

Senate Standing Committee on Environment, Communications and the Arts
Answers to Senate Estimates Questions on Notice
Additional Budget Estimates Hearings February 2010
Broadband, Communications and the Digital Economy Portfolio
Australia Post

Question No: 1

Hansard Ref: ECA 8

Topic: Post Logistics Australasia (PLA)

Senator Troeth asked:

- a) Were the PLA board members subject to the cap on performance bonuses that applied to other Post Logistics staff?
- b) How many formal grievances have been received from staff who were either terminated or had their terms and conditions of employment eroded to cover those business losses?

Answer:

- a) No. PLA board members all hold full time positions within Australia Post. As their role as a PLA board member is only a small part of the overall duties they perform, they are subject to the same performance pay policy that applies to all other comparable Australia Post staff.
- b) Six.

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Question No: 2

Hansard Ref: ECA 10

Topic: Industrial Action Over Christmas Period - Cost

Senator Abetz asked:

Can Australia Post outline the costs in detail, and in total, incurred to its business as a result of the industrial action taken by the CEPU over the Christmas period 2009?

Answer:

Australia Post estimates the net cost impact of the industrial action to have been \$2.3m, made up as follows:

	\$m	\$m	\$m
Lost Revenue -			
Parcels Business Customers	0.5		
Postages	1.0		
Retail	<u>0.5</u>		
Total Lost Revenue		2.0	
Less Cost of Sales		<u>(0.5)</u>	
Commercial Contribution Loss			1.5
Additional Network Expenses -			
Transport	0.9		
Agency	1.2		
Overtime	<u>1.4</u>		
Total Additional Cost		3.5	
Less Network staff costs avoided		<u>(2.7)</u>	
Net Network Cost			<u>0.8</u>
TOTAL NET COST			<u>2.3</u>

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Question No: 3

Hansard Ref: ECA 11

Topic: Mail Redirection Fees for Not-For-Profit Organisations

Senator Abetz asked:

Has Australia Post considered a varying rate for not-for-profit organisations, especially one (the Australian Privacy Foundation) that I am told does not have much mail for Australia Post to attend to?

Answer:

Australia Post has charged not-for-profit organisations the cheaper “private individual” redirection rate for a number of years.

While the Australian Privacy Foundation was correctly charged at the private individual rate when it first lodged its mail redirection application in January 2009, it appears that when it went to extend its redirection, a new retail staff member incorrectly quoted the more expensive “business” rate.

Australia Post has since issued a Staff Information Bulletin reminding all retail staff that not-for-profit organisations are to be charged the same redirection rate as private individuals.

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Question No: 4

Hansard Ref: ECA 12

Topic: Electronic Parcel Cubing Device

Senator Abetz asked:

On the counter, you would be able to use this product – I think it is called “CubeCalc”. A design has been put forward to Australia Post for consideration. Are you aware of that?

Answer:

The cubing device prototype was demonstrated to Australia Post in late 2009 and high-level pricing has been submitted. An evaluation is currently being undertaken by Australia Post, the results of which will be reviewed with the manufacturer in the near future.

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Question No: 5

Hansard Ref: ECA 12/In Writing

Topic: Managing Director – Performance Indicators

Senator Abetz asked:

- a) Is Mr Ahmed Fahour employed under a contract? If so, what is the term of his contract?
- b) Are there performance targets in his contract? If so, will Australia Post stakeholders and staff be informed of these performance targets?
- c) Can you tell us when those performance indicators will be set and whether those performance indicators and performance targets will be made publicly known?

Answer:

- a) Mr. Fahour is employed under an indefinite term contract.
- b) The contract does not set out detailed performance targets as they will vary over time, depending on the company's circumstances. Instead, the contract refers to performance targets to be set annually by the Board. The specific performance targets are confidential, but generally cover aspects of the economic performance of the company, and the need to maintain services in accordance with Australia Post's Community Service Obligations (CSOs).
- c) The performance targets for 2009/10 were set during the term of the previous Managing Director and are still current. The Board will begin considering a new set of performance targets during May and June, which will apply for 2010/11. The specific performance targets will remain confidential, but related targets will be cascaded within the management team, as appropriate.

