Diversity and Inclusion
The 2017 Australia Post Diversity and Inclusion Annual Report provides an overview of our workforce diversity profile, key initiatives and performance against our five focus areas: gender, Aboriginal and Torres Strait Islander Australians, people with disability, people who identify as lesbian, gay, bisexual, trans* and intersex (LGBTI+) and people from culturally and linguistically diverse backgrounds.

This report is presented to the Minister for Communications and complies with the Equal Employment Opportunity (Commonwealth Authorities) Act 1987.

Welcome

The term Trans* is used to include all transgender, non-binary, and gender nonconforming identities, including (but not limited to) transgender, transsexual, transvestite, genderqueer.
As I leave Australia Post and reflect on all that we have achieved, I am particularly proud that we have made our business a more diverse and inclusive place. We have dedicated significant time and effort to ensuring we continue to increase the diversity of our workforce and create an inclusive culture where everyone feels they are respected and can thrive.

I am convinced that our progress in diversity and inclusion has been vital in enabling the broader transformation of our business. Change requires innovation – and innovation requires diversity of thought. It is the diversity of our workforce and our willingness to truly listen to and respect each other – and connect with our diverse customer base – that has allowed us to prosper as a business.

As I have said on many occasions, diversity and inclusion are not only the right thing to do; they are also very good for business.

Over the past financial year, I believe we have lifted the bar in terms of our approach and achievements in the area of workforce diversity and inclusion. This Diversity and Inclusion Annual Report showcases our vast array of programs and successes in 2016–17. Some of these include:

- our zero gender pay gap result, meaning we achieved pay parity for men and women, something very few large organisations can claim
- the launch of our free mail redirection service for victims of domestic and family violence
- the publishing of our second Accessibility Action Plan, which focuses on building inclusion and accessibility for our employees and customers with a disability
- the development of our fourth Reconciliation Action Plan, which strengthens our commitment to our Aboriginal and Torres Strait Islander colleagues, communities, customers and suppliers
- the continued momentum of PostPride, our employee network, focused on supporting the LGBTI+ community.

I genuinely believe that diversity and inclusion are fundamental strengths of Australia Post’s culture and identity. I have been so proud to lead Australia Post over the past seven and a half years as we have become a more diverse and inclusive business. And I look forward to watching the momentum continue under the guidance of Australia Post’s first female CEO – another wonderful diversity milestone.

Ahmed Fahour AO
Managing Director & Group CEO
Australia Post
Diversity and Inclusion at Australia Post

At Australia Post one of our core shared values is “respecting everyone”. In practice, this means we listen to each other, our customers and communities, and put ourselves in the shoes of others when we make decisions that may affect them. The diversity of our people is one of our greatest strengths as we help deliver a better future for everyone, everywhere, everyday.

Our diversity and inclusion strategy continues to focus on:

• attracting and retaining people with a range of relevant skills, experiences and capabilities from a broad talent pool
• fostering innovation by leveraging the experience and ideas of our people and embracing different viewpoints through “diversity of thought”
• developing an inclusive culture where our people are engaged, feel they belong and their unique contribution is valued
• connecting effectively with our customers and community to understand and respond to their needs.

In 2016–17, we continued to deliver a vast range of diversity and inclusion programs and initiatives across the Australia Post Group focused on five key areas:

• overcoming assumptions based on gender stereotypes
• closing the gap for Aboriginal and Torres Strait Islander Australians
• supporting people with disabilities and care commitments
• supporting the Lesbian, Gay, Bisexual, Trans* and Intersex Plus (LGBTI+) community through PostPride
• enhancing inclusion for the culturally and linguistically diverse (CALD).

Strengthening our stance against domestic and family violence

In December 2016, as part of the 16 days of activism against gender-based violence, we developed and launched the domestic and family violence staff survey. The purpose of this survey was to better understand how Australia Post can strengthen our stance against domestic and family violence.

We recognise that as a large organisation we have a key role to play in addressing this human rights issue. The responses from the survey formed part of a comprehensive review across Australia Post to understand how we can better support and educate our people on domestic and family violence. We engaged Kristy McKellar, domestic violence survivor and Family Violence and Social Change Consultant and Advocate, to assist us with this critical piece of work. One of the key actions we have implemented from this review has been the free mail redirection service for victims of domestic and family violence.

Launch of free mail redirection service for victims of domestic and family violence

In May 2017, our Managing Director & Group CEO, Ahmed Fahour, was joined by Kristy McKellar and Kate Jenkins (Federal Sex Discrimination Commissioner) at an event in Melbourne to officially launch Australia Post’s free mail redirection service for victims of domestic and family violence.

At the launch, Kristy McKellar shared her experience of moving to escape an abusive ex-partner, saying that though some may see the cost as minimal, “the financial burden of applying for mail redirection was costly … when you have been financially depleted through family violence”.

Kristy added, “Congratulations to Australia Post for being bold leaders in driving workplace reform, demonstrating such a passion for supporting those in need across the nation!”

The new service is an extension of our free mail redirection service for up to 12 months for special circumstances such as customers impacted by natural disasters or being in charge of a deceased estate.

Visit https://auspost.com.au to find out more.
Australia Post is proud to be a key contributor to the Inclusive Australia Project. Inclusive Australia is an emerging initiative bringing together leaders from corporate, community and government to work towards an Australia where everyone is valued, regardless of country of origin, gender, sexuality, religion, ability or any other “difference”.

In May 2017, representatives from Australia Post were involved in a large-scale Design Forum with more than 80 other organisations from across the corporate and community sectors. The goal was to harness the collective knowledge of participants and co-design meaningful strategies and actions to deliver on the Inclusive Australia vision.

What we develop together will build on the strong base of existing efforts that are already tackling particular inclusion challenges. This is an opportunity for individuals, companies and organisations to collaborate for greater impact and build on our positive cultural foundations.

We look forward to continuing our involvement in this important initiative for a better Australia. For more information, go to www.inclusiveaustralia.com.au

Australian Digital Inclusion Alliance (ADIA)

As digitisation continues to reshape our country and our economy, people who never or rarely use the internet are at risk of being left behind. As a business that’s had to go through a digital transformation of our own to remain relevant, we know firsthand the importance of not being left behind in a digital world.

In conjunction with other corporate and not-for-profit organisations, Australia Post has played a key role in establishing the Australian Digital Inclusion Alliance (ADIA). The ADIA seeks to harness the collective skills, knowledge and capabilities of organisations across the country to reduce the digital divide and enable greater social and economic participation for all Australians. As part of our commitment to providing Australians a choice on how they access their information and services, Australia Post partnered with BehaviourWorks Australia, part of the Monash Sustainable Development Institute, carrying out a unique study into the online behaviours of Australians. The findings will help inform the design of interventions by organisations and communities to bridge the gap between the digitally capable, and those missing out from not being engaged in the online world. Australia Post will work with the ADIA to support and develop digital participation initiatives with a focus on vulnerable groups. For more information www.auspost.com.au/digitalinclusion

Netball Australia Program

As National Community Inclusion Partner, we have continued to partner with Netball Australia to deliver the Australia Post One Netball program (One Netball). Through programs such as the Australia Post One Netball Community Awards, One Netball Ambassador visits, Connected Clubs workshops and supporting resources and Come & Try clinics, the netball community is engaged and empowered to establish welcoming environments to help build connections with new communities and participants.

