

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: 90

Program No. Australia Post

Hansard Ref: Written, 10/6/2015

Topic: Western Union Fees

Senator Ruston asked:

- 1-2. When was Ms Christine Corbett first aware that franchisees were being underpaid in relation to Western Union fees?

Does Australia Post provide franchisees with a regular statement which sets out each individual payment the franchisee is entitled to and the frequency of these services?

How does Australia Post ensure that the franchisees are being correctly paid for their services?

Answer:

Ms Corbett first became aware of the Western Union fees payment issue on 25 May 2015.

Franchisees are provided with a monthly statement and schedule of service fees receivable.

A dedicated role within Australia Post oversees the system used to pay franchisees and ensures the accuracy of this payment data.