

**Senate Inquiry**  
**The future of Australia Post's service delivery**  
**Responses to Questions on Notice**  
**Australia Post**  
**17 July 2020**

Question	Source	Answer
<p><b>Senator GREEN:</b> To be very clear: has Australia Post received a final copy of the report?</p> <p><b>Ms Holgate:</b> I would have to take on notice whether Australia Post has, but I have seen several versions of it. I don't know if I've seen the final copy. It's not my report; it went to government.</p>	Proof Hansard page 4	No. The report referred to by Senator Green relates to a review commissioned by Government. Questions relating to its content are a matter for Government.
<p><b>Senator GREEN:</b> I'm asking you about the recommendations in the report. We might come back to your views about the future of service delivery. But I'm interested, in terms of the time line, to understand whether there were recommendations in that report that dealt with service delivery.</p> <p><b>Ms Holgate:</b> There would be recommendations within that report that dealt with service delivery.</p> <p><b>Senator GREEN:</b> Do you recall anything specific around the priority mail service—yes or no?</p> <p><b>Ms Holgate:</b> I don't, but I'm happy to take it on notice or for my colleagues in Melbourne to respond.</p>	Proof Hansard page 4	The report referred to by Senator Green relates to a review commissioned by Government. Questions relating to its content are a matter for Government.
<p><b>Senator GREEN:</b> Do you recall anything specific around the priority mail service—yes or no?</p> <p><b>Ms Holgate:</b> I don't, but I'm happy to take it on notice or for my colleagues in Melbourne to respond.</p>	Proof Hansard page 4	The report referred to by Senator Green relates to a review commissioned by Government. Questions relating to its content are a matter for Government.
<p><b>Senator GREEN:</b> I will ask one question about the new information you have given us. On 21 February Australia Post received a draft or final draft report. What are you saying that version of the report was called?</p> <p><b>Mr Macdonald:</b> A final draft.</p> <p><b>Senator GREEN:</b> So did you expect that changes would still be made before it was given to government or that was the last copy that was given to government?</p> <p><b>Mr Macdonald:</b> I don't know.</p> <p><b>Senator GREEN:</b> Did you receive it from the shareholding department or from BCG?</p> <p><b>Mr Macdonald:</b> I don't know. I would have to take that question on notice.</p>	Proof Hansard page 5	Australia Post received a final draft from Shareholder Departments. The report referred to by Senator Green relates to a review commissioned by Government. Questions relating to its content are a matter for Government.
<p><b>Senator GREEN:</b> Ms Holgate, is the letter that was sent something that you could table?</p> <p><b>Ms Holgate:</b> Unfortunately, there's a lot of confidential information in it about our parcels. I'm happy to take it on notice, but, as you know, our parcel business is highly competitive. Nick, I don't know if you can add anything to that.</p> <p><b>Senator GREEN:</b> I'm happy to leave that there.</p>	Proof Hansard page 5	The letter referred to by Senator Green requested temporary changes be made to regulations containing Australia Post's performance standards. The content of the letter can accordingly be expected to have informed deliberative processes involved in the functions of the Government. Questions relating to its content are a matter for Government.
<p><b>Senator PATRICK:</b> Perhaps a redacted version?</p> <p><b>Ms Holgate:</b> I'm happy for Nick to take a look.</p> <p><b>Senator GREEN:</b> Could you take on notice for us if that is possible.</p> <p><b>Mr Macdonald:</b> Yes, Senator.</p>	Proof Hansard page 5	The letter referred to by Senator Green requested temporary changes be made to regulations containing Australia Post's performance standards. The content of the letter can accordingly be expected to have informed deliberative processes involved in the functions of the Government. Questions relating to its content are a matter for Government.

Question	Source	Answer
<p><b>Senator GREEN:</b> I might be characterising this the wrong way, but this is the language that I will be using. The letter contained a proposal to introduce temporary changes to service delivery, which are the regulations that we're talking about. Did the board tick off on the proposal that was eventually sent to government?</p> <p><b>Ms Holgate:</b> The proposal that was sent to government seeking support was viewed by the board and the leadership team.</p> <p><b>Senator GREEN:</b> Do you know what date that happened?</p> <p><b>Ms Holgate:</b> I can't recall, but Nick, who's our company secretary, may be able to. If not, we're happy to take it on notice and come back to you. But it would have been before it was sent and sometime after that Thursday night phone call, when I became alarmed.</p> <p><b>Senator GREEN:</b> Nick, do you have a date that the board received that proposal?</p> <p><b>Mr Macdonald:</b> I don't have that date. We'll take that question on notice.</p> <p><b>Senator GREEN:</b> Okay, thanks.</p>	Proof Hansard page 6	The matter of seeking temporary changes to prescribed performance standards in the context of the COVID-19 pandemic was considered by the Board on a number of occasions in March 2020, which included engagement in relation to the 31 March 2020 request letter.
