

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: 84

Program No. Australia Post

Hansard Ref: Page 93, 27/5/2015

Topic: Recommendation 17 – review of current payments to licensees

Senator Xenophon, Nick asked:

Senator XENOPHON: Recommendation 17 of the Senate inquiry called for a review of the current payments made to licensees to assess the claims of under payments and to correct any found to be such and, of course, there have been significant reforms which I acknowledge and I know that Angela Cramp from the LPO group has been very pleased to acknowledge. I think that announcement recently was terrific. In terms of individual complaints, where there is an individual problem, where there has been an issue about processes or a complaint, can you, perhaps on notice, tell us what improvements there have been and what ongoing process there is to ensure that there is that transparency and fast tracking of complaint?

Mr Fahour: We will take that on notice to give you the details of improvement to the complaint handling process.

Answer:

Individual licensees who have concerns or issues about a process or would like to raise a complaint with Australia Post have a number of methods to do so, including speaking directly with their Network or Area Manager, State Retail Network Partnership Manager or National Retail Network Partnership Manager. If an issue or complaint is raised, it is escalated to the relevant business team for review and response. If the issue or complaint impacts multiple licensees, a communication will be issued to the LPO network advising of the nature of the issue or complaint and the proposed resolution.

Australia Post is confident that our issue and complaint escalation process is improving as the number of disputes has decreased over the past twelve months.