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Question No: 6

Hansard Ref: ECA 13 and In Writing

Topic: Removal of Queensland State Government Fuel Subsidy

Senator Abetz asked:

- a) Do you have any information on that – the impact on contractors of the state government’s removal of the fuel subsidy?
- b) When the fuel subsidy in Qld was removed, did Australia Post automatically increase the fuel component of all Qld contracts?
- c) If not, has Australia Post promptly processed all fuel price review requests lodged by contractors following the removal of the subsidy?

Answer:

- a) The state government’s removal of the fuel subsidy resulted in a 5.8% increase in the average monthly wholesale price of fuel in Brisbane.
- b) No. Under the Mail Contractor Agreement, contractors are entitled to request a review of the fuel component of their contract fee where the wholesale fuel price has increased by 7% or more, and three months has passed since the contractor’s last review.
- c) Since the removal of the subsidy, 1017 out of 1563 contractors have requested and received an adjustment to the fuel component of their contract fee through either an Annual or Periodic Fuel Review.

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Question No: 7

Hansard Ref: ECA 14

Topic: Licensed Post Offices – Support Network (follow-up to QoN 72 from October 2009 hearing)

Senator Abetz asked:

- a) Can you give us the highest number of LPOs that one network manager might be responsible for?
- b) What sorts of support mechanisms are in place for those network managers?

Answer:

- a) 173.
- b) Network managers are supported by state and national LPO Units that are directly involved in the management of LPOs or by areas performing centralised support functions provided for both licensed and corporate areas, such as Shared Services Division or Post Logistics.

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Question No: 8

Hansard Ref: ECA 16/17

Topic: CyberLock System - Surveillance

Senator Fielding asked:

- a) Who is the person in Australia Post responsible for authorising that (depot box) surveillance?
- b) Was it checked off with the in-house legal department before giving approval to set up this type of surveillance?
- c) How much does this computerised surveillance cost? I would like to know the cost per box and then the total cost.
- d) Concerning the surveillance cases involving Obst, Munsman and Chapman, I would like to know what the total cost is to Australia Post each year of this sort of surveillance.

Answer:

- a) The former State Operations Manager authorised the New South Wales depot box upgrade in 2004.
- b) No, because the primary purpose of the Cyberlock system was to reduce the likelihood of theft/tampering with depot box mail.
- c) A total of 4,130 depot boxes have been fitted with Cyberlock at a total cost of \$2.1m (i.e. \$522 per box). Once Cyberlock has been installed, additional costs are minimal.
- d) The three cases referred to did not involve depot boxes or the Cyberlock System. The staff in question were subject to the Australia Post Surveillance Policy, which relates to the use of covert optical surveillance in workers' compensation matters and has been approved by both Comcare and the Privacy Commission. In 2008/09, Australia Post spent a total of \$136,662 on surveillance under this policy.

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Question No: 9

Hansard Ref: ECA 18

Topic: Koroit Licensed Post Office

Senator Fisher asked:

- a) Can you provide the committee with a copy of Australia Post's letter to the Lees of 8 October 2008?
- b) When did Australia Post first tell the Lees that the game was over, that Warrnambool was actually happening?

Answer:

- a) Copies of Australia Post's letter to the Lees of 8 October 2008, and a follow-up letter of 27 October 2008 correcting an error in calculations in the previous letter are attached.
- b) Mr Lee was formally advised in his capacity as a mail contractor on 26 October 2009 of the relocation of his contract to the Warrnambool Delivery Centre from 11 January 2010. Mr and Mrs Lee were formally advised in their capacity as Licensees on 21 December 2009.



1996
1997
1998
1999
2000
2001
2002
2003
2004
2005
2006
2007
2008

8 October, 2008

Kevin & Frances Lee
Licensees
Koroit Licensed Post Office
99 Commercial Road
Koroit Vic 3282

Dear Kevin & Frances

RE: Relocation of Delivery to Warrnambool Delivery Centre

As discussed by telephone this morning, I have been advised that delivery functions currently performed at the Koroit Post Office may be transferred to the new Warrnambool Delivery Centre when this new facility is built.

