

Senate Standing Committee on Environment and Communications
Answers to Senate Estimates Questions on Notice
Supplementary Budget Estimates Hearings October 2012
Broadband, Communications and the Digital Economy Portfolio
Australia Post

Question No: 1

Program No. Australia Post

Hansard Ref: p57 (16/10/2012)

Topic: Tender Process

Senator Birmingham asked:

Senator BIRMINGHAM: Did Australia Post go through a competitive tender process to select Cartan Global to offer these services?

Mr Fahour: This was before my time, so I am not speaking from a point of personal knowledge. This contract and this sponsorship all occurred before I joined Australia Post, but as I understand it we went through a rigorous process to determine what was the best value for money that we could find in order to deliver a return on this investment.

Senator BIRMINGHAM: In fairness, Mr Fahour, that is not exactly a direct answer to the question I asked: did you go through a competitive tender process to select Cartan Global. Mr Burke or one of your other officials here may be able to assist.

Mr Fahour: I am more than happy to investigate if you wish and give you on notice the answer to whether it was a competitive tender or something else, because I was not here of course. I am more than happy to take that on notice to get the facts of the nature of how we went about selecting the supplier of the Olympics event.

Senator BIRMINGHAM: I fully appreciate that some aspects of Australia Post's association with the Olympics may be commercial in confidence. I am not necessarily agreeing with you that all that you claim is, but some aspects may be. The best way to facilitate and assist this committee in providing answers, without having to disclose those commercial in confidence aspects, would be for you to provide an aggregate figure of expenditure and say how much was the cost of your airfares and your accommodation plus your function costs, your hospitality costs and the sponsorship costs. We will not possibly be able to disaggregate it and nobody else out in the commercial world will be able to disaggregate it, but you will have assisted the committee in providing some information. Are you able to do that aside from saying that it is less than \$8 million?...

Mr Fahour: ... I will answer your question, I promise.

Answer:

Australia Post did not go through a competitive tender process to select Cartan Global to provide hospitality management services for the London 2012 Olympics. Cartan Global was engaged on the basis of its expertise and capability, particularly of key personnel who had supported similar services to Australia Post at previous Olympics.

The following table provides a breakdown of expenditure on the London 2012 Olympics:

Activity	Expenditure
Sponsorship of the Australian Olympic team through the Australian Olympic Committee	\$1.4m over four years
Airfares, accommodation, meals and transport for customers/business partners	\$2.5m

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Question No: 2

Program No. Australia Post

Hansard Ref: Page 58-59

Topic: Gold Medal Stamp Revenue

Senator Birmingham asked:

Senator BIRMINGHAM: What is the revenue received from selling gold medal stamps?

Mr Fahour: I will come back to you on that.

Answer:

Philatelic releases associated with the London Olympic Games have generated \$4.9m in revenue to date (Oct 2012), of which \$1.19m has come from Gold Medal Stamp products.

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Question No: 3

Program No. Australia Post

Hansard Ref: Written

Topic: Digital MailBox

Senator Birmingham asked:

1. What targets have been set for the number of registered users, number of active users, number of providers and revenue?
2. What timelines have been set for revenue streams to ramp up? At this early stage what indication can you give of revenue for each of the four main revenue streams? (Document delivery, bill payment, advertising, premium storage)
3. What promotions/advertising is Australia Post planning for this service?
4. What is the overall investment being made by Australia Post in areas, like Digital Mailboxes, where Post faces competition?
5. The Australian's John Durie wrote on October 12 that Senator Conroy will be launching this product later in October; is this correct? Will this be a population wide launch or a smaller pilot? If it will be initially piloted, when will the population wide launch occur?
6. How many companies (billers) will you launch with?
7. Does the platform you are using currently operate – in a live environment - anywhere else in the world or has it been specifically created for your digital mail service?
8. If so, where and how would you rate its performance?
9. What is the broader strategic reasoning behind pursuing a digital mail box offering?
10. When the service is available to the Australian public, what price do you expect for a digital stamp?
11. As part of your plans to develop this product, will you be seeking exclusive arrangements with a number of the larger billers and banks? If so, does this form part of a strategy to ensure competitors don't get a foot hold in the market? If not, given Australia Post has quite a bit of market power, are you sure that major billers and the banks will feel able to equally sign on with a competitor? Would you expect any concerns will be expressed by the ACCC?

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Answer:

- 1&2. This information is commercial-in-confidence.
3. A large scale, national advertising campaign in the electronic and print media will commence in 2013. The first wave of the campaign will focus on raising awareness of the digital mailbox and the second wave of the campaign will focus on adoption of the digital mailbox. This will be accompanied by Australia Post in-store advertising and employee communications.
4. This information is commercial-in-confidence.
5. The Minister for Broadband, Communications and the Digital Economy, Senator the Hon Stephen Conroy, formally launched the Australia Post Digital MailBox at Parliament House, Canberra, on 30 October 2012. The digital mailbox is currently live with both customers and providers. Customers can now set-up their digital mailbox and indicate which companies or government agencies they want to communicate with and then Australia Post will notify them when their digital mailbox is ready. A large scale, national customer advertising campaign will commence in 2013.
6. Australia Post has announced the following partners to date for the digital mailbox:
 - Telstra
 - AMP
 - ANZ
 - NAB
 - Westpac
 - Link Market Services
 - Yarra Valley Water
 - Bendigo and Adelaide Bank
 - And a pilot project with DHS and the ATO.

Australia Post expects to sign-on other providers over the coming weeks and months.

7. The digital mailbox utilises many third-party products. The main engine that drives the digital mailbox is called Volly, which was developed by a US based vendor, Pitney Bowes. The launch of the digital mailbox is the first use of this software.
8. Australia Post has and will continue to test the performance of the digital mailbox prior to the public launch.
9. With the digital age, Australia Post's customers are turning towards electronic communication channels at the expense of physical mail. This has been the trend for a number of years and will continue. The digital mailbox is one of Australia Post's strategic responses to this trend.

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10. The digital mailbox does not produce digital stamps. It is a free, secure communication platform that allows customers to connect with service providers they have a relationship with, receive statements and bills, set reminders and make payments online, upload and easily find important documents such as birth certificates, passports and drivers' licences. It allows businesses to complement their existing physical and digital communications channels at a fraction of the cost of physical mail.
11. The bill payment industry is a competitive market. Australia Post's standard contract with billers does not include exclusivity for either Australia Post or the biller.

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Question No: 4

Program No. Australia Post

Hansard Ref: Written

Topic: Data Retention

Senator Birmingham asked:

Is Australia Post subject to the proposed new data retention powers being sought by ASIO? What would the cost of increased data storage be if you had to comply with the proposed new laws?

Answer:

Australia Post assumes the proposed data retention powers referred to in the question are the proposed reforms to the *Telecommunications (Interception & Access) Act (Cth) 1979 (TIA)* which are contained in the Attorney General's Department discussion paper "*Equipping Australia against emerging and evolving threats*".

Australia Post is not a 'Carrier' or a 'Carriage service provider' pursuant to definitions contained in the TIA and therefore the proposed reforms would not impact Australia Post. On this basis, Australia Post does not anticipate there would be any costs to the corporation to comply with these proposed reforms.

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Question No: 5

Program No. Australia Post

Hansard Ref: Written

Topic: Digital Post Australia

Senator Birmingham asked:

1. What was the cost of taking action in regards to this case in the courts?
2. What is the impact of losing this case?

Answer:

1. The costs are commercial-in-confidence.
2. Australia Post cannot restrain the use of the name “Digital Post Australia” as the Federal Court found, among other things; it did not constitute an infringement of Australia Post’s trade marks. The decision has been appealed to the Full Federal Court.

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Question No: 6

Program No. Australia Post

Hansard Ref: Written

Topic: Closures

Senator Birmingham asked:

1. In reference to QoN 251 from Budget Estimates, Is it correct that the 10 licensed Post Offices and 17 Community postal agents were terminated by the agent and not one by Australia Post? What drives agents to cease these arrangements?
2. Have any Post Officers closed to date in 2012-13? Are further closures expected? Please provide details of each closure.

Answer:

1. It is correct that 10 Licensed Post Office (LPO) Agreements and 17 Community Postal Agency (CPA) Agreements were terminated by the Agents in 2011-12. LPOs and CPAs are run by small business operators, many in conjunction with another business. Agents may terminate for a number of reasons including availability of premises when a lease expires, closure of the business that hosts the LPO or CPA or for a range of personal reasons. In these instances, Australia Post seeks expressions of interest to try to secure a new operator to ensure continuity of postal services.

In 2011-12 Australia Post increased the overall number of retail outlets from 4,419 to 4,428, which takes into account these 27 closures.

2. As at 31 October 2012, 18 retail outlets had closed, 16 as a result of Agents terminating Agreements. During this period there have been 18 new retail outlet openings resulting in there being no change in the number of retail outlets across the network. Due to the size and scale of Australia Post's retail network and with many of its outlets run by small business operators, it will continue to be subject to further change.