Which executive in Australia Post had the lead relationship with Shareholder Departments in March 2020? Please provide name and title, and commencement in that role.	In writing, Senator Green	Christine Holgate (Group Chief Executive Officer and Managing Director since October 2017) and Nick Macdonald (General Counsel and Corporate Secretary since December 2019).
How many emails were exchanged between Australia Post and Shareholder Departments in March 2020?	In writing, Senator Green	Responding to this question would require a substantial diversion of resources, noting Australia Post regularly and frequently engages with Shareholder Departments through various channels.
How many emails were exchanged between Australia Post and Ministers Offices in March 2020?	In writing, Senator Green	Responding to this question would require a substantial diversion of resources, noting Australia Post regularly and frequently engages with Ministers Offices through various channels.
Prior to the 31 March, did Australia Post provide shareholder departments with any written advice in relation to the impact of COVID on the operations of Australia Post and regulatory relief?	In writing, Senator Green	Yes. Australia Post regularly and frequently engages with Shareholder Departments through various channels, including via the provision of advice prior to 31 March 2020.
<p><b>Senator PATRICK:</b> Have you surveyed any customers to get an attitude towards the importance they place on the letter service of recent times?</p> <p><b>Ms Holgate:</b> Perhaps I could pass to my colleague who's in charge of the community part of our business.</p> <p><b>Ms Sheffield:</b> Yes, we have an ongoing survey of the community and we're constantly open to getting feedback on all of our services. Certainly at the moment we're in consultation with various communities and customers all the time. Our post offices are the frontline, and our contact centres take calls about this, so we definitely are always open to feedback and consultation.</p> <p><b>Senator PATRICK:</b> I think your line of questioning has got nothing to do with jobs and loss of jobs. I accept there are arguments on both sides and I accept what you're saying is there will not be. My primary concern is my constituents. There are probably in the elderly category people who simply haven't switched to email who I suspect really do rely on delivery of mail and do not want to see this community service obligation eroded in any way, shape or form. Is your consultation documented? Do you have surveys that you could provide the committee with?</p> <p><b>Ms Holgate:</b> Yes.</p> <p><b>Senator PATRICK:</b> Can you take that on notice?</p>	Proof Hansard, page 14	An example extract from a report of the ongoing survey of the community referred to, which deals with letter services, is in Annexure 1.

Question	Source	Answer
<p><b>Senator KIM CARR:</b> Mr Barnes, can you explain to me why it is that Australia Post is purchasing vehicles offshore from a Swiss company when there's an Australian company—Stealth Electric Bikes—that's able to produce a superior vehicle with better productivity and that is safer? There have been extensive trials undertaken by Australia Post to confirm those assertions.</p> <p><b>Mr Barnes:</b> That's not quite correct. The KYBURZ vehicle that we are currently using and have tested extensively for over two years and worked very hard on to overcome some challenges [inaudible] typically for this country is up to standard. The Stealth vehicle has only been manufactured [inaudible] and to my knowledge the trial ran for three weeks on two postal rounds over 10,000. It is still a unit that we are looking at. It does have some benefits in relation to the geography and the terrain, particularly at elevation, but it is a much heavier unit— it is 120 kilos heavier—and is more expensive. We also have some concerns about its safety on the footpath. But we haven't ruled it out. I'm happy to take further detail on that on notice for you.</p> <p><b>Senator KIM CARR:</b> What I'd like from you is a copy of the technical reports for both vehicles—and you're saying one vehicle is more expensive—and the price differential, given the extra load that the Australian-made vehicle can carry. I'd like the technical reports because the people who actually participated in the trials reported a different response to the answer you just gave.</p>	<p>Proof Hansard, page 21</p>	<p>Information in technical reports, and pricing information, relating to third party products or services is commercial-in-confidence. Publication of such information is likely to cause detriment to those third parties as a consequence of their commercially sensitive information being publicly available. Questions relating to such content are a matter for those third parties.</p>
<p>Is Australia Post seeking to replace its 6,000 motorbikes and electric push bikes with three-wheeled electric vehicles? How may postie rounds will the three-wheeled electric vehicles replace?</p>	<p>In writing, Senator Carr</p>	<p>No, Australia Post is not seeking to replace its over 6,000 motorbikes and electric push bikes with three-wheeled electric vehicles. We are supporting posties who are predominantly still performing letter delivery services to use delivery vehicles that are appropriate for their rounds, taking account of factors including terrain and safety.</p>
