

EQUAL EMPLOYMENT OPPORTUNITY **REPORT 2010–11**



EQUAL EMPLOYMENT OPPORTUNITY REPORT 2010–11

Australia Post is committed to maintaining and promoting an inclusive and diverse workplace where individual difference (including ideas, opinions and backgrounds) is valued and managed in a way that maximises our business performance.

The rich diversity and multiculturalism of the Australian community is reflected in our workforce, with women and men, ranging in age from 16 to 79, representing some 140 nationalities and speaking more than 70 languages.

The 2010–2011 Australia Post Equal Opportunity Report provides an annual overview of our diversity profile, features our key diversity initiatives and measures how we are performing in relation to our diversity indicators. This report is presented to the Minister for Broadband, Communications and the Digital Economy and complies with the *Equal Employment Opportunity (Commonwealth Authorities) Act 1987*.

Australia Post's equal opportunity program is a key result of our corporate Workforce Diversity Business Strategy. This is a development framework established at a national level containing broad corporate goals and key result areas. The framework allows flexibility for the development of annual implementation plans with activities reflecting local priorities across all business units.

Through our Workforce Diversity Business Strategy, we track four indicators of diversity – gender, Indigenous Australians, people with disabilities (PWD) and people from non-English speaking backgrounds (NESB).

The priority for the 2010–2011 financial year was to achieve an increase in female representation in leadership positions, launch Australia Post's Reconciliation Action Plan (RAP) and establish our first nationally coordinated International Women's Day celebrations.

In April 2010, Australia Post launched the Future Ready business transformation program, setting an exciting new direction of customer-driven, sustainable growth for the organisation. We now have a clear strategy for achieving long-term, sustainable profitability – and an important part of that is the maintenance of our commitment to diversity.

In 2010–11, we achieved what we set out to do in the initial phase of Future Ready: we stabilised the business. To enable the achievement of our objectives, in July 2010 we restructured our business model into four strategic business units and four supporting functional business units. While there is much to be proud of in the first year of our transformation program, we are only part of the way along our journey of renewal.

Major outcomes – diversity indicators

At the end of the reporting period, our total number of employees was 33,472. This is 3 per cent lower than the previous year.

Australia Post is leading the way in achieving greater gender balance in senior positions. As a strategic priority for the business, this year we made significant progress in increasing the representation of women in leadership positions.

Women make up 33.7 per cent of all management positions, representing a 1.6 per cent increase from the previous year. Most notably, the number of women in our executive positions increased from 49 to 95, marking a 7.7 per cent increase to 29.1 per cent. This result is well above the Australian average industry benchmark of 8 per cent as reported by the Equal Opportunity for Women in the Workplace Agency's Census.

People with disability representation remained relatively stable this year at 7.8 per cent, with only a 0.4 per cent decrease on last year.

Representation of Aboriginal and Torres Strait Island employees increased to 1.8 per cent from 1.7 per cent last year and for the first time, three new Indigenous employees were represented at the executive level.

NESB representation also remained stable this year at 22.7 per cent, with only a 0.1 per cent decrease on last year.

Diversity Strategy

Our Workforce Diversity Business Strategy

Diversity and Inclusion is a business imperative for Australia Post. As one of the largest employers in Australia, a diverse workforce is critical to our business performance and value proposition to our customers, the community and our people. Success means creating an inclusive work environment which maximises the potential of our employees to enable customer-driven, sustainable, and high performing organisation. Our goal is to maintain and promote diversity as part of our normal business practice.

Diversity and Inclusion: Four indicators

GENDER

Maintain representation of women in leadership positions

INDIGENOUS AUSTRALIANS

Maintain representation and commitment through employment, business and training opportunities

NON-ENGLISH SPEAKING BACKGROUND

Maintain representation and provide employment and development opportunities

DISABILITY

Maintain representation and provide employment opportunities and a suitable work environment

Key objectives

The three key objectives of the 2008–2011 Workforce Diversity Business Strategy are:

- Maintaining and promoting diversity management as part of normal business practice.
- Employing diversity management strategies and initiatives to provide Australia Post with a competitive advantage and contribute to making Australia Post an employer of choice.
- Ensuring that Australia Post meets its obligations under the *EEO (Commonwealth Authorities) Act, 1987* in relation to the development of strategies to assist the designated EEO groups and the elimination of discrimination and harassment.



THE YEAR IN REVIEW

This year marked the 100-year anniversary of International Women's Day. Several events were held across Australia Post to celebrate the economic, political and social achievements of women. 2010–2011 also signified the first year of Future Ready. As part of our business transformation, we continued to focus on raising the profile of diversity and building momentum in our four diversity streams: gender, Indigenous, non-English speaking background and disability. Over the past year, we have made progress towards our diversity strategies in which we are seeing the benefits for both the business and for our people.