The following postal outlets have closed FYTD (at 31 October 2012):

• **Licensed Post Offices (3)**

Lyndhurst	NSW	Rural	13/07/2012	Agreement terminated by agent
Wards River	NSW	Rural	13/07/2012	Agreement terminated by agent
Monash Park	NSW	Metro	01/09/2012	Premises demolished, no viable alternative, Agreement terminated by agent

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• **Community Postal Agents (13)**

Neville	NSW	Rural	01/07/2011	Agreement terminated by agent
Flying Fish Point	QLD	Rural	01/07/2012	Agreement terminated by agent
Cooya Beach	QLD	Rural	27/07/2012	Agreement terminated by agent
Marcoola Beach	QLD	Rural	01/08/2012	Agreement terminated by agent
Roadvale	QLD	Rural	03/08/2012	Agreement terminated by agent
Kaimkillenbun	QLD	Rural	08/08/2012	Agreement terminated by agent
Coral Cove	QLD	Rural	13/08/2012	Agreement terminated by agent
Muradup	WA	Rural	30/08/2012	Agreement terminated by agent
Bluewater	QLD	Rural	01/09/2012	Agreement terminated by agent
Gracetown	WA	Rural	14/09/2012	Agreement terminated by agent
Bauple	QLD	Rural	28/09/2012	Agreement terminated by agent
Clinton	QLD	Rural	31/10/2012	Agreement terminated by agent
Yoogali	NSW	Rural	31/10/2012	Agreement terminated by agent

• **Corporate (2)**

Hindmarsh	SA	Metro	10/08/2012	Replaced with a CPA across the road – 5 outlets within 5km radius
Launceston	TAS	Rural	01/09/2012	Consolidated services at new superstore 300m away

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Question No: 7

Program No. Australia Post

Hansard Ref: In Writing

Topic: Australia Post/Ahmed Fahour expenditure in London 2012

Senator Birmingham asked:

1. How much has Australia Post spent on corporate entertainment for each of the past 5 years and 2012-13 to date?
2. How many people received Australia Post hospitality at the London Olympics?
3. How many Australia Post employees received Australia Post hospitality at the London Olympics?
4. How many existing corporate customers received Australia Post hospitality at the London Olympics?
5. How much did Australia Post spend in aggregate on Corporate entertainment and sponsorship at or in association with the London Olympics?
6. How much did Australia post spend on each of corporate entertainment, travel and travel allowances for purposes related to the 2008 Beijing Games?
7. Why was an FOI seeking details of this expenditure refused?

Answer:

1. As a large commercially focused Government Business Enterprise operating in a number of highly competitive markets, Australia Post engages in a broad range of business-related entertainment activities across the corporation on an ongoing basis. These activities are aimed at strengthening existing customer relationships and developing potential ones. The details sought in respect of entertainment activities across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.
2. A significant number of our top 100 customers/business partners attended the Olympic Games as guests of Australia Post. This was approximately twice as many people than the 2008 program. A number of events were also held in partnership with other sponsors that large numbers of stakeholders attended.
3. As indicated in the reply to Question on Notice No. 2157 from Senator Eric Abetz, 11 Australia Post staff attended the London games. These included three staff who worked as Posties in the Olympic Village and two staff who managed Australia Post's presence at the Olympic Games.

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4. As range of customers, partners and stakeholders attended Olympic events or associated events. All of the invited guests were either existing customers, business partners, suppliers or associates of Australia Post.
5. The following table provides a breakdown of Australia Post's expenditure on the London 2012 Olympics:

Activity	Expenditure
Sponsorship of the Australian Olympic team through the Australian Olympic Committee	\$1.4m over four years
Airfares, accommodation, meals, and transport for customers/business partners	\$2.5m

6. As indicated in the reply to Question on Notice No 215 (February 2009) from Senator Eric Abetz, the following table provides a breakdown of Australia Post's expenditure on the Beijing 2008 Olympics:

Activity	Expenditure
Sponsorship of the Australian Olympic team through the Australian Olympic Committee	\$1.15m over four years
Airfares, accommodation, meals, transport and hospitality for customers/business partners	\$1.2m

7. On 9 August 2012, Australia Post received a Freedom of Information (FOI) request from Joe Aston, Editor, Rear Window, the Australian Financial Review. The request was refused on the grounds that the documents fell within an exemption under the FOI Act. This exemption is for documents relating to Australia Post's commercial activities.

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Question No: 8

Program No. Australia Post

Hansard Ref: Written

Topic: Travel Costs

Senator Birmingham asked:

For 2011-12 please break down expenditure on air travel. Please provide a breakdown of international airfares vs domestic costs?

Answer:

Australia Post spent a total of \$6,008,252 on air travel for business-related purposes for the FY 2011-12 (international \$1,422,725 and domestic \$4,585,527).

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Question No: 9

Program No. Australia Post

Hansard Ref: Written

Topic: Star Track Express

Senator Birmingham asked:

1. Is there an ongoing commercial agreement with Qantas beyond completion of the Star Track Express Joint Venture?
2. Where does Australia Post see that sole ownership will benefit the venture and Australia Post itself in the future?
3. Is Australia post considering any other acquisitions?
4. Does the purchase of Startrack have any impact on the capacity of Australia Post to pay dividends to the Government this financial year or next financial year?

Answer:

1. Yes, StarTrack has entered into a three year contract (expiring 30 June 2015) under which Qantas through its Australian Air Express business will supply air line haul services throughout Australia on agreed terms. In addition, Australia Post's pre-existing contracts with Qantas for supply of international and domestic air line haul services to support its mail and parcel services remain in place.
2. The StarTrack business has assets, capabilities and product offers that are different and complementary to Australia Post's existing assets, capabilities and product offers. Collectively, Australia Post and StarTrack have an unrivalled set of assets and capabilities that will be utilised to provide a broader and more compelling range of customer offers. Without outright ownership of StarTrack, Australia Post was unable to fully leverage these assets and capabilities for the benefit of its customers. There are also significant opportunities to better coordinate and optimise capex across both organisations and similarly to achieve significant operating cost and revenue synergies that were not otherwise available under the previous joint venture structure.
3. Australia Post maintains a pipeline of potential inorganic opportunities that are screened according to price, strategic fit and various other commercial and due diligence considerations. Inorganic opportunities are important to pursue as a way to complement or accelerate existing capabilities or address critical capability gaps. In this regard, Australia Post maintains a regular dialogue with its shareholders around potential inorganic opportunities and the rationale underlying their consideration.
4. No.

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Question No: 10

Program No. Australia Post

Hansard Ref: Written

Topic: Tarazz

Senator Birmingham asked:

1. How did Mr Fahour come to “approach” Tarazz’s Mr King?
2. Why did you approach him?
3. Is it appropriate to lure new importers into Australia just to boost Post business?
4. Will Australia Post have any role in promoting this business?

Answer:

- 1&2 Australia Post is the logistics provider to Tarazz and provides payment gateway services through SecurePay. Australia Post has commercial arrangements with a number of companies. There was no ‘approach’ to Mr King.
3. Australia Post has commercial arrangements with a number of companies and is the logistics provider to Tarazz. With record numbers of Australians now shopping online, Australia Post is committed to working with all online retailers to continue to support their growth in both the global and domestic ecommerce markets. Tarazz.com.au is an online marketplace offering Australian consumers access to a range of retail brands, primarily US retailers that don’t have outlets in Australia or ship to Australia. Australia Post is pleased to have been selected to provide delivery and support services for Tarazz.
4. Australia Post is the logistics provider to Tarazz and provides payment gateway services through SecurePay. These services may be promoted through Australia Post’s channels from time to time.

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Question No: 11

Program No. Australia Post

Hansard Ref: Written

Topic: Digital Mailbox Deal with Telstra

Senator Birmingham asked:

In July Telstra announced a deal with Australia Post announcing Telstra's cloud services will host the new Digital MailBox service. The deal will also see Telstra providing a range of other services including an IP network, mobile services such as tablets and smartphones, and other communications services.

1. Did this business go to tender?
2. Is Australia Post required to tender for services of this kind?
3. Did Australia Post consider any alternative telecommunications providers for this deal?

Answer:

1. Australia Post did not go to tender for the services mentioned. The sourcing strategy, which is required under Australia Post's Procurement Policy, identified the inability of alternative providers to meet requirements and the high cost of switching to another provider (including termination costs with the incumbent and the high cost to transition to a new provider). The sourcing strategy mandated the use of independent benchmarking to ensure competitive market pricing was achieved.
2. Australia Post is not required to tender for these services. Its Procurement Policy requires strategic options and value implications to be addressed within a sourcing strategy that may pursue different commercial mechanisms (e.g. competitive bid, single source, consortium buying, spot buy etc.).
3. Alternative providers were considered in the sourcing strategy but were discounted on the basis of timing, inability to deliver the required geographic reach and the high switching cost associated with changing providers.