<p>How many electric delivery vehicles has Australia Post ordered? a. Who is the supplier? b. What was the value of the contract? c. When was it entered into? d. Was there an open tender? e. When was the last order made? f. When is the last order due for delivery?</p>	<p>In writing, Senator Carr</p>	<p>Australia Post has ordered approximately 4,600 electric delivery vehicles – comprising approximately 2,100 three-wheeled electric delivery vehicles and approximately 2,500 electric assisted mail bicycles.</p> <ol style="list-style-type: none"> <li>Kyburz Switzerland AG is the supplier of the three-wheeled electric delivery vehicles. Electric Vehicles Pty Ltd is the supplier of the electric assisted mail bicycles.</li> <li>The value of orders made from Kyburz Switzerland AG is confidential. The value of orders made from Electric Vehicles Pty Ltd is confidential.</li> <li>Australia Post has had a contract with Kyburz Switzerland AG since 2017. Australia Post has had a contract with Electric Vehicles Pty Ltd since 2010.</li> <li>Market research, and consultation with a number of postal operators including Swiss Post, was undertaken in relation to three-wheeled electric delivery vehicles however, as Australia Post was not able to identify any potentially viable suppliers other than those it had engaged with directly, an open tender was not conducted. An open tender was conducted in relation to electric assisted mail bicycles.</li> <li>The last order for three-wheeled electric delivery vehicles was made in September 2019. The last order for electric assisted mail bicycles was placed in 2018.</li> <li>The last order for three-wheeled electric delivery vehicles is currently being fulfilled, with scheduled completion in October 2020. The last order for electric assisted mail bicycles was completed in 2018.</li> </ol>
<p>Did Australia Post seek expressions of interest from the market at the beginning of the procurement process?</p>	<p>In writing, Senator Carr</p>	<p>Market research, consultation with a number of postal operators including Swiss Post, and discussion with two potential suppliers, was undertaken in relation to three-wheeled electric delivery vehicles however, as Australia Post was not able to identify any potentially viable suppliers other than those it had engaged with directly, expressions of interest from the market were not sought.</p>

Question	Source	Answer
		An open tender was conducted in relation to electric assisted mail bicycles.
<p>What agreement does Australia Post have with the Manufacturer Kysburz?</p> <p>a. When was any agreement entered into?</p> <p>b. How long was the trial (both on and off road) of the vehicle and when did the trail conclude?</p> <p>c. What is the timeline for the trial?</p> <p>d. When did Kysburz get its ADR certification?</p>	In writing, Senator Carr	<p>Details of Australia Post’s agreement with a third party are commercial-in-confidence. Publication of such information is likely to cause detriment to those third parties as a consequence of their commercially sensitive information being publicly available.</p> <p>a. See above.</p> <p>b. See above.</p> <p>c. See above.</p> <p>d. Questions relating to vehicle certification and compliance with Australian Design Rules of a third party’s vehicle are a matter for that third party.</p>
<p>What agreement does Australia Post have with the Manufacturer of the OzPODs for the purpose of the trial?</p> <p>a. When was any agreement entered into?</p> <p>b. How long was the trial (both on and off road) of the vehicle and when did the trail conclude?</p> <p>c. What is the timeline for the trial?</p> <p>d. How many porotypes were made?</p> <p>e. When did OzPOD get its ADR certification?</p>	In writing, Senator Carr	<p>Details of Australia Post’s agreement with a third party are commercial-in-confidence. Publication of such information is likely to cause detriment to those third parties as a consequence of their commercially sensitive information being publicly available.</p> <p>a. See above.</p> <p>b. See above.</p> <p>c. See above.</p> <p>d. Questions relating to the number of prototypes made by a third party are a matter for that third party.</p> <p>e. Questions relating to vehicle certification and compliance with Australian Design Rules of a third party’s vehicle are a matter for that third party.</p>
<p>What procurement process has Australia Post undertaken in determining its selection of three-wheeled electric vehicle model?</p> <p>a. Were all the three-wheeled electric vehicles purchased new?</p> <p>b. Were alterative models or variations to models considered as part of the process?</p>	In writing, Senator Carr	<p>Market research, consultation with a number of postal operators, and discussion with two potential suppliers, was undertaken in relation to three-wheeled electric delivery vehicles.</p> <p>a. Yes.</p> <p>b. Yes.</p>
