



Access & Inclusion Plan 2026 - 2030



Australia Post acknowledges the Traditional Custodians of the land on which we operate, live and gather as a team. We recognise their continuing connection to land, water, and community. We pay respect to Elders past, present and emerging.

Delivering for the future

Australia Post's 2030 Sustainability Framework sets ambitious yet realistic goals that will evolve how we operate and serve our customers and communities over the next five years. This includes focusing on two important areas where we can accelerate change: reducing carbon emissions and keeping resources in use. Supporting our people and contributing to connected communities remain at the heart of what we do. View our 2030 Framework here: <https://auspost.com.au/about-us/sustainability>



Blend Creative

Australia Post has proudly partnered with social enterprise Blend Creative – a multi-service, socially inclusive graphic design studio providing real work opportunities to people with disability while delivering commercial outcomes to national clients. Their mission is to Design by Example – not only in the work they produce being highly accessible, but by the inclusive nature of their workplace.

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Message from Paul Graham, CEO Australia Post

At Australia Post, accessibility and inclusion are not separate from our strategy. They are fundamental to how we serve our customers, support our people and connect communities across the country.

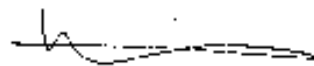
This fifth Access & Inclusion Plan marks an important point in our journey. Since 2012, we have made meaningful progress embedding accessibility into our workplaces, products and services. But as expectations evolve and technology advances, we know there is more to do to remove barriers and deliver truly inclusive experiences for everyone.

This Plan focuses on practical, enterprise-wide action. It sets out how we will continue improving access across our services and delivery experiences; embed accessibility into our digital platforms and technologies from the outset; and ensure our workplaces, systems and processes support every team member to contribute and succeed. It also reinforces our commitment to designing and delivering with accessibility in mind – not as an afterthought, but as standard practice.

Accountability is critical. Delivery of this Plan is supported by strong governance, with senior leaders responsible for progress in their areas. We will track performance through regular internal reporting and external updates, ensuring transparency and focus over the life of the Plan.

Most importantly, this work belongs to all of us. Every decision we make, whether in how we design services, lead teams or engage customers has the potential to remove barriers and create a better experience.

I encourage every leader and team member to take ownership of this Plan and play their part in building a more accessible, inclusive Australia Post.



Paul Graham
Group Chief Executive
Officer & Managing Director



Message from Susan Davies, Executive General Manager, People & Culture

I am extremely proud to share Australia Post's fifth Access & Inclusion Plan with you. At Australia Post, we are guided by a simple but powerful belief that people are not limited by disability; it is the systems, environments and mindset barriers that restrict participation.

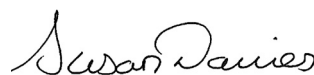
This Plan reflects our commitment to the social model of disability, focusing on recognising people's abilities and removing those barriers so everyone can thrive.

Building a culture of inclusivity and belonging is central to this work; every team member should be empowered to feel confident to bring their whole self to work, to be supported in the way they contribute, and to have a strong sense of belonging. Inclusion is not an initiative; it is part of how we lead, work, and make decisions every day.

Over the life of this Plan, we will continue to strengthen inclusive leadership capability across the organisation. By building understanding, confidence and accountability in our leaders and teams, we will ensure that inclusion is consistently practised, not just intended. This includes improving how we support workplace adjustments, embedding accessibility into everyday processes, and ensuring leaders are equipped to create inclusive environments where people can do their best work.

A key strength of our approach is the role of lived experience. The voices of team members and customers with disability, neurodivergence, their carers and allies are central to how we design, deliver and improve. Through groups like Accessibility Matters and our governance structures, these perspectives are integral in shaping decisions in meaningful and practical ways.

We are working towards a future where accessibility is simply how we operate. Where it is expected, enabled and experienced by everyone. When we get this right, we create a stronger, more connected organisation, and one that supports our people, serves our customers better, and is ready for the future.