In 2016 we identified eight inclusion champions as winners of the 2016 Australia Post One Netball Community Awards. This diverse group of associations, clubs and individuals from across Australia all go above and beyond to create and support inclusive netball environments for all. We celebrate and encourage these inclusion champions and their efforts to strengthen awareness and understanding and drive participation across existing and new audiences, including multicultural and Indigenous communities, people with disabilities, socioeconomically disadvantaged communities and regional and remote communities.

In 2017 the One Netball program is supported by 19 One Netball inspirational ambassadors, including players as well as club and association community champions, all actively working to ensure that everyone, regardless of their background or ability, feels welcome in netball.

Find out more at www.onenetball.org.au

The Inclusive Australia Project

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We have gender pay parity

Our gender pay gap audit, conducted on workforce data as at 31 March 2017, has revealed a 0 per cent pay gap between men and women, meaning we are at pay parity. We aligned our analysis with the Workplace Gender Equality Agency (WGEA) definition of Gender Pay Gap: “the gender pay gap is the difference between women’s and men’s average annualised full-time equivalent earnings, expressed as a percentage of men’s earnings”.

This result compares favourably against the 1.4 per cent pay gap result for the Australia Post Group reported in 2015–16 and against the 2017 national full-time gender pay gap of 16.0 per cent, reported by WGEA.
Improving the representation of women across all levels of our business

Improving gender equality is the right thing to do and it is critical to the future success of our business.

This year (July 2016 – June 2017) we have seen the following movements in female representation across the following levels of leadership at Australia Post:

- **Board of Directors** (including Managing Director) from 33.3 per cent to 44.4 per cent (3 to 4 Directors)
- **Executives** from 35.4 per cent to 37.7 per cent (189 of 501 Executives)
- **Managers** from 36.4 per cent to 37.5 per cent (1,091 to 2,911)
- **Delivery Managers** from 14.4 per cent to 17.7 per cent (33 of 186 employees)
- **Postal Managers** from 51.0 per cent to 53.6 per cent (126 of 235 employees)

Furthermore, our 2017 say2action survey revealed:

- 65 per cent of our female workforce are engaged (compared to Australia Post’s overall engagement score of 61 per cent).
- 81 per cent of our female employees feel that Australia Post values diversity (compared to Australia Post’s overall score of 78 per cent).

- 73 per cent of women believe their line manager is open to adjusting their work schedules so they can balance commitments outside of work (compared to Australia Post’s overall score of 70 per cent).

These positive results continue to provide validation that our investment in women across all levels of our business is having a positive impact on improving gender diversity. Our female development programs have been specifically tailored to develop, engage and retain our female talent at critical points of their careers.

**International Women’s Day**

To mark International Women’s Day (IWD) in 2017 we acknowledged and celebrated inspiring women across the nation. We ran a campaign encouraging people to send a postcard, through the Australia Post postcard app, to an inspirational woman in their life. All proceeds from the postcard app for the month of May were donated to the not-for-profit organisation, Indigenous Women in Business.

We also hosted IWD events across every state and territory where we invited inspiring women to share their stories. In Melbourne, our own influential leaders, Christine Corbett, CCO, and Janelle Hopkins, EGM Finance and CFO, talked about gender equality and inclusion with Ahmed Fahour. Additionally, Justine Flynn, CEO of Thankyou, shared her inspiring story about the challenges and rewards of founding and managing Thankyou, a social enterprise aiming to end poverty.

### 73 per cent of women believe their line manager is open to adjusting their work schedules so they can balance commitments outside of work.
INVESTING IN OUR WOMEN

ProjectMe

“My participant has gained the confidence to take on a role in a remote location in a relief capacity. This is something that I doubt she would have attempted prior to undertaking the course.” MANAGER

“As a mentor, I think I got as much out of ProjectMe as the participants did... Some of the women made real breakthroughs in our group, which was really inspiring!” MENTOR

“ProjectMe has literally changed the way I look at life! I have learnt so much about myself over the last six weeks. It has been an incredible experience, full of laughter, some tears and LOTS of self-analysis. I have come out the other end a stronger, more determined and confident woman.” PARTICIPANT

In 2016, ProjectMe ran for the second time, with 326 women and 50 mentors participating. ProjectMe is a career development program designed specifically to help inspire, energise and connect our award-level women* across our business.

Over seven weeks, participants undertake learning through videos, workbooks, homework and discussion in group-mentoring sessions facilitated by an Australia Post Group mentor. The 2016 program built on the first year by introducing a Welcome Week to give participants time to meet their group mentor and fellow participants and to establish a level of trust before delving into the course content.

ProjectMe topics include: understanding and maximising your strengths; identifying and moving past negative thoughts; learning how to manage stress and improve energy; increasing your impact and connecting with others; planning for the future and making changes that stick.

Since completing ProjectMe in 2016, participants have been seeking different opportunities across the business, with 152 women utilising the Post People 1st (PP1st) career coaches. This indicates that the women are playing an active role in managing their career and:

- 39 successfully obtained temporary transfers to new roles.
- 34 successfully obtained permanent transfers.
- 25 were promoted to a higher classification.

With more than 1400 women having completed ProjectMe so far (and equivalent program, formerly MyMentor), past participants are able to stay connected on social media, sharing information and providing ongoing support and encouragement for each other. A group coaching session will take place in August to engage with past participants and encourage them to revisit their ProjectMe learnings.

National Association of Women in Operations

Australia Post is a Gold member of the National Association of Women in Operations (NAWO), a not-for-profit organisation established to champion women in operations and grow their level of representation.

In 2016–17, a total of 88 Australia Post women in operational roles across Victoria, New South Wales, Western Australia, Queensland and South Australia attended NAWO networking and professional development events. In addition, we have a representative on each of the state-based NAWO committees.

We have four participants in the 2017 NAWO mentoring program, providing our women with an opportunity to collaborate with like-minded, high-potential, mid-career women to build knowledge, grow networks and drive careers forward.

*Australia Post respects and acknowledges the wide range of gender identities and this program is inclusive of all women.
The Australia Post Women’s Stawell Gift

In 2017, we continued our sponsorship of the Women’s Stawell Gift to ensure an equal prize pool of money for the men’s and women’s events. This year’s winner was sixteen-year-old Liv Ryan from Donvale, Victoria, who took home a cheque of $40,000.

TenProgram

In February 2017, we completed our third TenProgram. This formal mentoring program is designed to connect our high-potential Band 4 female talent with Management Committee mentors from across our business. The program involves monthly one-on-one mentoring meetings focused on individual career development goals as well as a series of round-table discussions facilitated by the mentors. Twelve of our talented senior women participated in this program.

Xplore

Xplore is a leadership and career management program designed to build skills in business relationships, organisational presence, resilience and leadership. Since its launch in 2012, we have had over 175 women complete the program.