<p>What weighting does Australia Post give to local content in its procurement?</p>	In writing, Senator Carr	<p>The vast majority of the suppliers of services and products procured by Australia Post are domiciled in Australia. Australia Post manages its procurement of goods and services to maximise value taking into consideration brand and reputation, customer service, service delivery and quality, innovation, environmental and sustainable outcomes whilst generating commercial value, managing potential risk and maintaining the highest standards of corporate responsibility. We commit to a number of social procurement principles, including to prioritise social enterprises, indigenous and ethically certified goods &amp; services.</p>
<p>Have there been any safety concerns around either the Kysburz or the OzPOD?</p>	In writing, Senator Carr	<p>The Kyburz vehicle has been operating in Australia Post’s delivery network for some time, following a period of field testing with multiple vehicles. Australia Post has on two occasions identified safety concerns relating to the vehicle, and the concerns raised have on both occasions been addressed.</p> <p>Australia Post has had limited opportunities to test the safety performance of the Stealth OzPod vehicle, noting it is yet to be manufactured at scale. Australia Post has had the opportunity to undertake field testing of a single prototype only.</p>

Question	Source	Answer
<p>Under the recently announced regulations, to how many delivery points will mail delivery frequency be reduced? Please also break down by State and Territory.</p>	<p>In writing, Senator Green</p>	<p>Responding to this question would require a substantial diversion of resources, noting that temporary changes to the delivery frequency of letters to delivery points serviced using street delivery in metropolitan locations will occur progressively via a to-be-implemented national rollout plan.</p> <p>Delivery points in rural and remote locations will continue to receive letter delivery every business day. PO Boxes in metropolitan, rural and remote locations will receive letter delivery every business day. Delivery points in metropolitan, rural and remote locations will receive Express Post delivery every business day. Delivery points in metropolitan, rural and remote locations will receive parcel delivery every business day.</p> <p>The 'areas classification' referred to in Australia Post's prescribed performance standards determines whether a location is metropolitan, rural or remote.</p>
<p><b>Senator KIM CARR:</b> I see. You indicated to me earlier that your report entitled 'A final report and strategic review' was presented to the board in May 2018. There was a specific section on the community service obligation and a recommendation, which you presented to the board, that 'Australia Post requests that the shareholders consider funding the CSO in rural and remote locations for a five-year transitional period'. Do you recall that recommendation?</p> <p><b>Mr Macdonald:</b> If I could, Chair. We talked about these reports earlier. I think it's important for us to note that this particular report was prepared on a confidential basis, provided to our shareholder department—</p> <p><b>Senator KIM CARR:</b> Sorry, who's speaking?</p> <p><b>Mr Macdonald:</b> My name's Nick Macdonald.</p> <p><b>Senator KIM CARR:</b> You're the chief counsel, right? You'd know something about parliamentary procedure, surely? I've asked the CEO for a direct answer, given that she's provided evidence and there are quite serious implications for giving misleading evidence to a Senate committee. We've been specifically told that this matter had not been discussed, to this witness's knowledge. I'm just trying to establish: was it the case that this report, which she presented to the board in May 2018, specifically recommended changes to the community service obligations?</p> <p><b>CHAIR:</b> Senator Carr, can I clarify? Was the recommendation you read out from an Australia Post report?</p> <p><b>Senator KIM CARR:</b> Yes, an Australia Post report, Mr Chairman, presented by the CEO to the board.</p> <p><b>CHAIR:</b> The recommendation you read out was seeking funding by the stakeholders, not a change to the CSO?</p> <p><b>Senator KIM CARR:</b> That's right. I've read it accurately, have I not, Ms Holgate? Have I accurately reflected the recommendation that you put to the board?</p> <p><b>Ms Holgate:</b> My apologies, Senator, I don't have a copy of that report in front of me. It is a confidential document.</p> <p><b>Senator KIM CARR:</b> Well, it's not that confidential. I'm asking you now, did you make that recommendation to the board?</p>	<p>Proof Hansard, page 23</p>	<p>Information presented by management to its Board of Directors is commercial-in-confidence. Publication of such information is likely to cause detriment to Australia Post as a consequence of confidential communications between management and its Board of Directors being publicly available. Notwithstanding, a report presented to the Board in May 2018 identified a number of strategic options for consideration in the interests of preserving Australia Post's financial sustainability. One option referred to was asking the Shareholder to consider temporarily funding the CSO in rural and remote locations, however the report identified clearly that this option would not be likely to be supported.</p>

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<p><b>Ms Holgate:</b> I've given you an answer, Senator. I'm happy to take it on notice. I don't have a copy of the document in front of me.</p>		
