Digital Economy Portfolio
Australia Post

Question No: 205

Hansard Ref: Written

Topic: Advertising

Senator Birmingham asked:

1. What communications programs has Australia Post undertaken, or is planning to undertake?
2. For each program, what is the total spend? Please detail including media advertisements (where placed and costs).
3. What was the total spend on advertising by Australia Post in CY 2008 and for FY 2008/09 to date?

Answer:

1. In 2009, the only specific communications program Australia Post is undertaking is its Bicentenary Program. The overall aim of the program is to highlight Australia Post's unique role in, and contribution to, the nation's history and to reinforce its continuing relevance in the 21st century.

An extensive range of activities has been developed for the program including:

- "Letters of the Nation" project, which recognises the role of the written word in recording the nation's history, and seeks public contributions;
 - "200 Seconds" short film competition (being run in conjunction with the Australian Film Institute) which is based on a "parcel" theme;
 - Australia's Favourite Stamp competition, which invites the public to vote for their favourite stamp; and
 - Special bicentenary stamp and coin releases.
2. The budget for the bicentenary program is \$1.5m, of which approximately \$200,000 will be spent on advertising. To date, \$50,000 has been spent on advertising in newspaper supplements published on 3 March 2009.
 3. Australia Post's total media spend on recurrent promotion of existing commercial products and services (includes television, radio, newspapers, magazines) for the periods in question was as follows:
 - CY 2008 - \$6.616m
 - FY 2008/09 (to 28 February) - \$2.685m

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Question No: 206

Hansard Ref: Written

Topic: Hospitality

Senator Birmingham asked:

What is Australia Post's hospitality spend for CY 2008 and for FY 2008/09 to date?
Please detail date, locations, purpose and cost of all events.

Answer:

As a major Australian business, Australia Post operates in a number of highly competitive markets. In this context, it undertakes a broad range of sponsorship hospitality activities, aimed at strengthening existing customer relationships and developing potential ones. Customer invitations take account of existing and potential revenue, profitability and strategic importance.

Australia Post's sponsorship hospitality spend for CY 2008 and FY 2008/09 (to 28 February) was \$1.55m and \$1.4m respectively. Details are as follows:

Calendar Year 2008			
Date	Event	Location	Cost - \$m
January 2008	Australian Tennis Open	Melbourne	0.05
January 2008	Official Australia Day Lunches	Darwin/Hobart/ Adelaide/Perth/ Melbourne/Sydney	0.13
June 2008	Opera Australia/Oz Opera Regional Tour	Regional Tours/ Sydney/Melbourne	0.17
August 2008	Olympic Games	Beijing	1.2
TOTAL			1.55

Financial Year 2008/09			
Date	Event	Location	Cost - \$m
August 2008	Olympic Games	Beijing	1.2
January 2009	Australian Tennis Open	Melbourne	0.06
January 2009	Official Australia Day Lunches	Darwin/Hobart/ Adelaide/Perth/ Melbourne/Sydney	0.14
TOTAL			1.4

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Question No: 207

Hansard Ref: Written

Topic:

Board Appointments

Senator Birmingham asked:

1. What is the gender ratio on each board across the portfolio, and what is the total ratio across the portfolio?
2. In which states/territories do these Board members reside?

Answer:

1. As at 28 February 2009, the male/female gender ratio (non-executive directors) on the board of Australia Post was 5:2, with one position vacant.
2. States of residence were – Victoria (3), New South Wales (2), Queensland (1) and Western Australia (1).

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Question No: 208

Hansard Ref: Written

Topic:

Freedom of Information

Senator Birmingham asked:

1. Has Australia Post received any advice on how to respond to Freedom of Information (FOI) requests?
2. How many FOI requests has Australia Post received?
3. How many have been granted or denied?
4. How many conclusive certificates have been issued in relation to FOI requests?

Answer:

1. Australia Post's FOI Contact Officers receive initial training and resource materials that have been reviewed by external FOI advisors. They also have regard to the Freedom of Information Guidelines issued by the Department of Prime Minister and Cabinet, when responding to requests.
- 2-3. The following table details the number of FOI requests received, granted and denied by Australia Post:

	2007/08	2008/09 (to 28/2)
Requests received	23	24
Granted in full	6	4
Granted in part	8	8
Refused	9	9
Withdrawn	-	2
On Hand at 28/2/09	-	1

4. There have been no conclusive certificates issued in relation to Australia Post FOI requests.

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Question No: 209

Hansard Ref: Written

Topic:

Consultancies

Senator Birmingham asked:

1. How many consultancies have been undertaken or are underway since November 2007?
2. Please identify the name of the consultant, the subject matter of the consultancy, the duration and cost of the consultancy, and the method of procurement (i.e. open tender, direct source, etc). Please also include total value for all consultancies.
3. How many consultancies are planned or budgeted for this calendar year?
4. Have these been published in Australia Post's Annual Procurement Plan (APP) on the AusTender website? If not, why not? In each case, please identify the subject matter, duration, cost and method of procurement as above, and the name of the consultant if known.

Answer:

- 1-3. Australia Post does not maintain a central register of individual consultancy arrangements. For the period November 2007 to February 2009, \$81.3m was expended in relation to management consultants. For the current financial year, the forecast spend is \$59.9m.
4. As an independent GBE, Australia Post is not required to publish an Annual Procurement Plan on the AusTender website.

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Question No: 210

Hansard Ref: Written

Topic:

Decipha

Senator Hutchins asked:

1. What was Decipha's pre-tax profit for 2007/2008?
2. What was Decipha's net profit or loss for 2007/2008?
3. What was Decipha's revenue for 2007/2008?
4. What was the remuneration of the directors and executives of Decipha in 2007/2008?
5. What were the numbers of Decipha employees employed as at 30 June 2008 who were, permanent full-time, permanent part-time, agency staff full-time, agency staff part-time, fixed term full-time, and fixed term part-time?