At present Australia Post is under negotiations with some developers to build the new delivery centre. The date of the completion of the new centre is currently uncertain. It may not be completed until some time in the new financial year.

If the delivery functions are relocated from Koroit to Warrnambool the payments to the licensee relating to this work will be affected.

Based on current delivery points and work performed the payment will decrease by approximately \$980 per month.

As indicated I am obliged to disclose this information to the proposed incoming licensees.

Yours Sincerely

Mark Cant
LPO Manager
South West
Direct Telephone (03) 9204 7960
Direct Facsimile (03) 9299 4894



POSTAL
REGISTRATION
AND MAILING
ACT 1997
SCHEDULE 1
PART 1
SECTION 11
11.1

27 October, 2008

Kevin & Frances Lee
Licensees
Koroit Licensed Post Office
99 Commercial Road
Koroit Vic 3282

Dear Kevin & Frances

RE: Relocation of Delivery to Warrnambool Delivery Centre

As previously discussed, the relocation of delivery functions currently performed at the Koroit Post Office may be transferred to the new Warrnambool Delivery Centre when this new facility is built.

My previous letter, dated 8 October 2008, indicated that the payment would decrease by approximately \$980 per month if the delivery functions were to be relocated from Koroit to Warrnambool.

However, the estimate of the change in payment supplied in my letter, dated 8 October 2008, is incorrect. The correct estimate of the decrease in the payment based on current rates and number of delivery points is approximately \$2566 per month or \$30,793 per annum.

I apologise for the incorrect information that I have supplied. I have enclosed a copy of the new calculations for your information.

I will be obliged to disclosure this information to any new prospective purchaser.

Once again, I am sorry for any inconvenience my previous incorrect estimate may have caused.

Yours Sincerely

Mark Cant
LPO Manager
South West Area

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Question No: 10

Hansard Ref: ECA 19

Topic: Licensed Post Offices – Removal of Sorting/Delivery Functions

Senator Fisher asked:

- a) Are there any other post offices around the country facing a similar predicament with the decentralisation of the sorting/delivery arrangements?
- b) Are you able to provide the committee on notice with an indication of who, what and where in that respect?

Answer:

Over the past decade or so Australia Post has undertaken a degree of centralisation of delivery centres. Where it becomes clear this will affect a licensee, the licensee is advised accordingly. Guidelines exist for the calculation of the compensation amount payable to a licensee in such circumstances.

There are a number of localities nationally where potential exists for delivery groups to be amalgamated to achieve operational efficiencies. Reviews of this nature are conducted on an ongoing basis with any final decisions being subject to a formal assessment of the costs, savings and impacts involved. Since 2000, a total of 107 Licensed Post Offices (LPOs) nationally have had mail contractors withdrawn. Currently, there are no plans that would result in contractors being removed from particular LPOs.

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Question No: 11

Hansard Ref: ECA 20

Topic: Mercedes Benz Mail Vans

Senator Wortley asked:

- a) How many Mercedes Benz mail vans do you actually have operating?
- b) Are they all in operation or are there some that are still in waiting?
- c) What is the expected number?
- d) During the Fair Work hearing, was it the case that you conceded that drivers did have to reverse blind into oncoming traffic when they were reversing out of angle parking?
- e) Is it correct that about 10 per cent of 15,900 stops each day involve angle parking?
- f) Has a costing been done as to how much it would actually cost to put rear windows in the vans?

Answer:

- a&b) At 23 February 2010, 455 vans had been purchased, all of which are in operation.
- c) The estimated total number of vans to be purchased under the contract is 743, by June 2012.
 - d) No. At no time did an authorised representative, or advocate, of Australia Post concede that drivers have to reverse blind into oncoming traffic when reversing out of angle parking.
 - e) No. A preliminary estimate suggests that angled parking may be involved in less than 10% of collection sites.
 - g) Yes. The cost of retrofitting the side window would be around \$1600 per van and the additional purchase price for a van with a factory fitted side window would be \$540.

