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# COMMUNICATIONS

## POSTAL AND TELECOMMUNICATIONS SERVICES
### New Commissions

Early in 1973, the Postmaster-General announced the establishment of a Commission of Inquiry to determine the true functions of the Post Office; how best those functions could be carried out; and the sort of organisation that was necessary to meet the postal and telecommunications needs of the future. The Commission of Inquiry consisted of three commissioners and presented its report to the Governor-General on 19 April 1974; most of its recommendations were accepted by the Commonwealth Government. The Report favoured the establishment of two statutory corporations to administer the postal and telecommunications services. The two corporations would be independent of the Public Service Board on matters of organisation, staff, pay, and conditions of service.

The Report contained more than one hundred principal recommendations and conclusions, and after the Commonwealth Government had considered the broad issues involved, an inter-departmental working group, comprising representatives from the Postmaster-General's Department, the Department of the Special Minister of State, the Treasury, the Public Service Board, and the Department of the Prime Minister and Cabinet, was set up to study the detailed recommendations, and to report their findings to the Postmaster-General and the Special Minister of State. Other government departments which were affected by the recommendations were also consulted.

The Report of the inter-departmental working group was considered by the Commonwealth Government in February 1975, and some of the more important suggestions subsequently endorsed by it included the following principles. The Commissions were to be financed by Treasury advances subject to interest payment, each to be responsible for financing at least 50 per cent of new capital investment from internal sources. The Commissions were to be free to set tariffs, subject to ministerial approval of tariffs for basic services. Past postal losses were to be written off. The Commissions were to be independent of the Public Service Board and the arbitral authority between the Commissions and their staff was to be the Australian Conciliation and Arbitration Commission; consultative facilities would also be established. Legislation was to be introduced to preserve the rights of existing staff, and to continue the sponsorship of the Australian Postal Institute.

A major factor contributing to the enormity of the legislative task was the sheer size of the department and its place within the Commonwealth Public Service in particular, and in the economy in general. Since the department provided employment for more than 120,000 persons, or about one-half of the Commonwealth Public Service, any changes in staffing provisions were bound to have significant repercussions on the remainder of the Commonwealth Public Service, as well as on private employment. The task was further complicated by the need to preserve, for all staff, existing terms and conditions of employment under changed service conditions, and also to incorporate improved staffing provisions, some of which were likely to be implemented in the Commonwealth Public Service in the near future.

The legislation covering the establishment of the new Commissions comprised, initially, three Bills—the Postal Services Bill, the Telecommunications Bill, and the Postal and

Telecommunications Commissions (Transitional Provisions) Bill. On 23 April 1975, these three Bills were introduced into the Senate by the Postmaster-General, and, following debate, were passed by the Senate in May 1975, though with some substantial amendments. The most important of the amendments introduced by the Opposition parties in the Senate was the deletion of the provision for the merging of the functions of the Overseas Telecommunications Commission with those of the new Australian Telecommunications Commission. The Commonwealth Government then introduced a further Bill, the Telecommunications Bill No. 2, on 29 May 1975. This Bill reinstated the provisions which had been deleted from the earlier Telecommunications Bill by the Opposition parties in the Senate, and which related to the incorporation of the Overseas Telecommunications Commission with the national service. Although this fourth Bill was passed in the House of Representatives, it was later defeated in the Senate, with the result that the Overseas Telecommunications Commission remains as a separate organisation.

The Governor-General gave Royal Assent to the Postal Services Act, the Telecommunications Act, and the Postal and Telecommunications (Transitional Provisions) Act on 12 June 1975, and, from midnight on Monday 30 June 1975, all postal services, and most of the services provided by telecommunications, ceased to operate as the Postmaster-General's Department, but were embodied in two separate Commissions—the Australian Postal Commission and the Australian Telecommunications Commission. Radio licensing and monitoring activities remained as a part of the Postmaster-General's Department.

The Postmaster-General's Department was changed to the Department of Post and Telecommunications late in December 1975.

Australia Post is the trading name of the Australian Postal Commission while the Australian Telecommunications Commission trades under the name of Telecom Australia.