<p><b>Senator KIM CARR:</b> ...The CEO has made comments, certainly to Senator Patrick, about the community service obligations. You said—if my notes are correct; please clarify if necessary—that to your knowledge 'there's been no discussion with regards to the community service obligation'. Is that your evidence?</p> <p><b>Ms Holgate:</b> On the overall community service obligation, other than the temporary regulatory relief.</p> <p><b>Senator KIM CARR:</b> I see. You indicated to me earlier that your report entitled 'A final report and strategic review' was presented to the board in May 2018. There was a specific section on the community service obligation and a recommendation, which you presented to the board, that 'Australia Post requests that the shareholders consider funding the CSO in rural and remote locations for a five-year transitional period'. Do you recall that recommendation?</p> <p><b>Mr Macdonald:</b> If I could, Chair. We talked about these reports earlier. I think it's important for us to note that this particular report was prepared on a confidential basis, provided to our shareholder department—</p> <p><b>Senator KIM CARR:</b> Sorry, who's speaking?</p> <p><b>Mr Macdonald:</b> My name's Nick Macdonald.</p> <p><b>Senator KIM CARR:</b> You're the chief counsel, right? You'd know something about parliamentary procedure, surely? I've asked the CEO for a direct answer, given that she's provided evidence and there are quite serious implications for giving misleading evidence to a Senate committee. We've been specifically told that this matter had not been discussed, to this witness's knowledge. I'm just trying to establish: was it the case that this report, which she presented to the board in May 2018, specifically recommended changes to the community service obligations?</p> <p><b>CHAIR:</b> Senator Carr, can I clarify? Was the recommendation you read out from an Australia Post report?</p> <p><b>Senator KIM CARR:</b> Yes, an Australia Post report, Mr Chairman, presented by the CEO to the board.</p> <p><b>CHAIR:</b> The recommendation you read out was seeking funding by the stakeholders, not a change to the CSO?</p> <p><b>Senator KIM CARR:</b> That's right. I've read it accurately, have I not, Ms Holgate? Have I accurately reflected the recommendation that you put to the board?</p> <p><b>Ms Holgate:</b> My apologies, Senator, I don't have a copy of that report in front of me. It is a confidential document.</p> <p><b>Senator KIM CARR:</b> Well, it's not that confidential. I'm asking you now, did you make that recommendation to the board?</p> <p><b>Ms Holgate:</b> I've given you an answer, Senator. I'm happy to take it on notice. I don't have a copy of the document in front of me.</p>	<p>Proof Hansard, page 23</p>	<p>Information presented by management to its Board of Directors is commercial-in-confidence. Publication of such information is likely to cause detriment to Australia Post as a consequence of confidential communications between management and its Board of Directors being publicly available. Notwithstanding, no. A report presented to the Board in May 2018 identified a number of strategic options for consideration in the interests of preserving Australia Post's financial sustainability. Some of those options involved seeking modification to Australia Post's prescribed performance standards – including to better align those standards to the strategy of retaining letters as a key part of Australia Post's business – but did not involve seeking modification of the community service obligation (ie the obligation to make the letter service available at a single uniform rate).</p>
<p><b>Senator KIM CARR:</b> Can you confirm that your report to the board in May 2018 calculated that the financial impact of increasing the delivery timetable, which you describe in the report as 'slowing down the mail', would have a cost saving of \$184 million per annum?</p>	<p>Proof Hansard, page 24</p>	<p>Information presented by management to its Board of Directors is commercial-in-confidence. Publication of such information is likely to cause detriment to Australia Post as a consequence of confidential communications between management and its Board of Directors being publicly available. Notwithstanding, a</p>

Question	Source	Answer
<p><b>Ms Holgate:</b> I can't, Senator, because I don't have a copy of the report in front of me.</p> <p><b>Senator KIM CARR:</b> But you'll be able to take that on notice, won't you.</p> <p><b>Ms Holgate:</b> I'm happy to take it on notice.</p>		<p>report presented to the Board in May 2018 identified a number of strategic options for consideration in the interests of preserving Australia Post's financial sustainability. One option referred to, estimated at the time to have an approximately \$184 million per annum cost saving but not recommended for consideration at the time, was – after addressed letter volumes had declined beyond a level not at the time anticipated for many years – increasing the delivery timetable for regular letters by three days.</p>