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Question No: 12

Hansard Ref: ECA 22 and In Writing

Topic: Industrial Action over Christmas Period

Senator Wortley asked:

On the weekend of 19 and 20 December, there was no industrial action or notified strike action but the workers who had participated previously were told that they could not do overtime on that weekend.

- a) Did that in fact result in mail not being processed or the hold-up of mail being processed?
- b) Are you aware that at the Western Shore Delivery Centre in Tasmania team leaders were spoken to regarding industrial action and that they were questioned about actually taking industrial action?

Answer:

- a) At no time did Australia Post advise employees who had previously taken protected industrial action that, as a result of engaging in that protected industrial action, they would be denied overtime.
- b) Yes, management met with team leaders in early 2010 to discuss the issues that led to them taking industrial action and the steps that could be taken to resolve any outstanding issues. At no time did management indicate to the team leaders that there would be repercussions as a result of their actions. They were entitled to take action and management were equally entitled to voice their disappointment over the impact of such action on customers/services.

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Question No: 13

Hansard Ref: In Writing

Topic: Australia Post Hospitality Expenditure

Senator Fisher asked:

- a) What has been the total cost on hospitality by Australia Post to date in 2009-10?
- b) What functions have been held?
- c) How many Australia Post Christmas functions were held? If more than one, please indicate which business unit hosted each.
- d) In respect of each official function hosted by Australia Post in 2009/10, please provide:
 - 1) The name and reason for the event;
 - 2) The business unit hosting the event;
 - 3) The date and location;
 - 4) The number of attendees;
 - 5) An itemised costing;
 - 6) A cost per head; and
 - 7) The total cost for each function.

Answer:

a&b) As a large commercially focused Government Business Enterprise operating in a number of highly competitive markets, Australia Post engages in a broad range of business-related hospitality activities across the organisation on an ongoing basis. These activities are aimed at strengthening existing customer relationships and developing potential ones.

The specific details sought in respect of each hospitality activity are not captured on any central database. As such, Australia Post is not in a position to provide the particular information requested.

c&d) Nine customer Christmas functions were held by Australia Post's State Commercial and/or State Sales/Marketing Managers in 2009, details as follows:

- 1) Annual customer appreciation functions traditionally held at Christmas.
- 2) State Commercial Divisions.
- 3) Late November/early December at city venues in each State capital.
- 4) 1,270 customers in total.
- 5) \$260,000 in total for catering/entertainment.
- 6) Approximately \$200.

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7) Western Australia	-	\$36,000
South Australia (x2)	-	\$38,000
Tasmania	-	\$18,000
Victoria	-	\$42,000
New South Wales (x3)	-	\$76,000
Queensland	-	\$50,000

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Question No: 14

Hansard Ref: In Writing

Topic: TAB Third Party Agency Work

Senator Abetz asked:

- a) Australia Post has previously stated that it would not be involved in gambling-related business, including selling lottery tickets. What change has occurred such that Australia Post is now transacting business for TAB?
- b) If Australia Post staff or Licensees are conscientious objectors to gambling, or if they have faith-related concerns, what procedures does Australia Post have in place to ensure that these concerns are respected?
- c) Is Australia Post seeking any other gambling-related business?

Answer:

a&c) Australia Post does not process gambling type transactions at its retail outlets and has no plans to do so.

Australia Post provides standard third party agency services to Tabcorp, which include:

- performing identity checks to help Tabcorp minimise fraud risk when opening new customer accounts; and
 - providing transaction capability (i.e. Bank@Post) to withdraw from, or deposit money into Tabcorp customer accounts.
- b) Australia Post is sensitive to individual staff and licensee concerns surrounding their workplace activity and, as a result, has a range of policies/procedures for common situations. As no gambling or betting transactions are processed at retail outlets, there has been no need to develop specific procedures for conscientious objectors of these activities.