Answer:

1. \$1,151,531.
2. \$803,043.
3. \$34,355,102.
4. Decipha Board members receive no director fees. Executive remuneration (base salary, bonuses, vehicle allowance) for 2007/08 totalled \$1,275,003.
5. Employees at 30 June 2008 were as follows:

Employees	Number
Permanent full time	216
Permanent part time	155
Agency staff full time	-
Agency staff part time	90
Fixed term full time	-
Fixed term part time	102
TOTAL	563

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Question No: 211

Hansard Ref: Written

Topic:

Victorian Delivery Contractors

Senator Hutchins asked:

1. Please identify the number and location of corporate positions (sorting and delivery) that have been tendered out to be performed by contractors in Victoria since 2005.
2. Please identify the number and location of new growth areas that have been contracted out rather than being performed by corporate staff in Victoria since 2005.
3. For the years 2004/05; 2005/06; 2006/07; 2007/08: a) How many rounds in each Delivery Centre / Annex were corporate rounds? b) How many rounds in each Delivery Centre / Annex were contractor rounds?

Answer:

1. The following table details the number and location of corporate positions tendered out since 2005:

Location	Number
Metro - North West	4
Metro - South East	3
Country – Gippsland	1
Country – North Central	3
Country – North East	6
Country – South West	1
TOTAL	18

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2. The following table details the number and location of new mail delivery contracts that have been introduced due to growth since 2005:

Location	Number
Metro - North West	20
Metro - South East	14
Country – Gippsland	1
Country – North Central	2
Country – North East	1
Country – North West	3
Country – South West	2
TOTAL	43

3. Details of the number of corporate and contracted delivery rounds, by Delivery Centre/Annex, for 2004/05, 2005/06, 2006/07 and 2007/08 are attached.

Delivery Centre / Delivery Annex Profiles - Victoria

	2004/05		2005/06		2006/07		2007/08		
	Corp	Contract	Corp	Contract	Corp	Contract	Corp	Contract	
METRO VICTORIA									
<u>CENTRAL</u>									
BENTLEIGH EAST	39	0	38	0	35	0	35	0	
BOX HILL	26	0	25	0	24	0	24	0	
BRIGHTON	23	0	23	0	23	0	22	0	
BURWOOD	32	0	32	0	32	0	32	0	
DEEPPDENE	50	0	50	0	50	0	50	0	
HAWTHORN	35	0	35	0	35	0	35	0	
MOORABBIN	60	0	61	0	61	0	61	0	
RICHMOND	52	0	56	0	57	0	57	0	
ST KILDA	38	0	36	0	36	0	36	0	
STH MELBOURNE	37	0	38	0	39	0	39	0	
TEMPLESTOWE	50	0	50	0	50	0	48	0	
<u>CBD</u>									
City Street Delivery Centre (CSDC)	100	0	84	0	93	0	92	0	
FITZROY DC [relocated to City Mail Processing Centre (CMPC) 07/08]	23	0	24	0	24	0	0	0	
FITZROY (CMPC) relocated 07/08	0	0	0	0	0	0	16	0	

CARLTON DC (amalgamated with CSDC 06/07)	15	0		15	0		0	0		0	0
<u>NORTH WEST</u>											
BACCHUS MARSH	6	0		6	0		6	0		6	0
BUNDOORA	36	0		36	0		36	0		42	0
DIAMOND CREEK	7	0		8	0		8	0		8	0
EPPING	35	5		36	5		36	5		36	6
FOOTSCRAY WEST DC	25	0		25	0		25	0		25	0
GISBORNE DA	3	1		3	1		3	1		3	1
HEIDELBERG WEST	34	0		35	0		35	0		35	0
HOPPERS CROSSING	45	4		45	7		48	10		48	12
KILMORE	3	0		3	0		3	0		3	0
LANCEFIELD LPO	0	1		0	1		0	1		0	1
MELTON	15	1		16	1		16	1		17	3
MERENDA LPO	0	0		0	0		0	3		0	3
MOONEE PONDS (Amalagamated with Airport West 07/08)	42	0		42	0		43	0		0	0
NIDDRIE (Amalagamated with Airport West 07/08)	33	0		35	0		32	0		0	0
RESEARCH	14	0		14	0		14	0		14	0
ROMSEY DA	1	0		1	0		1	0		0	1
SOMERTON	36	1		37	1		37	1		38	1
ST ALBANS	40	0		42	0		43	0		46	0
SUNBURY	13	0		14	0		16	0		16	0
SUNSHINE DC	28	0		29	1		29	1		38	1
WALLAN LPO	0	2		0	2		0	2		0	3
WHITTLESEA LPO	0	1		0	2		0	2		0	2
WOODEND LPO	0	2		0	2		0	2		0	2
PRESTON (Glenroy Group relocated to Airport	121	0		122	0		123	0		110	0

West 07/08)										
AIRPORT WEST	0	0	0	0	0	0	0	99	0	
<u>SOUTH EAST</u>										
BAYSWATER	24	0	24	0	24	0	24	0	0	
BELGRAVE	12	3	12	6	12	6	13	6	6	
BRAESIDE	47	0	47	0	48	0	48	0	0	
CRANBOURNE	37	1	38	1	39	1	41	1	1	
CRIB POINT LPO	0	1	0	1	0	1	0	1	1	
DANDENONG	44	0	44	0	45	0	45	0	0	
FERNTREE GULLY	49	1	49	1	49	1	53	2	2	
HASTINGS		6		6		7		7	7	
HEALESVILLE DA	1	2	1	2	1	2	1	2	2	
KALARAMA LPO	0	1	0	1	0	1	0	1	1	
MARYSVILLE LPO	0	1	0	1	0	1	0	1	1	
MOOROOLBARK	80	2	82	2	83	2	83	2	2	
MORNINGTON	29	1	28	1	29	1	29	1	1	
NARRE WARREN	35	3	36	3	35	5	40	5	5	
NUNAWADING	36	0	37	0	37	0	38	0	0	
PAKENHAM DA	0	11	0	12	0	13	1	15	15	
ROSEBUD	20	5	20	5	23	5	21	6	6	
SEAFORD	58	0	51	0	52	0	52	0	0	
SOMERVILLE DA	6	1	5	1	7	1	7	1	1	
TYABB LPO	0	1	0	1	0	1	0	1	1	
UPPER BEACONSFIELD LPO	0	1	0	1	0	1	0	1	1	
WANDIN NORTH LPO	0	2	0	2	0	2	0	2	2	
WARBURTON DA	3	2	3	2	2	3	2	3	3	
YARRA GLEN LPO	0	1	0	1	0	1	0	1	1	