## POSTAL SERVICES

The Victorian operations of Australia Post are part of the national network of postal facilities which provides Australia with an internal postal system and a link with the international postal network. The network of postal facilities provided in Victoria at 30 June 1981 was as follows: 4,827 street posting boxes; 333 official post offices; 910 non-official post offices—which are small post offices normally conducted in conjunction with some other business; and 12 major mail handling centres.

At 30 June 1981, 1,300,105 residential points and 114,423 businesses in Victoria were being provided with a mail delivery service. Approximately 99 per cent of the points would be served daily Monday to Friday. During 1980–81, 781 million postal articles were either posted in Victoria or received from overseas countries.

A total official staff of 8,748 persons were engaged in providing postal services in Victoria at 30 June 1981. A further 1,168 persons were engaged at non-official post offices and 683 mail contractors provided services.

### Types of service

Australia Post has monopoly powers with respect to the carriage of letters weighing 500 grams or less. Other services offered by Australia Post generally face competition from other enterprises. Australia Post's services include surface, air, and express mail services, both within Australia and to and from other countries, for the carriage of letters, cards, aerogrammes, newspapers, packages, and parcels.

Among its mail services, there are special arrangements such as messenger delivery, cash on delivery, security mail services, response services (e.g. business reply), and acknowledgement of delivery. Private boxes and locked bags can be provided for the delivery of mail to customers who require such special services. Australia Post also operates a postal money order service.

Reduced rate services are provided for bulk direct mail advertising, bulk local delivery mail, bulk pre-sorted mail, articles for the blind, unaddressed householder delivery articles, and registered publications. It sells postal products such as padded post bags, postal stationery and packaging materials, and philatelic items. It provides postmarking slogans for advertising purposes and postmarkers to commemorate special events.

Australia Post acts as an agent for a number of Commonwealth and State Government authorities and existing agency services include: Commonwealth Savings Bank, deposits and withdrawals; Defence Forces Home Loan repayments; taxation (PAYE) stamp sales, and information; overseas telephone and telegraph business; telephone account collections and other services on behalf of Telecom Australia including: telegrams, telephone orders, and public telephone coin collections; customs payments and documentation for Department of Business and Consumer Affairs; weather reports for Bureau of Meteorology; electoral documents for Electoral Departments; and duty stamp sales for the Victorian Government.

### Distribution of mail

Soon after being created in 1975, the Australian Postal Commission approved a plan for 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 new type smaller Mail Centres at Ballarat, Bendigo, Geelong, Morwell, and Seymour in country Victoria, and at Blackburn, Clayton South, Footscray West, and Preston in the Melbourne suburban region. In addition, Mail Centres were to be 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 Ballarat in 1976 and since then the Centres at Bendigo, Geelong, Morwell, Seymour, Blackburn, Clayton South, Footscray West, Preston and in the Melbourne city area have been opened. Currently there are three Mail Centres operating in the Melbourne city area.

The decentralised mail handling arrangements provide for smaller and better operations which in turn assist to maintain a high and reliable standard of service. At the same time, the arrangements provide for improved efficiency and lower costs. Better working conditions are provided for staff and the staff are able to work closer to their homes. A map showing the Victorian mail circulation network, together with the location of Mail Centres can be found on page 566 of the *Victorian Year Book* 1980.

### Service developments

Service developments have included a new Postal Money Order Service which was introduced in November 1977. This service replaced postal order and money order services. The Registered Publication Service was revamped to provide a simplified system of classification. An Overnight Parcel Service was introduced to provide customers with a fast and reliable overnight service between post offices in the Melbourne metropolitan area and the provincial cities and suburbs of Ballarat, Bendigo, and Geelong.

An extensive programme of visits by Postmasters to businesses has been undertaken throughout Victoria. The purpose of the visits was to inform businessmen of Australia Post's services and to learn about any postal problems being experienced. Regular meetings have been held between senior management and representatives of businesses and employer organisations as a means of informing customers about proposed changes and learning about their needs for postal services.

The conduct of regular Mailing Courses was introduced at all official post offices. The aim of these courses is to provide mail room staff in business organisations with a better understanding of postal services.

