

**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: 308**

**Program No: Australia Post**

**Hansard Ref: Page 66, 20 November 2014**

**Topic: Payroll system**

**Senator Urquhart asked:**

**Senator URQUHART:** If it is an underpayment, what would the process be in terms of time frames? You have your protocol of how you deal with it. What would be the usual time frame where that would be adjusted?

**Ms Walsh:** Again, I would have to take that on notice to be precise.

**Answer:**

The following details relate to Australia Post (excluding subsidiaries):

1. Our protocol is to address underpayments promptly. Most underpayments are resolved / paid in the next fortnightly payroll. Thus, within two weeks. Some cases may be paid in an earlier off-cycle payment based on the respective individual circumstances (e.g. financial hardship).