Of the 43 women who completed the program in November 2016, we have achieved a 90.1 per cent retention rate of this future leadership talent pool. Furthermore, 14.0 per cent of participants have already been promoted to more senior positions.

Diversity and Inclusion Annual Report 2017
Marie Little OAM Shield

In 2016, as part of the One Netball program, Australia Post again supported the 2016 Marie Little OAM Shield – Netball Australia’s national championship event for women with an intellectual disability. The two-day event, held in Sydney in August 2016, saw five state teams come together with each team participating in a round robin format before a finals series concluded the event. The inaugural Most Valuable Player award went to Nicole Skerman from Queensland, who was presented with her medal by Australia Post Area Manager, Tim Lennon.

Big Issue Women’s Subscription Enterprise

Australia Post continues to support The Big Issue Women’s Subscription Enterprise, which provides job opportunities for homeless, marginalised and disadvantaged women. Since 2013, Australia Post has engaged the women’s enterprise to sort and collate thousands of Santa mail letters that come through before Christmas.

Tall Poppies Breakfasts

Through the Australia Post Regional Pitchfest, we have committed to supporting the growth of entrepreneurship and innovation in regional Australia. With more than half of Australia’s new businesses run by women and many online retailers cracking global markets with female leaders at the helm, we know it is the perfect time to celebrate women in business. Accordingly, we have hosted Tall Poppies breakfast events in Ballarat VIC, Canberra ACT, Launceston TAS and Toowoomba QLD, which have involved discussions with successful female business owners in a friendly and supportive networking environment. The Tall Poppies breakfasts help women connect with other like-minded business owners and leave them with practical tips and insights to help drive their own business success.

In 2017–18 Tall Poppies breakfasts are planned for Dubbo NSW, Darwin NT, Bunbury WA, McLaren Vale SA and Wagga NSW.

For more information go to www.regionalpitchfest.com
Male Champions of Change

In 2016–17, Ahmed Fahour continued his involvement with the national Male Champions of Change, a group of 19 male CEOs and senior executives whose mission is to step up beside women to achieve greater gender equality in our businesses and communities. Led by Federal Sex Discrimination Commissioner, Kate Jenkins, members of the group represent a cross-section of public, private and not-for-profit organisations.

As published in the Male Champions of Change National Group est. 2015 Progress Report 2016, highlights of the group’s activities included:

• stepping up our personal, visible leadership
• improving our measurement of and accountability for gender metrics
• creating more flexible workplaces
• understanding the nature and impact of everyday sexism
• establishing our workplace response to violence against women.

“Australia Post has gained a lot from being part of the Male Champions of Change group, as have I personally. It was through the Male Champions of Change program that I was introduced to Kristy McKellar, Family Violence and Social Change Consultant and Advocate. Since that introduction Kristy has worked closely with Australia Post to help us improve our stance against family violence, including the launch of our free mail redirection service for victims of domestic and family violence. This has been a critical piece of work that has enabled us to play an active role in addressing this human rights issue.”

Ahmed Fahour
Managing Director & Group CEO
Aboriginal and Torres Strait Islander Australians

HIGHLIGHTS

- As of 30 June 2017, we have 643 Aboriginal and Torres Strait Islander permanent and fixed-term employees, with a further 63 casual employees
- Employed 92 new Aboriginal and Torres Strait Islander people through our central recruitment team
- Employed 62 Aboriginal and Torres Strait Islander people in our Christmas Casuals employment campaign
- Continued our traineeship program investment with Post Office Network (Retail) and secured new trainees for our Letters and Mail Network
- Secured a three-year contract with CMC Indigenous Services valued at $30 million. This is the largest recorded Aboriginal and Torres Strait Islander business procurement contract
- Continued our Employee Care Program delivering essential support and mentoring to our Aboriginal and Torres Strait Islander employees and their managers
- Celebrated Reconciliation and NAIDOC weeks across the business
- We honoured three remarkable recipients: Tom Calma, Lowitja O’Donoghue and Galarrwuy Yunupingu as Australia Post Australian Legends for 2017
- Launched the 1967 Referendum 50-year anniversary stamp
- Placed five students in partnership with the CareerTrackers Indigenous Internship program.

OUTLOOK

- Launch our next Reconciliation Action Plan in July 2017
- Increase investment with Aboriginal and Torres Strait Islander businesses
- Continue our focus on transitioning trainees to permanent employment
- Increase our workforce representation to 2.2 per cent Aboriginal and Torres Strait Islander employees by July 2018
- Launch a Leadership and Management program to develop our future Aboriginal and Torres Strait Islander leaders
- Launch the Aboriginal and Torres Strait Islander Electrical Apprenticeship program
- Offer cultural education and awareness training program to employees
- Increase our Above Base Grade and Contract level (professional) Aboriginal and Torres Strait Islander employees
- Increase our student placements with CareerTrackers Indigenous Internship program.
Supporting our Aboriginal and Torres Strait Islander communities – Reconciliation Action Plan 2014–17

This year Australia Post celebrated 29 years of formal commitment to improving the social and economic wellbeing of Aboriginal and Torres Strait Islander (ATSI) peoples and communities. Australia Post has a very long history of direct engagement with Aboriginal and Torres Strait Islander communities. Our first formal ATSI employment strategy was developed in 1988, in an era long before workplace “Reconciliation Action Plans” (RAPs) had even been considered. Australia Post’s first Aboriginal and Torres Strait Islander Employment Strategy pre-dates the formation of the Council for Aboriginal Reconciliation, the predecessor to Reconciliation Australia.

We have just completed the implementation of Australia Post’s third RAP, a copy of which can be found at https://auspost.com.au/content/dam/auspost_corp/media/documents/publications/reconciliation-action-plan-jul2017.pdf

As of 30 June 2017, we have 643 Australia Post staff identified as Aboriginal and/or Torres Strait Islander people, including our Aboriginal and Torres Strait Islander trainees. In addition, we have 63 casual employees who identify as Aboriginal and/or Torres Strait Islander people. We have delivered on our commitment to provide meaningful employment and career opportunities for Aboriginal and Torres Strait Islander people. The growth has been sustained and achieved as a result of organisation-wide support. Our Aboriginal and Torres Strait Islander workforce now sits at 2.1 per cent for Australia Post employees and 1.8 per cent for the Australia Post Group (including subsidiaries). Over the 12-month period, July 2016 – June 2017, we have achieved a 3.4 per cent growth in our workforce. We are confident of reaching our new three-year RAP employment commitment to achieve a 3.0 per cent workforce of Aboriginal and Torres Strait Islander people in 2020 in line with Australia’s population parity.

Recognising important dates

National Reconciliation Week, NAIDOC Week and Australia Post Australian Legend Award

Australia Post’s state and territory leaders hosted Reconciliation Week events nationally with major events in Melbourne, Perth, Adelaide, Brisbane and Sydney. This year our events focused on celebrating and showcasing our 2014–17 RAP achievements and the launch of the Australia Post 2017 Australia Legends stamp series.