Australia Post and Telecom Australia have combined to operate a facsimile transmission service which makes use of the Express Post Service, Telephone Service, and facsimile machines. The service enables a document to be picked up by Australia Post and taken to a central point where it is transmitted through a facsimile machine to another capital city and delivered to the addressee by express service. The service also provides an option for a portable facsimile machine to be taken to a customer's premises for direct transmission of documents between two business points, e.g., between offices in Melbourne and Perth. The service known as Telepost commenced on 30 July 1979.

### Industrial relations

A small Departmental group is provided in the Victorian Administration for the purpose of developing and maintaining better working relationships between management and staff

organisations. Consultative processes in matters relating to changes to work areas are a feature of the liaison established with the organisations.

## Philatelic functions

Philately is a hobby of thousands of Victorians and Australia Post caters to the needs of these hobbyists. It is actively associated with National Stamp Week held in September each year and during that period, Postmasters and their staff visit schools throughout the State and lecture on philately to thousands of children.

## Postage stamp issues

Postage stamp issues in 1980-81 were as follows:

| | |
|---|---|
| 1 July 1980 | Australian Birds—5 definitive stamps: 10c Golden Shouldered Parrot, 35c Regent Bower Bird, 45c Masked Wood-swallow, 80c Rainbow Pitta, and $1 Western Magpie. |
| 11 August 1980 | Community Welfare—4 special issue stamps: 22c The Salvation Army, 22c St Vincent de Paul Society, 22c Meals on Wheels, and 22c Life Be in it. |
| 29 September 1980 | National Stamp Week 1980—Commemorative issue comprised of a se-tenant strip of 5 x 22c stamps, featuring illustrations of some different aspects of early Australian postal history. |
| 1 October 1980 | Christmas 1980—28c commemorative stamp featuring a painting by Prospero Fontana, entitled "The Holy Family". |
| 3 November 1980 | Christmas 1980—2 commemorative stamps: 15c stamp featuring the centre panel of Justin O'Brien's religious triptych, "The Virgin Enthroned", and 60c stamp featuring a polychrome limewood statuette, "Madonna and Child" attributed to the School of Michael Zuern the Younger. |
| 17 November 1980 | Australian Birds—18c definitive stamp featuring a Spotted Catbird. |
| 19 November 1980 | Australian Aircraft—4 special issue stamps: 22c Wackett 1941, 40c Winjeel 1955, 45c Boomerang 1944, and 60c Nomad 1975. |
| 21 January 1981 | Australia Day 1981—22c commemorative stamp featuring the Australian National Flag portrayed as the continent's surface. |
| 18 February 1981 | Australian Sporting Personalities—22c Darby Munro, 35c Victor Trumper, 55c Sir Norman Brookes, and 60c Walter Lindrum. |
| 25 March 1981 | 50th Anniversary of First Official Air Mail Flight Australia/UK—2 commemorative stamps: 22c and 60c stamps featuring reproduction of the 6d purple Air Mail Service stamp design. This stamp, issued on 19 March 1931, depicted Kingsford Smith's Fokker tri-motor "Southern Cross" in flight. |
| 6 April 1981 | 50th Anniversary of the Founding of Apex—22c commemorative stamp issue. |
| 21 April 1981 | Birthday of Queen Elizabeth II—22c stamp featuring the Queen's personal standard for Australia, which is flown from Government House. |
| 20 May 1981 | Gold Rush Era—4 special issue stamps featuring sketches by Samuel T. Gill: 22c Licence inspected, 22c Puddling, 22c Quality of washing stuff, and 22c On route to deposit gold. |
| 17 June 1981 | Australian Paintings—$2 definitive series stamp featuring the Frederick McCubbin painting "On the Wallaby Track". |

As the $10 Australian Paintings definitive series stamp "Coming South" had been on sale from 19 October 1977, a reprint became necessary in 1980. The three year interval since original printing forced the use of a different sized paper. This meant that the issued new sheet of fifty stamps contained 5 rows of 10 stamps in a horizontal format pane; whereas the original issued sheet of fifty stamps contained 10 rows of 5 stamps in a vertical format pane.

