

Senate Standing Committee on Environment and Communications
Answers to Senate Inquiry Questions on Notice
Inquiry into the performance of Australia Post and our Licensed Post Offices
December 2013
Australia Post

Question No: 2

Program No. Australia Post

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Topic: [Poaching](#)

Senator XENOPHON: In a constructive sense, I want to put on the record that in the last couple of weeks there has been a lot of dialogue between Australia Post and licensed post office holders. There has been dialogue with POAAL and the LPO group. I think that is unambiguously a good thing, and I congratulate Australia Post and the leadership team, led by you, Mr Fahour. We have got to this stage because of the distress of a number of LPOs, and I think the way that you have dealt with it has been admirable. We just want to get results, and I think we are all on the same page. I want that to be on the public record. Can you on notice—I am not asking you for a response on the run now—provide a suggested approach to this to the committee in due course as to how this issue of businesses being approached by CPOs can be dealt with. In other words, can you consider it and get back to the committee.

Mr Fahour : With pleasure, and, as you may remember in our in camera session—

Senator XENOPHON: You should not refer to that, actually. I think there is a protocol about not referring to in camera matters. Otherwise the secretary will tell me off.

Mr Fahour : Sorry for being out of order.

CHAIR: That is fine.

Mr Fahour : This is something we will do with pleasure. Can you on notice—I am not asking you for a response on the run now—provide a suggested approach to this to the committee in due course as to how this issue of businesses being approached by CPOs can be dealt with. In other words, can you consider it and get back to the committee.

Answer:

Australia Post will only relocate existing account customers from a LPO to a corporate facility where their business has grown or is growing to the extent that it becomes unsafe or inefficient for the Licensee/Australia Post to manage.

Additionally Australia Post confirms that rewards for business growth opportunities will only be paid for those that have been identified as new incremental business to Australia Post. Rewards will not be paid for opportunities associated with customers holding existing accounts and currently lodging through our Licensed Post Offices. This message has been promulgated to Australia Post managers.

The Business Hub strategy specifically aims to transfer consumer customers to local LPOs and corporate post offices in the catchment area as it targets new business customers.

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Revenue objectives set for Business Hubs relate to the catchment area which include LPOs and corporate retail outlets, making customer lodgements points irrelevant excepting operational and safety considerations.

Any relocation of business lodgements from a LPO will be discussed with the licensee and customer prior to the transfer.

Payment of a fee to the licensee for the loss of this business may also be applicable.