

## COMMUNICATIONS

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### POSTAL SERVICES

#### Postal network

The Victorian operations of Australia Post are part of the national network of postal facilities which provide Australia with an internal postal system and a link with the international postal network.

At 30 June 1985, the network consisted of 5,023 street posting boxes; 336 official post offices; 863 post office agencies; and 12 major mail handling centres. During 1984-85, 884.6 million postal articles were posted in Victoria and received from overseas. The number of households and businesses provided with a mail delivery service was 1,419,006 and 136,775, respectively.

At 30 June 1985, a total official staff of 9,811 persons (including 543 part-time staff) were engaged in providing postal services in Victoria. A further 1,136 persons were engaged at post office agencies and 652 mail contractors provided services.

#### Types of service

Australia Post has a monopoly with respect to the general carriage of letters weighing 500 grams or less, but a number of services offered by Australia Post generally face strong competition from other enterprises.

As well as speed of service, economy, and security, special services by Australia Post include reduced rate services to advertisers for bulk direct, bulk local and bulk pre-sorted mail, and householder articles. Complimentary services of Business Reply Post and Freepost allow respondents to reply to advertising at no cost. Other services include the provision of private boxes and locked bags, the Cash-on-Delivery service, and the Postal Money Order service.

Australia Post sells a range of Postpak packaging materials including mailing boxes, tubes and gusseted bags, and a variety of philatelic items including stamps, postal stationery, and an annual stamp album with stamps. Among the philatelic services are pictorial postmarking, and a standing order facility for Australian and overseas mail order clients.

#### Product and service developments

In October 1985 Australia Post further developed its electronic mail service by introducing E-Post, a national service that enables customers to dictate messages by phone for fast transmission and delivery in approximately two hours, typed on business quality stationery. This service is also available for bulk transmission. E-Post joins INTELPOST, the electronic mail service which provides for high speed transmission and delivery of facsimile messages by Australia Post Express Courier.

Also in October, Australia Post introduced a new Security Post Service to give customers greater flexibility in selecting services to suit their needs when sending valuables through the mail.

#### Distribution of mail

Soon after being created in 1975, the Australian Postal Commission commenced to implement a new concept in mail processing and distribution in Victoria. The plan provided for the decentralisation of mail processing from a major establishment located in the Central Business District of Melbourne to smaller mail centres in country Victoria and in the Melbourne suburban region. In addition, mail centres were provided in the Melbourne city area for dispatching and delivery of mail in that area and for handling interstate and overseas mail. The first of the mail centres was opened in Blackburn in 1975 and since then other centres have been opened. In 1981, an International Mail Centre opened to handle overseas mail.

**Philatelic functions**

The highlight of the 1985 philatelic calendar was the release on 17 July 1985 of five 33 cents postage stamps featuring Classic Australian Children's Books. Character portrayals were Elves and Fairies, The Magic Pudding, Ginger Meggs, Blinky Bill, and Snugglepot and Cuddlepie.

**STAMPS AND POSTAL STATIONERY ISSUED BY AUSTRALIA POST,  
JANUARY TO NOVEMBER, 1985**

Date of issue	Item	Price
STAMPS		
26 January	Australia Day	2 x 30c
13 February	International Youth Year	30c
25 February	Colonial Military Uniforms	5 x 33c
13 March	\$1 Vending Machine Booklet	3 x 33c, 1c
	Centenary of District Nursing	33c
20 March	Marine Life definitive	33c
10 April	Australian Bicentennial – Terra Australis Navigators	3 x 33c, 90c, \$1.89 miniature sheet
22 April	Queen's Birthday	33c
15 May	Conservation	33c, 50c, 80c, 90c
12 June	Marine Life definitives	5c, 20c, 40c, 80c, 90c
17 July	Classic Australian Children's Books	5 x 33c
18 September	Electronic Mail	33c
18 September	Christmas 1985 – Part I	45c
2 October	Australia Bicentennial – Coastal Shipwrecks	33c, 50c, 90c, \$1
1 November	Christmas 1985 – Part II	27c, 33c, 55c, 90c
PRE-STAMPED ENVELOPES		
25 January	Birth Centenaries – J.B. Chifley and John Curtin	40c
13 February	Fifth Women's Bowls Championship	40c
20 March	Definitive pre-stamped envelopes – World Heritage Sites in Australia x 5	40c
17 April	75th Anniversary of guiding	40c
17 April	Opening of Queensland Cultural Centre	40c
22 May	75th Anniversary of amateur radio	40c
2 July	75th Anniversary of Australian Women's Hockey Association	40c
30 September	World Cup Athletics, Canberra	40c
22 October	125th Anniversary of deaf and blind services in Australia	40c
7 November	Centenary of the 'Polly Woodside'	40c
AEROGRAMMES		
6 March	Australian outback scenes	4 x 45c
1 November	Christmas 1985	45c
LETTERCARD		
20 March	Boobook Owl	40c

