

**Senate Standing Committee on Environment and Communications**

**Answers to Senate Estimates Questions on Notice**

**Budget Estimates May 2017**

**Communications Portfolio**

**Australia Post**

**Question No: 73**

**Australia Post**

**Hansard Ref: Page 106-107, 24/05/2017**

**Topic: LPOs – Products and Services**

**Senator Urquhart, Anne asked:**

**Senator URQUHART:** That is what I really want to go to. I wanted to ask you whether you could list the products and services that have been introduced or improved in the last five years that have improved that long-term viability of the LPOs and effectively improved the foot traffic or the customer traffic, or whatever you want to call it, to the retail outlets. Can you give me a breakdown of that?

**Ms Corbett:** Certainly. Let me give you some examples. Let me know if I am going into too much detail for you. I have detail here over the last few years. If you look at the fees tied to the basic postage rate, obviously they have gone up quite considerably as the BPR has gone up. If you look at variance year on year, even in this last year those payments have gone up 20.6 per cent. If you look at carted article payments, they have gone up, again on a baseline of FY13, 243 per cent. The minimum payment allowance has gone up 183 per cent. Payments that are not tied to a BPR—being agency, banking and mail service payments—have gone up 3.7 per cent. Product commissions associated with letters, philatelic parcels and international have gone up 3.4 per cent. So there are some indications there, and that is really what we are saying—if you look at the FY13 year, and that was the baseline I was quoting, payments in FY13 were \$323 million or \$323.55 million, to be precise, and \$409 million in FY16.

**Senator URQUHART:** I might stop there, because I know others want to ask questions. Perhaps you can provide that on notice with some more detail.

**Ms Corbett:** Certainly, I would be happy to.

**Senator URQUHART:** I would also be interested in how those have improved the long-term viability of LPOs and improved foot traffic to retail outlets.

**Ms Corbett:** Yes, I would be happy to.

**Answer:**

Please see below a listing of products and services that have been introduced or improved in the last five years which have improved the long term viability of Licensed Post Offices (LPOs) and improved foot traffic to post offices as a result. There were 21,435 product lines offered to the LPO network since 2012, with 183 new services added to the existing range.

**Products**

<b>Categories</b>	<b>Lines</b>
Stationery	1,784
Philatelic (stamp collecting)	6,955
Telecommunications	1,020
Gifting	8,198

**Senate Standing Committee on Environment and Communications**

**Answers to Senate Estimates Questions on Notice**

**Budget Estimates May 2017**

**Communications Portfolio**

**Australia Post**

<b>Categories</b>	<b>Lines</b>
Packaging	182
Mail Products (satchels and envelopes)	39
Greeting cards and calendars	1,013
Fast Moving Consumer Goods (confectionery, ice Cream, groceries, virtual stock such as flowers and hampers)	2,226
Financial Services (Load&Go, gift cards)	18
<b>Total</b>	<b>21,435</b>

*For services*

<b>Categories</b>	<b>Lines</b>
Accept Australia Post Payments	6
Bank@Post	2
Bill Payments - Third Party	30
Bulk Mail	2
Cash On Delivery	1
Change of address	1
eParcel	3
Identity & Verification	66
International Money Transfers & Foreign Currency	2
International Prepaid Services	8
Miscellaneous - Third Party Services	3
Miscellaneous - Australia Post Services	11
MyPost Transactions	5
Other Services	3
Photo Services	3
Postage Labels	4
Recharge Services	12
Reloadable Cash Cards - Australia Post	5
Reloadable Cash Cards - Third Party	3
Scanning Events - Flat Dollar Rate	11
Scanning Events - Percentage Rate	2
<b>Total</b>	<b>183</b>