“At Australia Post, we have a long and proud history of promoting the employment of Aboriginal and Torres Strait Islander people – and implementing measures that help to ‘close the gap’, so that we contribute to a lasting reconciliation between Indigenous and non-Indigenous Australians.” Ahmed Fahour, Managing Director & Group CEO, 2016 National Reconciliation Week.

NAIDOC Week was once again celebrated across our organisation, with an increasing number of local events being held throughout our facilities. In addition, our Aboriginal and Torres Strait Islander employees were able to access NAIDOC leave provisions to attend their local NAIDOC events. This year employees and senior leaders attended the National NAIDOC Awards and Ball celebrations in Darwin.

The launch of the Sydney StarTrack House Mural for community

During National Reconciliation Week, Australia Post, in partnership with the local Aboriginal and Torres islander community in the Redfern area of Sydney, unveiled the 2017 StarTrack House Aboriginal and Torres Strait Islander Mural.

Local Redfern artist, Blak Douglas, was commissioned to pay homage to the 1992 “Redfern Speech” by former Australian Prime Minister Paul Keating. The final work was inspired by concepts submitted by employees as part of a competition held during the 2016 Reconciliation Week celebrations.
Our people – Noel Saffy and Maurice Horsburgh

We are proud of the contribution that all our Aboriginal and Torres Strait Islander people make across our organisation and recently celebrated two of our Queensland employees reaching milestones in their careers at Australia Post.

Noel Saffy, Senior Postal Delivery Officer at Charleville, has worked at Australia Post for 49 years and Maurice Horsburgh, Senior Postal Services Officer at Pinkenba, has been employed for 39 years.

Noel joined Australia Post in 1967 at age 16, starting out as a telegram delivery boy in Longreach. After transferring to Mt Isa where he became a “postie” (Postal Delivery Officer), Noel eventually settled in Charleville. He has certainly seen a lot of changes over the past 49 years, but says one constant is the number of good people he comes across in his travels. Noel considers one of his career highlights to be injuring himself one day at work. He sought hospital treatment for a cut to his arm and ended up marrying one of the hospital staff, Norma, and they remain happily married 44 years later.

Australia Post employee Noel Saffy

Our people in the community

Australia Post Australian Legends Award

The Australia Post Australian Legends Award recognises individuals who have committed their lives to shaping Australian society and identity, affecting a myriad of lives in very real ways. In 2017, we honoured three remarkable recipients: Tom Calma, Lowitja O’Donoghue and Galarrwuy Yunupingu. These highly respected Elders have been tireless in their lifelong efforts to improve social and economic outcomes for Aboriginal and Torres Strait Islander peoples.

Developing our talent – Work Skills Program with Letters and Mail Network

Our Letters and Mail Network has partnered with Maxima Ltd to launch a paid work experience program in our mail and delivery facilities. Over 12 weeks participants will be able to immerse themselves as postal delivery officers, working within our facility teams to gain a deeper understanding of our operations and what is required to be a postal delivery officer. Together we have been able to identify a number of positions in regional facilities within close proximity to Aboriginal and Torres Strait Islander communities.

We work closely with the participants, once they have completed the program, to identify any opportunity for ongoing employment. This is just another way Australia Post is working in partnership across our business to secure employment for Aboriginal and Torres Strait Islander communities.

Aboriginal and Torres Strait Islander employee recruitment

In 2016–17, we continued to focus on and invest in attracting and recruiting Aboriginal and Torres Strait Islander candidates. This resulted in 92 new Aboriginal and Torres Strait Islander placements over the 12-month period. Our central recruitment team launched a national candidate portal platform, enabling the identification and matching of talent to job opportunities. We continued our partnership with Vocational Training and Employment Centres (VTECs) and job network agencies and have launched a work skills program to identify prospective candidates for employment with Australia Post.
CareerTrackers Indigenous Internship Program

CareerTrackers is a national non-profit organisation that creates private-sector internship opportunities for Aboriginal and Torres Strait Islander students completing tertiary education. The program was identified as an opportunity within our Reconciliation Action Plan 2014–17 to address Australia Post’s low employment rate of Aboriginal and Torres Strait Islanders in our professional workforce. We will once again commit to hosting interns in our new Reconciliation Action Plan 2017–20. Partnering with CareerTrackers allows Australia Post to identify potential talent and support them with their learning and development, and build essential relationships with Indigenous Australia.

We have exceeded our target in the Reconciliation Action Plan 2014–17, with interns placed across a variety of business units. As further evidence, this program delivers great results: two former CareerTrackers interns with Australia Post have now secured placements within our Graduate Program.

Michael Coombs, CEO at CareerTrackers, said, “The program is about retaining students in university, propelling them into their careers and ultimately creating role models that are going to go back to their families, to their communities, to inspire the next generation”.

In 2017, Australia Post was recognised at the annual CareerTrackers Gala Awards and Dinner in Sydney. Chris Heelan, National Indigenous Manager, and Shannon Barca, Manager MyHR Advisory & Services, were jointly awarded the 2017 Business Development Coordinator of the Year award. “The CareerTrackers program is an opportunity to connect with tertiary Aboriginal and Torres Strait Islander talent throughout their studies. This program allows Australia Post to provide real-life professional experience to students throughout their educational tenure and helps shape an early career path,” said Shannon Barca. “For MyHR this program allows us to connect and identify key talent in a supportive way for future HR opportunities,” said Sokratis Kokonis, Manager MyHR.

Employee Care Program

Australia Post’s Employee Care Program for our Aboriginal and Torres Strait Islander employees has delivered improved engagement with both employees and managers. The program outlines a full year of employee support provided by our Indigenous employee consultants for new starters and their managers, as well as regular scheduled meetings with existing longer-tenured employees. Encouragingly, we can see the direct benefit of this program, with year-to-date turnover (attrition) of our Aboriginal and Torres Strait Islander employees being 8.60 per cent compared to 10.00 per cent for all other employees at the Australia Post Group.

Aboriginal and Torres Strait Islander Traineeship Programs

We continue to invest in our Aboriginal and Torres Strait Islander traineeship program, hosting trainees across our Post Office Network in our corporate retail outlets. Twenty-eight Aboriginal and Torres Strait Islander school-based (Years 11 and 12) trainees participated in the program this year as Postal Services Officers, who are an integral part of our retail teams.

The traineeship program began in 2007, and continues to develop talent for ongoing employment with Australia Post. Trainees complete fully accredited national qualifications in a combination of Business and/or Customer Engagement. “The impact of successful Indigenous Traineeships within Post Office Network is rippling out to touch more of our people every day. The teams and leaders surrounding a successful trainee get as much, if not more, out of the experience as their trainee and I hear so many great stories. When trainees work in our outlets they delight our customers, their families and their communities; and trainees who transition to employment with Australia Post become valuable members of our workforce, especially in regional areas. Our participation enriches us all as we begin to understand more about Indigenous culture and the challenges facing both adult and student Aboriginal and Torres Strait Islander trainees. I am privileged to be a part of this program and to see trainees grow in confidence and become part of the Post Office Network team,” said Robyn Sosa, HR Business Partner for WA Post Office Network.