**TELECOMMUNICATIONS SERVICES****Telecom Australia organisation**

The Commission consists of seven Commissioners, of whom one is the Managing Director. The Commissioners are appointed by the Governor-General after advice from the Minister for Communications. Information on the establishment and responsibilities, and the national, State, and district structure of Telecom Australia can be found on page 569 of the *Victorian Year Book 1985*.

**Telecommunications network**

The telephone network in Victoria comprises over 1.67 million individual customer's lines connected to local exchanges, which in turn are interconnected by a network of underground cables, microwave radio, and trunk exchanges. At June 1985 there were 1,167 local telephone exchanges in Victoria, including 144 in the Melbourne area. All telephone exchanges in Victoria are now automatic.

The Melbourne local call area is one of the largest in the world covering some 4,170 square kilometres. It extends 40 kilometres from its centre (compared with Los Angeles 13 kilometres, Tokyo 19 kilometres, Paris 14 kilometres, and London 25 kilometres).

All Victorian telephone customers have access to Subscriber Trunk Dialling (STD). In 1984-85, 98.7 per cent of all trunk calls originating in Victoria were dialled directly by customers.

International Subscriber Dialling (ISD) commenced in Victoria in 1976. By June 1985 the number of services with access to ISD had increased to 845,629 and the number of countries which could be dialled directly by customers had expanded to 173. During 1984-85, 81 per cent of all international telephone calls originating in Victoria were dialled directly by ISD. A method of charging which enables ISD call details to be automatically recorded and subsequently made available to customers has been introduced in a number of Melbourne metropolitan exchanges. This facility is being progressively extended.

During 1984-85, the engineering capital investment programme was approximately \$278m of which \$75m was spent on customer services, \$118m on the local network, \$34m on the trunk network, and \$37m on data services. Another major item of expenditure was land and buildings, which accounted for \$9m.

At 30 June 1985, a total of 21,584 persons (including 426 part-time staff) were engaged in providing telecommunications services in Victoria.

#### **Telecommunications facilities**

Telecom Australia provides many telecommunications services and facilities other than the ordinary telephone service. These products utilise the public switched telephone network, specialised plant, or combinations of both. They include:

(1) *Digital Data Service (DDS)*. Introduced nationally in December 1982, this leased circuit service has expanded rapidly in Victoria to 3,093 network terminating units at June 1985. At August 1985 there were 30 DDS centres throughout Victoria.

(2) *AUSTPAC*. Launched in December 1982, demand for the national packet switched data transmission network increased rapidly. At June 1985 there were over 265 direct network connections and 186 switched network customers had access to remote data bases via AUSTPAC common access ports.

(3) *Datel service*. This service attracted customer interest in 1983-84 with a net growth of 3,291 data modems in Victoria.

(4) *Mobile telephone services*. This service commenced in the Melbourne area in 1981 and at June 1985 had 2,600 subscribers. The service will be further expanded to selected country areas in 1985-86.

(5) *Telefinder service*. In 1984-85, facilities were expanded to include four address paging and display paging units.

(6) *EASYCALL service*. This service, which commenced in 1984, provides a range of exchange-based facilities such as Call Diversion, Abbreviated Dialling, Call Control, Call Waiting, Third Party Inquiry, and Delayed Hotline. In June 1985, this service was extended to Morwell with further expansion to country areas planned for 1986.

