

Senate Standing Committee on Environment and Communications

Answers to Senate Estimates Questions on Notice

Additional Estimates Hearings February 2015

Communications Portfolio

Australia Post

Question No: 19

Program No. Australia Post

Hansard Ref: Page 37, 24/2/2014

Topic: 19 - Mail2Day

Senator Xenophon, Nick asked:

Senator XENOPHON: On the Mail2Day changes, I have been advised that Mail2Day, which currently costs \$55 a year for email notification and \$89 for SMS notification of the customer's PO box mail status, will soon be offered free to customers who open a MyPost digital mailbox. Is that correct?

Mr Fahour: Can I get Ms Corbett to answer your question?

Senator XENOPHON: Yes or no would be good, because I am conscious that Senator Sinodinos is waiting patiently, and I have to go to another—

Ms Corbett: It is actually being proposed, and we are currently under consultation. However, with that, we will be in consultation with our licensees, because that will then require a scanning payment.

Senator XENOPHON: Can you advise on notice whether any licensee representatives were consulted in this decision-making process.

Mr Fahour: We have not made a decision: We are in the process of consultation now.

Senator XENOPHON: But have you received any feedback from representatives, or you have not got any feedback yet?

Ms Corbett: It has all just happened at the moment. We have done some initial consultation with the different licence representative groups, but we are just at the start of that consultation.

Senator XENOPHON: Have you had initial feedback in respect of it, or not?

Ms Corbett: I understand we received some feedback yesterday, but I am happy to take on notice the details of it.

Senator XENOPHON: Was it good, or bad, or indifferent?

Ms Corbett: I just understand that we received some feedback yesterday.

Senator XENOPHON: Does Australia Post have any plans to trial or roll out mobile retail or business hub vehicles into communities?

Mr Fahour: Can we take that on notice?

Senator XENOPHON: Right.

Mr Fahour: They are very specific questions which we would be delighted to give you specific—

Senator XENOPHON: I am just trying to be forensic with you, Mr Fahour. I am just trying to be helpful.

Mr Fahour: Therefore we will write it down and give you the exact answer.

Answer:

Licensee representatives from Australia Post Licensee Advisory Council (APLAC), Licensed Post Office Group (LPOG) and Post Office Agents Associated Limited (POAAL) were consulted in regards to the proposed changes to the Mail2Day service.

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The initial feedback received from Licensees was predominantly negative as it was primarily concerned with the payment rate they would receive for performing the service. Licensees had been advised, as part of the initial communication activity that the process for the delivery of this service was still being finalised and a payment rate would be communicated to Licensees in due course.

With regards to mobile retail or business hubs vehicles, Australia Post has a fleet of three mobile business hubs vehicles, which were deployed in August 2014. At this stage there are no plans to deploy additional vehicles.

The mobile business hub vehicles house the technology and capability to provide tailored business customer products and services at a customer's premises or at an external event, and are available upon request by local businesses and communities.