MT WAVERLEY	121	0	121	0	140	0	139	0
Sub Total Metro	1719	64	1714	73	1739	84	1768	95
COUNTRY VICTORIA								
<u>NORTH WEST COUNTRY</u>								
ARARAT	3	1	3	1	3	1	3	1
AVOCA LPO	0	1	0	1	0	1	0	1
BALLAN LPO	0	1	0	1	0	1	0	1
BEAUFORT LPO	0	1	0	1	0	1	0	1
BEULAH LPO	0	1	0	1	0	1	0	1
BIRCHIP	1	0	1	0	1	0	1	0
BUNINYONG LPO	0	1	0	2	0	2	0	2
CARRISBROOK LPO	0	1	0	1	0	1	0	1
CLUNES LPO	0	1	0	1	0	1	0	1
CRESWICK LPO	0	2	0	2	0	2	0	2
DAYLESFORD DA	0	3	0	3	0	3	0	3
DIMBOOLA	1	0	1	0	1	0	1	0
DONALD	1	0	1	0	1	0	1	0
DUNOLLY LPO	0	1	0	1	0	1	0	1
EDENHOPE LPO	0	1	0	1	0	1	0	1
HOPETOUN LPO	0	1	0	1	0	1	0	1
HORSHAM	6	0	6	0	6	0	6	0
JEPARIT LPO	0	1	0	1	0	1	0	1
KANIVA LPO	0	1	0	1	0	1	0	1
MARYBOROUGH PO	3	1	3	1	3	1	3	1
MINERS REST LPO	0	1	0	1	0	1	0	1
MINYIP LPO	0	1	0	1	0	1	0	1

MURTOA LPO	0	1		0	1		0	1		0	1	
NHILL	1	1		1	1		1	1		1	1	
RAINBOW LPO	0	1		0	1		0	1		0	1	
RUPANYUP LPO	0	1		0	1		0	1		0	1	
SKIPTON LPO	0	1		0	1		0	1		0	1	
ST ARNAUD	1	1		1	1		1	1		1	0	
STAWELL	4	0		3	0		4	0		4	0	
TRENTHAM LPO	0	1		0	1		0	1		0	1	
WARRACKNABEAL LPO	0	1		0	1		0	1		0	1	
WENDOUREE DC	33	1		34	1		34	1		36	1	
WILLURA LPO	0	1		0	1		0	1		0	1	
WOOMELANG LPO	0	1		0	1		0	1		0	1	
<u>NORTH CENTRAL COUNTRY</u>												
BENDIGO	35	1		35	1		36	1		36	1	
BOORT LPO	0	1		0	1		0	1		0	1	
CAMPBELLS CREEK LPO	0	1		0	1		0	1		0	1	
CASTLEMAINE	4	0		4	0		4	1		3	1	
CHARLTON LPO	0	1		0	1		0	1		0	1	
COHUNA LPO	0	1		0	1		0	1		0	1	
DARETON LPO	0	1		0	1		0	1		0	1	
ELMORE LPO	0	1		0	1		0	1		0	1	
ECHUCA	5	0		5	0		5	0		6	1	
EPSOM LPO	0	1		0	1		0	1		0	1	
HEATHCOTE	1	0		1	0		1	0		1	0	
INGLEWOOD LPO	0	1		0	1		0	1		0	1	
IRYMPLE LPO	0	1		0	1		0	1		0	1	
KARONG VALE LPO	0	1		0	1		0	1		0	1	
KERANG DC	3	0		3	0		3	0		3	0	

KYNETON	3	0		3	0		2	1		2	1	
MAIDEN GULLY LPO	0	1		0	1		0	1		0	1	
MALDON LPO	0	2		0	2		0	2		0	2	
MALMSBURY LPO	0	1		0	1		0	1		0	1	
MERBEIN LPO	0	1		0	1		0	1		0	1	
MILDURA CENTRE PLAZA LPO	0	1		0	1		0	1		0	1	
MILDURA	14	0		14	0		13	1		13	1	
NEWSTEAD LPO	0	1		0	1		0	1		0	1	
OUYEN LPO	0	1		0	1		0	1		0	1	
PYRAMID HILL LPO	0	1		0	1		0	1		0	1	
ROCHESTER LPO	0	1		0	1		0	1		0	1	
RED CLIFFS LPO	1	1		0	2		0	2		0	2	
ROBINVALE	1	0		1	0		1	0		1	0	
STRATHFIELDSAYE LPO	0	1		0	1		0	1		0	1	
WYCHEPROOF LPO	0	1		0	1		0	1		0	1	
SEA LAKE LPO	0	1		0	1		0	1		0	1	
SWAN HILL	5	0		5	0		5	0		5	0	
WEDDERBURN	1	0		1	0		1	0		1	0	
WENTWORTH LPO	0	1		0	1		0	1		0	1	
<u>GIPPSLAND COUNTRY</u>												
BAIRNSDALE	5	3		5	3		5	3		5	3	
BRUTHEN LPO	0	1		0	1		0	1		0	1	
BUNYIP LPO	0	1		0	1		0	1		0	1	
CORINELLA LPO	0	1		0	1		0	1		0	1	
COWES DA	0	4		0	4		0	4		0	4	
FOSTER LPO	0	1		0	1		0	1		0	1	
GARFIELD LPO	0	1		0	1		0	1		0	1	
GRANTVILLE LPO	0	1		0	1		0	1		0	1	