Commemorative envelopes pre-stamped with 22c postage were issued for the Centenary of the YWCA in Australia (20 August 1980); Sydpex '80 (29 September 1980); Opening of Tarcoola-Alice Springs Railway 1980 (9 October 1980); 150th Anniversary of Charles Sturt's Explorations (12 November 1980); 75 years of Surf Life Saving Clubs in Australia (4 February 1981); 50th Anniversary of Sir Francis Chichester's Flight Across the Tasman (4 March 1981); 100th Running of the Stawell Easter Gift (6 April 1981); and Centenary of Pharmaceutical Education in Australia (6 May 1981).

A 33c commemorative Christmas 1980 aerogramme was issued on 3 November 1980. The aerogramme featured a multicoloured stamp area and an illustration depicting the Three Wise Men.

A 33c pictorial aerogramme, featuring a full colour illustration of an outback Australian droving theme, was issued on 21 January 1981. Following the evaluation of field testing and comments by the public on the new aerogramme format, an amended version was issued on 1 April 1981.

A set of 42 pre-stamped postcards (third series) featuring colour photographs of Australian cities, famous landmarks, the beauty of birds and animals, stately historic buildings, and other attractions, was released in March 1981.

**Further references: History of the Post Office in Victoria,** *Victorian Year Book* **1961, pp. 702-5; Postage stamps of Victoria, 1974, pp. 799-802; Post Office Museum, 1975, p. 693; New developments of Australia Post, 1978, pp. 602-3; Postage stamp issues, 1978, pp. 603-4; 1979, pp. 550-2**

## TELECOMMUNICATIONS SERVICES

### Introduction

Telecom Australia (the Australian Telecommunications Commission) was established under the *Telecommunications Act* 1975, to take over the responsibility for telecommunications services which had been vested in the Postmaster-General's Department since Federation.

The Commission which took over its responsibilities on 1 July 1975 reports to the Minister for Post and Telecommunications who is supported by a Department of State—the Postal and Telecommunications Department.

The responsibilities placed upon Telecom Australia by the *Telecommunications Act* 1975 are summarised in the Commission's Charter which states:

(1) Telecom Australia is responsible to provide, maintain, and operate telecommunication services in Australia which best meet the social, industrial, and commercial needs of the people of Australia and to make its services available throughout the country so far as is reasonably practicable;

(2) revenue must cover current expenses each year and provide no less than one-half of capital requirements; and

(3) services are to be kept up to date and operated efficiently and economically with charges as low as practicable.

### Telecom Australia organisation

#### The Commission

The Act provides that the Commission shall consist of seven Commissioners, of whom one is the Managing Director. The Commissioners are appointed by the Commonwealth Government.

#### National, State, and district structure

Telecom national headquarters is located in Melbourne. All State Managers are responsible to the Chief General Manager, who in turn is responsible to the Managing Director.

The formulation of corporate policies and objectives is the responsibility of the national headquarters. The translation of these policies and objectives into operational fact is the responsibility of the various State administrations. The Victorian State Administration which employs some 21,000 persons has five functional departments and two branches. They are the Operations Department, Engineering Department, Personnel and Industrial Relations Department, Finance and Accounting Department, Commercial Department plus a Supply Branch, and an Information Systems Branch.

The Operations Department has the major role of dealing with the large majority of customers by providing a sales and consultancy service at Telecom Business Offices, and installing and maintaining communications equipment. The Operations Department is organised on a geographical basis with a District Telecom Manager in charge of each District.

There are 20 Districts with Head Offices at Ararat, Ballarat, Benalla, Bendigo, Box Hill, Camberwell, Cheltenham, Clayton, Coburg, Croydon, Dandenong, Footscray, Frankston, Geelong, Hamilton, Ivanhoe, Mildura, Sale, Shepparton, and Warragul. In addition, an Operator Services Branch provides the Telephonist Trunk Exchange and Manual Assistance Centres Services.

As part of Telecom's plan to develop more flexible and improved telecommunications facilities and services, particularly for the business community, the Commercial Department was established in Victoria in November 1980. The primary role of this Department is the provision of significantly improved service to major business customers.