<p><b>Senator KIM CARR:</b> Sure. I just want to know whether or not, under the heading 'Simplification and modernisation of the regulatory framework' in your report, a number of the recommendations that appear in these so-called temporary regulations were contained in that report?</p> <p><b>Ms Holgate:</b> I have not got a copy of the report in front of me.</p> <p><b>Senator KIM CARR:</b> Take it on notice.</p>	<p>Proof Hansard, page 24</p>	<p>Information presented by management to its Board of Directors is commercial-in-confidence. Publication of such information is likely to cause detriment to Australia Post as a consequence of confidential communications between management and its Board of Directors being publicly available. Notwithstanding, a report presented to the Board in May 2018 identified a number of strategic options for consideration in the interests of preserving Australia Post's financial sustainability. Options identified under the heading 'Simplification and modernisation of the regulatory framework' included seeking modification to Australia Post's prescribed performance standards. While acknowledging some conceptual similarities, none of the modifications described under that heading are modifications that appear in the current temporary regulatory relief.</p>
<p><b>Senator KIM CARR:</b> ... Has there been any effort to monitor staff within the executive— someone has their speakers on, it's a bit hard to follow with that, so could they please mute their machine. Ms Holgate, has there been any effort to monitor staff within the offices of Australia Post in response to past media leaks?</p> <p><b>Ms Holgate:</b> In response to what, sorry?</p> <p><b>Senator KIM CARR:</b> Past media leaks.</p> <p><b>Ms Holgate:</b> Not to my knowledge. Nick, do you know anything about this?</p> <p><b>Mr Macdonald:</b> I think that's a question we should take on notice from time to time.</p>	<p>Proof Hansard, page 24</p>	<p>Australia Post maintains a risk-based security program – including to preserve the integrity and security of confidential and sensitive information – that takes into account best practice standards such as the Protective Security Policy Framework issued by the Australian Government Attorney General's Department.</p> <p>Details of that program are commercial-in-confidence. Publication of such information is likely to cause detriment to Australia Post as a consequence of the details of its security program being publicly available.</p>
<p><b>Senator KIM CARR:</b> I'd appreciate that. Has there been any effort to sweep the offices of Australia Post for bugs and recording devices in recent times?</p> <p><b>Mr Macdonald:</b> I think that is a question we should take on notice as well. I'm mindful that that goes to our security operations, which are very sensitive, so we'll have to consider that.</p>	<p>Proof Hansard, page 24</p>	<p>Australia Post maintains a risk-based security program – including to preserve the integrity and security of confidential and sensitive information – that takes into account best practice standards such as the Protective Security Policy Framework issued by the Australian Government Attorney General's Department.</p> <p>Details of that program are commercial-in-confidence. Publication of such information is likely to cause detriment to Australia Post as a consequence of the details of its security program being publicly available.</p>
<p><b>Senator KIM CARR:</b> I bet they are. But if staff are being monitored, that's also very sensitive. Can you confirm that there has been no monitoring of senior staff within Australia Post in an attempt to stop leaks from Australia Post?</p> <p><b>Mr Macdonald:</b> We'll take that question on notice.</p>	<p>Proof Hansard, page 25</p>	<p>Australia Post maintains a risk-based security program – including to preserve the integrity and security of confidential and sensitive information – that takes into account best practice standards such as the Protective Security Policy Framework issued by the Australian Government Attorney General's Department.</p> <p>Details of that program are commercial-in-confidence. Publication of such information is likely to cause detriment to Australia Post as a consequence of the details of its security program being publicly available.</p>
<p><b>Senator KIM CARR:</b> Has there been any effort to examine the call records of Australia Post staff in recent times?</p> <p><b>Ms Holgate:</b> Not to my knowledge. I'd have to take it on notice.</p>	<p>Proof Hansard, page 25</p>	<p>Australia Post maintains a risk-based security program – including to preserve the integrity and security of confidential and sensitive information – that takes into account best practice standards such as the Protective Security Policy Framework issued by the Australian Government Attorney General's Department.</p> <p>Details of that program are commercial-in-confidence. Publication of such information is likely to cause detriment to Australia Post as a consequence of the details of its security program being publicly available.</p>

Question	Source	Answer
What was the percentage change in parcel volumes between February 2020 and March 2020?	In writing, Senator Green	The percentage change in the volume of domestic parcels carried between February 2020 and March 2020 was an increase of 14.7%.  Responding to this question in relation to international parcels carried would require a substantial diversion of resources, noting international parcel volumes are recorded differently to domestic parcel volumes.
