

Senate Standing Committee on Environment and Communications

Answers to Senate Estimates Questions on Notice

Additional Estimates Hearings February 2014

Communications Portfolio

Australia Post

Question No: 143

Program No. Australia Post

Hansard Ref: Page 77 (25/2/2014)

Topic: Community Service Obligations

Senator Pratt asked:

That is terrific. Thank you. Good. Could you please provide a breakdown of your record against your on-time delivery community service obligation. Ninety-four per cent of all reserved services letters are as per the delivery timetable by each state and by each month of 2013 and available for the months of 2014. I do understand you might have to take that on notice. That would be terrific. I would be grateful if you are able to supply that answer before the end of March.

Mr Fahour: I am not committing to when we would come back to you on that, but we will take it on notice.

Senator Pratt: Thank you. I note that Australia Post was reported in January to have conducted a survey on the possibility of reducing post deliveries to only three days a week, with five-day delivery for a fee. What were the results of that survey, Mr Fahour?

Mr Fahour: Australia Post did not make any advice with regard to changes in service delivery. What Australia Post did, which it does on a regular basis, is conduct a survey to ask our customers about their preferences on a range of products and services that we have. It is quite common and quite normal for companies to ask their customers about the different products and services and prices. We conducted this survey. We are compiling the statistics with regard to this survey. We are hoping that over the coming couple of months we will be able to process them and make some appropriate information. I am sure it will be ready for the next Senate estimates.

Senator Pratt: My question is: what was the outcome of that survey? You are saying it has not yet been collated. Do you have a rough idea about the data in terms of how people feel about a change in the delivery schedule?

Mr Fahour: No.

Senator Pratt: Is it possible for this committee to have a copy of the raw survey? Not the data at this point, because clearly you are still collating that, but the questions that were presented to consumers.

Mr Fahour: The questions? I would be delighted to give you the questions, Senator.

Answer:

Under the Australian Postal Corporation Act 1989, the Auditor General is required to audit and report **annually** on the extent to which Australia Post, during the financial year, met its prescribed performance standards. The performance results are included in Australia Post's annual reports and are available at www.auspost.com.au

Australia Post is therefore not in a position to provide information on compliance with delivery performance standards on a monthly basis.

A copy of the customer survey Australia Post conducted in January 2014 is attached.