The Letters and Mail Network began hosting trainees as Postal Delivery Officers, through our school-based (Years 11 and 12) program. We continue to focus on transitioning trainees into permanent employment upon completion of their program. This has resulted in 15 trainees securing employment with Australia Post in the 12-month period July 2016 – June 2017, with 100 per cent retention achieved.
2016 Our Neighbourhood Community Grant Recipient

Organisation: Australian Youth Climate Coalition (Canberra, ACT)
Funded: $9,500

Project
Indigenous peoples have diverse and important stories to tell, and with better digital training their voices can be amplified and build bigger audiences. With the support of an Our Neighbourhood Community Grant, a group of 20 Indigenous young people from around Australia will have the opportunity to gather in Canberra to accelerate their digital communication skills. Assisted by digital experts, trainers and online communicators, these bright and motivated leaders will return to their communities ready to play a leadership role in campaigns to stop man-made climate change. Participants will build an online mentor program to allow them to continue their learning and sharing from this process.

Employment engagement survey – Aboriginal and Torres Strait Islander people

According to the 2017 say2action survey, 79 per cent of our Aboriginal and Torres Strait Islander employees believe that our organisation values diversity. This is an improvement of 13 per cent in 2016. Our overall Aboriginal and Torres Strait Islander employee engagement result was 63 per cent, an improvement of 7 per cent since 2016.

RapUp newsletter

Australia Post distributes RapUp, a newsletter aimed at our Aboriginal and Torres Strait Islander employees. Now in its fifth year of publication, RapUp provides regular information on the progress and implementation of the Australia Post Reconciliation Action Plan. It shares stories from our workforce and highlights the success of our programs. The newsletter is an important communication channel for our geographically dispersed Aboriginal and Torres Strait Islander employees.

Supporting Aboriginal and Torres Strait Islander businesses

As an inaugural member of Supply Nation, we are proud that this year we have connected with and procured more services from Aboriginal and Torres Strait Islander businesses and suppliers, than in any other period. This year we confirmed two new partnerships with Aboriginal and Torres Strait Islander cleaning companies. We have signed a three-year contract with CMC Indigenous Services (a Supply Nation certified company), which is now responsible for the cleaning contract for all of our buildings in South Australia, Western Australia and the Northern Territory. We also have a three-year partnership with Assetlink to clean all of our buildings in Victoria, New South Wales, Queensland and the ACT. The three-year contracts in total are valued at $30 million and each year will create more than 1.1 million hours of work in support of Aboriginal and Torres Strait Islander employment and businesses. Our new Reconciliation Action Plan 2017–20 will continue to focus on increasing procurement spend with Aboriginal and Torres Strait Islander businesses.

We continue to partner with Melbourne-based Aboriginal business Marcus Lee Design whose design features in our branding across our Australia Post and StarTrack fleet – to reinforce our support for community. Adelaide-based, Aboriginal owned and operated business, Print Junction, continues to print publications including our Annual Diversity and Inclusion Report, Reconciliation Action Plan, Gender Action Plan and Accessibility Action Plan.

Aboriginal and Torres Strait Islander Christmas Casual employment

Australia Post continues to recruit the Aboriginal and Torres Strait Islander community through the annual Christmas Casual employment program. In 2016, we employed 62 people during this campaign.

Hannah Ingram joined Australia Post as a Christmas casual and has continued as a casual employee at the Wodonga Delivery Centre while completing secondary school. This is Hannah’s first job and she is the youngest employee at the facility where the team support and mentor her.

For Hannah’s mother, Jovie Ingram, this opportunity has a huge impact. “This employment is helping Hannah to achieve her goal to move to Melbourne once she’s finished school so she can attend the University of Melbourne. We thank Australia Post for taking a chance on Hannah. This is helping her in so many ways.”
People with Disability

HIGHLIGHT


OUTLOOK

• Achieve Disability Confident Recruiter accreditation status
• Continue to build disability confidence across our business
• Participate in the Australian Network on Disability Access and Inclusion Index.

Accessibility Action Plan 2017–19

Our Accessibility Action Plan is our commitment to taking a lead role in improving accessibility for all Australians with a disability and their carers.

Developed in consultation with our employees and external stakeholders, including the Australian Network on Disability, this plan aims to build inclusion and accessibility into our products, services and facilities and increase employment opportunities.

The plan focuses on improving accessibility for our three core stakeholder groups: our people, customers and the community. Our commitments are divided into four sections:

**Our People:** outlines the actions we will take to support our employees and extended workforce by proactively improving access to employment and ongoing development opportunities within an inclusive work environment

**Our Place:** outlines what we will do to ensure that both our digital and physical environments are accessible to all

**Our Customers:** outlines how we will provide accessible products and services, digitally and physically

**Our Community:** outlines our actions to engage and invest in communities across Australia through creating opportunities for greater participation for people with disability and their carers.

This Accessibility Action Plan is strongly aligned to our purpose of helping our people, customers and communities build a better future by delivering e-commerce to everyone, everywhere, everyday. This will improve the lives of Australians with disability and their carers, by making available more accessible options to meet their everyday needs.


The Australia Post Group currently employs 1,674 people who have chosen to share that they have a disability. This represents 4.8 per cent of our total workforce. as at 30 June 2017
ACCESSIBILITY IN ACTION
St Leonards Delivery Centre, Sydney, NSW

The team at St Leonards Delivery Centre (NSW) is displaying a commitment to “being safe everywhere” and “respecting everyone” in the workplace. Together they came up with a local safety awareness initiative for one of their team members, Paul.

Paul is responsible for tidying up trays and tubs at the facility. As Paul is of short stature, the team has been asked not to stack tubs too high so that Paul can complete his tasks safely. Together with Paul, the team created life-sized cut-outs of Paul with reminder messages that are placed near the empty tray-stacking areas.

Charleville Post Office, Charleville, QLD

With dementia currently affecting more than 332,000 Australians, Alzheimer’s Australia has developed the Dementia Friendly Communities program, which aims to build understanding, awareness and acceptance of dementia in the community.

Charleville in Queensland, population 3,000, is the first dementia-friendly community in Australia, and the team at Charleville Post Office decided it was important for them to become dementia friendly as well.

Serving around 200 customers each day, Postal Manager, Carmel Williams, said the team knows its customers well and was already watching out for regular customers. Particular attention was paid when they noticed a pattern of losing cards or documents, requests for payments that appeared to be scams and even providing advice and guidance on purchasing and using mobile phones. “We decided to undertake the formal training to improve our knowledge to make sure we are providing the best service to our customers.”

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The store now proudly displays a Dementia Friendly sign and both Carmel and Carol Butler, Postal Services Officer, wear a pin to identify that they have successfully completed the training.

Australian Network on Disability membership

Since 2012, Australia Post has been a Gold member of the Australian Network on Disability (AND), a national, membership-based, for-purpose organisation that helps organisations advance the inclusion of people with disability in all aspects of business.