Susan Davies
Executive General Manager,
People & Culture



Message from Amy Whalley, CEO, Australian Disability Network

Congratulations to Australia Post on launching their fifth Access & Inclusion Plan (2026–2030). For an organisation that has been on this journey since 2012, this Plan reflects not just continuity but significant growth: in ambition, accountability and the depth of lived experience embedded in how it was developed and how it will be delivered.

Australian Disability Network has been proud to partner with Australia Post throughout the development of this Plan. The process was grounded in direct consultation with employees with disability and their allies and informed by Australia Post's Access and Inclusion Index results, including their recognition as a top performer in both 2022 and 2024. We also facilitated focus groups and a consultation workshop with the Accessibility Steering Committee, helping translate insights and data into clear goals and practical actions.

The Plan is structured across four goals: Jobs for people with disability and inclusive supportive leaders; Customers with disability can access our services and we support communities; Accessible by design premises, technologies and communications; and Voices of people with disability and data guide us in decision-making. Beyond good intentions each commitment is

paired with clear accountability, a timeframe, and a meaningful success measure. That level of rigour is what distinguishes a plan that drives change from one that simply records it.

What stands out in this iteration is how deeply lived experience is woven into governance. Accessibility Matters, Australia Post's employee resource group, sits not just as a consultative voice but as a co-chair of the Accessibility Steering Committee. The case studies in this Plan, from workplace adjustments integrated into recruitment to accessible uniforms to the impact of an employee resource group, are leading practice. They are evidence of a culture where feedback and direction from people with disability translates into real and lasting growth and opportunity.

We look forward to continuing our partnership with Australia Post as this Plan takes shape, and to the positive impact it will deliver for employees, customers, and the broader community as we work together toward a more accessible and disability-confident Australia.



Amy Whalley
CEO, Australian
Disability Network



Our Accessibility Story



2012

(Our 1st) **Access & Inclusion Plan** (2012-2015)



2016

Became a gold member of **Australian Disability Network (AusDN)**



2017

(Our 2nd) **Access & Inclusion Plan** (2017-2019)

Participated in **Australian Disability Network's Access and Inclusion Index** for the first time, followed by submissions in 2018, 2019, 2021, 2022 and 2024.

2015



Participated in **Australian Disability Network's Stepping Into Internship Program**

2015 - 1 Intern

2016 - 2 Interns

2017 - 3 Interns

2020 - no participants due to Covid

2021 - 9 Interns

2022-2023 - 9 Interns

2024 - 11 Interns

2025 - 9 Interns



2019

Established **Accessibility Matters Employee Resource Group**



2020

(Our 3rd) **Access & Inclusion Plan** (2020-2022)



2021

Achieved **Australian Disability Network's Disability Confident Recruiter®** status (1st time)



(Our 1st) **Top performer**
in AusDN's **Access
& Inclusion Index**

2022

Launched our
**Workplace Adjustment
Passport Program**



Launched four **Accessibility eLearns**
for team members and leaders as well
as a **Design for Dignity** module

Completed a **Post Office Accessibility
Review** to start to enable accessibility
information to be visible to customers



Launched the **Journeys**
documentary series,
sharing the lived
experiences of three
team members

Launched a dedicated customer
enquiry service on our website for
people with accessibility-related
queries, triaged by disability confident
trained Customer Care team members

Inaugural **Hackaccessibility** event to
find workable solutions for challenges
faced by customers with disability.

2023

(Our 4th) **Access &
Inclusion Plan**
(2023-2025)



2024

(Our 2nd) **Top
performer**
in AusDN's
**Access &
Inclusion Index**



Internal reverse
mentorship
program
MentorUp
piloted

First enterprise-wide
culture and capability
training (**Our AP Way**)
delivered in Auslan for
Deaf team members.



2025

Featured in **Deaf
Connect Signs of
Success** employer
video series



2026

(Our 5th)
**Access &
Inclusion Plan**
(2026-2030)



Finalist in Australian Disability
Network's Awards: **Inclusive
Initiative of the Year, Supervisor
of the Year**, and **Outstanding
Contributor** within the **Disability
Inclusion Changemaker of the Year**.