The organisational groups of this Department are Commercial Sales, which is responsible for the development of business customer sales and services within Victoria; the Commercial Department which is responsible for the City District, PABX Branch; and the Telegraphs and Data Branch which now has a special emphasis on the needs of business customers. The Commercial Development Branch is responsible for the development of technical and marketing activities. The fourth group is the Directories Branch which provides telephone directories to the public. The Information Systems Branch is a unit with a wide range of modern data processing equipment. The computer installation at Clayton has been progressively augmented since it was established in 1974 and further expansion is planned.

During 1980–81, material worth $91.7m was issued from the Main Store of which approximately 90 per cent was made in Australia.

## Corporate Plan

In December 1977, Telecom produced a Corporate Plan to cover the years 1977–78 to 1986–87. The four main thrusts of the Plan are in the areas of quality of service, efficiency, staff relations and development, and technological improvement. Specific corporate actions have been developed in each of these areas.

## Telecommunications network

The present system comprises networks of individual customers' lines connected mainly to automatic exchanges, the exchanges being inter-connected by common-use circuits known as junctions or trunks. All new exchanges under construction at present are either of the crossbar or electronic type employing a common control method of connection. Each telephone customer is connected to a terminal exchange. Terminal exchanges are grouped into zones for charging purposes. Melbourne has a network of more than one hundred automatic local exchanges and at 30 June 1981 there were 1,076 automatic and 33 manual exchanges throughout Victoria. The manual exchanges will be converted to automatic by June 1984.

The Melbourne local call area covers some 4,170 square kilometres and is one of the largest in the world. New York's is 650 square kilometres and London's is 3,300 square kilometres.

In 1977, Telecom embarked on a modernisation programme which applies processors using computer techniques to control switching operations in local automatic telephone exchanges, known as Stored Program Control (SPC). There are two phases, the first of which is to add processor controls to the current crossbar exchange equipment. At June 1981, there were 14 local crossbar exchanges under varying degrees of SPC control representing 123,600 lines of equipment. This phase will continue until 1985. The second phase is to introduce a new generation of electronic exchanges using the AXE system. The first installation of this type of system has been completed at Endeavour Hills and it is planned to increase progressively the use of this modern equipment. The modernisation programme will be an important factor in containing cost increases and prices to the customer as well as allowing for the introduction of new facilities such as diversion of service, abbreviated dialling, and automatic reminder calls.

In the national trunk network, automatic access through the Subscribers Trunk Dialling (STD) network was further extended. At June 1981, 96.8 per cent of all national trunk calls were dialled direct by customers, with 99.4 per cent of Victorian telephone customers having access to this facility. During 1980–81, 33 new centres were given access to the network.

International Subscriber Dialling (ISD) has been available in Victoria since April 1976 to those who request this facility. At June 1981, there were 165 exchanges and 108,296 services with outgoing ISD access. Customers with ISD access can dial overseas directly to any of 320 million telephone services in a total of 124 countries. During 1980–81, about 42.6 per cent of all international telephone calls originating in Victoria were dialled direct by ISD.

A Call Charge Record (CCR) facility has been successfully tested in a number of Melbourne metropolitan exchanges and is being progressively extended to customers. This

method of charging will enable ISD call details to be automatically recorded and subsequently made available to customers.

During 1980-81, the engineering capital investment programme was approximately $208m of which $91m was spent on customer services, $80m on the local network, $13m on the trunk network and $13m on data services. Another major item of expenditure was land and buildings which accounted for $15.3m.

## Telecommunications facilities

Telecom is also responsible for the provision of telex services, data transmission facilities, and private lines the demand for which is growing at a faster rate than for telephone facilities.

In 1980-81, Telecom added 72,362 new telephone services (net growth) to the network in Victoria and 943 new telex services were provided, increasing the capacity of the Victorian telex network to 7,846. In addition, 2,019 new data modems were provided.

Work has been progressing on a range of new services to be introduced during 1982 to meet the expanding communication needs of business customers. These include conference/broadcast telex facilities provided by SPC telex switching, the Digital Data Network (DDN), the Australian National Packet Switching Service (AUSTPAC), and the high capacity radio paging system (TELEFINDER). A Public Automatic Mobile Telephone Service (PAMTS), has been successfully tested and launched in Melbourne and Sydney.