33,472
employees

140 NATIONALITIES AND MORE THAN 70 LANGUAGES, AUSTRALIA POST HAS ONE OF THE MOST CULTURALLY DIVERSE WORKFORCES IN AUSTRALIA

\$20,881

FUNDS RAISED FOR
UN WOMEN AUSTRALIA

29.1%

THE REPRESENTATION OF WOMEN
IN EXECUTIVE POSITIONS –
INCREASE OF 7.7% ON LAST YEAR

**Our diverse
workforce**

39.8% WOMEN, 1.8% INDIGENOUS
AUSTRALIANS, 7.8% PEOPLE WITH
DISABILITY, 22.7% FROM NON-ENGLISH
SPEAKING BACKGROUNDS

**588 Indigenous
Australians**

WE CONTINUE TO BE A LEADING
EMPLOYER OF INDIGENOUS
AUSTRALIANS – EXCEEDING OUR
REPRESENTATION TARGET OF 1.7%

**CRS employer
of the year**

HERVEY BAY DELIVERY CENTRE
MANAGER FOR ACTIVE INVOLVEMENT
IN MANAGING PLACEMENTS FOR
PEOPLE WITH DISABILITY

OFFICIAL PARTNER OF INTERNATIONAL WOMEN'S DAY

This year Australia Post became an official Amethyst Partner of International Women's Day, supporting UN Women Australia. To celebrate the occasion, Australia Post held several events for our customers and the community, raised funds and participated in the Fitted for Work Program. The way in which Australia Post celebrated the centenary of IWD demonstrated our commitment to fostering a workplace culture in which diversity is not only valued but also supported.

2011 RECONCILIATION ACTION PLAN (RAP)

This year, we reinforced our long-standing commitment to providing sustainable employment and services to Indigenous Australians and communities and recognition of the first Australians through our Reconciliation Action Plan (RAP). The RAP was launched in February by Managing Director and CEO Ahmed Fahour. Guest speakers included Australia Post Chairman David Mortimer AO; the Hon. Penny Wong, Minister for Finance & Deregulation; Melinda Cileto, Director Reconciliation Australia; and the Hon. Mark Arbib, Minister for Indigenous Employment and Economic Development.

FOUNDING PARTNER OF THE UCAN2 PROGRAM

One of the key highlights of the year was the signing of the Memorandum of Understanding with Foundation House to support the Ucan2 program. This year, Australia Post provided 24 young people of refugee background with valuable work experience and access to volunteer employees who acted as mentors.

MEMORANDUM OF UNDERSTANDING WITH WORK FOCUS

A memorandum was signed between Australia Post and Work Focus in December 2010 as part of our commitment to providing a suitable work environment for people with disability so they can perform their work as independently and productively as possible.

GENDER



Australia is ranked number one for female educational participation by the 2010 World Economic Forum, however our country finds itself ranked 44 on female workforce participation.

As one of the largest employers in our country, Australia Post is focusing on the way forward to address this issue and achieve greater gender balance. Australia Post recognises that equality and diversity of thought is critical to its success and over the past 10 years, has made significant progress.

The primary focus of the gender diversity strategy this year has been improving the representation of women in management and executive positions. As part of our Future Ready restructure, a particular emphasis was placed on ensuring women were represented in senior roles.

This year, Australia Post has taken decisive action to increase women in leadership positions. This decision was a strategic priority for the business as part of building a Future Ready business.

Women currently represent 39.8 per cent (13,336) of our workforce. While this figure has remained stable since the previous year, our focus on improving the representation of women has resulted in considerable progress.

A key highlight this year was the appointment of three women to the Australia Post Board. Previously, Australia Post had one female board member (from seven members).

Australia Post is also leading the way in the number of women in executive positions. This year, women in executive positions increased considerably from 49 to 95, marking a 7.7 per cent increase to 29.1 per cent. This result is well above the Australian average industry benchmark of 8 per cent as reported by the Equal Opportunity for Women in the Workplace Agency's Census.

The number of women in management positions grew from 32.1 per cent to 33.7 per cent (646). This result is the continuation of a positive trend over the past 10 years.

We have also continued our focus on developing our pipeline of female talent at all levels of the organisation, from our early entry leaders through to our most senior women. This year, 379 women were promoted into more senior positions – this figure has remained relatively stable since the previous year (417 in 2010). Overall women accounted for 39.2 per cent of all Australia Post promotions.