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Question No: 12

Program No. Australia Post

Hansard Ref: Written

Topic: “Click and Send” Privacy Issue

Senator Birmingham asked:

1. In early October it was reported Australia Post had to withdraw its ‘Click and Send’ online service after a security flaw was uncovered that could expose the details of its customers. The service seriously impinged on your customers’ privacy. Is the service back up and running?
2. How many customers’ information was available or jeopardized?
3. The Daily Telegraph reported a customer had tried to alert Australia Post to the issue three times but was told that regular customers were not as smart as him and therefore, other customers’ information was not at risk. Do you believe this is a reasonable response from Australia Post?
4. Why did Australia Post fail to react to the warnings or suspend the service as soon as they knew customers’ private information could be made public?
5. Given you are about to venture into a digital mail box which could hold a lot of personal and sensitive information, particularly of a financial nature, should Australians be concerned that Australia Post will not adequately protect their privacy or take threats to the security of their information seriously?
6. What steps have been taken to ensure a breach of this nature does not occur again?
7. Did Australia Post notify customers whose information had been released online of the privacy breach? If so, how were customers notified?
8. Did Australia Post notify customers whose information may have been made available online of the potential privacy breach? If so, how were customers notified?
9. Have there been any negative consequences for customers as a result of the privacy breach?

Answer:

1. This issue involved users of the site potentially being able to access non-financial information contained in the address book of registered users, if a series of steps were taken to manipulate the standard process. As soon as Australia Post became aware of this potential issue, it suspended the system in order to resolve it. The service is now back up and running.
2. Australia Post’s extensive testing revealed that fewer than 50 records may have been accessed.

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3. Australia Post's investigation of calls and emails to its Digital Sales and Service Team failed to find any record of a call or email from the customer in question. Australia Post followed up the matter directly with the customer and he has not provided any additional information to validate his claims.
4. Australia Post became aware of the issue on Wednesday 31 October and suspended the site within the hour to ensure the security of the site for its customers.
5. No. Australia Post takes the protection of personal information in its possession very seriously and continually reviews the security of all online sites and services.
6. Australia Post has undertaken a thorough review of the site and this included seeking specialist advice from external providers to assist in rectifying this issue. In addition, Australia Post has a broader program of work to look at the security and privacy of all of its customer applications under a continual improvement program.
7. Australia Post notified all users of this issue via a message on its website.
8. Refer answer 7.
9. Customers were unable to access the online system during this time and they were advised to visit their local Post Office, Business Centre or Business Hub to access parcel services. There have been no negative impacts related to the potential access of personal information

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Question No: 13

Program No. Australia Post

Hansard Ref: Written

Topic: Parcel Tracking Privacy Breach

Senator Birmingham asked:

1. On 19th October 2012 Australia Post was forced to close down another of its services due to a privacy breach. The parcel tracking service was suspended when customers' details were released online. How many customers details were made available online because of the breach?
2. It is alleged a customer tried to alert Australia Post to the breach though was told to put his complaint in writing. Can Australia Post confirm this is the case?
3. When was Australia Post first informed of the privacy breach?
4. How was Australia Post first informed of the privacy breach?
5. How long did it take Australia Post to suspend the service after being notified of the privacy breach?
6. What procedures does Australia Post have in place to protect customers' privacy when they are notified of a breach?
7. What were the causes of the privacy breach?
8. Did Australia Post notify customers whose information had been released online of the privacy breach? If so, how were customers notified?
9. Did Australia Post notify customers whose information may have been made available online of the potential privacy breach? If so, how were customers notified?
10. Have there been any negative consequences for customers as a result of the privacy breach?

Answer:

1. Customer details were able to be accessed through a direct manipulation of the standard process. As soon as Australia Post became aware of this potential issue, it suspended the system. The 'Track an Item' function on the website has been in operation since 2005. Australia Post only retains statistical information, for example how often an article is queried. Therefore, Australia Post has not been able to accurately quantify the specific customers which have been affected by the incident.

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2. The customer claims he contacted the Digital Sales and Service Team (DS&ST) to alert Australia Post to the issue and alleges that the DS&ST asked him to submit his concern in writing. However, Australia Post has no record of this call.
3. Australia Post first became aware of the issue when it received a call to its national media line from a News Limited journalist on the morning of 18 October 2012.
4. Refer answer 3.
5. The 'Track an Item' service was suspended shortly after notification on 18 October, following advice of the issue to the Office of the Australian Information Commissioner (OAIC).
6. Immediate action is taken to ensure the security of Australia Post's systems as soon as it is made aware of any potential breach. In this instance, Australia Post took the following steps:
 - suspended the service and worked to resolve the issue as quickly as possible;
 - notified customers via a message displayed on the webpage and apologised for the inconvenience caused;
 - provided advice to customers for alternative arrangements;
 - assured customers that at no stage were their financial details compromised; and
 - proactively notified the OAIC of the situation.
7. A user discovered that if a series of steps were taken to purposefully manipulate the standard URL this could potentially result in the ability to access tracking details (customer initial, last name and suburb) for other customers.
- 8&9 Australia Post advised all 'Track an Item' users that the service had been suspended due to some non-financial delivery data being inadvertently visible via a message on the website.
10. No.

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Question No: 14

Program No. Australia Post

Hansard Ref: Written

Topic: Electricity Costs

Senator Birmingham asked:

1. What were Australia Post's electricity costs for 2011-12?
2. What is the budgeted cost for 2012-13? Does Australia Post believe it is on track to meet the budgeted cost?
3. Please summarise all Carbon Tax costs.

Answer:

1. Total spend on electricity for 2011/12 was \$29.9m.
2. The budget for 2012/13, excluding carbon tax costs, is broadly in line with 2011/12.
3. FYTD (31 October 2012) Carbon Tax costs were around \$2.75m.

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Question No: 15

Program No. Australia Post

Hansard Ref: Written

Topic: Staffing

Senator Birmingham asked:

1. How many ongoing staff have been recruited this financial year to date? What classification are these staff?
2. How many non-ongoing positions exist or have been created this financial year to date? What classification are these staff?
3. This financial year to date, how many employees have been employed on contract and what is the average length of their employment period?
4. How many ongoing staff left the department/agency in the year 2011-12? What classification were these staff?
5. How many non-ongoing staff left the department/agency in the year 2011-12? What classification were these staff?
6. How many contract staff left the department/agency in the year 2011-12? What classification were these staff?
7. How many ongoing staff were recruited in the year 2011-12? What classification were these staff?
8. How many non-ongoing staff were recruited in the year 2011-12? What classification were these staff?
9. How many contract staff left were recruited in the year 2011-12? What classification were these staff? What is the average length of their employment period?
10. Are there any plans for staff reduction? If so, please advise details including if there is a reduction target, how this will be achieved, and if any services/programs will be cut.
11. If there are plans for staff reductions, please give the reason why these are happening.

Answer:

1. 561 Permanent Staff have been recruited FYTD (to 31 October 2012), with the following classifications:

Administrative, Contract and IT (All Levels) 119

Digital Sales and Service (All Levels) 91

Postal Services (Including Delivery Managers,
Postal Delivery Officers, Postal/Parcel Services
Officer, Drivers, Sorters, Transport,
Technical Services, and Trainees, etc) 256

Retail 95

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2. 101 Fixed Term Positions have been created FYTD (31 October 2012), with similar classifications to those listed in the answer to part 1.
3. 85 staff have been employed on contract FYTD (31 October 2012) and their average length of employment is 1.5 months.
4. 3,804 Permanent staff left the organisation in 2011/12, with the following classifications

Administrative, Contract and IT (All Levels)	538
Digital Sales and Service (All Levels)	196
Postal Services (Including Delivery Managers, Postal Delivery Officers, Postal/Parcel Services Officer, Drivers, Sorters, Transport, Technical Services, and Trainees, etc)	2,616
Retail	454
5. 796 Fixed Term staff left the organisation in 2011/12, with similar classifications to those listed in the answer to part 4.
6. 218 Contract staff left the organisation in 2011/12, with the following classifications.

Administrative, Contract and IT (All Levels)	188
Postal Services (Including Delivery Managers, Postal Delivery Officers, Postal/Parcel Services Officer, Drivers, Sorters, Transport, Technical Services, and Trainees, etc)	30
7. 2,071 Permanent Staff were recruited in 2011/12, with the following classifications.

Administrative, Contract and IT (All Levels)	341
Digital Sales and Service (All Levels)	268
Postal Services (Including Delivery Managers, Postal Delivery Officers, Postal/Parcel Services Officer, Drivers, Sorters, Transport, Technical Services, and Trainees, etc)	1137
Retail	325

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8. 1,767 Fixed Term staff were recruited in 2011/12, with classifications similar to those listed in the answer to part 7.
9. 242 Contract staff were recruited in 2011/12, and their average length of employment is 5.6 Months
- 10&11. There are no plans for staff reductions.

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Question No: 16

Program No. Australia Post

Hansard Ref: Written

Topic: Forward Estimates Efficiencies

Senator Birmingham asked:

1. Please detail how the department/agency will achieve savings over the forward estimates through pursuing further efficiencies in the way the public service operates (with reference to the media release issued by the Minister for Finance and Deregulation and the Special Minister of State on 25 September 2012:
http://www.financeminister.gov.au/media/2012/mr_1982012.html).

