

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: 20

Program No. Australia Post

Hansard Ref: Page 37-38, 24/2/2014

Topic: Underpayment disputes

Senator Xenophon, Nick asked:

Senator XENOPHON: On notice, because I want to rush through these, can you indicate whether there has been an improvement in the last 12 months in terms of both the timeliness of resolving disputes and also the—

Mr Fahour: Quality.

Senator XENOPHON: success rate for resolving those disputes? If you could take that on notice.

Answer:

The timeframe to resolve a dispute, as outlined in the Licensed Post Office Manual, varies depending on the stage of the dispute. For example, a stage two dispute requires resolution within ten working days whilst a stage three dispute requires resolution within 30 working days. Importantly, the timeframe for the resolution of a dispute may be extended if mutually agreed to by both Australia Post and the Licensee.

In the 2014 calendar year, 10 disputes reached stage two or above. Notably, 3 separate disputes were received from one licensee. One dispute remains open and all other disputes have been resolved and were done so within the agreed timeframes.

In the 2015 calendar year, Australia Post has not received any disputes at stage two or above.