

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: 83

Program No. Australia Post

Hansard Ref: Page 92-93, 27/5/2015

Topic: MyPost platform

Senator Xenophon, Nick asked:

Senator XENOPHON: If this has been asked, I apologise. With the introduction of the MyPost platform customers can now choose to collect parcels from an LPO of their choice. Is there a subsidy, or will you consider a subsidy, for LPOs to improve the number of outlets available for customer parcel collection?

Mr Fahour: The more that we can spread this around the happier we are all going to be.

Senator XENOPHON: If you can indicate, on notice, whether you are considering providing some subsidy as an incentive.

Mr Fahour: I might add one extra point which is around this MyPost. We have spoken to the LPO network and we are going to have the licensed post offices network financially participate inside MyPost as well.

Senator XENOPHON: I am going to put some of these on notice. It is very clear that as a result of, in part—and I might think in part because of the Senate inquiry chaired at a later stage by Senator Ruston—that there has been a real improvement with the relationship between LPOs and Australia Post. On notice can you indicate, so that there is continuing improvement, what you are planning to do to keep up that consultation and improve the dialogue because I think a lot of us have been very pleased by that?

Mr Fahour: Absolutely.

Answer:

Licensees receive a per-article payment where customers elect to have parcels addressed to their post office under the MyPost Delivery service. This is in addition to the fee licensees receive for the initial registration of the customer to the MyPost Delivery service.

Australia Post has for some time provided assistance to licensees to manage parcel handling and storage arrangements at their office. This assistance will continue to be provided.

Australia Post has historically consulted with licensees and their representatives through a range of forums including one on one discussions, network based meetings, state conferences and state and national consultative meetings with licensee representative groups. In more recent times these arrangements have been extended to formally recognise the Licensed Post Office Group (LPOG) as a representative body which Australia Post will consult with on matters affecting the LPO network. Australia Post will continue to consult with individual licensees and their representatives as part of ensuring an appropriate relationship is maintained.

A survey of licensees has also recently been undertaken to gain directly from licensees their views and insights on a range of matters including their relationship with Australia Post. The feedback received from this survey will be used, in consultation with licensee representatives, to identify further opportunities to improve the relationship between Australia Post and licensees.