

Senate Standing Committee on Environment and Communications

Answers to Senate Estimates Questions on Notice

Additional Estimates February 2017

Communications Portfolio

Australia Post

Question No: 65

Australia Post

Hansard Ref: Page 54, 28/02/2017

Topic: LPO's – Passport photos and cameras

Senator Xenophon, Nick asked:

Senator XENOPHON: I just want to race you through a few things. I still get occasional complaints from people. That is what you would expect in a large organisation. The most recent one was relating to someone to do with passport photos and cameras. The fees that Australia Post wanted to charge were much higher than they could, to get a camera that was up to standard for those passport photos. Without going into that particular issue, what robust mechanism is there to deal with those disputes so that, if people have a grievance, it can be dealt with quickly and fairly?

Mr Fahour: Senator Xenophon, the second most informed person about this after you is Ms Christine Corbett. She is more than happy to answer the question about the processes that we put in place at the LPOs.

Senator XENOPHON: You might want to take it on notice. I do not want to have to contact Ms Corbett every time there is a specific complaint. The fewer the complaints that I get and other members of parliament get, the better.

Mr Fahour: Would you like us on notice to give you the detailed process of how we handle it?

Senator XENOPHON: I think that might be more appropriate. I just want to say that there is an issue there.

Mr Fahour, out of left field, I just met with some residents of Kimba, in South Australia on the Eyre Peninsula. I told them that I was late for the meeting because I had to ask you questions, and they said: 'Please ask Australia Post why we have lost our regional postbox,' which basically means that, if someone in Kimba wants to send a letter to somebody else in Kimba, instead of it being delivered 10 metres away to the next postbox, they have to pay a \$1.50 premium for that to happen; otherwise, it now goes to Adelaide and then back to Kimba.

Mr Fahour: Firstly, if it is 10 metres away, I think they can save themselves a lot of time and money by just walking over and giving it to the person.

Senator XENOPHON: No, this has to be a formal letter in the post office.

Mr Fahour: Sure, but—we will take that on notice.

Answer:

1. Licensees who wish to discuss any payment concerns are encouraged to contact their Network Manager for discussion and resolution. Should this outcome not be satisfactory to the Licensee, they can choose to either utilise the internal dispute process under the LPO Agreement or the external dispute process operated by the independent Franchising Mediation Advisor under the Franchising Code of Conduct.

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2. Local Priority mail for Kimba SA is processed at Kimba and delivered on the next business day in accordance with the Prescribed Performance Standards. Local Regular mail is transferred to our major mail centre in Adelaide on existing transport routes for processing using advanced automated technology. Advanced automated technology has enabled Australia Post to realise significant savings in handling mail as mail is able to be processed more efficiently and accurately than using manual processing. Mail is then returned for delivery in three business days in accordance with the Prescribed Performance Standards.