

Senate Standing Committee on Environment and Communications
Answers to Senate Estimates Questions on Notice
Additional Estimates February 2017
Communications Portfolio
Australia Post

Question No: 70

Australia Post

Hansard Ref: Page 67, 28/02/2017

Topic: EIS transactions – use of own cameras

Senator Urquhart, Anne asked:

Senator URQUHART: Are there instances where licensees are forced to not use the perfectly good camera of their own for EIS transactions?

Ms Corbett: I am not aware, but I am happy to take that on notice.

Senator URQUHART: That would be good. If it is the case, the question is, why? How does Australia Post set the quota for EIS passport photos?

Ms Corbett: Again, I am happy to take that detail on notice.

Answer:

Licensees are required to use the dedicated software and hardware for Extended Identity Service (EIS) transactions. This is because the dedicated software and hardware is integrated into a secure platform, and is required to be locked down for security purposes (including to mitigate identity fraud). This requirement also enables Australia Post to meet relevant obligations and protect consumer information.

The transaction quota for EIS passport photos (currently 108 transactions per year) is set by Australia Post at a level that we consider appropriately encourages licensee participation whilst accommodating cost recovery considerations.