Disability in Australia



10.4%

(2.7 million) Australians with disability are of working age (15-64 years)¹



21.4%

(5.5 million) Australians with disability¹



10%

of Australians are carers¹



11%

young carers (under the age of 25)¹



11%

of Australian employees are Neurodivergent²

Disability at Australia Post



7.4%

of Australia Post team members identify as having disability (including neurodivergence)³



82%

engagement score of Accessibility Matters⁴, our employee resource group³



67%

engagement score of team members with disability (including neurodivergence)³



73%

engagement score of all team members for comparison³

Source: 1. Australian Bureau of Statistics, Survey of Disability, Ageing and Carers 2022 Disability, Ageing and Carers, Australia. Summary of Findings, ABS Website. 2. Australian Bureau of Statistics, Survey of Disability, Ageing and Carers 2022. 3. Respondents from our annual employee engagement survey, with more than 23000 responses in 2025. A definition change in 2025 broadened the disability definition to include neurodivergence, calling out ADHD, autism, OCD, and more. 4. Accessibility Matters members include people with disability, neurodivergence, carers and allies.

Accessibility in Action

Why access and inclusion matters to Australia Post

- At Australia Post, accessibility drives equity, supporting our people in their workplaces, enabling our customers to access our products and services, and helping communities engage with us without barriers.
- When our workplaces, Post Offices, services and products are accessible, everyone has a better experience – including people with disability, people with caring responsibilities, and people experiencing temporary or situational barriers.

The barriers we're trying to remove

- Our Access & Inclusion Plan (Accessibility Plan) focuses on removing visible and non-visible barriers, so people can participate fully, perform at their best and access the adjustments and support they need.

- These barriers may be physical, digital, cultural or attitudinal. By addressing these barriers, we reduce the risk of discrimination, meet our obligations under the Disability Discrimination Act 1992, and create a physically and psychosocially safe environment for our team members and customers.

How our Accessibility Plan fits in

- Accessibility is not an add-on to our enterprise strategy; it is how we will deliver better outcomes for our people, our customers and communities, and make everyday connections and services more accessible and inclusive.
- It is central to our commitment to diversity, equity, and inclusion. Our Accessibility Plan sits alongside other identity-focused strategies and is guided by our values of Trust, Inclusivity, Empowerment, and Safety (TIES).



Accessibility in Action

Accessibility Matters (Employee Resource Group)

- Established in 2019 with around 250 members, Accessibility Matters connects team members with disability, neurodivergence, carers, and allies. It provides a safe space to share workplace experiences and offers lived-experience feedback on our products, services, buildings and practices. This group is member-led, with two Chairs and a Lead Team supported by the Diversity, Equity and Inclusion team. Members meet quarterly and connect on our internal social media platform Viva Engage. The Co-Chairs also lead the Accessibility Steering Committee, ensuring strong alignment between lived experience and enterprise decision-making.

Accessibility Steering Committee

- Our Accessibility Steering Committee provides enterprise-level governance for accessibility and disability through our Accessibility Plan.
- Senior leaders and subject matter experts from every part of the business oversee delivery of commitments, with General Managers accountable for implementation across their areas.
- The Committee actively engages with Accessibility Matters to ensure decisions are informed by lived experience.

Reporting and accountability

- Progress is tracked through a detailed internal tracker, with quarterly reporting to the Leadership Team and annual reporting to our Board.
- The Diversity, Equity and Inclusion team support governance and reporting, ensuring accountability and transparency across the life of the plan.
- Our Accessibility Plan is published on the Australian Human Rights Commission's Register of Disability Action Plans.



Our Accessibility Plan at a glance

Goal

Enable people that experience visible and non-visible disability to participate fully, as team members and customers, by removing physical, technological, attitudinal and communication barriers across our enterprise.

How

We will do this through inclusive leadership and career pathways, accessible delivery and services, universal design in premises and digital platforms, and governance led by lived experience, data and partners.

