

STAKEHOLDER COUNCIL CHARTER

Effective: 4 September 2019

Purpose

1. The role of the Australia Post Stakeholder Council (Council) is to provide a forum for Australia Post to consult with its stakeholders on Australia Post products and services and matters associated with corporate responsibility (CR). More specifically, the purpose of the Council is to:
 - improve communication with Australia Post's external stakeholders;
 - improve external stakeholder understanding of Australia Post's business and its portfolio of products and services;
 - improve Australia Post's understanding of stakeholder needs and expectations;
 - enhance Australia Post service and product initiatives through review and feedback; and
 - contribute, review and provide feedback on major Australia Post CR initiatives.

Functions

2. The Council will consider information from, and provide feedback to, Australia Post on the Australia Post Group's activities, with particular reference to customer needs in the areas of:
 - service features;
 - new initiatives;
 - service performance;
 - accessibility; and
 - complaint handling.
3. The Council will consider information from, and provide feedback to, Australia Post on the goals and objectives of Australia Post Group strategy, in areas such as but not limited to:
 - environment;
 - community investment and workplace giving;
 - stakeholder engagement;
 - new products or services; and
 - CR practices and reporting.
4. The Council will provide representative feedback to Australia Post on the views and priorities of Australia Post's key stakeholder segments such as customers, small business, suppliers, community (metro, rural and remote), workforce and environment.

Membership

5. The Council will be chaired by a member of the Australia Post Executive Team. Where the Chair is unavailable for a meeting, a person nominated by the Chair will act in that capacity for that meeting.

6. Council membership will be broadly representative of Australia Post's key stakeholder segments such as customers, small business, suppliers, government, community (metro, rural and remote), workforce and environment.
7. Members will be appointed on an individual basis for the personal contribution they are in a position to make, and the stakeholder segment(s) they are engaged in.
8. In terms of overall membership composition, due regard will be given to the desirability of achieving broad geographic representation and reasonable gender/age balance.
9. Appointments will be for an initial period of three years, with reappointment for further terms possible.
10. The Council will have a maximum of 12 members including the Chair.

Organisation

11. Council will meet at least three times a year, or more frequently as required.
12. Quorum will be six Council members.
13. The Secretary of the Council will be the Corporate Secretary of Australia Post or another person nominated by the Chair.
14. Meeting agenda and papers will be provided prior to meetings, and minutes will be prepared.

Review of Council Performance

15. The Board of Australia Post will be kept informed of the Council's activities by an oral report from the Chair or Secretary at the Board meeting following each Council meeting.

Adoption of Charter

16. This Charter should be reviewed and updated at least every two years.
17. Updates proposed to be made to this Charter will be presented to the Council for approval.
18. The Council adopted this charter on 4 September 2019.