In addition, please provide the following detail:

2. How will reductions in air travel spending be achieved? What is the estimated savings for each year over the forward estimates?
3. What restrictions will be implemented for business flights? What are the estimated savings for each year over the forward estimates?
4. How will the use of external consultants and contractors be reduced? How will this impact on the department/agency? What are the estimated savings for each year over the forward estimates?
5. How will printing costs be reduced? Please explain if and how the department/agency will reduce its printing costs by five per cent or, if it will not, why not? How will it be determined what documents will no longer be printed? What are the estimated savings for each year over the forward estimates?

Answer:

The media release in question "Making the Public Service more efficient" relates to budget funded departments and agencies and is, therefore, not relevant to Australia Post.

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Question No: 17

Program No. Australia Post

Hansard Ref: Written

Topic: Recruitment Advertising

Senator Birmingham asked:

1. How will the department/agency manage moving recruitment advertising online? Will all future recruitment advertisement be online only? If not, please explain why. What are the estimated savings for each year over the forward estimates?
2. How much was spent on recruitment advertising in 2011-12? How much of this was spent online and how much of this was spent on print advertising?
3. Please list where recruitment advertising was listed online and in print media.
4. How much has been spent on recruitment advertising this financial year to date? How much of this was spent online and how much of this was spent on print advertising?
5. Please list where recruitment advertising was placed online and in print media.

Answer:

- 1-5. Australia Post assumes this question relates to the media release mentioned in Q16. "Making the Public Service more efficient", which refers to savings across 2012/13 through moving recruitment Advertising online. The media release relates to budget-funded departments and agencies and is, therefore, not relevant to Australia Post.

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Question No: 18

Program No. Australia Post

Hansard Ref: Written

Topic: Printing Costs

Senator Birmingham asked:

1. How much was spent on printing 2011-12? Of this amount, how much was for printing documents?
2. How many documents (please include the amount of copies) were printed in 2011-12? How many of these printed documents were also published online?
3. Of the documents that were printed in 2011-12, where were they delivered and what was the cost?
4. How much has been spent on printing this financial year to date? Of this amount, how much was for printing documents?
5. How many documents (include the amount of copies) have been printed this financial year to date? How many of these printed documents were also published online?

Answer:

- 1-5. The details sought in respect of printing across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information as requested.

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Question No: 19

Program No. Australia Post

Hansard Ref: Written

Topic: Staffing

Senator Birmingham asked:

1. How much has been spent on 2013 Graduate Recruitment? Please itemise and detail costs.
2. Has any travel been incurred for 2013 Graduate Recruitment? Please itemise and detail costs.

Answer:

1. The total cost for recruiting the 2013 Graduates was approximately \$72,000. Costs included Recruitment Consultant fees and marketing related expenses.
2. No travel/travel-related costs have been incurred for 2013 Graduate Recruitment.

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Question No: 20

Program No. Australia Post

Hansard Ref: Written

Topic: Graduate Training

Senator Birmingham asked:

How much is estimated to be spent on 2013 Graduate Training? Please provide details of what training is to be provided, why and the estimated cost for each.

Answer:

The estimated cost of training for 2013 Graduates in their first year is \$20,000. All Australia Post graduates participate in a two year development program where 70% of their development is gained through on-the-job experience by engaging in various business rotations; 20% networking and exposure opportunities; and 10% formal training.

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Question No: 21

Program No. Australia Post

Hansard Ref: Written

Topic: Government Advertising FYTD

Senator Birmingham asked:

1. What was the total cost of all advertising for the financial year to date?
2. Is the advertising campaign or non-campaign advertising? Provide details of each advertising, including the program the advertising was for, the total spend and the business that provided the advertising services.
3. Has the Department of Finance and Deregulation provided any advice about the advertising? Please provide details of each advertising item.
4. Has the Peer Review Group (PRG) and/or Independent Communications Committee (ICC) provided any advice about the advertising? Please provide details of each advertising item.
5. Did the advertising comply with the Guidelines on Information and Advertising Campaigns by Australian Government Departments and Agencies? Please provide the details for each advertising item.
6. Please provide details for any other communications program, including details of the program, the total spend and the business that provided the communication services.
7. What advertising – Campaign and Non-Campaign – and other communications programs is the department/agency undertaking and/or planning to undertake?

Answer:

- 1-7. Australia Post has not undertaken and is not planning to undertake any “Advertising or Communications Programs” as defined in QoN 59 – Budget Estimates Hearing May 2010.

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Question No: 22

Program No. Australia Post

Hansard Ref: Written

Topic: Government Advertising 2011/12

Senator Birmingham asked:

1. What was the total cost of all advertising for 2011-12?
2. Is the advertising campaign or non-campaign advertising? Please provide details of each advertising, including the program the advertising was for, the total spend and the business that provided the advertising services.
3. Has the Department of Finance and Deregulation provided any advice about the advertising? Please provide details of each advertising item.
4. Has the Peer Review Group (PRG) and/or Independent Communications Committee (ICC) provided any advice about the advertising? Please provide details of each advertising item.
5. Did the advertising comply with the Guidelines on Information and Advertising Campaigns by Australian Government Departments and Agencies? Please provide the details for each advertising item.
6. Please provide details for any other communications program, including details of the program, the total spend and the business that provided the communication services, that was undertaken in 2011-12.

Answer:

- 1-6. Australia Post has not undertaken and is not planning to undertake any "Advertising or Communications Programs" as defined in QoN 59 – Budget Estimates Hearing May 2010.

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Question No: 23

Program No. Australia Post

Hansard Ref: Written

Topic: Hospitality and Entertainment FYTD

Senator Birmingham asked:

1. What is the department/agency's hospitality spend for this financial year to date? Please detail date, location, purpose and cost of all events. What is the department/agency's entertainment spend for this financial year to date? Please detail date, location, purpose and cost of all events.
2. What hospitality spend is the department/agency planning? Please detail date, location, purpose and cost of all events.
3. What entertainment spend is the department/agency planning? Please detail date, location, purpose and cost of all events.
4. Is the department/agency planning on reducing any of its spending on these items? If so, how will reductions be achieved and what are the estimated savings over each year of the forward estimates?

Answer:

1-4. As a large commercially focused Government Business Enterprise operating in a number of highly competitive markets, Australia Post engages in a broad range of business-related hospitality and entertainment activities across the corporation on an ongoing basis. These activities are aimed at strengthening existing customer relationships and developing potential ones. The details sought in respect of hospitality and entertainment across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.

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Question No: 24

Program No. Australia Post

Hansard Ref: Written

Topic: Hospitality and Entertainment 2011/12

Senator Birmingham asked:

1. What is the department/agency's hospitality spend for 2011-12? Please detail date, location, purpose and cost of all events.
2. What is the department/agency's entertainment spend for 2011-12? Please detail date, location, purpose and cost of all events.

Answer:

1-2. As a large commercially focused Government Business Enterprise operating in a number of highly competitive markets, Australia Post engages in a broad range of business-related hospitality and entertainment activities across the corporation on an ongoing basis. These activities are aimed at strengthening existing customer relationships and developing potential ones. The details sought in respect of hospitality and entertainment across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.

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Question No: 25

Program No. Australia Post

Hansard Ref: Written

Topic: FOI

Senator Birmingham asked:

1. Has the department/agency received any updated advice on how to respond to FOI requests?
2. What is the total cost to the department/agency to process FOI requests for 2011-12?
3. How many FOI requests did the department/agency receive in 2011-12?
4. How many requests were denied and how many were granted?
5. Did the department/agency fail to meet the processing times outlined in the FOI Act for any requests? If so, how many? Do any of these requests remain outstanding?
6. What is the total cost to the department/agency to process FOI requests for this financial year to date?
7. How many FOI requests has the department/agency received for this financial year to date? How many requests have been denied and how many have been granted? Has the department/agency failed to meet the processing times outlined in the FOI Act for any requests? If so, how many and why? Do any of these requests remain outstanding? If so, how many and why?

Answer:

1. At various times, Australia Post has sought expert external advice on technical aspects of the Freedom of Information Act, however, not in the last 12 months.
2. This is difficult to quantify because the responsible staff member performs other duties in conjunction with FOI activities. However, the estimated total cost to process FOI requests for the 2011-12 FY was around \$70,000.
3. In the FY 2011-12, Australia Post received 119 applications.
4. In the FY 2011-12, Australia Post granted access in full to 101 applications, access in part to 4 applications, refused access to 11 applications, 1 was withdrawn and 2 were on hand at 30 June 2012.
5. Australia Post failed to meet the processing time in FY 2011-12 on five occasions, none of these requests remain outstanding.
6. The estimated cost to process FOI requests FYTD (31 October 2012) was \$23,320
7. In the FYTD, Australia Post has received 55 applications, of which it granted access in full to 47 applications and access in part to 7 applications and refused access to 1. Australia Post has failed to meet the processing time on two occasions, none of these requests remain outstanding.