As an active member, Australia Post participates in a unique network of businesses with access to the best industry experience and knowledge.
Building Disability Confidence
This year we introduced Disability Confidence training in partnership with the Australian Network on Disability to key teams including recruitment, HR advisory and injury management. This training covers a range of topics designed to: provide participants with a clear understanding of the challenges and barriers often faced by people with disability; the importance of using inclusive language; the value of inclusive behaviours and environments; the role that they play; and the actions they can take to build a more accessible and inclusive workplace. Over the next year we will continue to offer this program more broadly across the business.

2016 Our Neighbourhood Community Grant Recipient
Organisation: Community Living Association WA (Albany, WA)
Funded: $9,940
Project: Introduction to Tablet Technology

Profile
This grant supported a series of “Introduction to Tablet Technology” workshops, specifically targeted for people with a profound disability. The workshops will cover areas such as using the Internet, social media, emails and various applications that teach people with intellectual disabilities how to perform day-to-day functions independently. This gives them greater confidence and a sense of assimilation into modern society.

Delivering for our people and customers with disability
Monthly Lunch ‘n Learn seminars provide our people with the opportunity to learn more about sustainability issues, how they impact our business and how we can all play a part in corporate responsibility.

In April, we focused on our Shared Value “Respecting Everyone” with a panel discussion about “Delivering for our people and customers with disability”. The panel comprised Jenny Watts-Sampson from the Australian Network on Disability, Christine Corbett, Chief Customer Officer and Executive Sponsor of the Accessibility Action Plan, employee Harry Zachariou and Sharon Carroll, Diversity and Inclusion Partner.

For Harry, the opportunity to share his story and help raise awareness of some of the challenges people with disability face was empowering. “It was great to be able to share a little about what I have learnt since I acquired my disability. I hope that this might help others if or when they are faced with a challenge in their own life. It was also really interesting to hear Jenny talk about her challenges as a customer.”

The session was recorded and shared with employees who were unable to attend in person and transcription services are provided by Spinal Cord Injuries Australia.

Paralympics
For the third consecutive Summer Paralympic Games, Australia Post partnered with the Australian Paralympic Committee (APC) as major partner and the official postal and logistics supplier of the 2016 Paralympic Team. The Australia Post and StarTrack sponsorship included support of the APC’s fundraising campaigns, a Letter Link community engagement campaign and delivery of team uniforms and kits.
Lesbian, Gay, Bisexual, Trans*, Intersex Plus

HIGHLIGHTS
• PostPride network growth
• Participated in Pride March events in Victoria, New South Wales, Queensland and South Australia
• Held the second Midsumma Australia Post Arts Prize
• Sponsored Midsumma Festival and Sydney Gay and Lesbian Mardi Gras.

OUTLOOK
• Broaden PostPride network nationally
• Continue celebration and promotion of LGBTI+ inclusion
• Develop a Pride Action Plan.

Over the last 12 months, PostPride continued to focus on building our network of people who are interested in developing, supporting or learning more about the Australia Post LGBTI+ community.

Our PostPride network is for everyone – LGBTI+ employees and advocates. We welcome all who have a genuine interest in ensuring that everyone is treated with respect, regardless of their sexual orientation, gender identity or intersex status.

Wear it Purple Day
In August we launched formal recognition of Wear it Purple Day across the business. This important day is about showing young LGBTI+ (rainbow) people, and everyone around us, that they have the right to be proud of who they are.

We believe everyone has the right to live and learn in a safe and supportive environment where diversity is valued and everyone feels included. Wear It Purple Day is an opportunity to make this commitment known in our workplace and this was done in many different ways including making and wearing purple wristbands and PostPride t-shirts.

“Given the alarming rate of rainbow youth experiencing mental health issues and the high number who attempt suicide, it has been very fulfilling to see Australia Post acknowledge Wear it Purple Day. It’s important to bring this conversation to the workplace and I hope to see this continue and expand into the future,” said Fiona Anderson, Nambour Delivery Centre, Queensland.

2016 Midwinta Gala Ball
Midsumma Festival hosted their annual fundraising event, the Midwinta Gala Ball, in July. Doors of Perception, created in the Australia Post Midsumma Carnival stall by artists Mark Kowall and Michelle Santarelli, was auctioned at the event. The piece is painted on reclaimed “closet doors” and features Australia Post customer and local identity Rhonda Burchmore. All proceeds from the sale were donated to the Midsumma Festival.
In January, Australia Post continued to support the Midsumma Festival—a celebration of queer art and culture across Melbourne and regional Victoria. This was our third year of being involved with Midsumma, and it was by far the biggest for us. We had a PostPride stall on Carnival Day, hosted the Australia Post Midsumma Arts Prize (in its second year), and walked in the Pride March.

More than 100,000 attendees visited the Midsumma Carnival, which provides Australia Post with an opportunity to show our support of the LGBTI+ community. This year our Midsumma Carnival involvement saw us partner with the Small Business team to create PostPride Street, a homage to the high streets of days past with “shops” providing a range of products and services. These included free nail art and haircuts by Little Rebel Collective, puppy accessories by Pup E Style, temporary tattoos and the opportunity for festival-goers to write messages of acceptance, love and support for rainbow youth, thanks to our partnership with Minus18.

“I was honoured to be part of the Brisbane Pride March last year with PostPride. Seeing our brand amongst the rainbow colours on the day made me feel like we really are living our Shared Value of Respecting Everyone. I look forward to taking part in many PostPride Marches to come.” Lou Tonkin, Network Manager, Metro North Post Office Network, Brisbane QLD

“I have been part of the Australia Post team for 30 years and am so proud I was able to march with my teenage boys and their mates. Their acceptance of diversity and inclusion just comes naturally to them. They loved wearing their PostPride t-shirts and holding the banner.” Virginia Brown, Postal Manager, Dubbo NSW

“I never imagined that I would ever be involved in a Pride March, and after 28 years at Australia Post, I was proud to walk with my colleagues. If you get a chance to join a March I highly recommend it.” Mick Francis, Adelaide Airport Parcel Delivery Centre SA

“I haven’t missed a year since we started walking in the Pride March. Joining PostPride on my bike with everyone cheering and waving makes me feel really proud to work for Australia Post. It is the most beautiful feeling to be a part of this.” Carolyn Gray, Port Melbourne Delivery Centre VIC.

For small business customer, Michael Baxter, from Pup E Style (pupestyle.com), winning a pop-up store at the event through our “Proudest Small Business” social media competition, was certainly worthwhile: “It was just fantastic, I felt like a member of PostPride. The exposure on the day was priceless; it was a great day for sales”.

Midsumma Australia Post Art Prize

Now in its second year, the Midsumma Australia Post Art Prize is a nationwide award open to early-career and established artists working in any medium.

This year’s theme, “New World”, encouraged works that visualised or examined a new world for the LGBTI+ community. The finalists featured in an exhibition at Fort Delta Gallery in Melbourne. The 2017 recipients were:

Australia Post Art Prize: J. Rosenbaum, Xe

Midsumma Art Prize*: Rafaella McDonald, More than two, but less than infinity

Star Observer Prize: Natalie Jeantou, Progress

Australia Post People’s Choice Award: Dalton Stewart, Ambient Rain

To read more about the Art Prize, visit https://midsumma.org.au/k2event/apost-art-prize

*Midsumma Art Prize donated by Martin Foley MP, Member for Albert Park, Minister for Equality.
Sydney Gay and Lesbian Mardi Gras Fair Day

In February, PostPride participated in our first Sydney Gay and Lesbian Mardi Gras Fair Day.

