

STATISTICAL SUMMARY

FOR THE YEAR ENDED 30 JUNE 2003

01/ FIVE-YEAR STATISTICAL SUMMARY

	2002-03	2001-02	2000-01	1999-2000	1998-99
Consolidated					
Revenue (\$m)	3,971.9	3,806.6	3,766.4	3,785.8	3,505.9
Expenditure (\$m)	3,509.9	3,399.4	3,364.3	3,393.9	3,132.9
Profit from ordinary activities before income tax (\$m)	462.0	407.2	402.1	391.9	373.0
Total assets (\$m)	3,364.7	3,228.9	3,198.5	3,037.3	2,853.5
Return on assets (%)	14.0	12.9	13.4	14.0	13.8
Cost of Community Service Obligations (\$m)	90.5	87.9	86.3	81.7	74.6
Total taxes and government charges (\$m)	484.7	454.8	458.9	327.3	327.6
Dividends (\$m)	304.3	291.8	274.5	155.7	148.7
Corporation					
Total mail articles handled (m)*	5,261.7	5,281.2	5,258.4	5,203.7	4,911.8
On-time letter delivery performance (%)	96.5	96	94.1	91.6	94.4
Full time employees	26,394	26,950	27,079	26,915	28,205
Labour productivity improvement (%)	3.8	2.2	4.0	6.3	5.1
Number of Corporate Outlets	872	882	897	902	905
Number of Licensed Post Offices**	2,981	2,979	2,975	2,985	2,998
Number of Postpoints	790	817	915	809	881
Number of delivery points	9,443,227	9,197,298	9,012,347	8,779,300	8,506,152

* To give a more accurate indication of mail volumes, unaddressed advertising mail has been included in the total this year (volumes for previous years have been adjusted accordingly).

** These figures also contain one Post Office Agency and four trial Franchise PostShops.

02/ BASIC POSTAGE RATE* (BPR) AND THE CONSUMER PRICE INDEX (CPI) AS AT 30 JUNE

	BPR ¢	CPI ALL GROUPS 8 CAPITALS BASE 1989-90=100	YEAR ON YEAR		
			CHANGE IN BPR %	CHANGE IN CPI %	CHANGE IN REAL POSTAGE %
1996	45	119.8	0	0.0	0.0
1997	45	120.2	0	0.3	-0.3
1998	45	121.0	0	0.7	-0.7
1999	45	122.3	0	1.1	-1.1
2000	45	126.2	0	3.2	-3.1
2001	45	133.8	0	6.0	-5.7
2002	45	137.6	0	2.8	-2.8
2003	50	141.3	11	3.2	8.2

* Postage rates applicable to standard letters carried within Australia by ordinary post.

STATISTICAL SUMMARY

FOR THE YEAR ENDED 30 JUNE 2003

03/ AUSTRALIA POST OUTLETS AT 30 JUNE 2003

	NSW/ACT	VIC/TAS	QLD	WA	SA/NT	AUST 2003	AUST 2002
Corporate Offices							
– at 1 July 2002	290	239	182	92	79	882	897
Changes during 2002–03							
– Opened	0	1	1	0	0	2	5
– Changed from LPO	0	0	1	0	0	1	0
– Changed to LPO	1	1	2	0	0	4	13
– Closed	3	3	3	0	0	9	7
Total at 30 June 2003	286	236	179	92	79	872	882
Licensed Post Offices/Franchises							
– at 1 July 2002	918	990	453	296	322	2,979	2,975
Changes during 2002–03							
– Opened	2	0	0	0	0	2	3
– Changed from Corporate Office	1	1	2	0	0	4	13
– Changed from Community Postal Agency	0	1	0	0	0	1	0
– Changed to Corporate Office	0	0	1	0	0	1	0
– Changed to Community Postal Agency	0	1	0	0	0	1	4
– Closed	0	3	0	0	0	3	8
Total at 30 June 2003	921	988	454	296	322	2,981	2,979
Grand total at 30 June 2003	1,207	1,224	633	388	401	3,853	3,861
Community Postal Agencies at 30 June 2003	99	69	191	95	186	640	636
Total outlets at 30 June 2003	1,306	1,293	824	483	587	4,493	4,497