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Question No: 26

Program No. Australia Post

Hansard Ref: In Writing

Topic: Consultancies

Senator Birmingham asked:

1. How many consultancies have been undertaken this financial year to date? Please identify the name of the consultant, the subject matter of the consultancy, the duration and cost of the arrangement, and the method of procurement (i.e. open tender, direct source, etc). Please also include total value for all consultancies.
2. How many consultancies are planned for this calendar year? Have these been published in your Annual Procurement Plan (APP) on the AusTender website and, if not, why not? In each case please identify the subject matter, duration, cost and method of procurement, as above, and the name of the consultant if known.
3. How many consultancies were undertaken in 2011-12? Please identify the name of the consultant, the subject matter of the consultancy, the duration and cost of the arrangement, and the method of procurement (i.e. open tender, direct source, etc). Please also include total value for all consultancies.

Answer:

1. Australia Post has engaged 3 major management consultants (ie those costing \$250,000 or more), at a total cost of \$5.8m in the FYTD (at 31 October 2012). Specific details about individual consultants are commercial-in-confidence.
2. Australia Post engaged 10 major management consultants during the first 10 months of the 2012 calendar year, at a total cost of \$15.6m (reporting systems do not identify consultancies planned for the last two months of the 2012 calendar year). Specific details about individual consultants are commercial-in-confidence. As a Government Business Enterprise, Australia Post is not required to produce or publish an Annual Tender Plan on the AusTender website.
3. Australia Post engaged 11 major management consultants (ie those costing \$250,000 or more), at a total cost of \$20.2m in the 2011-12. Specific details about individual consultants are commercial-in-confidence.

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Question No: 27

Program No. Australia Post

Hansard Ref: Written

Topic: Media Monitoring FYTD

Senator Birmingham asked:

1. What was the total cost of media monitoring services, including press clippings, electronic media transcripts etc provided to the department/agency for this financial year to date?
 - a. Which agency or agencies provided these services?
 - b. What is the estimated budget to provide these services for the year 2012-13?
 - c. What has been spent providing these services this financial year to date?

Answer:

1. \$0.07m.
 - a) Media Monitors
 - b) Approximately \$0.25m
 - c) \$0.07m

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Question No: 28

Program No. Australia Post

Hansard Ref: Written

Topic: Media Monitoring 2011/12

Senator Birmingham asked:

1. What was the actual total cost of media monitoring services, including press clippings, electronic media transcripts etc provided to the department/agency for 2011-12?
 - a. Which agency or agencies provided these services?
 - b. What was the estimated budget to provide these services for the year 2011-12?

Answer:

1. \$0.206m
 - a. Media Monitors
 - b. \$0.250m

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Question No: 29

Program No. Australia Post

Hansard Ref: Written

Topic: Social Media

Senator Birmingham asked:

1. Have there been any changes since May 2012 Budget Estimates to department/agency social media or protocols about staff access and usage of YouTube, online social media such as Facebook, MySpace and Twitter and access to online discussion forums and blogs? If yes, please explain and provide copies of any advice that has been issued.
2. Does the department/agency monitor usage of social media?
 - a) If yes, provide details of the usage (for example, details could include average hours per employee, hours when usage peaks)
 - b) If no, will the department/agency monitor usage in the future?
3. Does social media impact on employee productivity? Please provide details (details could include increased internet usage in general or increased internet usage in standard business hours)

Answer:

1. No change since the May 2012 Budget Estimates.
2. Australia Post does not monitor/will not monitor usage of social media because staff cannot access these sites via the Australia Post network.
3. Social media does not impact on employee productivity because staff cannot access these sites via the Australia Post network.

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Question No: 30

Program No. Australia Post

Hansard Ref: Written

Topic: Internet

Senator Birmingham asked:

Has the department/agency experienced any internet problems, such as but not limited to slow internet or internet blackouts? If yes, what was the reason for this? Did it impact the Minister's office?

Answer:

In general, Australia Post has received a stable internet service from Telstra and one that performs within the Service Level Agreement established for this service. One issue was experienced with the internet service earlier this year. The issue impacted multiple Telstra customers and resulted in the full unavailability of the internet service for a period of approximately 3 hours, while the technical issue was corrected within Telstra's network. Australia Post is unaware if this issue impacted the Minister's office.

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Question No: 31

Program No. Australia Post

Hansard Ref:

Topic: Staff Amenities

Senator Birmingham asked:

What amenities are provided to staff? Please provide a list.

Answer:

Australia Post provides a range of workplace amenities for the health, safety and wellbeing of its staff - which may include canteens, showers/changing rooms, kitchens/break-out areas, first aid rooms, bicycle lockers etc - depending on the type of facility. The details sought about workplace amenities across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.

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Question No: 32

Program No. Australia Post

Hansard Ref: Written

Topic: Coffee Machines

Senator Birmingham asked:

1. Has the department/agency purchased coffee machines for staff usage? If yes, please provide a list that includes the type of coffee machine, the cost, the amount, and any ongoing costs such as purchase of coffee or coffee pods and when the machine was purchased.
2. Why were coffee machines purchased?
3. Where did the funding for the coffee machines come from?
4. Who is responsible for the maintenance of the coffee machines? How much was spent on maintenance in 2011-12 and how much this financial year to date? Please include a list of what maintenance has been undertaken. Where does the funding for maintenance come from?

Answer:

- 1-4. Yes, managers at the local level may purchase coffee machines for staff usage. The details sought about coffee machines across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.

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Question No: 33

Program No. Australia Post

Hansard Ref: Written

Topic: Contractors FYTD

Senator Birmingham asked:

1. For this financial year to date:
 - a. Has the department/agency ever employed Hawker Britton in any capacity or is it considering employing Hawker Britton? If yes, provide details (including the work undertaken and the cost).
 - b. Has the department/agency ever employed Shannon's Way in any capacity or is it considering employing Shannon's Way? If yes, provide details (including the work undertaken and the cost).
 - c. Has the department/agency ever employed John Utting & UMR Research Group in any capacity or is it considering employing John Utting & UMR Research Group? If yes, provide details (including the work undertaken and the cost).
 - d. Has the department/agency ever employed McCann-Erickson in any capacity or is it considering employing McCann-Erickson? If yes, provide details (including the work undertaken and the cost).
 - e. Has the department/agency ever employed Cutting Edge in any capacity or is it considering employing Cutting Edge? If yes, provide details (including the work undertaken and the cost).
 - f. Has the department/agency ever employed Ikon Communications in any capacity or is it considering employing Ikon Communications? If yes, provide details (including the work undertaken and the cost).
 - g. Has the department/agency ever employed CMAX Communications in any capacity or is it considering employing CMAX Communications? If yes, provide details (including the work undertaken and the cost).
 - h. Has the department/agency ever employed Boston Consulting Group in any capacity or is it considering employing Boston Consulting Group? If yes, provide details (including the work undertaken and the cost).
 - i. Has the department/agency ever employed McKinsey & Company in any capacity or is it considering employing McKinsey & Company? If yes, provide details.
 - j. What contractors have been employed by the department/agency? If yes, provide details (including the work undertaken and the cost).

Answer:

- a-j. Since 1 July 2012, Australia Post has engaged McCann Erickson to perform media buying on behalf of Australia Post. Specific details are commercial-in-confidence.

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Question No: 34

Program No. Australia Post

Hansard Ref: Written

Topic: Contractors 2011/12

Senator Birmingham asked:

1. For 2011-12:
 - a. Has the department/agency ever employed Hawker Britton in any capacity or is it considering employing Hawker Britton? If yes, provide details (including the work undertaken and the cost).
 - b. Has the department/agency ever employed Shannon's Way in any capacity or is it considering employing Shannon's Way? If yes, provide details (including the work undertaken and the cost).
 - c. Has the department/agency ever employed John Utting & UMR Research Group in any capacity or is it considering employing John Utting & UMR Research Group? If yes, provide details (including the work undertaken and the cost).
 - d. Has the department/agency ever employed McCann-Erickson in any capacity or is it considering employing McCann-Erickson? If yes, provide details (including the work undertaken and the cost).
 - e. Has the department/agency ever employed Cutting Edge in any capacity or is it considering employing Cutting Edge? If yes, provide details (including the work undertaken and the cost).
 - f. Has the department/agency ever employed Ikon Communications in any capacity or is it considering employing Ikon Communications? If yes, provide details (including the work undertaken and the cost).
 - g. Has the department/agency ever employed CMAX Communications in any capacity or is it considering employing CMAX Communications? If yes, provide details (including the work undertaken and the cost).
 - h. Has the department/agency ever employed Boston Consulting Group in any capacity or is it considering employing Boston Consulting Group? If yes, provide details (including the work undertaken and the cost).
 - i. Has the department/agency ever employed McKinsey & Company in any capacity or is it considering employing McKinsey & Company? If yes, provide details.
 - j. What contractors have been employed by the department/agency? If yes, provide details (including the work undertaken and the cost).

Answer:

- a-j. During 2011/12, Australia Post engaged McCann Erickson to perform media buying on behalf of Australia Post and Boston Consulting Group to provide consultancy advice for Post Digital. Specific details are commercial-in-confidence.