1. Jobs for people with disability and inclusive supportive leaders

We continue to focus on inclusive recruitment, career pathways and uplifting leadership capability so people with disability can join, grow and be supported to do their best work at Australia Post.

2. Customers with disability can access our services and we support communities

We are improving the accessibility of our services and delivery experiences by listening to customers with disability, including both senders and receivers, and using their feedback to guide improvements while working with our partners to create positive impact in communities.

3. Accessible by design premises, technologies and communications

We aim to build in accessibility by design in our premises, technologies, marketing, communications, and events, and continuously improve over time.

4. Voices of people with disability and data guide us in decision-making

Decisions are informed by lived-experience input, workforce and customer data, and brought together through formal governance.

1. Jobs for people with disability and inclusive supportive leaders

We continue to focus on inclusive recruitment, career pathways and uplifting leadership capability so people with disability can join, grow and be supported to do their best work at Australia Post.

- 1.1 We will strengthen inclusive recruitment practices and career pathways, including early-career opportunities, supported by partnerships and ongoing review of recruitment experiences

Accountable

General Manager responsible for Recruitment and early careers.

Timeframe

Ongoing to 2030.

Success Measure

Annual recruitment reporting to identify where candidates from under-represented groups exit the recruitment process and inform targeted interventions.

- 1.2 We will build disability confidence through targeted training for leaders, team members and specialist teams, with participation and feedback used to monitor impact.

Accountable

General Managers responsible for Capability, Leadership & Culture; Business Unit capability leaders; all General Managers.

Timeframe

June 2029.

Success Measure

>80% completion of disability and inclusion training across priority cohorts (new starters, new leaders and identified specialist teams), with ≥75% reporting increased confidence to support people with disability in their role.

- 1.3 We will continue improving how Workplace Adjustments are requested, recorded and supported, so adjustments are easier to access and carry with people across roles. Leader capability and system improvements support consistent implementation across the organisation

Accountable

General Managers responsible for People Services, Recovery & Health, Diversity, and People Systems; all General Managers.

Timeframe

Review complete by end 2028.

Success Measure

More people with disability use Workplace Adjustments, especially in Facilities, Retail and Post Offices. People who receive adjustments report higher trust and support in the annual survey.

2. Customers with disability can access our services and we support communities

We are improving the accessibility of our services and delivery experiences by listening to customers with disability, including both senders and receivers, and using their feedback to guide improvements while working with our partners to create positive impact in communities.

- 2.1 We are working to improve accessibility features of our digital channels, and how our teams support customers with disability, embedding accessibility into everyday delivery experiences.

Accountable	Timeframe	Success Measure
General Managers responsible for Network Operations, Customer Success and Freight Services.	June 2030.	Baseline data is established and used to demonstrate year-on-year improvements in access disclosures and self-service use, a reduction in access-related complaints, and improved customer experience outcomes reported by customers with disability.

- 2.2 Accessibility is integrated into the expansion of our *Out of Home*, locker strategy, ensuring that customers with disability can access our products and services.

Accountable	Timeframe	Success Measure
General Managers responsible for Network Operations and Retail.	Delivery standards in place by end of 2028; network checks ongoing.	Written standards are in use for delivery teams. Complaints about access needs at the door or in Post Offices go down over time.

- 2.3 We will continue to support local and national disability and mental health organisations through our partnerships and grant programs, sharing stories to reduce stigma and demonstrate impact

Accountable	Timeframe	Success Measure
General Managers responsible for Community & Stakeholder Engagement, and Recruitment.	Yearly, aligned with partnership reporting and grants cycle.	Partnerships and grants contribute to improved outcomes for people with disability and mental health conditions, as evidenced by impact data and lived-experience stories that show positive change for individuals and communities.

2.4 We will ensure customer feedback and complaints data from people with disability, are reviewed and used to inform service improvements through established governance.

Accountable

General Managers responsible for Customer Success, Freight Services, and Brand & Retail Marketing.

Timeframe

June 2027, then ongoing.