04/ AUSTRALIA POST OUTLETS BY STATE AND GEOGRAPHIC CLASSIFICATION

Outlet Type	GEOGRAPHIC CLASSIFICATION (1)	NSW	ACT	VIC	QLD	SA	WA	TAS	NT	OTH TERR	AUST
Corporate offices	Metro	198	17	149	102	47	65	12	4	0	594
	Rural	71	0	57	64	24	16	17	0	0	249
	Remote	1	0	1	12	1	11	0	3	0	29
		270	17	207	178	72	92	29	7	0	872
LPO (2)	Metro	416	37	375	166	127	122	27	5	0	1,275
	Rural	426	1	444	198	145	94	115	3	0	1,426
	Remote	46	0	17	90	27	78	5	14	3	280
		888	38	836	454	299	294	147	22	3	2,981
CPA (3)	Metro	9	0	3	4	8	3	8	1	0	36
	Rural	83	0	30	106	102	41	20	5	0	387
	Remote	8	0	1	81	25	55	2	41	4	217
		100	0	34	191	135	99	30	47	4	640
Totals	Metro	623	54	527	272	182	190	47	10	0	1,905
	Rural	580	1	531	368	271	151	152	8	0	2,062
	Remote	55	0	19	183	53	144	7	58	7	526
		1,258	55	1,077	823	506	485	206	76	7	4,493

Notes

- Geographic Classifications use DPIE/HSN November 1994 Metropolitan, Rural Remote Areas Classifications by 1991 Census SLA.
- LPO = Licensed Post Offices. These figures also contain one Post Office Agency and four trial Franchised PostShops.
- CPA = Community Postal Agent.
- This table uses Geographic States, not Australia Post administrative States.

STATISTICAL SUMMARY

FOR THE YEAR ENDED 30 JUNE 2003

05/ MAIL DELIVERY NETWORK AS AT 30 JUNE 2003

	NSW/ACT	VIC/TAS	QLD	WA	SA/NT	AUST 2003	AUST 2002
Private households receiving mail via:							
Street delivery	2,502,298	1,945,357	1,270,132	712,931	602,328	7,033,046	6,848,134
Private boxes/locked bags	231,659	175,363	177,810	87,880	112,086	784,798	767,747
Private and community bags	5,756	1,353	2,904	3,903	10,435	24,351	26,336
Roadside delivery	178,156	136,557	111,381	15,603	11,175	452,872	435,070
Counter delivery	37,602	50,542	39,549	18,677	41,985	188,355	186,904
Total	2,955,471	2,309,172	1,601,776	838,994	778,009	8,483,422	8,264,191
Businesses receiving mail via:							
Street delivery	163,609	142,174	95,918	44,278	40,398	486,377	471,088
Private boxes/locked bags	159,495	104,430	97,215	43,498	34,315	438,953	426,478
Private and community bags	564	706	424	435	854	2,983	3,129
Roadside delivery	6,296	4,532	3,458	423	494	15,203	15,370
Counter delivery	3,298	6,143	2,640	1,820	2,388	16,289	17,042
Total	333,262	257,985	199,655	90,454	78,449	959,805	933,107
Total delivery points	3,288,733	2,567,157	1,801,431	929,448	856,458	9,443,227	9,197,298

06/ LETTERS SENDERS' ACCESS TO POSTAL NETWORK

	METRO AREAS	RURAL AREAS	REMOTE AREAS	TOTAL
Access to stamps and postage assessment				
(Number of facilities)				
Total retail outlets	1,905	2,062	526	4,493
Other outlets ⁽¹⁾	2,713	3,088	372	6,173
Total outlets ⁽²⁾	4,618	5,150	898	10,666
Access to posting facilities				
(Number of facilities)				
Total retail outlets	1,905	2,062	526	4,493
Community Mail Agents	7	43	85	135
Street posting boxes	10,862	3,842	435	15,139
Roadmail contractors ⁽³⁾	734	2,436	517	3,687
Posting facilities ⁽⁴⁾	13,508	8,383	1,563	23,454
Distance from postal outlets:				
Average household distance from outlets (km)	1.1	3.2	13.4	2.0
Dispersion:				
% of households within 2.5km of a retail outlet	94.1	69.0	57.1	86.6
% of households within 7.5km of a retail outlet	99.7	88.4	72.5	96.0

Notes

1. Incl. postpoints, licensed stamp vendors, off-site vending machines, etc (self-assessment only).
2. Does not include roadmail contractors, all of whom, on request, would arrange supply of stamps.
3. Roadmail contractors, on request, accept letters for posting.
4. In addition, Postal Delivery Officers, on request, accept letters for posting.

