

**Senate Standing Committee on Environment and Communications**

**Answers to Senate Estimates Questions on Notice**

**Budget Estimates Hearings May 2015**

**Communications Portfolio**

**Australia Post**

**Question No: 78**

**Program No. Australia Post**

**Hansard Ref: Page 84, 27/5/2015**

**Topic: Next day mail delivery service - Bendigo**

**Senator Urquhart, Anne asked:**

**Senator URQUHART:** I understand all of that. The question I am asking you is: does Bendigo still have a next day mail delivery service?

**Mr Fahour:** The standards that we had before, whatever they were—are you talking about receiving or sending?

**Senator URQUHART:** It is the receiving of mail. So, have they—

**Mr Fahour:** All those standards have remained. If it is in the same state and they are counted as part of the same categories, then those standards have not changed.

**Senator URQUHART:** So, Bendigo has not moved from guaranteed next day delivery to two or three day delivery?

**Mr Fahour:** There is no such thing as guaranteed unless they bought an Express Post item and they are part of the Express Post network. I am happy to read that article and then go and get you the information on notice in regards to whether this is a true statement or not.

**Senator URQUHART:** Please do that because I think that might be useful. I will just give you the date for that. It was 20 February 2014 at 3.23pm. The story starts off saying, 'Australia Post has confirmed'.

**Mr Fahour:** I am sorry, what was the article?

**Senator URQUHART:** 'Australia Post cans next day delivery in Bendigo'. The story starts off saying:

Australia Post has confirmed next day mail delivery will end in Bendigo from 3 March.

Spokeswoman Michelle Skehan said it would now take two days for a letter to reach someone in Melbourne if posted from Bendigo, with mail being sorted in Dandenong.

**Mr Fahour:** That is why I asked you the question: is it receiving or sending? You said it was about receiving but what you are referring to is about sending.

**Senator URQUHART:** I said—

**Mr Fahour:** You said receiving.

**Senator URQUHART:** I said 'next mail delivery'.

**Mr Fahour:** I asked you: are you talking about receiving or sending and you said receiving.

**Senator URQUHART:** Can you clarify it for me? What has happened in Bendigo?

**Mr Fahour:** I am just clarifying what you just asked me; that is all.

**Senator URQUHART:** What I asked you was—

**Mr Fahour:** Can I clarify, is it sending over two days?

**Senator URQUHART:** So, it is? Tell me what happens when you are sending mail or if you are receiving mail. What is the difference in Bendigo?

**Mr Fahour:** A very big difference.

**Senator URQUHART:** In Bendigo?

**Mr Fahour:** Because it depends upon the class that a sender was sending things in so, therefore, if you are a large corporation, for example—

**Senator URQUHART:** No, if it is normal mail.

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**Mr Fahour:** Yes. That is why I am saying to you that I will take it on notice if you wish and I will give you the clarification for both sending and receiving. I will give you both.

**Senator URQUHART:** I think that would be great. Do you want me to have a break?

**Answer:**

To improve the efficiency of our network, last year we introduced certain changes to the way we process mail in regional areas to make better use of automation technology at our major metropolitan mail centres.

In regards to Bendigo, non-local mail was diverted to our major facility in Dandenong for processing, however, local mail (letters addressed to postcodes 3550, 3552, 3555, 3556) continued to be delivered next business day.

These changes achieved operational efficiencies while continuing to meet the delivery timetable in our Prescribed Performance Standards: in 2013/14, 94.5% of letters were delivered on time.