The programme for the modernisation of public telephones by replacement with modern CT3 type instruments continued with the replacement of a further 1,118 instruments. This programme will be completed in 1982.

During 1981, in acknowledgement of the International Year of Disabled Persons, Telecom released a publication entitled *The Disabled Person and Telecommunications* which discussed, among other things, many products released this year which were specifically designed to assist disabled people. Work is continuing on the further development of these products.

For the last five years, Telecom has not increased its basic charges. In many areas, particularly STD calls, reductions have been made. However, during 1981, due to cutbacks in the funds allocated to the capital investment programme, Telecom has been obliged to increase its tariffs.

## Developments in telecommunications

About 85 per cent of the revenue earned by Telecom each year in Victoria comes from the business community, whose demand for telecommunications services is increasing. Telecom plans to have a phone service installed in 9 out of 10 households by 1987.

Telecom has undertaken several initiatives since 1975 to assist small and corporate businesses. These initiatives include the steady reduction of STD charges over all distances, the provision of new products/services which have particular application to the business community, and the creation of the Commercial Department to provide a better service to nationally operating corporate businesses with headquarters in Melbourne.

The introduction of new technology has enabled Telecom to provide a more efficient service to its business customers and the community. They have enabled the reduction of operating expenses and are to introduce a wide range of additional products and services.

The modernisation of the switching network, begun in 1977, involves the application of computer techniques to control switching operations in local telephone exchanges. This will provide a wider range of customer services, which will include a call charge record for ISD customers, an interception service to allow calls to be connected to recorded announcements, the automatic redirection of calls from one telephone number to another, abbreviated dialling for frequently called numbers, and the provision of malicious call tracing facilities.

Telex customers are to have similar facilities when a computer controlled telex is installed.

Another technological innovation is the Public Automatic Mobile Radio Telephone Service (PAMTS) which was introduced in 1981. This telephone system—located in a

vehicle—provides an automatic telephone service similar to that available to normal telephone customers within the Melbourne metropolitan area.

In 1982-83, Telecom was to introduce two new data services known as the Digital Data Service (DDS) and Austpac. Their benefits include faster provision of service, higher reliability, lower transmission costs, and improved error protection.

In 1982, Telecom was also due to introduce a new range of small business systems which will employ the latest Stored Programme Control (SPC) technology. They will allow for up to 60 extensions and will offer such advantages as abbreviated dialling and repertory dialling, intercom between extensions, multiple line answering, push-button operation, calls from one extension to another, and last number re-dial.

To cope with the expected growth in demand for new telephone services coupled with increased usage of the network, the capacity of the Melbourne telephone cable network has been increased through the use of electronic techniques. These techniques involve the use of digital pulse code modulated (PCM) carrier systems which provide 30 telephone calls over two pairs of wires. They use digital pulses to convey coded speech and other information, and will enable best use to be made of cables already installed.

The introduction of optical fibres is also under investigation. Should tests prove satisfactory, optical fibres would offer Telecom the possibility of transmitting very large numbers of telephone calls and/or television signals more economically than existing cables.

Telecom's capital works programme involves the construction of new telephone and telex exchanges, large junction and trunk cable work, conduit and cable tunnel projects, and major trunk transmission system projects. More than 90 per cent of the orders placed by Telecom for new equipment and material is placed with Australian firms and provides a substantial boost to local business.

With the growth in the number of telephones and the rapid penetration of STD, the demise of the telegram as a method of communication has been notable. Between 1960 and 1980 the number of telegrams sent in Victoria fell by 75 per cent from 19.38 million to 5.43 million. This trend now appears likely to continue as the STD, ISD, and telex and data services become the norm as communicating media.