STATISTICAL SUMMARY

FOR THE YEAR ENDED 30 JUNE 2003

07/ LETTER RECIPIENTS ACCESS TO POSTAL NETWORK (000 DELIVERY POINTS)

	METRO AREAS	RURAL AREAS	REMOTE AREAS	TOTAL
Households				
Delivery to residence via:				
Street delivery	5,531.3	1,414.8	86.9	7,033.0
Roadside delivery	125.9	311.8	15.2	452.9
Total to residence	5,657.2	1,726.6	102.1	7,485.9
Delivery to postal premises via:				
Post Office boxes and bags	361.7	351.3	74.8	787.8
Counter delivery	28.9	111.7	47.8	188.4
Total at postal premises	390.6	463.0	122.6	976.2
Delivery to intermediate point via:				
Community bags	1.3	11.1	8.9	21.3
Total households	6,049.1	2,200.7	233.6	8,483.4
Business				
Delivery via:				
Street delivery	383.5	99.1	3.8	486.4
Roadside delivery	7.8	7.1	0.3	15.2
Post Office boxes and bags	299.7	120.2	21.1	441.0
Counter delivery	3.4	10.8	2.0	16.2
Delivery to intermediate point via:				
Community bags	0.2	0.6	0.2	1.0
Total business	694.6	237.8	27.4	959.8
Total delivery points served	6,743.7	2,438.5	261.0	9,443.2

08/ FREQUENCY OF SERVICE TO DELIVERY POINTS (% OF TOTAL DELIVERY POINTS AS AT 30 JUNE 2003)

Frequency per week	METRO AREAS	RURAL AREAS	REMOTE AREAS	TOTAL
One per week	0	0.1	0.4	0
Two to four	0.1	3.9	5.5	1.2
Five or more	99.9	96.0	94.1	98.8
Total	100.0	100.0	100.0	100.0

STATISTICAL SUMMARY

FOR THE YEAR ENDED 30 JUNE 2003

09/ OVERALL LETTER SERVICE PERFORMANCE IN 2002–2003

	FULL YEAR 2002–03	QTR ENDED 30/6/03	QTR ENDED 31/3/03	QTR ENDED 31/12/02	QTR ENDED 30/9/02
Based on letters delivered in the following:					
Per cent on time					
NSW	96.2	96.3	96.0	95.7	97.1
VIC	96.1	95.9	96.5	95.4	97.0
QLD	97.2	97.8	97.5	96.3	97.1
SA	97.0	96.9	97.3	96.2	97.8
WA	96.4	96.4	95.9	96.5	97.0
TAS	98.1	98.4	98.5	97.8	98.1
NT	96.9	97.1	96.5	97.1	97.4
ACT	96.8	97.5	95.2	97.1	97.6
National Averages	96.5	96.5	96.5	95.9	97.1
Per cent + one day					
NSW	98.9	99.0	98.8	98.7	99.1
VIC	98.8	98.6	99.0	98.5	99.1
QLD	99.1	99.4	99.2	98.8	99.1
SA	99.3	99.2	99.3	99.2	99.4
WA	99.0	99.1	98.8	98.9	99.1
TAS	99.4	99.3	99.6	99.4	99.5
NT	99.2	98.9	99.2	99.0	99.5
ACT	99.1	99.8	98.7	99.0	99.1
National Averages	98.9	99.0	99.0	98.7	99.1

10/ SUMMARY OF AUSTRALIA POST PROPERTY PORTFOLIO AS AT 30 JUNE 2003

	VIC/TAS	NSW	QLD	SA	WA	GRAND TOTAL
Property Type – Owned						
Commercial	2	2	5			9
Industrial	55	47	46	16	23	187
Residential	1	1	11		6	19
Retail	90	140	42	36	25	333
GPO	1	1	1	2	1	6
	149	191	105	54	55	554
Property Type – Leased						
Commercial	8	12	5	1	1	27
Industrial	77	93	33	11	10	224
Residential	11	1	2	3	7	24
Retail	132	136	108	35	54	465
GPO		1				1
	228	243	148	50	72	741
Property Type – All						
Commercial	10	14	10	1	1	36
Industrial	132	140	79	27	33	411
Residential	12	2	13	3	13	43
Retail	222	276	150	71	79	798
GPO	1	2	1	2	1	7
	377	434	253	104	127	1295