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Question No: 35

Program No. Australia Post

Hansard Ref: Written

Topic: Grants

Senator Birmingham asked:

1. Please provide a list of all grants, including ad hoc and one-off grants for this financial year to date. Please provide details of the recipients, the amount, the intended use of the grants and what locations have benefited from the grants.
2. Have all grant agreement details been published on the department/agency's website within the required timeframe? If not, please provide details.
3. Please provide a list of all grants, including ad hoc and one-off grants for 2011-12. Please provide details of the recipients, the amount, the intended use of the grants and what locations have benefited from the grants.
4. Were all grant agreement details published on the department/agency's website within the required timeframe? If not, please provide details.

Answer:

- 1-4 As a Government Business Enterprise, Australia Post is not subject to the Commonwealth Grant Guidelines.

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Question No: 36

Program No. Australia Post

Hansard Ref: Government Payment of Accounts FYTD

Topic:

Senator Birmingham asked:

1. For this financial year to date, has the department/agency paid its accounts to contractors/consultants etc in accordance with Government policy in terms of time for payment (i.e. within 30 days)?
 - a. If not, why not? Please provide details, including what has been the timeframe for payment of accounts? Please provide a breakdown, average statistics etc as appropriate to give insight into how this issue is being approached.
 - b. For accounts not paid within 30 days, is interest being paid on overdue amounts and, if so, how much has been paid by the department/agency for the current financial year and the previous financial year?
 - c. Where interest is being paid, what rate of interest is being paid and how is this rate determined?

Answer:

1

- a-c. As a Government Business Enterprise, Australia Post is not subject to the Government's policy requirements for the payment of contractor/consultant accounts.

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Question No: 37

Program No. Australia Post

Hansard Ref: Written

Topic: Government Payment of Accounts 2011/12

Senator Birmingham asked:

1. For 2011-12, did the department/agency pay its accounts to contractors/consultants etc in accordance with Government policy in terms of time for payment (i.e. within 30 days)?
 - a. If not, why not? Please provide details, including what has been the timeframe for payment of accounts? Please provide a breakdown, average statistics etc as appropriate to give insight into how this issue is being approached.
 - b. For accounts not paid within 30 days, is/was interest being paid on overdue amounts and, if so, how much has been paid by the department/agency for the current financial year and the previous financial year?
 - c. Where interest is being paid, what rate of interest is being paid and how is this rate determined?
 - d. Have all accounts from 2011-12 been paid? If not, why not?

Answer:

1

- a-d. As a Government Business Enterprise, Australia Post is not subject to the Government's policy requirements for the payment of contractor/consultant accounts.

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Question No: 38

Program No. Australia Post

Hansard Ref: Written

Topic: Stationery Requirements

Senator Birmingham asked:

1. What are the department/agency's stationery costs for the financial year to date?
2. What were the department/agency's stationery costs for 2011-12?

Answer:

1&2. The details sought about stationery costs across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.

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Question No: 39

Program No. Australia Post

Hansard Ref: Written

Topic: Media Subscriptions

Senator Birmingham asked:

1. Has there been any change since the 2012-13 Budget Estimates (May 2012) to your pay TV subscription?
 - a. If yes, please provide the reason why, the cost and what channels.
 - b. What is the cost for this financial year to date?

2. Has there been any change since the 2012-13 Budget Estimates (May 2012) to your newspaper subscriptions?
 - a. If yes, please provide the reason why, the cost and what newspapers.
 - b. What is the cost for this financial year to date?

3. Has there been any change since the 2012-13 Budget Estimates (May 2012) to your magazine subscriptions?
 - a. If yes, please provide the reason why, the cost and what magazines.
 - b. What is the cost for this financial year to date?

4. What was the 2011-12 cost for:
 - a. TV subscriptions
 - b. Newspaper subscriptions
 - c. Magazine subscriptions

Answer:

- 1-4. The details sought about media subscriptions across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.

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Question No: 40

Program No. Australia Post

Hansard Ref: Written

Topic: Travel Costs

Senator Birmingham asked:

1. For the financial year to date, please detail all travel for Departmental officers. Please include a total cost plus a breakdown that includes airfares (and type of airfare), accommodation, meals and other travel expenses (such as incidentals).
2. Are the Government's Lowest Practical Fare travel policy for Domestic Air Travel (Finance Circular No. 2009/10) and Best Fare of the Day for International Air Travel (Finance Circular No. 2009/11) guidelines being followed? How is the department/agency following the advice? How is this monitored? If the guidelines are not being followed, please explain why.
3. Are lounge memberships provided to any employees? If yes, please detail what lounge memberships, to how many employees and their classification, the reason for the provision of lounge membership and the total costs of the lounge memberships.
4. When SES employees travel, do any support or administrative staff (such as an Executive Assistant) travel with them? If yes, provide details of why such a staff member is needed and the costs of the support staff travel.
5. For 2011-12, please detail all travel for Departmental officers. Please include a total cost plus a breakdown that includes airfares (and type of airfare), accommodation, meals and other travel expenses (such as incidentals).

Answer:

1. FYTD (31 October 2012), Australia Post spent \$1.9m on air travel and \$1.5m on accommodation for business-related purposes. The other details sought about the type of airfares, meals and other travel expenses across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.
- 2-4. These questions relate to government employees and, therefore, are not relevant to Australia Post.
5. Australia Post spent a total of \$6.0m on air travel for business-related purposes for FY 2011-12. The details sought about the type of airfares, accommodation, meals and other travel expenses across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.

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Question No: 41

Program No. Australia Post

Hansard Ref: Written

Topic: Legal Costs

Senator Birmingham asked:

1. What sum did each portfolio department and agency spend on legal services for 2011-12? Please provide a list of each service and costs.
2. What sum did each portfolio department and agency spend on legal services for 2011-12 from the Australian Government Solicitor? Please provide a list of each service and costs.
3. What sum did each portfolio department and agency spend on legal services for 2011-12 from private firms? Please provide a list of each service and costs.
4. What sum did each portfolio department and agency spend on legal services for 2011-12 from other sources? Please provide a list of each service and costs.
5. What sum did each portfolio department and agency spend on legal services for this financial year to date within the department/agency? Please provide a list of each service and costs.
6. What sum did each portfolio department and agency spend on legal services this financial year to date from the Australian Government Solicitor? Please provide a list of each service and costs.
7. What sum did each portfolio department and agency spend on legal services this financial year to date from private firms? Please provide a list of each service and costs.
8. What sum did each portfolio department and agency spend on legal services this financial year to date from other sources? Please provide a list of each service and costs.

Answer:

1. Around \$10.1m (total spend internal & external).
2. Around \$4,618.
3. Around \$6.7m
4. Around \$1.1m
5. Around \$767,352 (staff related costs)
6. Nil
7. Around \$2.5m
8. Around \$335,319

Details about individual services and costs are commercial-in-confidence.

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Question No: 42

Program No. Australia Post

Hansard Ref: Written

Topic: Education Costs

Senator Birmingham asked:

1. Has there been a change since the 2012-13 Budget Estimates (May 2012) to the department/agency's guidelines on study? If yes, please provide details.
2. For this financial year to date, please detail all education expenses (i.e. in-house courses and tertiary studies) for each portfolio department and agency. Please include what type of course, the total cost, cost per participant, the employment classification of each participant, how many participants and the amount of study leave granted to each participant (provide a breakdown for each employment classification). Please also include the reason for the study and how it is beneficial for the department/agency.
3. For 2011-12, please detail all education expenses (i.e. in-house courses and tertiary studies) for each portfolio department and agency. Please include what type of course, the total cost, cost per participant, the employment classification of each participant, how many participants and the amount of study leave granted to each participant (provide a breakdown for each employment classification). Please also include the reason for the study and how it is beneficial for the department/agency.

Answer:

1. No.
- 2&3. The details sought about education expenses across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested. All permanent employees are eligible to apply for benefits under the Assistance with Studies Scheme. The study must be identified as being a developmental need and is to be approved by the relevant manager. Once approved, the employee is eligible for financial assistance and/or leave.

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Question No: 43

Program No. Australia Post

Hansard Ref: Written

Topic: Executive Coaching and Leadership Training FYTD

Senator Birmingham asked:

1. In relation to executive coaching and/or other leadership training services purchased by each department/agency, please provide the following information for this financial year to date:
 - a. Total spending on these services
 - b. The number of employees offered these services and their employment classification
 - c. The number of employees who have utilised these services, their employment classification and how much study leave each employee was granted (provide a breakdown for each employment classification)
 - d. The names of all service providers engaged

2. For each service purchased from a provider listed under (1d), please provide:
 - a. The name and nature of the service purchased
 - b. Whether the service is one-on-one or group based
 - c. The number of employees who received the service and their employment classification
 - d. The total number of hours involved for all employees (please provide a breakdown for each employment classification)
 - e. The total amount spent on the service
 - f. A description of the fees charged (i.e. per hour, complete package)

3. Where a service was provided at any location other than the department or agency's own premises, please provide:
 - a. The location used
 - b. The number of employees who took part on each occasion (please provide a breakdown for each employment classification)
 - c. The total number of hours involved for all employees who took part (please provide a breakdown for each employment classification)
 - d. Any costs the department or agency's incurred to use the location

Answer:

- 1-3 The details sought about executive coaching and leadership training across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.