HEYFIELD LPO	0	1	0	1	0	1	0	1
INVERLOCH DA	0	1	0	1	0	1	0	1
LAKES ENTRANCE	2	2	2	2	2	2	2	2
LANG LANG LPO	0	1	0	1	0	1	0	1
LEONGATHA DC	2	3	1	4	1	4	1	4
LONGWARRY LPO	0	1	0	1	0	1	0	1
MAFFRA PO	0	1	0	1	0	1	0	1
MIRBOO NORTH LPO	0	1	0	1	0	1	0	1
MOE	9	0	9	0	9	0	10	0
MORWELL	6	1	6	1	6	1	7	1
ORBOST PO	0	1	0	1	0	1	0	1
ROSEDALE LPO	0	1	0	1	0	1	0	1
SALE	7	0	7	0	7	0	7	0
STRATFORD LPO	0	1	0	1	0	1	0	1
TOORA LPO	0	1	0	1	0	1	0	1
TRARALGON	9	0	9	0	9	1	11	1
WARRAGUL	9	2	9	2	9	2	9	2
WONTHAGGI PO	4	1	4	1	4	1	4	1
YARRAGON LPO	0	1	0	1	0	1	0	1
YARRAM PO	0	1	0	1	0	1	0	1
SOUTH WEST COUNTRY								
ANGLESEA LPO	0	1	0	1	0	1	0	1
APOLLO BAY LPO	0	1	0	1	0	1	0	1
BANNOCKBURN LPO	0	1	0	1	0	1	0	1
BEEAC LPO	0	1	0	1	0	1	0	1
BIRREGURRA LPO	0	1	0	1	0	1	0	1
CAMPERDOWN	2	0	2	0	2	0	2	0
CASTERTON LPO	0	1	0	1	0	1	0	1

COBDEN LPO	0	1		0	1		0	1		0	1	
COLAC	6	1		5	1		5	1		5	1	
COLERAINE DA	0	1		0	1		0	1		0	1	
DRYSDALE ANNEX (relocated to Ocean Grove 05/06)	5	0		0	0		0	0		0	0	
GEELONG DC (amalgamated with Grovedale 05/06)	17	0		0	0		0	0		0	0	
GROVEDALE	32	2		45	2		45	2		45	2	
HAMILTON DC	5	1		5	1		5	1		4	1	
HEYWOOD LPO	0	1		0	1		0	1		0	1	
KOROIT LPO	0	1		0	1		0	1		0	1	
LORNE LPO	0	1		0	1		0	1		0	1	
MORTLAKE LPO	0	1		0	1		0	1		0	1	
NTH GEELONG	31	0		27	0		27	0		28	0	
OCEAN GROVE	9	1		14	1		14	1		14	1	
PENSHURST	1	0		1	0		1	0		0	1	
PORT FAIRY LPO	0	1		0	1		0	1		0	1	
PORTLAND PO	7	0		7	1		7	1		5	1	
TERANG	1	0		1	0		2	0		2	0	
TIMBOON LPO	0	1		0	1		0	1		0	1	
TORQUAY DC	5	2		5	2		5	2		5	2	
WARRNAMBOOL	11	1		11	1		11	1		11	2	
WINCHELSEA LPO	0	1		0	1		0	1		0	1	
<u>NORTH EAST COUNTRY</u>												
ALEXANDRA LPO	0	1		0	1		0	1		0	1	
AVENEL LPO	0	1		0	1		0	1		0	1	
BEECHWORTH	3	0		3	0		3	0		2	0	
BELLBRIDGE OUTSTATION	0	1		0	1		0	1		0	1	
BENELLA	5	0		5	0		5	0		5	0	

BRIGHT	2	0		2	0		2	0		2	0	
BROADFORD LPO	0	1		0	1		0	1		0	1	
CHILTERN LPO	0	1		0	1		0	1		0	1	
COBRAM	3	0		3	0		3	0		3	0	
CORRYONG LPO	0	1		0	1		0	1		0	1	
EILDON LPO	0	1		0	1		0	1		0	1	
EUROA	2	0		2	0		2	0		1	1	
KYABRAM	3	0		3	0		3	0		3	0	
MANSFIELD	2	0		2	0		2	0		1	1	
MERRIGUM LPO	0	1		0	1		0	1		0	1	
MOUNT BEAUTY LPO	0	1		0	1		0	1		0	1	
MURCHISON LPO	0	1		0	1		0	1		0	1	
MYRTLEFORD DA	0	1		0	1		0	1		0	1	
NAGAMBIE LPO	0	1		0	1		0	1		0	1	
NATHALIA DA	0	1		0	1		0	1		0	1	
NUMURKAH PO	2	0		1	1		1	1		1	1	
PUCKAPUNYAL LPO	0	1		0	1		0	1		0	1	
RUSHWORTH LPO	0	1		0	1		0	1		0	1	
RUTHERGLEN LPO	0	1		0	1		0	1		0	2	
SEYMOUR	4	0		4	0		4	0		4	0	
SHEPPARTON	15	3		16	3		16	3		16	3	
STANHOPE LPO	0	1		0	1		0	1		0	1	
STRATHMERTON LPO	0	1		0	1		0	1		0	1	
TALLANGATTA LPO	0	1		0	1		0	1		0	1	
TATURA LPO	2	0		2	1		0	1		0	1	
TONGALA LPO	0	1		0	1		0	1		0	1	
VIOLET TOWN LPO	0	1		0	1		0	1		0	1	
WAHGUNYAH LPO	0	1		0	1		0	1		0	1	
WANGARATTA	8	0		8	0		8	0		8	0	

WODONGA	12	2		13	2		13	2		13	2	
YACKANDANDAH LPO	0	1		0	1		0	1		0	1	
YARRWONGA	3	0		3	0		3	0		3	1	
YEA LPO	0	1		0	1		0	1		0	1	
Sub Total Country	378	144		368	150		367	154		367	160	
TOTAL	2097	208		2082	223		2106	238		2135	255	

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Question No:212

Hansard Ref: Written

Topic: Workplace Relations

Senator Hutchins asked:

1. On 3 February 2009 Australia Post sought orders seeking to restrain the CEPU from holding discussions with contractors and employees of contractors while exercising right of entry in the matter RE2009/2034. What people resources both internal and external did Australia Post use in this matter? What was the cost in total to Australia Post? Please specify all external law firm(s) assisting in this matter.
2. On 18 June 2008 Commissioner Foggo issued s496 Orders against named delegates and employees of Dandenong Letters Centre. What people resources both internal and external did Australia Post use in this matter? What was the cost in total to Australia Post? Please specify all external law firm(s) assisting in this matter.
3. On 18 September 2008 Commissioner Foggo issued Interim s496 Orders against named delegates and employees of Dandenong Letters Centre. What people resources both internal and external did Australia Post use in this matter? What was the cost in total to Australia Post? Please specify all external law firm(s) assisting in this matter.
4. On 25 September 2008 Commissioner Foggo issued s496 Orders against named delegates, employees of Dandenong Letters Centre and other Australia Post employees entering and leaving Dandenong Letters Centre. What people resources both internal and external did Australia Post use in this matter? What was the cost in total to Australia Post? Please specify all external law firm(s) assisting in this matter.
5. On 7 July 2006 Commissioner Foggo issued a Decision regarding a s496 application C2006/2742. What people resources both internal and external did Australia Post use in this matter? What was the cost in total to Australia Post? Please specify all external law firm(s) assisting in this matter.
6. On 4 October 2006 SDP Watson, DP Blain, Commissioner Smith issued a Decision on an appeal re alleged industrial action C2006/2748. What people resources both internal and external did Australia Post use in this matter? What was the cost in total to Australia Post? Please specify all external law firm(s) assisting in this matter.
7. On 13 February 2006 Commissioner Foggo issued a Decision on a s 99 notification of an industrial dispute about right of entry C2005/2401. What people resources both internal and external did Australia Post use in this matter? What was the cost in total to Australia Post? Please specify all external law firm(s) assisting in this matter.

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8. On 27 June 2005 Commissioner Foggo issued Orders regarding a s127(2) application (2005/3786). What people resources both internal and external did Australia Post use in this matter? What was the cost in total to Australia Post? Please specify all external law firm(s) assisting in this matter.
9. In relation to the Federal Court of Australia matter, Peter Vining v Australian Postal Corporation No: VID 1651/2005 and earlier hearings about the same matter in the AIRC, and Board of Reference what people resources both internal and external did Australia Post use in this matter? What was the cost in total to Australia Post? Please specify all external law firm(s) assisting in this matter.
10. In relation to the Federal Court of Australia matter No V65 of 2004 Australian Postal Corporation and CEPU and Another, what people resources both internal and external did Australia Post use in this matter? What was the cost in total to Australia Post? Please specify all external law firm(s) assisting in this matter.
11. In the 2007/2008 and 2006/2007 financial years in how many cases has Australia Post preferred the advice of their Facility Nominated Doctors (F.N.D.s) or company doctors over the employee's treating doctor when;
 - a) deciding liability for the injury;
 - b) ceasing liability for the injury; and
 - c) deciding the level of restrictions or whether time off work is required.
12. I understand that over 24 months after the last enterprise agreement expired in Australia Post, that both parties concerned remain in stalemate about the future agreement – what will Australia Post do to ensure it can resolve these apparently intractable negotiations?
13. I'm led to believe that Australia Post used the former Government's WorkChoices laws to determine a number of previous conditions as prohibited – despite union objections that this was a questionable interpretation of the act. It then refused to include such conditions in a common law agreement, which the Government has advised is permissible for a GBE to do; and then refused to vary the proposed enterprise agreement – as permitted by this Government – to allow for the re-introduction of these conditions. Why is Australia Post taking such a hard line on these conditions that have been enshrined in previous enterprise agreements prior to WorkChoices?
14. Will you be releasing the findings of the stakeholder survey undertaken last year? If so, when and will the survey finding be shared with employees and their Union representatives?

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Answer:

1-10. The following table details the internal/external resources and external legal costs associated with the AIRC matters listed in questions 1 to 10. As internal resources were used on an “as needs” and variable basis, it is not possible to separately quantify the associated costs.

AIRC Matter	Internal Resources (Employees holding the following positions provided input into the matter/s in question)	External Resources	External Legal Cost
1	HR Manager, Mails and Network Division (MND) - Southern Operations Human Resources Advisor – Delivery Manager Employee Relations, Corporate HR Corporate Lawyers.	Minter Ellison engaged to review application and provide advice regarding proceedings.	\$5,000
2, 3 & 4	Manager – Southern Operations Manager – Dandenong Letters Centre (DLC) HR Manager, MND – Southern Operations HR Advisor – DLC Manager Corporate Security VIC/TAS Group Manager, Corporate HR General Manager MND Corporate Lawyers	Minter Ellison engaged to assist in preparation of materials and at hearing.	\$141,603 (Single bill)

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AIRC Matter	Internal Resources (Employees holding the following positions provided input into the matter/s in question)	External Resources	External Legal Cost
2, 3 & 4 (cont)	Manager – Operations Support DLC (matter 2) Acting Shift Production Manager DLC (matter 2) Manager, Employee Relations, Corporate HR (matter 2) National Manager, HR MND (matters 2 & 4) Senior HR Advisor, Corporate HR (matter 3) Manager Corporate Public Affairs VIC/TAS (matters 3 & 4)		
5 & 6.	HR Manager MND – Southern Operations Manager Employee Relations, Corporate HR General Manager MND Corporate Lawyers Manager – Southern Operations (matter 5) Manager Workplace Relations MND (matter 5) State Delivery Manager (matter 5) HR Advisor – Delivery (matter 5)	Counsel engaged to assist in preparation of materials and at hearing.	\$17,295 (Single bill)