Success Measure

Customer experience and complaints data show that people with disability are successfully using their preferred complaints channels. Feedback from customers with disability or regarding disability, accessibility and neurodivergence, is regularly shared with the Accessibility Steering Committee to inform their work.



3. Accessible by design premises, technologies and communications

We aim to build in accessibility by design in our premises, technologies, marketing, communications, and events, and to continuously improve over time.

- 3.1 We use Design for Dignity Guidelines to inform our new operational and retail format builds and premises fit-outs, with accessibility considered at early design stage and reviewed over time.

Accountable

General Manager, Property;
General Manager, Retail
Planning, Transformation &
Support, General Manager,
Planning & Infrastructure.

Timeframe

Design rules in
place by 2027,
then ongoing.

Success Measure

New and refurbished sites meet defined accessibility standards, and clear, accurate accessibility information for these sites is published on our website to support informed access decisions.

- 3.2 We aim to embed accessibility into internal and external digital platforms and technologies by design to meet WCAG 2.2 AA* at launch, with ongoing improvement informed by testing and feedback.

Accountable

Executive General
Manager responsible for
Enterprise Technology.

Timeframe

Ongoing, with
key checks to
end of 2029.

Success Measure

Our digital platforms are accessible by design. All major releases meet WCAG 2.2 AA* at launch, and we report publicly on accessibility progress and improvement each year.

- 3.3 When we work with major suppliers, we include clear accessibility requirements in our procurement documents and contracts, so suppliers understand what we expect and design their products and services to be accessible.

Accountable

Deputy CFO/GM
Commercial Finance.

Timeframe

June 2029.

Success Measure

90% of new supplier engagements demonstrate the assessment and analysis of accessibility.

*Web Content Accessibility Guidelines (WCAG) version 2.2, Level AA. An internationally recognised accessibility standard developed by the World Wide Web Consortium (W3C) that sets requirements for making digital content accessible to people with disability, including those who use assistive technologies.

3.4 Our marketing, communications and events are designed to be accessible and represent people with disability, and we will keep using captions and Auslan in our company-wide events

Accountable

General Managers responsible for Brand & Retail Marketing and Corporate Communications.

Timeframe

Ongoing, reviewed each year.

Success Measure

Inclusive by design, our marketing materials and campaigns use clear standards to ensure that people with visible and non-visible disability are consistently and meaningfully represented. All company-wide online events include captions and Auslan.

3.5 We will update our safety and health recovery systems and processes to use strength-based language that focuses on people's capabilities, rather than medicalised terms.

Accountable

General Manager responsible for Recovery & Health.

Timeframe

System update by end of 2027; leader support by early 2028.

Success Measure

Feedback from team members indicates improved perceptions of respect, support, and dignity in recovery processes, reflecting the consistent use of strength-based language in leader communications and recovery-related messages.



4. Voices of people with disability and data guide us in decision-making

Decisions are informed by lived-experience input, workforce and customer data, and brought together through formal governance.

- 4.1 Delivery of our Accessibility Plan is overseen by an enterprise Accessibility Steering Committee, with senior leaders accountable for progress and regular reporting internally and annually.

Accountable

General Manager responsible for Diversity; all General Managers.

Timeframe

Internal quarterly, external annually.

Success Measure

Progress against our Accessibility Plan is monitored internally and shared publicly to ensure transparency and accountability.

- 4.2 Accessibility Matters, our employee resource group, provides lived-experience insights that help shape priorities, actions and improvements across the organisation.

Accountable

General Manager responsible for Diversity; all General Managers.

Timeframe

Ongoing, reviewed each year.

Success Measure

Accessibility Matters membership increases year-on-year, and feedback from the group results in documented accessibility improvements, with actions and outcomes communicated back to team members.

- 4.3 We will use workforce and engagement data to understand representation, experience and engagement for people with disability, and neurodivergence, and to prioritise improvement actions.

Accountable

General Manager, responsible for Diversity and Recruitment.

Timeframe

Ongoing to 2030.

Success Measure

Annual confidential engagement survey results are analysed to compare engagement outcomes for team members who identify as having disability and/or neurodivergence, with findings used to design, implement, and track targeted inclusion interventions.