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Question No: 44

Program No. Australia Post

Hansard Ref: Written

Topic: Executive Coaching and Leadership Training 2011/12

Senator Birmingham asked:

1. In relation to executive coaching and/or other leadership training services purchased by each department/agency, please provide the following information for 2011-12:
 - a. Total spending on these services
 - b. The number of employees offered these services and their employment classification
 - c. The number of employees who have utilised these services, their employment classification and how much study leave each employee was granted (please provide a breakdown for each employment classification)
 - d. The names of all service providers engaged

2. For each service purchased from a provider listed under (1d), please provide:
 - a. The name and nature of the service purchased
 - b. Whether the service is one-on-one or group based
 - c. The number of employees who received the service and their employment classification
 - d. The total number of hours involved for all employees (please provide a breakdown for each employment classification)
 - e. The total amount spent on the service
 - f. A description of the fees charged (i.e. per hour, complete package)

3. Where a service was provided at any location other than the department or agency's own premises, please provide:
 - a. The location used
 - b. The number of employees who took part on each occasion (provide a breakdown for each employment classification)
 - c. The total number of hours involved for all employees who took part (provide a breakdown for each employment classification)
 - d. Any costs the department or agency's incurred to use the location

Answer:

- 1-3 The details sought about executive coaching and leadership training across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.

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Question No: 45

Program No. Australia Post

Hansard Ref:

Topic: Media Training FYTD

Senator Birmingham asked:

1. In relation to media training services purchased by each department/agency, please provide the following information for this financial year to date:
 - a. Total spending on these services
 - b. The number of employees offered these services and their employment classification
 - c. The number of employees who have utilised these services, their employment classification and how much study leave each employee was granted (provide a breakdown for each employment classification)
 - d. The names of all service providers engaged
2. For each service purchased from a provider listed under (1d), please provide:
 - a. The name and nature of the service purchased
 - b. Whether the service is one-on-one or group based
 - c. The number of employees who received the service and their employment classification (provide a breakdown for each employment classification)
 - d. The total number of hours involved for all employees (please provide a breakdown for each employment classification)
 - e. The total amount spent on the service
 - f. A description of the fees charged (i.e. per hour, complete package)
3. Where a service was provided at any location other than the department or agency's own premises, please provide:
 - a. The location used
 - b. The number of employees who took part on each occasion
 - c. The total number of hours involved for all employees who took part (provide a breakdown for each employment classification)
 - d. Any costs the department or agency's incurred to use the location

Answer:

1.
 - a. \$2500
 - b. Eight.
 - c. Three. No study leave was granted.
 - d. Katrina Byers Consulting.

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2.
 - a. Television and radio media training.
 - b. Small group based with one-on-one break-out sessions.
 - c. Three employees. Australia Post does not use the public service classification system.
 - d. Three hours.
 - e. \$2500.
 - f. Complete package.

3.
 - a. In-house.
 - b. Three.
 - c. Three hours in total.
 - d. None.

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Question No: 46

Program No. Australia Post

Hansard Ref: Written

Topic: Media Training for 2011/12

Senator Birmingham asked:

1. In relation to media training services purchased by each department/agency, please provide the following information for 2011-12:
 - a. Total spending on these services
 - b. The number of employees offered these services and their employment classification
 - c. The number of employees who have utilised these services, their employment classification and how much study leave each employee was granted (please provide a breakdown for each employment classification)
 - d. The names of all service providers engaged

2. For each service purchased from a provider listed under (1d), please provide:
 - a. The name and nature of the service purchased
 - b. Whether the service is one-on-one or group based
 - c. The number of employees who received the service and their employment classification (provide a breakdown for each employment classification)
 - d. The total number of hours involved for all employees (provide a breakdown for each employment classification)
 - e. The total amount spent on the service
 - f. A description of the fees charged (i.e. per hour, complete package)

3. Where a service was provided at any location other than the department or agency's own premises, please provide:
 - a. The location used
 - b. The number of employees who took part on each occasion
 - c. The total number of hours involved for all employees who took part (provide a breakdown for each employment classification)
 - d. Any costs the department or agency's incurred to use the location

Answer:

- 1)
 - a) \$8250.
 - b) Three. Media Manager, Media Adviser and General Manager.
 - c) Three. No study leave was granted.
 - d) Katrina Byers consulting.

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2)

- a) Television and radio media training.
- b) One-on-one.
- c) Three. Provided in 1 (b).
- d) Four hours.
- e) \$2750 per session (three sessions).
- f) Per session.

3)

- a) In-house.
- b) One each session.
- c) 12 hours (three employees).
- d) None.

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Question No: 47

Program No. Australia Post

Hansard Ref: Written

Topic: Staffing

Senator Birmingham asked:

1. Please list how many staff in each portfolio department and agency are eligible to receive payments under the Government's Paid Parental Leave scheme?
2. For this financial year to date please list which department/agency is providing its employees with payments under the Government's Paid Parental Leave scheme? Please list how many staff and their classification are in receipt of these payments.
3. For 2011-12 to date which department/agency is providing its employees with payments under the Government's Paid Parental Leave scheme? Please list how many staff and their classification are in receipt of these payments.

Answer:

1. All employees with more than 12 months service who earn less than \$150,000 per annum and are the primary care giver of a child are eligible to receive payment under the Government's Paid Parental Leave (PPL) Scheme. As eligibility is based on primary caring responsibility, the number of eligible staff cannot be identified.
2. For this financial year, the following table details the number and classification of employees who are in receipt of PPL payments:

CLASSIFICATION	Number
Admin, Contract and IT	23
Digital Sales and Service	9
Postal Services (including Mail Officer Parcel Post Officer, Post Delivery Officer and Team Manager)	41
Retail Services (including Postal Manager, Post Services Officer, Snr Post Deliver Officer, Sprintpak Operator)	56
Transport (including Post Transport Co-ordinator)	4
Grand Total	133

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3. For 2011/12, the following table details the number and classification of employees who were in receipt of PPL payments:

CLASSIFICATION	Number
Admin, Contract and IT	40
Digital Sales and Service	11
Postal Services (including Mail Officer Parcel Post Officer, Post Delivery Officer and Team Manager)	71
Retail Services (including Postal Manager, Post Services Officer, Snr Post Deliver Officer, Sprintpak Operator)	88
Transport (including Post Transport Co- ordinator)	6
Grand Total	216

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Question No: 48

Program No. Australia Post

Hansard Ref: Written

Topic: Corporate Cars

Senator Birmingham asked:

1. Please update if there have been any changes since Budget Estimates 2012-13 (May 2012):
 - a. How many cars are owned by each department/agency?
 - b. Where is the car/s located?
 - c. What is the car/s used for?
 - d. What is the cost of each car for this financial year to date?
 - e. How far did each car travel this financial year to date?
2. For 2011-12:
 - a. How cars are owned by each department/agency?
 - b. Where is the car/s located?
 - c. What is the car/s used for?
 - d. What was the cost of each car?
 - e. How far did each car travel?

Answer:

- 1a&c As at 31 October 2012, Australia Post owns 475 cars, which are used for a variety of business-related purposes.
- 1b,d&e The details sought about corporate cars across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.
- 2a&c As at 30 June 2012, Australia Post owned 500 cars, which were used for a variety of business-related purposes.
- 2b,d&e The details sought about corporate cars across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.

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Question No: 49

Program No. Australia Post

Hansard Ref: Written

Topic: Taxi Costs

Senator Birmingham asked:

1. How much did each department/agency spend on taxis this financial year to date? Please provide a breakdown of each business group in each department/agency.
2. What are the reasons for taxi costs?
3. How much did each department/agency spend on taxis in 2011-12? Provide a breakdown of each business group in each department/agency.
4. What are the reasons for taxi costs?

Answer:

- 1&2. Australia Post spent a total of \$0.8m on taxis in the FYTD (31 October 2012) for business-related purposes. The details sought about taxi costs by business group across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.
- 3&4. Australia Post spent a total of \$2.0m on taxis in 2011/12 for business-related purposes.

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Question No: 50

Program No. Australia Post

Hansard Ref: Written

Topic: Credit Cards

Senator Birmingham asked:

1. Please provide a breakdown for each employment classification that has a corporate credit card.
2. Please update if there have been any changes since Budget Estimates 2012-13 (May 2012):
 - a) What action is taken if the corporate credit card is misused?
 - b) How is corporate credit card use monitored?
 - c) What happens if misuse of a corporate credit card is discovered?
 - d) Have any instances of corporate credit card misuse have been discovered? Please list staff classification and what the misuse was, and the action taken.
 - e) What action is taken to prevent corporate credit card misuse?
3. For 2011-12 how many instances of corporate credit card misuse were there? Please list staff classification and what the misuse was, and the action taken.

Answer:

1. As at 31 October 2012: 2,609 - Managers 1089 and Staff 1520.
- 2a-e. No change since Budget Estimates 2011/12 (May 2012).
3. None.