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AIRC Matter	Internal Resources (Employees holding the following positions provided input into the matter/s in question)	External Resources	External Legal Cost
5 & 6 (cont)	Group Manager Corporate HR (matter 5) National Manager HR MND (matter 6)		
7	National Manager HR MND Manager Workplace Relations MND HR Manager MND – Southern Operations HR Advisor – DLC Corporate Lawyers	Minter Ellison engaged to assist in preparation of materials and at hearing.	\$61,822
8	National Manager HR MND Manager Workplace Relations Manager DLC HR Manager MND – Southern Operations HR Advisor – DLC Manager Employee Relations, Corporate HR Corporate Lawyers	Minter Ellison engaged to assist in preparation of materials and at hearing.	\$20,917

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AIRC Matter	Internal Resources (Employees holding the following positions provided input into the matter/s in question)	External Resources	External Legal Cost
9	National Manager HR MND HR Manager MND – Southern Operations Delivery Manager VIC/TAS HR Manager MND – Southern Operations HR Advisor – Delivery Manager Employee Relations, Corporate HR Group Manager, Corporate HR 3 staff witnesses Corporate Lawyers	Minter Ellison engaged to assist in preparation of materials and at hearing.	\$359,812
10	National Manager HR MND HR Manager MND – Southern Operations State HR Manager MND – Southern Operations General Manager MND 17 staff witnesses Corporate Lawyers	Minter Ellison engaged to assist in preparation of materials and at hearing.	\$123,371

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11. Australia Post does not maintain records of the number of cases where it has given preference to one doctor's opinion over another doctor's opinion in reaching a decision in relation to an injured employee's compensation entitlements.

As required under the Safety, Rehabilitation and Compensation Act 1988, decisions made by Australia Post claims delegates in relation to an injured employee's compensation entitlements are based on equity, good conscience and the substantial merits of each case.

To ensure this requirement is met, Australia Post annually engages external auditors to assess its compliance with this and other licensing criteria. In addition, if an injured employee is not satisfied with the primary decision in relation to their claim, they can seek a reconsideration of the decision in the Administrative Appeals Tribunal.

12/

13. Australia Post employees are covered by the Australia Post Enterprise Bargaining Agreement 6 (EBA6) of 2004. EBA6 expired on 31 December 2006, but in the absence of a replacement Agreement it continues to operate.

While in-principle agreement on the terms of EBA7 was reached in October 2007, the relevant unions subsequently (January 2008) sought to pursue additional claims, in particular to have a series of matters previously provided for in side letters incorporated into a common law agreement. This was not acceptable to Australia Post from a business management perspective.

Discussions on EBA7 recommenced in December 2008 and are continuing, with a number of meetings having been held on additional claims raised by the unions. In the meantime, Australia Post has continued to honour the previously negotiated pay increases. It remains committed to finalising a collective agreement that balances the entitlements of the workforce and the ongoing productivity needs of the business.

14. No. However, as promised at the time the survey was circulated, Australia Post wrote to all participants outlining general issues and actions, and thanking them for their input into the development of its corporate responsibility strategy. Australia Post also signalled its intention to maintain communications with participants, especially about progress in implementing the strategy. A whole section of the corporate responsibility strategy is devoted to workforce engagement and this is currently being implemented involving all relevant stakeholders.

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Question No: 213

Hansard Ref: Written

Topic:

Number of IT Staff

Senator Abetz asked:

An article in *The Australian* newspaper on 17 February noted that Australia Post has 860 people in its IT division. Are these all located at Australia Post Headquarters, or are they spread across the States?

How many are salaried and how many are contractors and how many are consultants – and casuals.

Does the Australia Post Help Desk and Customer Service division come under the IT division?

What incentives are offered to IT personnel to keep them at Australia Post?

What is the wages/payments bill for the 860 personnel?

Answer:

At 28 February 2009, there were 845 employees in Australia Post's IT Division, located as follows: Headquarters – 698; Victoria – 24; New South Wales – 61; Queensland – 27; South Australia – 16; Western Australia – 15 and Tasmania - 4.

548 were salaried and 297 were contractors. There were no consultants or casual employees.

The IT Help Desk is managed by the IT Division. Customer Contact Centres are managed by the Commercial Division.

Staff in the IT Division are employed under the same terms and conditions as other Australia Post employees. A bonus system is in place for employees at or above Administrative Officer Level 6. Contractors are engaged on specific rates and no further bonus or incentives are paid.

The wages bill for 2008/2009 (to end of February) was: staff - \$39.2m; and contractors \$36.8m.

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Question No: 214

Hansard Ref: Written

Topic:

Channel Enablement Project

Senator Abetz asked:

What is the budgeted amount for Australia Post's IT upgrade, which we understand is called Channel Enablement Project?

Answer:

The Channel Enablement Project is still in the design phase and has yet to be budgeted.

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Question No: 215

Hansard Ref: Written

Topic:

Beijing Olympics

Senator Abetz asked:

A) How much did Australia Post spend on the Beijing Olympics entertaining customers and its own officers?

B) What other costs did Australia Post incur in relation to the 2008 Olympics, including travel and accommodation for executives and others? Detailed, please

C) How is this expenditure on an Olympic Games justified in terms of improving the business interests of Australia Post?

Answer:

A&B) The following table details Australia Post's expenditure on the Beijing Olympic Games:

Activity	\$m
Sponsorship of the Australia Olympic Team through the Australian Olympic Committee.	\$1.15
Advertising and promotions for Express Courier International competition, Letter Link school program and Gold Medal stamps.	\$0.38
Hospitality Packages – including event tickets, accommodation, meals, road transport and airport transfers.	\$0.95
Airfares	\$0.25
TOTAL	\$2.73

- C) The expenditure enabled Australia Post to:
- Generate revenue of \$7.3 million
 - Provide a hospitality program for its largest and most influential customers
 - Conduct a competition for small and medium size enterprises promoting its Express Courier International product
 - Encourage school children to write some 250,000 letters to their favourite athletes via the Letter Link Program
 - Reward staff through the Olympics Posties Competition, which saw three posties deliver mail in the Olympic Village
 - Maintain recognition as a major sponsor of the Australian Olympic Team.