(7) *008 service*. This service, which enables callers to make trunk calls for the cost of a local call, has expanded rapidly. At June 1985 approximately 1,100 services had been connected in Victoria.

(8) *Telex*. A new generation teleprinter with a VDU screen and internal memory, known as the Telex 2000, was introduced in 1983-84. The number of Telex subscribers grew to 9,000 by June 1985.

(9) *Small business systems*. In 1984-85, sales of systems and stations totalled 11,248.

(10) *PABX*. Very small PABXs were introduced in August 1985 and market deregulation began in 1986.

(11) *Extended instrument range*. Computer phones were introduced in August 1984. The range of sale telephones was expanded to include the 'Decorator' range.

(12) *VIATEL*. This service was introduced in February 1985 with 856 users by June 1985.

(13) *TELETEX*. Is due to commence in October 1986.

(14) *TELEMEMO*. This service was introduced in October 1985.

### **COMMUNICATIONS STATISTICS**

#### **General**

Particulars concerning the revenue and expenditure in Victoria of the Australian Postal Commission and the Telecommunications Commission are shown in the following tables:

AUSTRALIAN POSTAL COMMISSION, REVENUE AND EXPENDITURE AT  
30 JUNE, VICTORIA  
(\$'000)

Particulars	1980	1981	1982	1983	1984	1985
<b>Revenue –</b>						
Mail services	165,100	183,600	210,300	239,800	266,100	299,700
Money and postal services	1,200	1,500	1,800	1,900	2,100	2,100
Commission or agency services	17,900	17,800	18,300	18,900	17,900	19,700
Other	4,500	4,600	5,100	4,000	4,200	4,800
<b>Total</b>	<b>188,700</b>	<b>207,500</b>	<b>235,500</b>	<b>264,600</b>	<b>290,300</b>	<b>326,300</b>
<b>Expenditure –</b>						
Operating and general	139,600	159,700	182,800	201,400	217,000	240,900
Transportation	13,000	14,400	16,400	18,800	19,200	22,200
Superannuation	15,200	18,300	21,800	25,700	27,200	29,000
Other	9,000	10,500	15,200	11,900	12,700	14,200
<b>Total</b>	<b>176,800</b>	<b>202,900</b>	<b>236,200</b>	<b>257,800</b>	<b>276,100</b>	<b>306,200</b>

AUSTRALIAN TELECOMMUNICATIONS COMMISSION,  
REVENUE AND EXPENDITURE AT 30 JUNE, VICTORIA  
(\$m)

Particulars	1981	1982	1983	1984	1985
<b>Revenue –</b>					
Telephone accounts	611.240	686.155	814.101	932.856	1,073.762
Telegraph accounts	18.638	20.820	25.945	26.077	26.272
Recovery and other accounts	35.005	40.284	58.994	72.535	4.463
Miscellaneous	4.357	4.405	3.796	6.957	67.385
<b>Total</b>	<b>669.240</b>	<b>751.664</b>	<b>902.836</b>	<b>1,038.425</b>	<b>1,171.882</b>
<b>Expenditure –</b>					
Labour	308.239	349.256	394.699	413.144	447.175
Material	26.255	28.382	34.032	40.018	45.251
Incidentals	63.824	63.590	76.458	88.452	100.574
<b>Total</b>	<b>398.318</b>	<b>441.228</b>	<b>505.189</b>	<b>541.614</b>	<b>593.000</b>

TELEPHONE SERVICES AT 30 JUNE, VICTORIA

Particulars	1980	1981	1982	1983	1984	1985
Telephone exchanges	1,115	1,109	1,107	1,103	1,103	1,167
Public telephones	6,870	6,633	6,482	6,514	6,487	6,556
Services in operation	1,355,017	1,424,109	1,484,497	1,536,438	1,593,091	1,696,416
Instruments connected	2,053,799	2,161,337	2,200,273	2,387,943	2,357,539	2,446,159
Instruments per 1,000 of population	530	554	554	592	579	p593

LETTERS, ETC., POSTED AND RECEIVED, VICTORIA  
('000)

