

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

Question No: 82

Australia Post

Hansard Ref: Written, 14/03/2017

Topic: Digital Mailbox

Senator Urquhart, Anne asked:

1. What is the status of the digital mailbox?
2. What changes to the digital mailbox are proposed?
3. How many staff or contractors are currently working on this project?
4. What support has Australia Post received from the Government and Government agencies with respect to this project?
5. How many Government agencies are using the digital mailbox? Please list them.
6. What are the costs of the project to date?

Answer:

1. The MyPost Digital Mailbox capability forms part of our continued investment to better support, and improve, experiences for customers across our entire suite of digital products and solutions. Today the MyPost Digital Mailbox allows customers to receive and pay bills, and to receive and store important communications. There are 1.4 million mailboxes registered with 90 live providers. Australia Post has commenced a program of work to develop some new features for our MyPost Digital Mailbox.
2. Australia Post is upgrading the MyPost Digital Mailbox technical platform to support new features and enhancements. The improvements will make it easier for customers to receive and pay their bills, and when managing and storing important communications.
3. 25.
4. The MyPost Digital Mailbox has been developed and funded entirely by Australia Post.
5. MyGov and all of their represented agencies utilise MyPost Digital Mailbox, in addition to Western Australia Police, Northern Territory Motor Vehicle Registry, and Queensland Department of Agriculture and Fisheries.

The following Local Councils also utilise MyPost Digital Mailbox;

- Adelaide Hills Council
- Ballina Shire Council
- Bankstown City Council
- Banyule City Council
- Bayside City Council
- Blue Mountains City Council
- Brimbank City Council

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- Brisbane City Council
- Burwood Council
- Camden Council
- City of Ballarat
- City of Bunbury
- City of Canada Bay
- City of Canning
- City of Darwin
- City of Greater Bendigo
- City of Holdfast Bay
- City of Joondalup
- City of Mandurah
- City of Melville
- City of Monash
- City of Onkaparinga
- City of Playford
- City of Stirling
- City of Swan
- City of Tea Tree Gully
- City of Wanneroo
- Coffs Harbour City Council
- Cumberland Council
- Devonport City Council
- Fraser Coast Regional Council
- Gladstone Regional Council
- Hume City Council
- Ipswich City Council
- Kangaroo Island
- Kiama Municipal Council
- Kingborough Council
- Kyogle Council
- Lake Macquarie City Council
- Lismore City Council
- Liverpool City Council
- Livingstone Shire Council
- Mansfield Shire Council
- Mareeba Shire Council
- Mid Murray Council
- Moreton Bay Regional Council
- Mount Barker District Council
- Parramatta City Council
- Penrith City Council
- Pittwater Council (now Northern Beaches Council)

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- Port Pirie Regional Council
- Port Stephens Council
- Randwick City Council
- Rockdale City Council
- Shellharbour City Council
- Shepparton City Council
- Singleton Council
- Sutherland Shire Council
- Tamworth Regional Council
- The Hills Shire Council
- Tweed Shire Council
- Upper Hunter Shire
- West Tamar Council
- Whitehorse City Council
- Willoughby City Council
- Wollongong City Council
- Wyong Shire Council

6. The digital mailbox is no longer reported or managed as a standalone platform. The digital mailbox has been integrated into the broader MyPost platform inside the trusted services business unit and is no longer able to be separated going forward.

During the 2015/16 financial year, approximately \$23 million of operating costs were incurred on the digital mailbox, which includes costs of development and operational commercialisation.