



Access & Inclusion Plan Easy Read Version 2026 - 2030



How to use this plan



We are **Australia Post**



We wrote this plan.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page 24.



You can ask someone you trust for support to:

- read this plan
- find more information.



This is an Easy Read version of the
Access & Inclusion Plan.



It only includes the most important ideas.



You can find the other version of this plan
on our website:

[auspost.com.au/about-us/sustainability/
our-people/diversity-and-inclusion](https://auspost.com.au/about-us/sustainability/our-people/diversity-and-inclusion)

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About this plan



This is our Access and Inclusion Plan.
In this document we call it our plan.



Our plan is about how we will make
Australia Post more **inclusive**.



When something is inclusive, everyone:

- can take part
- feels like they belong.



Our plan is also about how we will make
Australia Post more **accessible**.



When something is accessible, it's easy to:

- find and use
- understand.

About this plan



Around 21% of Australians have a disability.

7.4%

And 7.4% of our staff members have a disability.



It's important to us that our services support people with disability across Australia.



For example:

- our delivery services
- our Post Offices.



This includes **neurodivergent** people.



When a person is neurodivergent, their brain works in different ways.



It's also important to us that our workplaces support the needs of our staff members with disability.

How we made our plan



We worked with the community to make our plan.

It includes ideas from:



- neurodivergent staff members



- staff members with disability



- leaders from all areas of our organisation



- customers with disability.



How we made our plan



Our plan includes ideas from the Australian Disability Network.



They gave use advice about how we can be more accessible for people with disability.



Our plan also includes ideas from a report.

This report told us:



- how accessible we are



- how we can be better.

What our plan's principles are



Our plan's **principles** are ideas we:

- believe in
- think are important.



We use our principles to help guide our work.

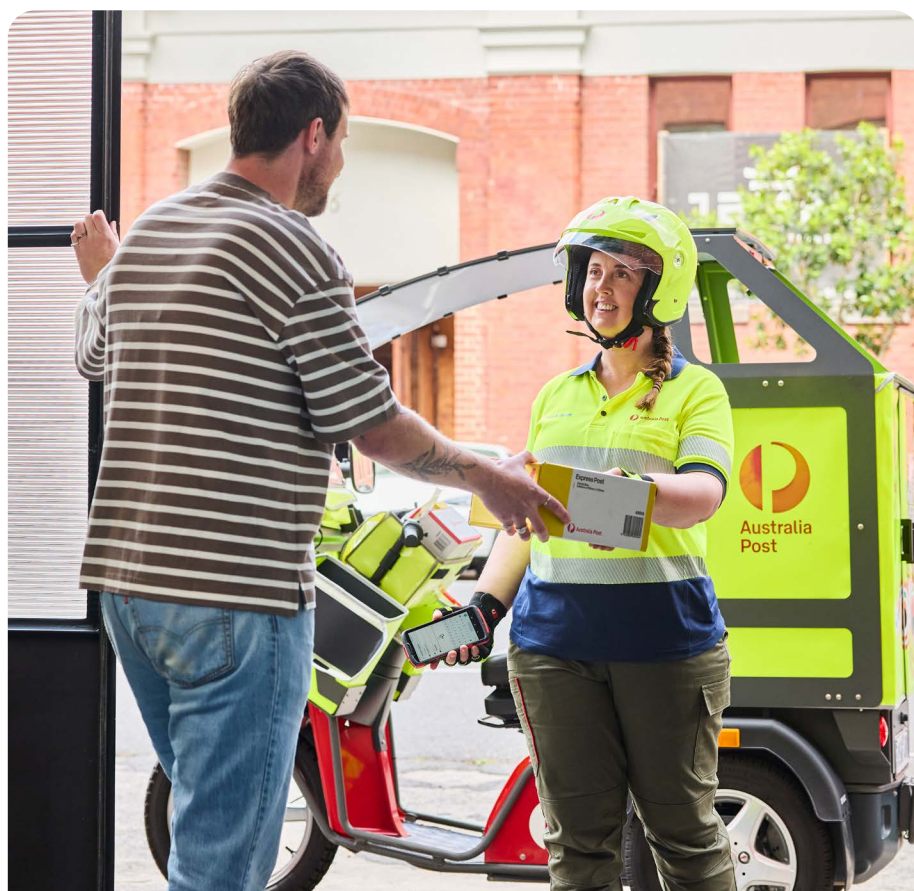
We believe in being:



- led by people with disability



- fair and safe for everyone.