Notes

- a) Commercial includes National Headquarters and State Office/regional office administration.
- b) GPOs are those General Post Offices occupied by Australia Post located in central city business districts.
- c) Melbourne GPO no longer has Post presence, classified as commercial.
- d) Industrial includes mail centres, parcels and transport centres, warehousing and some stand alone or co-located business centres.
- e) Retail includes retail PostShops and traditional Post Offices.

STATISTICAL SUMMARY

FOR THE YEAR ENDED 30 JUNE 2003

11/ TOTAL ARTICLES THROUGH AUSTRALIA POST'S NETWORK (M)*

	2002-03	2001-02	2000-01**	1999-2000	1998-99
Posted in Australia for delivery in Australia	4,950.4	4,961.9	4,928.6	4,842.3	4575.5
Posted in Australia for delivery overseas	164.8	172.8	179.6	192.7	172.1
Total Posted	5,115.2	5,134.7	5,108.2	5035.0	4,747.6
Articles posted overseas for delivery in Australia	146.5	146.5	150.2	168.7	164.2
Total articles through network	5,261.7	5,281.2	5,258.4	5,203.7	4,911.8

* Mail volume statistics exclude articles which do not generate revenue (eg. Official mail, redirected mail and international mail in transit (eg Singapore to New Zealand, via Australia). Unaddressed advertising mail has been included in the total mail volume figure this year (volumes for previous years have been adjusted accordingly).

** A revision to the methodology was applied in 2000-01. This resulted in an increase in domestic mail and a reduction in mail to and from overseas.

12/ PERSONS ENGAGED IN PROVIDING POSTAL SERVICES AT 30 JUNE 2003

	HQTRS		MAIL AND NETWORKS DIVISION					COMMERCIAL DIVISION							OTHER OPERATING DIVISIONS	CENTRAL SERVICES	TOTAL JUNE 2003	TOTAL JUNE 2002
		NSW/ ACT	VIC/ TAS	WA	SA/NT	HEAD OFFICE	TOTAL	NSW/ ACT	VIC/ TAS	QLD*	WA	SA/NT	HEAD OFFICE	TOTAL				
Australia Post employment																		
Full Time																		
Permanent	458	7,944	4,945	1,501	1,324	238	15,952	1,777	1,200	3,917	510	415	132	7,951	1,014	605	25,980	26,515
Fixed Term	5	156	31	17	4	1	209	40	21	92	11	2	2	168	29	3	414	435
Total full-time	463	8,100	4,976	1,518	1,328	239	16,161	1,817	1,221	4,009	521	417	134	8,119	1,043	608	26,394	26,950
Part Time																		
Permanent	15	1,445	1,500	337	234	2	3,518	1,255	828	1,104	381	267	1	3,836	127	6	7,502	7,545
Fixed Term	1	174	446	89	78	0	787	161	187	291	48	40	0	727	15	1	1,531	1,267
Total part-time	16	1,619	1,946	426	312	2	4,305	1,416	1,015	1,395	429	307	1	4,563	142	7	9,033	8,812
Others																		
Casuals	0	19	3	0	2	0	24	24	9	14	3	2	0	52	0	0	76	98
Agency **	19	109	158	130	97	19	513	32	179	22	26	16	11	286	201	23	1,042	1,017
LPOs***								924	982	453	296	321		2,976			2,976	2,974
POAs***										1				1			1	1
Mail Contracts***		1,601	1,399	558	380	0	3,938			1,524				1,524			5,462	5,613
Total others	19	1,729	1,560	688	479	19	4,475	980	1,170	2,014	325	339	11	4,839	201	23	9,557	9,703

* Whole of State, including mails, delivery and commercial.

** Persons working in award level positions under contract arrangements with preferred employment providers.

*** Denotes the number of LPOs/Mail Contracts and does not reflect the number of persons who may be involved in providing postal services.