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Question No: 216

Hansard Ref: Written

Topic:

Strategic Directions

Senator Abetz asked:

What does Australia Post see as its key challenges over the next three years and what plans does it have to successfully manage these?

Answer:

The key challenge facing all postal authorities worldwide is the prospective decline in letter volumes. While other countries have been experiencing this for some time, Australia Post's letter and parcel volumes continued to grow, until the onset of the current global downturn. Australia Post is now seeing some reduction in letter volumes and slowing of growth in parcel volumes. It is managing the impacts by focussing on continued productivity improvements in its mail network, innovation in its mail products, and proactive advice to its high volume customers to help them make their mailings well targeted and cost effective.

Australia Post's in-person bill payment and banking access services are also likely to decline as customers shift to on-line channels. In their place, Australia Post is continuing to grow services that provide, and build on, secure identity verification e.g. passport interviews and identity confirmation for a range of items from drivers' licences, through to "working with children" cards.

Australia Post will also continue to maintain the viability of its retail outlets, by carrying a range of merchandise that meets the needs of its customers.

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Question No: 217

Hansard Ref: Written

Topic:

Board Appointments

Senator Abetz asked:

Does the Minister for Broadband, Communications and the Digital Economy agree that when selecting people for positions of Director for the boards of government business enterprises that similar principles should apply as those for as commercial enterprises? Does the minister agree with the Australian Institute of Company Directors that one of the key competencies for the appointment of a board director is their industry knowledge - that is, their experience in similar organisations or industries?

Given the importance of selecting directors with relevant business experience to ensure proper governance within an organisation, can the Minister explain why he and his colleague the Minister for Finance have ignored nominations for people with related experience and has chosen, yet again, two directors with some corporate background but no postal or logistics experience for the Australia Post board?

Answer:

Question: Does the Minister for Broadband, Communications and the Digital Economy agree that when selecting people for positions of Director for the boards of government business enterprises that similar principles should apply as those for as commercial enterprises? Does the minister agree with the Australia Institute of Company Directors that of the key competencies for the appointment of a board director is their industry knowledge – that is, their experience in similar organisations or industries?

Answer: Section 73 of the *Australia Postal Corporation Act 1989* requires the Minister to have regard to the need to ensure that the directors collectively possess an appropriate balance of expertise. Section 3.4 of the *Governance Arrangements for Commonwealth Government Business Enterprises* provides that Government Business Enterprise Boards of directors are to comprise people with an appropriate mix of skills, who are to be appointed on the basis of their individual capacity to contribute to the Board having an appropriate balance of relevant skills (such as commerce, finance, accounting, law, marketing, workplace relations and management).

Question: Given the important of selecting directors with relevant business experience to ensure proper governance within an organisation, can the Minister explain why he and his colleague the Minister for Finance have ignored nominations for people with related experience and has chosen,

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yet again, two directors with some corporate background but no postal or logistics experience for the Australia Post Board?

Answer: All nominations provided to the Minister are considered when a vacancy occurs.

Question: Postal Services Consultative Council: Will the Minister instruct Australia Post to ensure greater transparency in future appointments to the Postal Service Consultative Council by allowing the Postal Industry Ombudsman to handle appointments to the PSCC?

Answer: Australia Post is a Government Business Enterprise and its Board and management are responsible for the day to day running of the organisation. All decisions relating to the membership of the Postal Services Consultative Council, and other Australia Post consultation processes, are matters for Australia Post.

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Question No: 218

Hansard Ref: Written

Topic:

New Headquarters Building

Senator Abetz asked:

What justification is made by Australia Post to lease rather than purchase a building in Melbourne for its Headquarters, especially in light of the current economic situation where property prices are decreasing?

Considering the proposed estimated cost of refurbishment by Australia Post of its proposed new Headquarters of \$70million (*refer last year's SE responses*) how can this cost be justified in leased premises?

What is the term of the lease on the new premises and what will be the total cost at the end of that term, taking into account any annual increases along the way?

Answer:

Australia Post has traditionally leased its Headquarters accommodation. The lease for the new Headquarters building was approved by the Australia Post board in November 2006. Analysis at the time confirmed that leasing was the best financial option for the corporation.

All tenants (corporate or government) in commercial buildings either pay for their own fit out or amortise that cost into the rent (i.e. they pay a higher rent to cover the cost of the fit out).

The rent to be paid over the 10-year lease term including annual increases is expected to be in the order of \$172m.

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Question No: 219

Hansard Ref: Written

Topic:

Legal Fees

Senator Abetz asked:

How much did Australia Post pay in legal costs to external companies during 2007/08? Please detail.

Answer:

The following table details Australia Post's payments (including disbursements) to external legal firms in 2007/08:

Company	Amount \$
Allens Arthur Robinsons	1,420,381
Blake Dawson	1,340,929
Minter Ellison	1,155,183
Australian Government Solicitor	1,126,415
Sparke Helmore	1,016,709
Holding Redlich	573,427
Frenkel Partners	428,725
Forners Solicitors	342,850
Graham Jones Lawyers	324,029
Clarke & Kann	317,763
Mallesons Stephen Jaques	222,463
Thomson Playford	144,692
Hall & Willcox	135,306
Downings Legal	132,848
DLA Phillips Fox	107,503

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Company	Amount \$
FOI Solutions	65,836
Hunt & Hunt	37,630
Simmons Wofhagen	13,002
Page Seager	5,759
TOTAL	8,911,450

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Question No: 220

Hansard Ref: Written

Topic:

Postal Services Consultative Council (PSCC)

Senator Abetz asked:

Will the Minister instruct Australia Post to ensure greater transparency in future appointments to the PSCC by allowing the Postal Industry Ombudsman to handle appointments to the PSCC?

Answer:

No. The PSCC is a body established by Australia Post to facilitate consultation with its customers on postal and other service related matters. As such, appointments to the PSCC are properly a matter for Australia Post.

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Question No: 221

Hansard Ref: Written

Topic:

Philatelic

Senator Abetz asked:

How many first day covers and special stamp issues were issued in 2008? Is this more or less than 2007 and 2002? Is it more or less than were issued 20 years ago?