How we developed our Accessibility Plan

An inclusive consultation process

centred the voices of people with disability,
including members of our employee
resource group, **Accessibility Matters**.

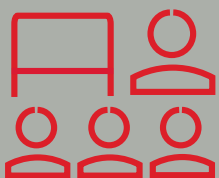


AUSTRALIAN DISABILITY
NETWORK

We engaged **AusDN**, the peak
body on workplace accessibility,
for its expertise and support.

Data to inform our thinking was captured from:

- Results of our **AusDN Access and Inclusion Index Report 2024**;
- Focus **group insights** facilitated by AusDN;
- **Internal surveys** to understand what our people want in the next plan,
as well as insights from our **2025 employee engagement survey**
and the experiences of team members with disability;
- Insights from our **customers with disability** captured by internal confidential
surveys managed by the Customer Insights team, January – September 2025.



All these insights and recommendations
were analysed, grouped into key
themes, and shared with the
Accessibility Steering Committee.



AusDN facilitated a **consultation workshop
with the Steering Committee** to help
them shape clear, high-level goals and
practical actions for their business area.

Our Guiding Principles



Led by lived experience

Decisions are informed by people with disability.



Simple, fair and safe by design

Accessibility improves outcomes for everyone.



We fix barriers, not people

We follow the social model of disability, which recognises that disability is not the problem, rather the barriers created by society that limit people's full access and participation.



Non-negotiable in our everyday work

Accessibility requirements are embedded in all major projects and enterprise strategic programs of work.

Hiring adjustments that led to permanent employment

“I joined Australia Post in November 2025 as part of the Christmas casual workforce. Although I didn’t meet the original criteria for the role, my manager Wayne Robinson wanted to give me a fair go.”

I had to do an onsite workplace assessment before I got the job to understand if any adjustments were needed for me to be able to do the work. In past experiences, conversations about work and my disability often made me worry my capability was being questioned. This time felt different. Instead of assumptions being made, the focus was on real tasks and practical solutions, not on what I couldn’t do. I was asked what would help me do my job safely and effectively. This was reassuring rather than intimidating and made me feel respected and listened to.

When I did start, everyone at the facility was supportive and accommodating and I could fully focus on doing my job well and fitting into the team. When my casual period finished and I was offered an ongoing role, I felt proud and relieved. It showed me that with the right support and understanding, I could build stable, long-term employment. Scott’s manager, Wayne, says, “We cannot wait to see what the future holds for him.”

This experience has changed how I see my place at work. I’m not someone who needs to constantly prove themselves, but someone who belongs and has something valuable to contribute.”

**Scott Gordon, Parcel Sorter +
Wayne Robinson, Delivery Manager**

“This was reassuring rather than intimidating and made me feel respected and listened to.”

– Scott Gordon, Parcel Sorter



Accessible uniforms



“Because I shared my lived experience, accessibility became a clear and intentional focus when the new uniforms were designed.”

– Michael Osman



Check out
the video!

“As a team member that experiences a limb difference, it is still incredibly meaningful to me that my feedback as a person with disability, played a direct role in the re-design of our new uniform range – shaping a more inclusive outcome for everyone.

Back in February 2023, as a new member of our Accessibility Matters ERG, I was invited to take part in an Executive listening session. I shared something that really affected my day-to-day work – our uniform just wasn’t accessible for me.

I am missing my left hand and lower arm, and I find it extremely difficult to do up buttons. My left arm doesn’t reach my waist, so fastening buttons just isn’t practical and it made getting dressed for work harder than it needed to be. I explained how much easier it would be to have pants with a clasp instead of a button, and why polo shirts that pull on over your head work so much better for me than button-up shirts. The Executives in the room listened and captured my feedback directly, and it was later followed up by one of our Diversity Partners.

Because I shared my lived experience, accessibility became a clear and intentional focus when the new uniforms were designed. The new uniform range was developed with team members, through wearer trials, surveys and focus groups. It really showed a “designed with you in mind” approach. Being part of the new uniform launch showed me how listening to people with disability can lead to practical changes that don’t just help one person – they can make things better for lots of people across an organisation.”