**Further references: Melbourne—Sydney co-axial cable, *Victorian Year Book* 1964, pp. 848-50; Overseas telecommunications services, 1977, pp. 698-700, 1978 pp. 604-6; Use of solar power—Glen Valley telephone exchange, 1980, p. 570**

## COMMUNICATIONS STATISTICS

### General

Particulars concerning the revenue and expenditure in Victoria of the Australian Postal Commission for the years 1977-78 to 1980-81 and the Telecommunications Commission, for the years 1976-77 to 1979-80 are shown in the following tables:

### VICTORIA—AUSTRALIAN POSTAL COMMISSION: REVENUE AND EXPENDITURE AT 30 JUNE
#### ($'000)

| Particulars | 1978 | 1979 | 1980 | 1981 |
|---|---|---|---|---|
| Revenue — | | | | |
| Mail services | 129,200 | 150,800 | 165,100 | 183,600 |
| Money and postal services | 1,300 | 1,100 | 1,200 | 1,500 |
| Commission or agency services | 19,400 | 19,400 | 17,900 | 17,800 |
| Other | 3,700 | 3,700 | 4,500 | 4,600 |
| Total | 153,600 | 175,000 | 188,700 | 207,500 |
| Expenditure — | | | | |
| Operating and general | 110,100 | 124,300 | 139,600 | 159,700 |
| Transportation | 13,500 | 10,500 | 13,000 | 14,400 |
| Superannuation | 15,500 | 16,600 | 15,200 | 18,300 |
| Other | 8,300 | 8,800 | 9,000 | 10,500 |
| Total | 147,400 | 160,200 | 176,800 | 202,900 |

## VICTORIA—AUSTRALIAN TELECOMMUNICATIONS COMMISSION: REVENUE AND EXPENDITURE AT 30 JUNE
### ($'000)

| Particulars | 1977 | 1978 | 1979 | 1980 |
|---|---|---|---|---|
| Revenue — | | | | |
| Telephone | 417,632 | 459,172 | 507,919 | 567,477 |
| Telegraph | 13,433 | 15,009 | 15,875 | 18,097 |
| Proceeds of sales | 3,419 | 3,672 | 3,130 | 3,258 |
| Other | 5,422 | 4,794 | 5,752 | 5,825 |
| Total | 439,906 | 482,647 | 532,676 | 594,657 |
| Expenditure — | | | | |
| Salaries and wages | 217,073 | 238,748 | 253,425 | 278,306 |
| Material | 80,649 | 97,118 | 92,734 | 100,957 |
| Building | 14,046 | 9,807 | 12,328 | 18,066 |
| Other | 50,627 | 51,008 | 51,322 | 63,555 |
| Total | 362,395 | 396,681 | 409,809 | 460,884 |

At 30 June 1981, the Australian Telecommunications Commission employed 21,118 persons in Victoria, including 20,621 full-time staff. On the same date, the Australian Postal Commission employed a total of 11,133 persons in Victoria, 8,748 of whom were full-time staff.

## VICTORIA—TELEPHONE SERVICES AT 30 JUNE

| Particulars | 1977 | 1978 | 1979 | 1980 | 1981 |
|---|---|---|---|---|---|
| Telephone exchanges | 1,158 | 1,128 | 1,124 | 1,115 | 1,109 |
| Public telephones | 7,928 | 7,387 | 6,997 | 6,870 | 6,633 |
| Services in operation | 1,158,306 | 1,221,067 | 1,290,505 | 1,355,017 | 1,424,109 |
| Instruments connected | 1,701,769 | 1,749,733 | 1,909,119 | 2,053,799 | 2,161,337 |
| Instruments per 1,000 of population | 452.0 | 454.8 | 497.9 | 530.1 | 553.7 |