Is the demand by customers for philatelic items decreasing or increasing?

What research does Australia Post perform in regard to philately?

What does AP do to increase awareness of philately in school age children and teenagers?

Answer:

There were 31 stamp issues for Australia and its Territories in 2008. The comparable figures for 2007, 2002 and 1988 were 26, 22 and 25 respectively. Generally, each new stamp issue is marked by a first day cover. The number of stamp issues in 2008 was unusually high due to factors such as postage rate rises and the Beijing Olympic Games Program.

The demand for philatelic items is experiencing small year-on-year declines. This is a general worldwide trend and is attributable to an aging collector base that is not being replaced at the same rate within the hobby in general.

Australia Post undertakes a major research activity typically every 3-5 years - the last survey was conducted by Sweeney Research in 2005. It also reintroduced the Stamp Bulletin Subscriber Survey in 2007, which is sent to approximately 100,000 subscribers annually. In addition to this research, Australia Post draws on feedback and ideas raised at forums by key stakeholders - including the Australian Philatelic Society (APS) and the Australasian Philatelic Traders Association (APTA) – and philatelic customers generally.

Australia Post undertakes a number of activities focused on promoting and growing the hobby of stamp collecting in the general youth market. Central to this strategy is the annual “Stamp Collecting Month” in October which includes the following elements: a youth oriented stamp issue; school kits; a DVD about stamps in general and the stamp issue subject; promotional giveaways for school visits including t-shirts, caps, stickers and water bottles; and stamp collecting giveaways such as themed stamp packs.

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In addition to “Stamp Collecting Month”, Australia Post produces and distributes a quarterly publication called “Stamp Explorer” to approximately 120,000 young subscribers free of charge. A number of other stamp themes released during any given year are also intended to be of interest to children from an educational perspective (e.g. endangered animals and the environment) or to appeal to a particular interest that children may have (e.g. cricket and circuses). In conjunction with the APS and APTA, Australia Post also regularly provides free giveaways to Stamp Clubs to use in their youth programs.

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Question No: 222

Hansard Ref: Written

Topic:

Conversions of LPOs to Community Postal Agents or Franchises

Senator Abetz asked:

Were any LPOs converted to Community Agencies or Franchised Postshops or corporate post offices in 2008? List.

Answer:

Six LPOs were converted to Community Postal Agencies:

- Burren Junction (NSW)
- Booligal (NSW)
- Newmerella (VIC)
- Prairie (QLD)
- Bluewater (QLD)
- Loxton North (SA)

One LPO was converted to a Franchised PostShop:

- Pacific Paradise (QLD)

Three LPOs were converted to corporate post offices:

- Rouse Hill Town Centre (NSW)
- Helensvale Town Centre (QLD)
- Cannonvale (QLD)

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Question No:223

Hansard Ref: Written

Topic:

Stock Distribution and Warehousing

Senator Abetz asked:

Does Australia Post use a central point for distribution of stock to Licensed Post Offices, or does each State have its own warehouse/distribution point?

Answer:

Stock is distributed to Licensed Post Offices using the same processes as for corporate post offices. Depending on the specific product, stock is fulfilled in either a centralised or decentralised manner.

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Question No: 224

Hansard Ref: Written

Topic:

Non-English Speaking Background

Senator Abetz asked:

What special training and special support does Australia Post provide for contractors and Licensees with a non-English speaking background?

What criteria is used by Australia Post to ensure that all its employees and contractors have sufficient command and understanding of English to perform their work to the high standards required by Australia Post?

Answer:

No specific training or support is provided to licensees or contractors from non-English speaking backgrounds. Under the selection process, which includes an interview, all prospective licensees and contractors are assessed for suitability to operate a Licensed Post Office or perform a mail service and this includes their ability to communicate effectively in English, both verbally and in writing.

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Question No: 225

Hansard Ref: Written

Topic:

Identification and Validation Work at Post Offices

Senator Abetz asked:

What training is provided and what eligibility is required before corporate staff, Licensees and LPO staff are authorised to perform ID&V work at post offices? Must they be Australian citizens? How frequently are their performances of this work reviewed and are regular checks for accuracy performed?

Answer:

Australia Post provides competency based training to staff for its identity services and verification business. Each agency principal then sets its own additional requirements for its specific product offer, which may include the requirement for the interviewing officer to be an Australian citizen or a permanent resident. Accuracy of transaction processing is monitored by a range of measures including centralised daily error checking, the use of performance and competency standards and reporting, annual competency assessment and reaccreditation for certain transactions (e.g. passport interviews).

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Question No: 226

Hansard Ref: Written

Topic:

Sequencing Mail (follow-up from Nov 08 SE QoN)

Senator Abetz asked:

Does Australia Post have the capability in mail centres to provide mail in private box number sequence for post offices? Clearly, this would save a lot of time and therefore staff costs which is extremely important in small businesses such as LPOs?

Answer:

Australia Post does not currently have the capability to provide mail in Post Office Box number sequence for post offices. The development of such a capability will be considered as part of the Future Delivery Design Program.

As regard Licensee costs, payments for sorting non-sequenced mail are based on current work effort. Should that work effort change, payments would need to be reviewed accordingly.

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Question No: 227

Hansard Ref: Written

Topic:

Sorting Mail (follow-up from Nov 08 SE QoN)

Senator Abetz asked:

Australia Post has previously advised Senate Estimates that it does not have a formula for allocating staff time to sort mail for private boxes, however it does have a set of minimum sorting standards which are applied as a guide. Would Australia Post please provide details of these minimum sorting standards.

Answer:

The minimum sorting standards are as follows:

Function	Minimum Sorting Rate (per minute)		
	Number of Sorting Points	Standard Letters	Large Letters Small Parcels
Primary Sort = initial sorting of inward mail into individual delivery rounds; post office boxes/locked bags; and counter delivery.	Up to 11	30	17
	12 to 19	28	15
	20 to 28	26	13
	29 to 36	24	13
	37 or more	23	13