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Question No: 51

Program No. Australia Post

Hansard Ref: Written

Topic: Provision of Equipment

Senator Birmingham asked:

1. Is electronic equipment (such as iPad, laptop, wireless card, vasco token, BlackBerry, mobile phone (list type if relevant), thumb drive) provided to department/agency staff for this financial year? If yes, please provide details of what is provided, the purchase cost, the ongoing cost and a breakdown of what staff and staff classification receives it.
2. If electronic equipment (such as iPad, laptop, wireless card, vasco token, BlackBerry, mobile phone (list type if relevant), thumb drive) was provided to department/agency staff for 2011-12, please provide details of what was provided, the purchase cost, the ongoing cost and a breakdown of what staff and staff classification receives it.

Answer:

- 1&2. Australia Post provides electronic equipment to staff for business-related purposes. The details sought about the provision of equipment across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.

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Question No: 52

Program No. Australia Post

Hansard Ref: Written

Topic: Electricity Purchasing

Senator Birmingham asked:

1. Provide details of any update of the department/agency electricity purchasing agreement if there has been a change since Budget Estimates 2011-12 (May 2012).
2. What were the department/agency's actual electricity costs for 2011-12, and what are the budgeted costs for 2012-13?
3. What are the department/agency electricity costs for this financial year to date?

Answer:

1. No change since Budget Estimates 2011/12 (May 2012).
2. Electricity costs for 2011/12 were \$29.9m. The budget for 2012/13 is approximately \$40m. The increase is related to a range of factors, including electricity rate increases, and increased consumption due to new parcel facilities..
3. FYTD (31 October 2012) electricity costs were \$11.5m.

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Question No: 53

Program No. Australia Post

Hansard Ref: Written

Topic: Briefings for the Australian Greens and Independents

Senator Birmingham asked:

1. Have any briefings been provided to the Australian Greens this Financial Year? If yes, please include:
 - a. How are briefings requests commissioned?
 - b. What briefings have been undertaken? Provide details and a copy of each briefing.
 - c. Have any briefings requests been unable to proceed? If yes, provided details details of what the briefings were and why it could not proceed.
 - d. How long is spent undertaking briefings for the Australian Greens? How many staff are involved and how many hours? Please provide a breakdown for each employment classification.
2. Have any briefings been provided to Independents this Financial Year? If yes, please include:
 - a. How are briefings requests commissioned?
 - b. What briefings have been undertaken? Provide details and a copy of each briefing.
 - c. Have any briefings requests been unable to proceed? If yes, provided details details of what the briefings were and why it could not proceed.
 - d. How long is spent undertaken briefings for the Australian Greens? How many staff are involved and how many hours? Provide a breakdown for each employment classification.
3. Were any briefings been provided to the Australian Greens in 2011-12? If yes, please include:
 - a. How are briefings requests commissioned?
 - b. What briefings have been undertaken? Provide details and a copy of each briefing.
 - c. Have any briefings requests been unable to proceed? If yes, provided details of what the briefings were and why it could not proceed.
 - d. How long is spent undertaking briefings for the Australian Greens? How many staff are involved and how many hours? Provide a breakdown for each employment classification.
4. Were any briefings been provided to Independents in 2011-12? If yes, please include:
 - a. How are briefings requests commissioned?
 - b. What briefings have been undertaken? Provide details and a copy of each briefing.
 - c. Have any briefings requests been unable to proceed? If yes, provided details of what the briefings were and why it could not proceed.
 - d. How long is spent undertaking briefings for the Australian Greens? How many staff are involved and how many hours? Provide a breakdown for each employment classification

Answer:

- 1-4. Australia Post has not provided any briefings for the Australian Greens or Independents.

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Question No: 54

Program No. Australia Post

Hansard Ref: written

Topic: Shredders

Senator Birmingham asked:

1. Did the department/agency purchase any shredders in 2011-12? If yes, provide details of how many shredders were purchased, the cost of each shredder, why each new shredder was needed and the purpose for which the shredder is to be used.
2. Has the department/agency purchased any shredders since Budget Estimates 2011-12 (May 2012)? If yes, please provide details of how many shredders were purchased, the cost of each shredder, why each new shredder was needed and the purpose for which the shredder is to be used.

Answer:

- 1&2. Australia Post purchases shredders for business-related purposes. The specific details sought about shredders across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.

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Question No: 55

Program No. Australia Post

Hansard Ref: Written

Topic: Protective Security Policy Framework

Senator Birmingham asked:

Please provide an update for your department/agency, including what is your current compliance level, what are you doing to manage risk, what is being done to comply with the mandatory requirements and details of any department/agency specific policies and procedures.

Answer:

Although it is not legally obliged to comply with the Protective Security Policy Framework (PSPF), Australia Post meets and in some cases exceeds the PSPF requirements.

Australia Post has a Security and Investigation Group (SIG), an Information Security Group and a dedicated Risk and Compliance Group. These groups create and implement enterprise security and risk frameworks, and monitor corporate standards and policies that are designed to protect Australia Post's people, assets, information, revenue and brand.

In protecting physical and information security, Australia Post employs extensive physical, electronic, and logical security methods. All security procedures and processes are regularly surveyed and audited to assess effectiveness of existing controls.

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Question No: 56

Program No. Australia Post

Hansard Ref: Written

Topic: Office Locations

Senator Birmingham asked:

Please provide a list of all office locations for all departments and agencies within the portfolio by:

- a. Department/Agency;
- b. Location;
- c. Leased or Owned;
- d. Size;
- e. Number of Staff at each location and classification;
- f. If rented, the amount and breakdown of rent per square metre;
- g. If owned, the value of the building;
- h. Depreciation of buildings that are owned;
- i. Type of functions and work undertaken.

Answer:

Australia Post occupies a large number of offices around Australia, including an administrative office in every capital city and a national network of 4428 retail outlets (as at 30 June 2012), the locations of which are available at www.auspost.com.au. The specific details sought about each office across the entire corporation are not captured on any central database. As such, Australia Post is not in a position to provide the information requested.

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Question No: 57

Program No. Australia Post

Hansard Ref: Written

Topic: Media/Communications Staff

Senator Birmingham asked:

1. For all departments and agencies, please provide – in relation to all public relations, communications and media staff – the following, by department or agency:
 - a) How many ongoing staff, the classification, the type of work they undertake and their location.
 - b) How many non-ongoing staff, their classification, type of work they undertake and their location.
 - c) How many contractors, their classification, type of work they undertake and their location.

Answer:

As at 31 October 2012, 20 communications staff service the business and workforce communications needs of a national workforce of more than 33,000. Four Heads of Business Communications manage small teams that work across each of Australia Post's Business Units – Communication Management Services, Parcel and Express Services, Retail Services and Business Support. In addition, a media team of two employees, reporting to the General Manager External Affairs, manage all inquiries to the national media line. Australia Post does not use the public service employment classification system.

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Question No: 58

Program No. Australia Post

Hansard Ref: Written

Topic: Grants Pause

Senator Birmingham asked:

1. To date, how much of the 2012-13 budget appropriations has your department/agency received?
2. For 2012-13 please list each grant program your department/agency administers, and the total funding of each program.
3. Please list each grant program that has not been paused as part of the Government- wide grants pause.
4. Please provide the total cash value of each program that has not been paused?
5. Please list each grant program that has been "paused" as part of the Government-wide grants pause.
6. Please provide the total cash value of each program that has been paused, and the total value of all grants paused?
7. On what date did your department/agency receive advice from the government to pause certain grants programs?
 - a. How was the instruction received, and from whom was it received?
8. Please list the dates on which the Minister for Finance met with senior department/agency officials to discuss the grants pause and on which the Minister overseeing your department/agency met with senior department officials
9. From what date was your department/agency told to implement the grants pause?
 - a. When did it do so?
10. Has your department/agency been provided with information regarding when the grants pause would end?
 - a. If so, what was the date?
 - b. Was your department/agency advised if it could communicate when the grants pause would end to grant applicants?
11. Please provide the advice your department/agency gave to Department of Finance regarding which programs should be included in the grants pause.
12. Did your department/agency receive advice/instruction from the Department of Finance regarding how best to communicate the grants pause to grant applicants, the media and other external stakeholders?
13. What information has been provided to grant applicants regarding the grants pause? Please provide scripts if these have been given to call centres, or any other information sheets which have been used internally for discussing the grants pause with applicants.
14. Has your department/agency been advised by the Department of Finance of further grants pauses in the future? If so
 - a. When did you receive notification of future grants pauses?
 - b. What is the date of future grants to be paused?
 - c. Which grants programs will be paused?
 - d. What is total value of pauses in future grants programs?

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- e. When will notification of these future grants pauses be made public?
- 15. How many staff are employed to administer grant programs within the department?
- 16. During the Grants Pause, with what activities have these staff been involved?
 - a. Have staff been moved to other divisions during the grants pause?
- 17. During the Grants Pause, were decisions on grants being made, but applicants not alerted?

Answer:

As a Government Business Enterprise, Australia Post is not involved in grants administration on behalf of the Australian Government.