

Delivering a better future



Our People

We employed **36,743** people, in **3,832** communities across the country

We continued to focus on creating a safety culture and achieved a **12.5%** improvement in our Lost Time Injury Frequency rate

We supported our people by making operational changes that mean **35%** of all parcels are now delivered by posties

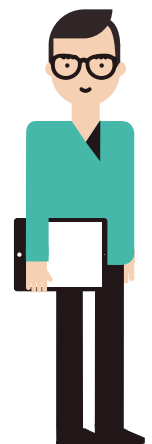


Our Customers

We welcomed more than **344 million** online and in-store customer visits

We exceeded our Community Service Obligations by delivering **94.8%** of letters on time or early

We acted as agent for more than **750** government bodies and corporates to make it easier for our customers to do important tasks like paying bills, applying for a licence or getting a passport



Our Community

We engaged local communities in the future of Australia Post at **197** community events, held in **166** towns across the country

We invested more than **\$210 million** in delivering our Community Service Obligations

We provided more than **\$6.5 million** in cash, in-kind and operational support for community programs, and funded more than **110** community grants