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Question No: 15

Hansard Ref: In Writing

Topic: Australia Post “Authorised Holiday”

Senator Abetz asked:

- a) Please give the historical context for Australia Post staff taking an extra day’s holiday between Christmas and New Year while the rest of the nation is at work.
- b) How does the “Authorised Holiday” impact on guaranteed delivery services such as Express Post?
- c) Are customers informed of the impact of the “Authorised Holiday” on delivery services?
- d) Why doesn’t Australia Post deliver mail on the “Authorised Holiday”?
- e) What support is available to those Licensed Post Offices that are open when the rest of Australia Post is on holiday?

Answer:

- a) The Authorised Holiday originates from a benefit awarded in the 1950s to Commonwealth Public Sector employees, which included employees of the former Postmaster General’s Department. The benefit was carried over to the Australian Postal Commission, under the Postal Services Act 1975, and then embodied in Australia Post’s Principal Determination, which is made under section 89 of the Australian Postal Corporation Act 1989.
- b) Prior to December 2009, Australia Post attempted delivery of Express Post articles on the Authorised Holiday to limited metro areas of capital cities (i.e. not to the full guaranteed next-business-day network). Australia Post decided to stop the practice in 2009 due to the traditionally large number of businesses that shut down and householders that go on holidays at this time of year.
- c) Yes. Customers were given advance notice of the delivery arrangements that would apply over the Christmas/New Year period, including the Authorised Holiday, by way of advertisements in all major daily newspapers and prominently displayed notices in post offices and LPOs.
- d) Australia Post stopped delivering mail on the Authorised Holiday over 10 years ago because the delivery costs (i.e. holiday penalty rates) were considered too high for the relatively small volumes of mail available for delivery on this day.

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- e) Licensees are supported on the Authorised Holiday by critical national support areas such as the IT Services helpdesk and the Corporate Security Group.

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Question No: 16

Hansard Ref: In Writing

Topic: Australia Post Car Insurance Business

Senator Abetz asked:

- a) What is the dollar value given to the Australia Post brand?
- b) Services such as insurance trade off rather than enhance Australia Post's position as one of the nations's most trusted companies. Has Australia Post assessed the risk to Australia Post's image and standing by the motor vehicle insurance?
- c) How did Australia Post select the insurance company used for the motor vehicle insurance business?

Answer:

- a) Interbrand conducts a regular value assessment of Australian brands with the most recent valuation conducted in 2009 independently valuing the Australia Post brand at \$900m.
- b) Yes, Australia Post undertook a risk assessment prior to entering the market. A number of key issues were identified during the assessment, including reputation risk, and strategies/mechanisms to mitigate these risks were implemented.
- c) Based on market and qualitative research undertaken in late-2008/early-2009, Australia Post issued a Request for Information in March 2009 to eight national companies (representing over 90% of the market), seeking proposals for the distribution of general insurance products under the Australia Post brand.

Australia Post established an evaluation panel and assessed each response. Respondents were then short-listed and subsequently requested to present before the evaluation panel. Based on selection criteria established by the evaluation panel, a preferred supplier was chosen.

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Question No: 17

Hansard Ref: In Writing

**Topic: Strategies to Improve Productivity – Deeper Automation in Delivery Network
(follow-up to QoN 58 from October 2009 hearing)**

Senator Abetz asked:

- a) As part of the programme to implement greater automated sorting, will sequenced mail be extended to metropolitan post offices (including Licensed Post Offices) with PO Boxes?
- b) Australia Post has said that it expects to save approximately 30 minutes per day for each delivery round sequenced, Is that time saved in sorting and setting up the round?
- c) With such savings in mail rounds due to sequencing, how much time – and therefore costs – could be saved by sequencing PO Box mail in corporate and licensed post offices?

Answer:

a&c) Australia Post does not currently provide sequenced mail to metropolitan Post Offices or Licensed Post Offices. However, some deeper sorting to Post Office Box breaks is provided to those Post Office Boxes that receive large volumes of mail, which are typically located in CBDs. Sequencing plans are currently focused on metropolitan delivery rounds in each state. Analysis of the potential benefits of sequencing to PO Boxes will be considered when the current sequencing priorities have been completed.