With over 80,000 visitors, PostPride volunteers from across the business were kept busy with a number of visitor activities including applying PostPride rainbow tattoos and fundraising for Twenty10. This is a Sydney-based service working across New South Wales, providing a broad range of specialised services for the LGBTI+ community including housing, mental health, counselling and social support.

“Volunteering at the PostPride stall made me feel included and reaffirmed that I am accepted for who I am.” Gillian Wright, Alexandria Delivery Facility, Sydney NSW.

Our Corporate Responsibility team hosted a discussion about LGBTI+ inclusion at its “Respecting Everyone” Lunch ’n Learn session in March. The session featured a panel comprising Karen Bryant, CEO of Midsumma, and PostPride members Mark Nilsson, Adam Treffry and Sharon Carroll discussing why we need to focus on LGBTI+ inclusion and PostPride; what it is, why it matters and practical ways people can get involved.

The session was recorded and shared with employees who were unable to attend.

Australian LGBTI Awards

Australia Post was proud to support the inaugural Australian LGBTI Awards in Sydney this year. These awards recognise the achievements of the LGBTI community as nominated and voted for by the Australian public.

Australia Post sponsored the Hero category, which recognised winner, Rowena Allen, Victoria’s Gender and Sexuality Commissioner, as a member of the LGBTI+ community. She has never stopped fighting for equality and inclusivity.

Australia Post was a finalist for the Organisation of the Year Award and Diversity and Inclusion Partner at Australia Post, Sharon Carroll, was awarded the Bloomberg Inspirational Role Model Award for her work with the PostPride network.

International Day Against Homophobia, Biphobia & Transphobia (IDAHOBIT)

Our PostPride network promoted and recognised this important date across the business on 17 May.

Our Customer Contact Centre launched their PostPride Champion network at events in Melbourne and Brisbane with PostPride members bravely sharing their stories and opening a dialogue to understand what role we can all play to ensure that they are safe, respected and included.

“Our panel discussion was so powerful and although we shared sides of us that were painful, and hurt to relive, it was important to share with our colleagues to give insight into what we’ve lived through, what has made us the proud people we are today. It’s set the wheels in motion and given a safe platform for others to share,” said Stu Reynolds, Brisbane QLD.

General Manager, Jane Morwick, understands the importance of supporting the LGBTI+ community: “It’s important for me to show our team that we support gender and sexual diversity and are committed to making our workplace a safe and inclusive one for everyone”.

Employees were encouraged to make a difference and pledge a donation to organisations dedicated to creating a safer Australia via Australia Post’s Workplace Giving Program including Minus18, Twenty10 and the Gay and Lesbian Switchboard.

How inclusive are we?

In March 2017, Australia Post lodged our second submission with Pride in Diversity for the Australian Workplace Equality Index (AWEI). The AWEI is a national benchmark on LGBTI+ workplace inclusion that drives best practice in Australia and sets a comparative benchmark for Australian employers across all sectors.

The results of the index will now be used to determine priorities and actions for our first Pride Action Plan to be developed next year.
Culturally and Linguistically Diverse

HIGHLIGHTS

• More than 10,000 employees participated in A Taste of Harmony
• say2action survey showed that 67 per cent of our culturally and linguistically diverse (CALD) workforce are engaged, higher than the overall Australia Post engagement score of 61 per cent
• Expanded our Multicultural Partnerships to include the NBL

OUTLOOK

• Continue to celebrate and promote our cultural diversity across the Australia Post Group
• Continue supporting community projects that promote and support social inclusion.

Celebrating our cultural diversity

A Taste of Harmony

For the fifth consecutive year we sponsored and participated in A Taste of Harmony. This year, teams as far north as Kununurra Post Office in Western Australia, as far west as Bibra Lake Business Centre in Perth, as far east as Byron Bay Post Office in New South Wales and as far south as Kingston Post Shop in Tasmania celebrated their cultural diversity over a meal. We had over 10,000 employees participate across our offices, facilities and outlets nationally.

Each year we encourage our people to share stories and photos of their A Taste of Harmony events as a way of inspiring other workplaces to participate. Participants also had a chance to win a major prize. This year, the prize was chef “Fast Ed” Ed Halmagyi from Better Homes and Gardens coming to the winner’s workplace and personally cooking for them. The winner of this year’s competition was the Fremantle Post Office, as judged by Fast Ed.

Our workforce representation is truly multicultural, with 7,829 employees (22.4 per cent) from 163 different nations, speaking over 65 languages.

as at 30 June 2017
About the winning entry – Fremantle Post Office

“We are a small, enthusiastic and extremely diverse work team and were so excited in the lead-up to A Taste of Harmony, knowing we were in for a taste sensation. There was a lot of talk and laughter about the types of food each person may make. Sue and Jo of Scottish heritage scared us with talk of haggis and black pudding! Celebrating A Taste of Harmony was a great way to learn about different cultures, and more importantly we learnt much more about each other around a table sharing food.

Note: Advising people to wear their stretch pants on this day would be an excellent tip.”
- Fremantle Post Office

What stood out to the judges was the team’s commitment to inclusion by ensuring that their celebrations included both the morning and afternoon staff, the quiz they organised to learn more about each other’s country flag, and the vast amount of home-cooked food representing their heritage.

Connecting with our people say2action

For the sixth consecutive year, the say2action survey was offered in four languages: English, Tagalog, Vietnamese and Chinese (Traditional).

The say2action results showed that 67 per cent of our CALD workforce are engaged (compared to Australia Post’s overall engagement score of 61 per cent). Additionally, 81 per cent of our CALD employees feel that Australia Post values diversity (compared to Australia Post’s overall score of 78 per cent) and 71 per cent of our CALD workforce believe we have a work environment that is open and respects individual differences (compared to Australia Post’s overall score of 66 per cent).

World Wide English

World Wide English is an interactive, self-paced online English training course. This is available to all our employees who can access the course from work or from home. The course is offered by Post People 1st and caters for beginner to intermediate English language levels. Topics covered include speaking, listening, reading and writing skills.

Connecting with our community

Working the Australian Way

Australia Post again partnered with multicultural services provider AMES Australia and a number of other organisations to deliver workshops to help newly arrived professionally skilled migrants better understand the Australian workplace and what is required to gain and keep employment. Our recruitment professionals participated in workshops, conducted mock interviews and provided feedback to the participants.

2016 Our Neighbourhood Community Grant Recipient

Organisation: Resource Work Cooperative (South Hobart, Tasmania)

Funded: $9,470

Project: Community Workshop Retrofit Project: providing skills, training and work experience for Tasmanian migrants.

Profile

The Community Workshop Retrofit project will improve pathways towards meaningful, secure employment for refugees and migrants by providing construction-related work experience and safety training. The project involved retrofitting an existing shed that is to be used as a community education workshop. The project consists of practical and discussion-based learning, with a strong emphasis on workplace-specific English language communication and the identification and development of safe work practices.