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

| Period | Standard articles | Registered articles (except parcels) | Non-standard articles | Parcels (including those registered) |
|---|---|---|---|---|
| POSTED FOR DELIVERY WITHIN AUSTRALIA | | | | |
| 1976–77 | 519,142 | 862 | 83,590 | 4,766 |
| 1977–78 | 477,281 | 699 | 87,311 | 4,728 |
| 1978–79 | 530,163 | 770 | 84,894 | 5,589 |
| 1979–80 | 550,094 | 779 | 99,493 | 6,373 |
| 1980–81 | 574,209 | 800 | 105,818 | 7,436 |
| DESPATCHED TO AND RECEIVED FROM PLACES OVERSEAS | | | | |
| 1976–77 | 78,683 | 1,234 | 13,742 | 1,129 |
| 1977–78 | 62,270 | 1,441 | 15,667 | 1,125 |
| 1978–79 | 64,412 | 1,293 | 18,890 | 1,143 |
| 1979–80 | 66,214 | 1,215 | 19,303 | 1,127 |
| 1980–81 | 70,544 | 1,305 | 19,705 | 1,180 |
| TOTAL POSTED IN VICTORIA AND RECEIVED FROM OVERSEAS | | | | |
| 1976–77 | 597,825 | 2,096 | 97,332 | 5,895 |
| 1977–78 | 539,551 | 2,140 | 102,978 | 5,853 |
| 1978–79 | 594,575 | 2,063 | 103,783 | 6,732 |
| 1979–80 | 616,308 | 1,994 | 118,796 | 7,500 |
| 1980–81 | 644,753 | 2,105 | 125,523 | 8,616 |

## VICTORIA—RADIO COMMUNICATION STATIONS AUTHORISED AT 30 JUNE

| Class of station | 1976 | 1977 | 1978 | 1979 | 1980 |
|---|---|---|---|---|---|
| Transmitting and receiving— | | | | | |
| Fixed stations *(a)*— | | | | | |
|   Aeronautical | — | — | 21 | 21 | 21 |
|   Other | 379 | 412 | 417 | 440 | 467 |
| Land stations *(b)*— | | | | | |
|   Aeronautical | 94 | 92 | 100 | 105 | 115 |
|   Base stations— | | | | | |
|     Land mobile services | 3,774 | 4,038 | 4,192 | 4,295 | 4,504 |
|     Harbour mobile services | 88 | 104 | 115 | 155 | 153 |
|   Coast *(c)* | 1 | 1 | 1 | 1 | 1 |
|   Limited coast | 47 | 57 | 58 | 64 | 73 |
|   Repeater | 42 | 43 | 43 | 44 | 44 |
|   Special experimental | 130 | 149 | 443 | 487 | 386 |
| Mobile stations *(d)*— | | | | | |
|   Aeronautical | 666 | 695 | 667 | 672 | 649 |
|   Citizensband | — | — | 46,488 | 51,138 | 28,210 |
|   Land mobile services | 46,230 | 49,263 | 50,977 | 50,002 | 54,528 |
|   Harbour mobile services | 985 | 1,418 | 1,775 | 2,525 | 3,827 |
|   Radiodetermination | 7 | 8 | 8 | 11 | 21 |
|   Radiotelephone subscribers' service | 94 | 94 | 93 | 89 | 91 |
|   Ships | 1,463 | 1,449 | 1,408 | 1,377 | 1,678 |
| Space services *(e)* | 2 | 2 | 2 | 2 | 2 |
| Amateur stations | 2,135 | 2,314 | 2,615 | 3,425 | 3,986 |
|     Total transmitting and receiving | 56,137 | 60,139 | 109,423 | 114,853 | 98,756 |
| Receiving only— | | | | | |
|   Fixed stations *(a)* | 7 | 9 | 10 | 12 | 12 |
|   Mobile stations *(d)* | 7 | 7 | 48 | 50 | 50 |
|     Grand total | 56,151 | 60,155 | 109,481 | 114,915 | 98,818 |

*(a)* Stations established at fixed locations for communication with other stations similarly established.
*(b)* Stations established at fixed locations for communication with mobile stations.
*(c)* Land stations for communication with ocean-going vessels.
*(d)* Equipment installed in motor vehicles and harbour vessels.
*(e)* A radio communication service between earth stations and/or space stations.

### Broadcast and television stations licensed

There were 24 commercial broadcasting stations and nine commercial television stations licensed in Victoria at 30 June 1981. In addition, there were eight national broadcasting stations and eight national television stations operated by the Australian Broadcasting Commission and also one broadcasting and one television station operated in Victoria by the Special Broadcasting Service.

Four public broadcasting stations were also licensed in Victoria at 30 June 1981.

## BIBLIOGRAPHY

### ABS publications

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