- b) Yes.

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Question No: 18

Hansard Ref: In Writing

Topic: Australia Post Board/Managing Director (follow-up to QoN 62 from October 2009 hearing)

Senator Abetz asked:

- a) Did the Minister consult with the representatives of industrial organisations representing employees before appointing the Managing Director or any of the current Directors sitting on the Australia Post Board?
- b) What was the final cost for the search for the new Managing Director? Which recruitment company was used?

Answer:

- a) Under s73(3) of the Australian Postal Corporation Act (the Act), in nominating persons for appointment as directors, the Minister must have regard to the need to ensure that the directors collectively possess an appropriate balance of expertise and, in particular, include a person who the Minister, after consultations with representatives of industrial organisations representing employees, is satisfied has an appropriate understanding of the interests of employees.

In so far as current non-executive directors are concerned, consultation under s73 (3) of the Act occurred prior to the appointment of Mr William Mansfield.

Under s83 of the Act, the appointment of the Managing Director is a matter for the Board, not the Minister.

- b) \$310,985.40 (incl GST) – Spencer Stuart.

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Question No: 19

Hansard Ref: In Writing

Topic: Future Price Increases (follow-up to QoN 67 from October 2009 hearing)

Senator Abetz asked:

- a) How much does Australia Post pay annually in sponsorship for:
 - i. Stawell Gift
 - ii. Australian Olympic team (break down for 2008 and 2010 Olympic teams)
 - iii. Australian Opera
 - iv. Australian Open

- b) How many events or bodies does Australia Post sponsor where the sponsorship amounts to over \$10,000 p.a?

Answer:

- a) i. \$175,000
- ii. 2008 - \$ 1.5m (including value in kind)
2010 & 2012 - \$1.4m (including value in kind)
- iii. \$550,000 (including value in kind)
- iv. \$500,000.

- b) 31.

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Question No: 20

Hansard Ref: In Writing

Topic: Executive Remuneration/Managing Director/Succession Planning (follow-up to QoN 68 from October 2009 hearing)

Senator Abetz asked:

- a) We understand the Corporate Secretary, Michael McCloskey, is to retire in the coming months. Will the position be filled internally? Has a search company been contracted to find suitable candidates?
- b) Is there a budget for the search for a new Corporate Secretary? Have selection criteria been set for the candidate search? If so, what are they?

Answer:

a&b) The position is expected to be filled internally - no budget has been established for an external search nor has any search firm been engaged.

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Question No: 21

Hansard Ref: In Writing

Topic: Customer Complaints (follow-up to QoN 76 from October 2009 hearing)

Senator Abetz asked:

- a) Where Australia Post has determined that a Contractor is at fault for a missing or damaged mail item, what right of reply does the Contractor have?
- b) In instances where Australia Post has deemed that the Contractor is at fault for a missing or damaged mail item, does any admission of fault by Australia Post jeopardise any insurance claims lodged by the Contractor?
- c) Has Australia sought legal advice on the consequences of admitting fault regarding missing or damaged mail items?

Answer:

- a) The contractor is involved in the investigation and has ample prior opportunity to present their position on the matter. If the contractor does not believe they are liable for loss or damage, they can discuss the matter with their local Contract Manager or raise a dispute under the provisions of the Mail Contractor Agreement.
- b) Any decision to pay compensation for loss or damage is made on the basis of no admission of liability by Australia Post. Any subsequent claim by the contractor would be subject to the terms and conditions of their insurance policy.
- c) Advice on the compensation scheme is provided by Australia Post's in-house lawyers. Compensation payments are made on a without prejudice basis, with no admission of liability by Australia Post.