The project also provided opportunities for the participants to develop networks and new connections through site visits to suppliers and potential employers. Also included was cross-cultural awareness training for all staff members. One participant summed up his experience, “I want to be in construction one day... this helped me understand what I need to do”. 
Christmas Island Lunar New Year stamp issue

The Lunar New Year stamp series is created for the Australian territory of Christmas Island, which has a high proportion of permanent residents of Chinese descent. The first Christmas Island Lunar New Year stamp issue was produced by Australia Post in 1994 – Year of the Dog.

In January 2017, to celebrate the Year of the Rooster, we released a Lunar New Year stamp issue featuring the fearless rooster in calligraphic and pictorial form.

Australia Post Multicultural Ambassadors

As the official Multicultural and Community Inclusion partner of the AFL, Australia Post has continued to proudly support the AFL’s Multicultural Programs, which encourage all Australians to open their minds to the possibility of what everyone has to offer, no matter where they come from.

This year the AFL and Australia Post announced 19 new and existing AFL and AFL Women’s (AFLW) players as 2017 Australia Post Multicultural Ambassadors.

In 2016–17, Australia Post, as the Official Multicultural Partner of the National Basketball League (NBL), announced seven player ambassadors to support the NBL’s community, inclusion and diversity programs.

Ucan2 mentoring and Christmas Casuals employment

For the last six years we have supported the Foundation House Ucan2 program. Ucan2 aims to increase education, training and employment options for young people aged between 16 and 24 years from a refugee background.

For eight months our employees mentor young people to help them integrate into Australian life. To date 147 employees have participated in the program, all of whom benefited significantly from the opportunity to develop new skills and give back to the community in a tangible way.

This year 28 Ucan2 participants had the opportunity to work at Australia Post during our 2016 peak Christmas period.
Australia Post provides a range of flexibility options for all employees. Our Workplace Flexibility Policy helps to facilitate flexible work arrangements and assists us in attracting, engaging and retaining the right people at Australia Post.

We also offer a Flexibility at Post Toolkit for managers to enhance their understanding of employees’ legal obligations and how they can use different techniques to think laterally about the opportunities flexibility can bring to their work area. It is essential that we continue to build a flexible culture and equip our leaders with the skills and mindset to think openly about flexible work arrangements.

According to our 2017 say2action survey, 70 per cent of employees believe their line manager is open to adjusting their work schedules so they can balance commitments outside of work. This is an improvement on 68 per cent last year.

Supporting Australia Post parents

Maternity and Paternity Leave

Female employees at Australia Post who have had more than 12 months continuous service are offered 14 weeks maternity leave at full pay or 28 weeks at half pay when they have their baby. This year 458 female employees took maternity leave compared to 453 the previous year. Fathers and partners are offered to take up to eight weeks unpaid paternity leave. This year 157 male employees took paternity leave, a slight decrease on the 179 who took paternity leave last year.

Online parental coaching tool – Grace Papers

In March 2017, we launched our partnership with Grace Papers, an award-winning digital platform to empower working parents to manage career and family. Available to all our employees, this resource provides information, guidance and support for those planning to start a family, those currently on maternity or paternity leave or working parents.

For more information go to www.gracepapers.com.au

Executive-level Parental Leave Coaching

This year we continued to provide our executive-level women with the opportunity to access Parental Leave Coaching, which involves individual support directed at their personal needs and business requirements in relation to:

• preparing for the transition to parental leave
• remaining connected with the workplace while on leave
• successfully managing their return and re-engaging in the business.

Parents@Post forum

The Parents@Post forum is an informal networking group for parents across the business to connect and provide support and advice and learn from each other regarding the challenges of balancing parenthood and their careers. This year the group has grown to 140 members across the country.

For more information go to www.gracepapers.com.au

ParentalReady toolkit

The ParentalReady toolkit is available to all employees and provides guidance for expectant employees, managers, fathers and partners to help navigate the parental experience.

Other flexibility offerings

For Australia Post, flexibility is not just about supporting parents but is also about offering work-life balance opportunities to all our employees. Accordingly, we have continued initiatives such as 48/52 or purchased leave, employment breaks, transition to retirement and carer’s leave. We have also launched Our Place in our Melbourne office buildings aimed to promote a more flexible and agile workforce.

Our Place

Our Place is our workspace change project for Australia Post’s Melbourne office buildings. Our Place is about creating flexible, agile, collaborative and cost-effective workspaces and lowering our environmental footprint at the same time.

The evolution of our workspace is designed to bring to life our shared values, and deliver to our people experiences that will support a customer-centric culture.

A range of spaces have been designed to support alternative ways of working and provide employees and teams with more choice to allow them to work more effectively. There are more options in spaces with different degrees of privacy and user-adjustability, spaces for re-energising and concentrated work, community spaces for better relationships, and various collaborative spaces for connecting our people, teams and customers.

The detailed refurbishment and construction began in March 2017 and will be complete by March 2018.

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The detailed refurbishment and construction began in March 2017 and will be complete by March 2018.
48/52 or Purchased Leave

48/52 leave provides an additional four weeks unpaid leave in a year to give employees the opportunity to better balance their work and private life. An employee accessing 48/52 will receive their normal base fortnightly salary, but with an automatic deduction for a 12-month period to cover the four weeks without pay. All permanent full-time and part-time Australia Post employees can apply for this 48/52 leave. This year 1,449 employees took purchased leave compared to 1,844 last year.

Employment Break

The Employment Break provision allows employees to take a lengthy break from the workforce for family reasons. It recognises that we all experience changing life circumstances that, while temporary, may demand full-time attention. Employment breaks help staff take time out to cover these periods with the security of a job to return to. An employment break ranges from three months to a maximum of three years. This year 183 employees opted to take an employment break, which was a slight increase on last year’s 175.

Transition to retirement – Create Your Future

Given that over 60 per cent of our workforce are aged 45 and over, our transition to retirement initiative, Create Your Future, is critical in supporting our retiring employees as well as ensuring we adequately retain and transfer their valued skills and knowledge. The program aims to support mature-age employees to make important decisions and plan for later in life career and retirement changes.

Carer’s Leave

Carer’s leave is available to employees who need to care for a member of their immediate family or household who is sick or requires care due to an unexpected emergency. This year 10,503 employees accessed carer’s leave compared to 10,286 last year.

Part-time employment

Employees can request conversion from full-time to part-time employment to achieve a balance between their work and personal needs for either a fixed period or as a permanent arrangement. This year 78 per cent (27,132) of our workforce were full-time permanent and fixed-term employees and 22 per cent (7,838) were in part-time permanent and fixed-term roles.

Partnering with Aboriginal and Torres Strait Islander suppliers

As part of our commitment to building sustainable partnerships with Aboriginal and Torres Strait Islander business, Australia Post is a signatory to Supply Nation to actively procure services from suppliers that are Aboriginal and Torres Strait Islander owned, managed and controlled. This year’s Annual Diversity and Inclusion Report has been printed by certified Supply Nation supplier, Print Junction.