

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: 389

Program No: Australia Post

Hansard Ref: In Writing

Topic: Coalition of Mail Service Stakeholders

Senator Ludwig asked:

A letter was sent from the Coalition of Mail Service Stakeholders (CPSU, CWU, AMWU, LPO Group and PIA) to Mr Fahour on 18 September 2014. Could you provide the specifics of your response to this letter?

- a. Did Mr Fahour or any other Australia Post executive call anyone from this group in response to this letter?
 - i. Who did Mr Fahour call?
 - ii. Who did other Australia Post executives call?
 - iii. What date were these calls made?
 - iv. What was the outcome of these calls?
- b. Did Mr Fahour or any other executive of Australia Post meet with anyone from this group?
 - i. Who did Mr Fahour meet with?
 - ii. Who did other Australia Post executives meet with?
 - iii. What date and where did these meetings take place?
 - iv. What were the outcomes of these meetings?

Answer:

As outlined by Mr Fahour during the Supplementary Budget Estimates Hearing, Australia Post have communicated – either verbally or in written format, with all of the groups listed above, with the exception of the AMWU, as they do not represent any Australia Post employees. The issues raised by each of the stakeholders has been addressed in these discussions / meetings. It is important to note that Australia Post meets with the CPSU & CWU very regularly at both the national and state levels.

More specifically, Australia Post met with delegates from the various Licensee Representative bodies (APLAC, LPO Group and POAAL) on 7 November 2014 in the Australia Post Melbourne Head Office. A broad range of issues were discussed on the day, but most significantly we talked about the potential benefits that could flow to Licensees from the reform of our letters service. By the end of this session there was consensus support for letters reform. We subsequently agreed to a four-point plan that includes:

1. Continuing to seek permission for reform to create a more sustainable future – a two-speed letter service that will allow us and the Post Office network to deliver community services in a sustainable way and the ability to price our services appropriately to recover costs.

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2. We must pursue a broader range of new trusted revenue streams to allow us and the Post Office network to deliver more trusted services for business and government. We also recognise the need for diversification, ensuring LPOs are not solely reliant on postal revenue streams.
3. We must investigate and better understand our overall Post Office network intensity and how this impacts sustainability beyond 2020. This includes gaining a better understanding of how the growth in the eCommerce parcels market has affected our Post Office network.
4. We need to move forward on how we work together as a group to resolve both operational and strategic issues in a mutually beneficial and consultative way that recognises the strong alignment of objectives of all parties.

Over the coming months, we will work closely with this group of Licensee representatives to develop a roadmap for the LPO network, with the aim of creating a more sustainable future for the network.

Further, Mr Fahour met with Bill Healey from the Printing Industry Association of Australia on 6 November 2014 in the Australia Post Melbourne Head Office, where a range of issues affecting his industry were addressed.