What our plan's principles are



We believe in removing the **barriers** people with disability face.



And that a person's disability is not the problem.



A barrier is something that stops you from doing what you:

- need to do
- want to do.



We also believe our workplaces and Post Offices need to always be accessible.

What our plan will focus on

Our plan will focus on 4 areas.



1. Jobs for people with disability



2. Customers with disability can use our services



3. Accessible information and places



4. Inclusive decision-making



We explain each of these areas over the following pages.

1. Jobs for people with disability

We want to:



- hire more people with disability



- better support our staff members with disability in our workplaces.

What we will do



We will make the ways we hire people more inclusive.



For example, we will make it easier for people with disability to apply to work for us.



We will train our staff members to better understand how to support people with disability.



We will also improve the way we manage changes to our workplace.



For example, we will make it easier for staff members with disability to ask for changes to support their work.

2. Customers with disability can use our services



We want to make sure our products and services work well for people with disability.

What we will do



We will work to make our services more accessible.

For example, we will:



- make our websites easier for people with disability to use



- make it easier for people with disability to send and get mail

What we will do



We will keep working with disability and **mental health** organisations.



Your mental health is about how you:

- think and feel about yourself
- deal with things in your life
- manage your feelings.



We will use ideas from our customers with disability to keep making our services better.

This includes ideas about:



- what is working well



- what needs to be better.

3. Accessible information and places



We try to make sure our information and places are accessible.

What we will do

We will follow rules and guidelines to try to make sure:



- our Post Offices and workplaces are accessible



- our information is accessible



- our websites are accessible.



We will make sure the people we work with understand our rules about being accessible.

What we will do



This includes making sure the work they do is also accessible.



We will design our events to be accessible for people with disability.



For example, we will use Auslan at big work events.

We will update the ways we work to make sure they:



- focus on people's strengths



- treat people with respect.

4. Inclusive decision-making



We want the decisions we make to include the voices of people with disability.



We also want to make sure we use the right **data** to help us make decisions.



Data includes information and facts we collect to help us learn about something.

What we will do

We have a group of people who:



- make sure our plan is working well



- share a report about our work with the community.

What we will do



We also have a group of staff members who help us include people with disability who work for us.



We will also use data about staff members with disability to help us improve our workplace for them.



Michael's story



Michael's story is an example of what it's like to work for us with a disability.



Hi my name is Michael.



I work at Australia Post.



In February 2023, I took part in a meeting to talk about what work is like for me.



I shared that the work uniforms weren't accessible for me.



I found it hard to do the buttons up on my uniform because of my disability.



Australia Post listened to me.

Michael's story



They brought in new uniforms that were more accessible for me and other staff members.



This change made things better for me and lots of other people.



You can scan this QR code if you would like to watch or listen to this story.



Contact us



You can call us.

13 76 78



You can get in touch with us on Facebook.

facebook.com/australiapost



You can get in touch with us on LinkedIn.

linkedin.com/company/australiapost/



You can visit our website.

auspost.com.au/help-and-support

Support to contact us



You can call the National Relay Service if you:

- are deaf or hard of hearing
- find it hard to speak using the phone.



You can use their TTY service
(Type and Listen).

1800 555 677



You can use their speak and listen service.

1300 555 727



You can ask them to connect you to our
phone number.



Word list

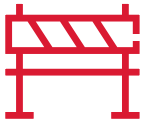
This list explains what the **bold** words in this plan mean.



Accessible

When something is accessible, it's easy to:

- find and use
- understand.



Barrier

A barrier is something that stops you from doing what you:

- need to do
- want to do.



Data

Data includes information and facts we collect to help us learn about something.

Word list



Inclusive

When something is inclusive, everyone:

- can take part
- feels like they belong.



Mental health

Your mental health is about how you:

- think and feel about yourself
- deal with things in your life
- manage your feelings.



Neurodivergent

When people are neurodivergent, their brains work in different ways.



Principles

Our principles are ideas we:

- believe in
- think are important.

