

**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: 1**

**Program No. Australia Post**

**Hansard Ref: [Hansard Page 36](#)**

**Topic: [Service Performance](#)**

**Senator URQUHART:** How often is it occurring that you are delivering all the mail? Is it more often that you are not delivering, or is it more often that you are delivering 100 per cent of the mail?

**Mr Fahour :** We eventually deliver all the mail.

**Senator URQUHART:** Yes, I know that, but each day. I am talking about the breakdown of days.

**Mr Fahour :** If you go back to our annual report I can tell you the number. Our annual report shows what that statistic is and what we have delivered. For example, to answer your question, in the last financial year it was 95.5 per cent.

**Senator URQUHART:** Yes, I have that in front of me. It is on page 9 of your submission. The on-time delivery of non-bulk letters was 95.5. That is the issue.

**Senator URQUHART:** Could you break that down—you will probably have to take this on notice—into rural and regional areas, as a percentage?

**Mr Fahour :** I will have to take that on notice.

**Answer:**

The 2012/13 national Service Performance result was 95.5%. The national result for rural and regional areas was 96.3%.