What was the percentage change in parcel volumes between March 2019 and March 2020?	In writing, Senator Green	The percentage change in the volume of domestic parcels carried between March 2019 and March 2020 was an increase of 17.7%.  Responding to this question in relation to international parcels carried would require a substantial diversion of resources, noting international parcel volumes are recorded differently to domestic parcel volumes.
What was the percentage change in parcel volumes between March 2020 and April 2020?	In writing, Senator Green	The percentage change in the volume of domestic parcels carried between March 2020 and April 2020 was an increase of 37.2%.  Responding to this question in relation to international parcels carried would require a substantial diversion of resources, noting international parcel volumes are recorded differently to domestic parcel volumes.
What was the total number of addressed letters in February 2020? Please do not give blended figures for other mail products, only the disaggregated figure for addressed letters is sought. Further, please provide the absolute number of addressed letters, not the percentage figure.	In writing, Senator Green	The total number of addressed letters carried by Australia Post in February 2020 was approximately 139.3 million. Noting the usual seasonality of addressed letter volumes throughout a calendar year, which typically includes volumes in March being higher than in February, and the additional trading day in March, this was an 8% decline relative to the same month in the prior year.
What was the total number of addressed letters in March 2020? Please do not give blended figures for other products, only figures for addressed letters are sought. Further, please provide the absolute number of addressed letters, not the percentage figure	In writing, Senator Green	The total number of addressed letters carried by Australia Post in March 2020 was approximately 155.7 million. Noting the usual seasonality of addressed letter volumes throughout a calendar year, which typically includes volumes in March being higher than in February, and the additional trading day in March, this was a 7% decline relative to the same month in the prior year.
What was the total numbers of addressed letters in April 2020? Please do not give blended figures for other products, only figures for addressed letters are sought. Further, please provide the absolute number of addressed letters, not the percentage figure.	In writing, Senator Green	The total number of addressed letters carried by Australia Post in April 2020 was approximately 139.2 million. Noting the usual seasonality of addressed letter volumes throughout a calendar year, this was a decline of 15% on the same month in the prior year as Australia Post started to experience a higher than usual transition away from organisations communicating with their customers via addressed letters.
What proportion of mail volumes did priority letters make up in FY19?	In writing, Senator Green	In FY19, priority letters made up approximately 9% off all Australia Post letter volumes.
How many priority letters were send in FY19?	In writing, Senator Green	In FY19, approximately 238.7 million priority letters were carried by Australia Post.
<b>Senator MARIELLE SMITH:</b> How much revenue did priority mail generate in 2018-19? <b>Mr Bohlken:</b> In 2018-19, I think it was around \$170 million. I will take that on notice but I think it is around \$170 million.	Proof Hansard page 18	In FY19, priority letters generated \$281.0 million revenue.
What were Australia Post revenues between 1 July 2019 to 1 March 2020?	In writing, Senator Green	Australia Post's FY20 financial statements remain subject to year-end assurance processes, and will be tabled in parliament in its annual report in accordance with legislative requirements.  Australia Post's half year FY20 financial results announcement is available for review on its online newsroom at <a href="https://newsroom.auspost.com.au">https://newsroom.auspost.com.au</a> .

Question	Source	Answer
What were Australia Post revenues for FY20?	In writing, Senator Green	Australia Post's FY20 financial statements remain subject to year-end assurance processes, and will be tabled in parliament in its annual report in accordance with legislative requirements.  Australia Post's financial results announcement for the first half of FY20 is available on its online newsroom at <a href="https://newsroom.auspost.com.au">https://newsroom.auspost.com.au</a> .
