

Senate Standing Committee on Environment and Communications
Answers to Senate Estimates Questions on Notice
Supplementary Budget Estimates Hearings November 2014
Communications Portfolio
Australia Post

Question No: 302

Program No: Australia Post

Hansard Ref: Page 60, 20 November 2014

Topic: Rollout of services

Senator Xenophon asked:

Senator XENOPHON: Finally, I think there were some plans mooted for the federal government to roll out delivery of a whole range of services through post offices. Are you in a position to tell us how far that has advanced or stalled or gone backwards?

Mr Fahour: I think you are well aware that it is a matter for the government to talk about what services they wish to do and not to do. At the federal level it is not for me to talk about it. We have made it very clear that we are open for business. Any services that are there—and the government, the overall parliament of Australia and the state parliaments wish to engage with us; we are open for business.

Senator XENOPHON: Perhaps I might ask Senator Fierravanti-Wells to take that on notice what consideration has been given to government services being given to post offices to undertake.

Senator Fierravanti-Wells: I will, Senator Xenophon. Thank you.

Answer:

The Government is working with Australia Post on how best to modernise its business and to ensure that the company can continue to deliver an efficient and sustainable mail service.

Australia Post currently delivers a number of transactional services on behalf of federal, state and local governments. These include, for example, application for Tax File Numbers, application for and renewal of Australian passports, and registration and renewal of driver's licences.

Australia Post's retail network, which includes Licensed Post Offices, delivers important community services particularly in regional and remote communities. The need to ensure this network is viable is an important consideration in determining the future policy framework for Australia Post. The Government understands Australia Post is continuing to explore opportunities as they arise, where commercially feasible, to use the retail network to deliver government services to the community.