Michael Osman,
Fleet Control Supervisor

Delivering community connection

“Helping someone else feel less alone can start really little – saying ‘hi, how are you going’ or asking someone to have a good day on my round for mail. It puts a lot of smiles on a lot of faces for a very little bit of effort.”

Australia Post facilitates millions of connections each year, with its Post Offices and team members at the centre of more than 4,000 communities. In partnership with Beyond Blue, Australia Post helps to make mental health and wellbeing a part of everyday conversations and to build stronger, more connected communities. Australia Post’s national network enables Beyond Blue to reach millions of individuals and businesses across Australia with mental health information.

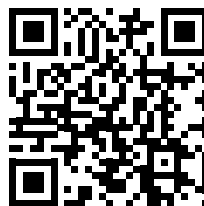
Since 2021, Australia Post and Beyond Blue have delivered the Connection Postcard Campaign, reaching 25 million prepaid postcards delivered since the partnership began. The postcards encourage Australians feeling lonely or isolated to connect with loved ones and are delivered by Posties to regional and rural homes and available at participating Post Offices.

“I write to my Nan quite often. It’s something we do to bring a smile to each other’s faces. She sent me a postcard replying to a letter I had sent her previously. Just checking in, seeing how I’m going, telling me about her day. I enjoy writing and it does just feel more personal.



My role is to deliver these postcards so everyone has an opportunity to send a letter to a loved one. It’s nice to have an extra delivery that means something positive and it’s trying to change our world for better. It brings me joy. I love my job. I enjoy sending mail; I enjoy receiving mail. I hope it brings more people that joy.”

Luke Kelley, Postie



Check out the video!

Neurodiversity leadership

“I’ve been with Australia Post for over 10 years, and I’m neurodivergent. Being part of Accessibility Matters has been a significant part of my journey, both professionally and personally. It’s helped me better understand myself, advocate for my needs, and lead change with others.”

I first joined Accessibility Matters as a member, looking for a safe space to listen, learn and connect with others navigating their lived experience with disability at work. At the time, I was still making sense of my own experiences. I was diagnosed as neurodivergent later in life, and Australia Post’s inclusive culture played a key role in my decision to seek a diagnosis. Before this when I asked for support, my capability was often questioned, and I was asked for medical documentation or made to feel the role might not be right for me.

Through Accessibility Matters, I felt supported and believed. That gave me the confidence to disclose my diagnosis and better understand my neurodivergence. As my confidence grew, I progressed from member to Co-Chair, helping shape conversations about workplace adjustments, inclusive design, and sharing insights to support others.

“It’s helped me better understand myself, advocate for my needs, and lead change with others.”

– Natalie Rolfe

I now lead discussions at Accessibility Matters events and have delivered opening remarks for key occasions like International Day of People with Disability, helping challenge stigma and reframe disability as a natural part of human diversity.

What’s especially meaningful is that Australia Post has grown alongside me, through more open conversations about adjustments, inclusive leadership and valuing lived experience in decision-making. My journey shows that when people are supported to bring their whole selves to work, lived experience can become leadership that benefits the entire organisation.”

Natalie Rolfe, Business Change Analyst, and Co Chair Accessibility Matters



Check out the video!





Alternative formats

Our 2026 to 2030 Access and Inclusion Plan is available in alternative formats on our website auspost.com.au/publications

Contact us

 Call us from within Australia on 13 POST (13 7678) between 9.00am and 5.00pm AET Monday to Friday

 Website auspost.com.au/help-and-support

 Get in touch on Facebook: facebook.com/australiapost

 Get in touch on LinkedIn: linkedin.com/company/australia post/

If you need help to speak or listen, contact Australia Post through the National Relay Service.

 Call the National Relay Service Helpdesk 1800 555 660

 Go to the **National Relay Service website** communications.gov.au/accesshub/nrs



blendcreative.com.au