Period	Standard articles	Registered articles (except parcels)	Non-standard articles	Parcels (including those registered)
POSTED FOR DELIVERY WITHIN AUSTRALIA				
1979-80	550,094	779	99,493	6,373
1980-81	574,209	800	105,818	7,436
1981-82	589,329	756	110,524	8,144
1982-83	602,530	770	113,610	8,420
1983-84	622,338	687	110,860	7,962
1984-85	659,247	700	122,076	8,466
DISPATCHED TO AND RECEIVED FROM PLACES OVERSEAS				
1979-80	66,214	1,215	19,303	1,127
1980-81	70,544	1,305	19,705	1,180

LETTERS, ETC., POSTED AND RECEIVED, VICTORIA - *continued*  
(<sup>'000</sup>)

Period	Standard articles	Registered articles (except parcels)	Non-standard articles	Parcels (including those registered)
1981-82	70,188	1,293	19,686	1,016
1982-83	75,134	1,210	18,389	934
1983-84	75,171	1,234	18,705	1,258
1984-85	71,033	1,227	20,466	1,360
TOTAL POSTED IN VICTORIA AND RECEIVED FROM OVERSEAS				
1979-80	616,308	1,994	118,796	7,500
1980-81	644,753	2,105	125,523	8,616
1981-82	659,517	2,049	130,210	9,160
1982-83	677,664	1,980	131,999	9,354
1983-84	697,509	1,921	129,565	9,220
1984-85	730,280	1,927	142,542	9,826

RADIO COMMUNICATION STATIONS AUTHORISED  
AT 30 JUNE

Station/service (a)	1984		1985	
	Victoria	Australia	Victoria	Australia
Aeronautical	73	424	70	461
Aircraft	823	2,972	748	2,859
Amateur	4,403	15,587	4,481	16,064
Base	4,949	28,329	4,324	28,607
CBRS	32,037	133,397	36,224	148,972
Coast	1	22	1	22
Developmental	128	263	109	427
Disaster	683	5,584	783	5,721
Earth	11	50	13	51
Experimental	213	838	194	803
Exterior paging service	24	100	25	122
Fixed -				
Class A	110	866	140	1,269
Class B	40	514	47	779
Class C	123	1,882	110	2,016
Class D	—	—	11	53
Class E	—	—	3	14
Outpost	2	1,906	3	1,962
Receiving	85	742	94	700
General	25	39	54	93
Handphone	3,336	15,938	1,719	13,531
Interior paging	283	1,282	285	1,307
Internal TV	—	—	—	1
Land mobile				
paging receiver	2,570	4,181	108	2,444
limited coast	208	1,326	225	1,471
Marine rescue	136	562	115	488
Mobile	47,982	219,407	45,253	226,616
Mobile outpost	267	11,084	260	11,785
Multipoint distribution	4	19	1	17
OBTV	33	115	30	169
Radio determination	38	442	35	479
Remote control -				
Class A	391	2,271	537	3,075
Class B	147	1,133	178	1,326
Repeater	46	192	60	134
Ship -				
Class A	5,004	25,358	5,486	26,465
Class B	3,200	18,919	3,774	20,799
Class C	65	238	59	242
Special	1	8	1	7
Telemetry	—	—	4	7
Trunked land mobile	9	19	13	24
<b>Total</b>	<b>107,450</b>	<b>496,009</b>	<b>105,577</b>	<b>521,382</b>

(a) Due to the changes in the method of collection the figures shown are not comparable with those of previous years.

**BROADCAST AND TELEVISION STATIONS LICENSED  
AT 30 JUNE, VICTORIA**

Particulars	1980	1981	1982	1983	1984	1985
<b>Broadcasting stations –</b>						
Commercial	22	24	24	24	24	24
National	7	8	8	12	13	15
Special Broadcasting Service	1	1	1	1	1	1
Public	4	4	5	7	7	7
<b>Total</b>	<b>34</b>	<b>37</b>	<b>38</b>	<b>44</b>	<b>45</b>	<b>47</b>
<b>Television stations –</b>						
Commercial	9	9	9	9	9	9
National	8	8	9	9	9	9
Special Broadcasting Service	–	1	1	1	1	1
<b>Total</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>19</b>	<b>19</b>	<b>19</b>

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**ABS publications**

- Monthly Summary of Statistics, Victoria* (1303.2)  
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