

**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: 4**

**Program No. Australia Post**

**Hansard Ref: [Hansard Page 44](#)**

**Topic: [Poaching](#)**

**Senator XENOPHON:** This is just to clarify it. Again, I am trying to defuse this issue. Take this bonus that is paid to employees in the form of a gift voucher from \$20 to \$500. That is never paid in circumstances where there is business coming from an LPO to a CPO, is there? Mrs Corbett is shaking her head.

**Mrs Corbett :** No, that should not be the case. It is new business to Australia Post as a whole and the account number is on the form, because what you may find is it may be a customer who may do, as an example on the form, parcel business with us now but we think there may be an opportunity for them to do international business with us or to do a different line of business with us.

**Senator XENOPHON:** This is for the record because I think it is important. There has been a lot of goodwill in the last couple of weeks and I want to continue on with that process. So these gifts or bonuses are not given under any circumstances to an employee who gives a lead to take business away from an LPO to a CPO?

**Mr Fahour :** Absolutely. That is not the intention of what this \$20 to \$50 gift card is about. It is about rewarding new business.

**Senator XENOPHON:** I understand that and I think Senator Boswell helpfully whispered to me that. I accept what you are saying, that it is not the intention, but can you, on notice perhaps, provide confirmation that it does not actually happen—because that is not something that you would condone, would you?

**Mr Fahour :** Absolutely.

**Senator XENOPHON:** Absolutely not?

**Mr Fahour :** Absolutely would not condone; sorry.

**Senator XENOPHON:** There is a bit of ambiguity.

**Mr Fahour :** We will take that on notice.

**Answer:**

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.