

Engaging our stakeholders

Australia Post's stakeholder groups include our workforce, our customers and the broader community as well as regulators, industry and environment groups, peak bodies, and the media.

We understand how important it is that we continue to keep our customers and communities engaged and informed around the decisions we make in our business.

We know that our future success will largely depend on the support of our key stakeholders and we place a high premium on engaging them in the important decisions that shape our future.

Letters reform

This year, our primary focus has centred on a program of events to increase community awareness and understanding of the urgent need to reform our letters business.

In 2014, we launched our Community Engagement program that enabled us to consult with key groups around the need for reform and understand their views as we moved towards a new pricing and services structure.

Highlights for the year included 197 community events held in 166 locations, with more than 3,180 participants.

National Conversation platform

In June 2014, we launched the National Conversation, our online platform providing the Australian community with an ongoing voice in what the future of Australia Post should look like.

As at 30 June 2015, more than 132,000 Australians had visited this online platform, making 5,510 contributions to the conversation, and giving us important insights into the community's understanding and acceptance of our business and the need for change.



Our Stakeholder Council

One of the key elements of stakeholder engagement is our Stakeholder Council, an external advisory group of nine individuals whose role is to help us improve our communication and engagement with stakeholders.

The council meets three times a year and is chaired by an Australia Post Board member. Council members offer a range of views, representative of their roles and experience in small and medium business, industrial relations, direct marketing and corporate responsibility.

Council members are:

John Bergin, Former Managing Director, Yakka Australia

Sommers Botha, Former General Manager, Retail Scholastic Australia

Helen Christie, Former State President, Country Women's Association of Victoria

Graz van Egmond, Executive Director, Banksia Environment Foundation

George Etrelezis, Small Business Consultant

Allan Garcia, Chief Executive Officer, Local Government Association Tasmania (retired from the Stakeholder Council on 20 March 2015)

Dennis Jenner, Director, Post Office Agents Association Limited

Gabrielle Nagle, Child & Family Services consultant

Cameron Thiele, formerly of the Communications, Electrical and Plumbing Union

Rob Tolmie, Managing Director, R&C Consulting Pty Ltd

Stakeholder Council statement

For several years the Stakeholder Council has had the opportunity to guide and review Australia Post's approach to best-practice integrated annual and corporate responsibility (CR) reporting. In reviewing the corporation's fifth integrated annual report this year, we believe that Australia Post has continued to advance its commitment to CR and sustainability. In fact, we commend the efforts to evolve the coverage of the corporation's material issues and further integrate its social and environmental performance in the 2015 report. This highlights Australia Post's strategic approach to a whole-of-business and supply-chain focus on delivering improved social and environmental outcomes for the Australian community. The Council believes that this report again provides a transparent representation and clearly integrated material in relation to Australia Post's performance that is accessible to all stakeholders.

Australia Post Stakeholder Council August 2015