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Question No: 22

Hansard Ref: In Writing

Topic: Portfolio Staffing – Australia Post

Senator Fisher asked:

- a) What is the total expenditure on staffing for the Department and for all portfolio agencies? What is the SES and non-SES breakdown?
- b) What are the current staffing levels for SES and non-SES officers? What is the breakdown by location?
- c) What have been the changes in average staffing levels since November 2007? Why have these changes occurred? What have been the Budgetary implications?
- d) In the case of reductions in staff numbers, how have these reductions been absorbed by the Department? What functions have been sacrificed and why?
- e) Has there been a target for staff reductions to achieve savings? What is that target and what strategy is being implemented to achieve this?
- f) Have any voluntary or involuntary redundancies been offered to staff? If so, how have staff been identified for such offers? Are there such plans for the future?

Answer:

- a) For the year ended 30 June 2009, total Australia Post expenditure on staffing (including Workers' Compensation, Payroll Tax, Superannuation, Long Service and Recreation Leave) was \$2,100.4m. The Executive and non-Executive breakdown was \$57m and \$2,043.4m respectively.
- b) As at 26 February 2010, staffing levels for Executive and non-Executive staff, by location, were as follows:

STATE	EXECUTIVE	NON-EXECUTIVE
New South Wales/ACT	17	11,996
Victoria/Tasmania	11	8,644
Queensland	7	5,432
Western Australia	3	3,116
South Australia	3	2,245

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STATE	EXECUTIVE	NON-EXECUTIVE
Centralised Functions (mainly Melbourne)	184	3,352
Sub Total	225	34,785
TOTAL		35,010

- c) Since November 2007, staff numbers have reduced by 787 (-2.2%) due to business efficiencies, improved productivity and natural attrition across the workforce. There have been no direct federal budget implications.
- d) Reductions have been absorbed by efficiency improvements across the major business areas. No functions have been sacrificed.
- e) No.
- f) Since November 2007, 529 staff have taken Voluntary Redundancy Packages. They were identified on an opportunity basis across the organisation. A comprehensive review of administrative and support function overheads has recently commenced and is expected to result in further staff reductions.

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Question No: 23

Hansard Ref: In Writing

Topic: Portfolio Staffing – Australia Post

Senator Barnett asked:

- a) How many permanent staff have been recruited since the supplementary budget estimates?
- b) What level are these staff?
- c) How many temporary positions exist or have been created since the supplementary budget estimates?
- d) Since supplementary budget estimates, how many employees have been employed on contract and what is the average length of their employment period?

Answer:

a&b) As at 26 February 2010, a total of 446 staff had been recruited since October 2009, as follows:

DESIGNATION	NUMBER
Administrative Officer - A2	1
Administrative Officer - A3	4
Administrative Officer - A5	3
Administrative Officer - A6	3
Administrative Officer - A7 (Contract)	2
Administrative Officer - A8 (Contract)	2
Customer Service Consultant	159
Driver/Sorter	2
Executive - Band 1 (Contract)	2
Executive – Band 3 (Contract)	1
IT – Band 3	4
IT – Band 4	3
IT – Band 5 (Contract)	1
Mail Officer	3
Miscellaneous	2
Parcel Post Officer	2
Postal Delivery Officer	24
Postal Services Officer	14
Postal Transport Officer	13
Senior Postal Delivery Officer – Grade 2	1

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Trainee Mail Officer	2
Trainee Parcel Post Officer	3
Trainee Postal Delivery Officer	162
Trainee Postal Services Officer	33
TOTAL	446

- c) 83 temporary (B Class) positions have been created since October 2009.
- d) Eight people have been employed on contract since October 2009, with an average length of employment with Australia Post of 4 months.

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Question No: 24

Hansard Ref: In Writing

Topic: Portfolio Staffing (efficiency dividend/budget cuts) – Australia Post

Senator Barnett asked:

- a) Have staffing numbers been reduced as a result of the efficiency dividend and/or other budget cuts?
- b) If so, where and at what level?
- c) Are there any plans for staff reductions? If so, please advise details i.e. reduction target, how this will be achieved, services/programs to be cut etc.
- d) What changes are underway or planned for graduate recruitment, cadetship or similar programmes? If reductions are envisaged, please explain including reasons, target numbers etc.

Answer:

- a-d) As an independent Government Business Enterprise, Australia Post is not subject to the government's efficiency dividend or similar budgetary/policy measures.