What were Australia Post profits for FY20?	In writing, Senator Green	Australia Post's FY20 financial statements remain subject to year-end assurance processes, and will be tabled in parliament in its annual report in accordance with legislative requirements.  Australia Post's financial results announcement for the first half of FY20 is available on its online newsroom at <a href="https://newsroom.auspost.com.au">https://newsroom.auspost.com.au</a> .
What were Australia Post operating costs between 1 July 2019 to 1 March 2020?	In writing, Senator Green	Australia Post's FY20 financial statements remain subject to year-end assurance processes, and will be tabled in parliament in its annual report in accordance with legislative requirements.  Australia Post's financial results announcement for the first half of FY20 is available on its online newsroom at <a href="https://newsroom.auspost.com.au">https://newsroom.auspost.com.au</a> .
What was mail revenue between 1 July 2019 to 1 March 2020?	In writing, Senator Green	Australia Post's FY20 financial statements remain subject to year-end assurance processes, and will be tabled in parliament in its annual report in accordance with legislative requirements.  Australia Post's financial results announcement for the first half of FY20 is available on its online newsroom at <a href="https://newsroom.auspost.com.au">https://newsroom.auspost.com.au</a> .
How much revenue did priority letters generate in FY19?	In writing, Senator Green	In FY19, priority letters generated \$281.0 million revenue.
What is the average revenue per unaddressed mail article?	In writing, Senator Green	Information relating to the revenue of a service that is provided in a competitive market is commercial-in-confidence. Publication of such information is likely to cause detriment to Australia Post as a consequence of its commercially sensitive information being publicly available.
What proportion of total Australia Post revenues come from unaddressed letters (UMS)?	In writing, Senator Green	Information relating to the revenue of a service that is provided in a competitive market is commercial-in-confidence. Publication of such information is likely to cause detriment to Australia Post as a consequence of its commercially sensitive information being publicly available.
<p><b>Senator MARIELLE SMITH:</b> Can you tell how much the priority mail service costs?</p> <p><b>Mr Starr:</b> It varies. The business pricing is different to the price that a consumer would pay in the post office. But I would point out that the consumers that use the service are way less than one per cent of the total spend on priority mail.</p> <p><b>Senator MARIELLE SMITH:</b> What does it cost a business to use the service?</p> <p><b>Mr Starr:</b> I'll take that on notice.</p>	Proof Hansard page 17	The Post Charges Guide effective 1 June 2020 was tabled during Australia Post's appearance before the Committee. That document contains, amongst other matters, information about the priority letter services available, on both a standard and a business ('bulk mail') basis, and the pricing associated with those services.
<p>The Senator would like a breakdown of the impact of proposed changes on the various regions here in South Australia. South Australian Government regions:</p> <ul style="list-style-type: none"> <li>• Adelaide Hills</li> <li>• Barossa Light and Lower North</li> <li>• Eastern Adelaide</li> </ul>	In writing, Senator Hanson-Young	Temporary changes to the delivery frequency of letters to delivery points serviced using street delivery in metropolitan locations, including in South Australia, will occur progressive via a to-be-implemented national rollout plan. A list of metropolitan locations in South Australia, including postcodes, is in Annexure 2.

Question	Source	Answer
<ul style="list-style-type: none"> <li>• Eyre Western</li> <li>• Far North</li> <li>• Fleurieu and Kangaroo Island</li> <li>• Limestone Coast</li> <li>• Murray and Mallee</li> <li>• Northern Adelaide</li> <li>• Southern Adelaide</li> <li>• Western Adelaide</li> <li>• Yorke and Mid North</li> </ul> <p>What will be the delivery timing for letters, registered and express post items for the regions?</p>		<p>Delivery points in rural and remote locations will continue to receive letter, including registered letter, delivery every business day. PO Boxes in metropolitan, rural and remote locations will receive letter, including registered letter, delivery every business day. Delivery points in metropolitan, rural and remote locations will receive Express Post delivery every business day. Delivery points in metropolitan, rural and remote locations will receive parcel delivery every business day.</p> <p>The ‘areas classification’ referred to in Australia Post’s prescribed performance standards determines whether a location is metropolitan, rural or remote.</p>
<p>What will be the numbers of hours reduced in these areas?</p>	<p>In writing, Senator Hanson-Young</p>	<p>Australia Post is not proposing to reduce post office hours in these areas, or in any other areas. Where necessary to manage the impact of COVID-19 on a post office’s workforce, Australia Post will support the temporary closure, or reduction in operating hours, of a post office.</p>