Our Retail business in particular, is leading the way in both the representation and promotion of women. This year, the Retail workforce comprised of 3436 women (82.5 per cent), accounting for the largest representation of women in Australia Post. This is a slight increase of 0.5 per cent from the previous year. Women also represented 87 per cent (33) of all Retail promotions this year. Christine Corbett was promoted to Executive General Manager for Retail in early 2010 and represents the first female to be appointed to an Executive General Manager position at Australia Post.

Overall, the accumulation of these achievements represents significant progress and a transforming Australia Post. Our workforce has female role models and women have greater insight to possible careers paths and advancement opportunities within Australia Post.

Australia Post is also leading the way in the number of women in executive positions.

Image Left: Supporting women to have fulfilling careers at Australia Post.

Figure 1: Representation of women in the Australia Post workforce

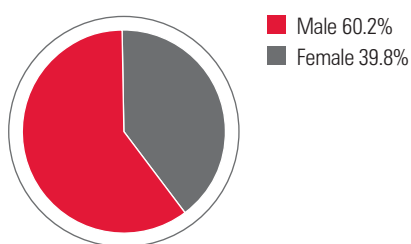


Figure 3: Promotion of women

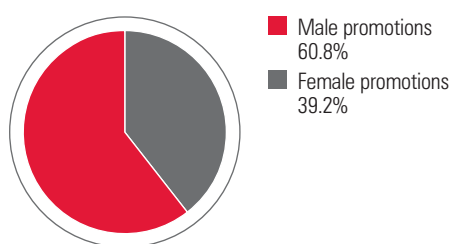


Figure 2: Women in management positions 2010 vs 2011

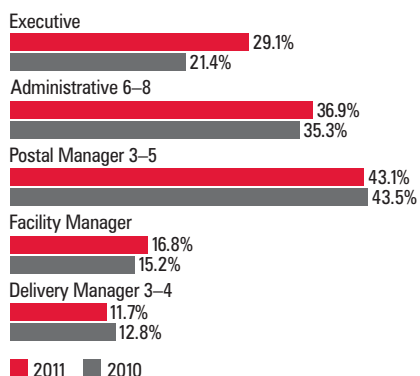
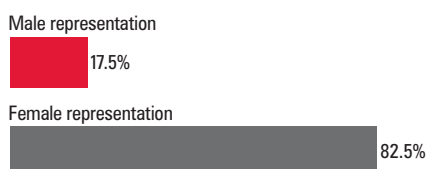


Figure 4: Female representation in retail business



Key achievements

29.1%
(95)

REPRESENTATION OF WOMEN
IN EXECUTIVE POSITIONS

33.7%
(646)

THE NUMBER OF WOMEN
IN MANAGEMENT POSITIONS

39.2%
(379)

THE REPRESENTATION OF WOMEN
IN AUSTRALIA POST PROMOTIONS

Overview of gender programs



Australia Post is challenging traditional gender oriented roles.

Australia Post recognises that an integrated approach is required to gain traction in diversity. As such, a number of policies aligned to the 2010 Fair Work Agreement have been implemented such as 14 weeks paid maternity leave and flexible work arrangements to provide a solid platform for improvement. In addition, to support the execution of our Future Ready Strategy, Australia Post has also focused on providing role modelling, mentoring programs, recognition programs and career development. The combination of these efforts has generated tangible benefits and ensures Australia Post attracts and retains talented women.

Several key initiatives were implemented this year to support our gender strategy

International Women's Day

International Women's Day (IWD) is a global day celebrating the economic, political and social achievements of women past, present and future. For the first year, Australia Post became an official Amethyst Partner of International Women's Day supporting UN Women Australia.

To raise awareness of the day and reinforce Australia Post's long-standing commitment to providing equal employment opportunities for women, several events were held across the country. Highlights to mark the 100th IWD anniversary included:

- Inviting our top 100 customers to a panel discussion hosted by our Managing Director and female comedian, Cal Wilson. The panel of speakers included Australia Post Executive General Managers, Christine Corbett and Chris Blake and guests Margy Osmond, Chief Executive of the Australian National Retailers Association, Carla Zampatti, Designer and Executive Chairman of Carla Zampatti and Maureen Frank, Founder and CEO of Emberin who took part in a discussion on the Board quotas.

- A morning tea was also held for our employees, guest speaker Gillian Kerr spoke on the challenges that refugees, in particular women, face when assimilating into a new society.
- Fitted for Work is a volunteer based organisation offering business clothing, presentation and interview skills training as well as building self confidence and assisting disadvantaged women on their path to self sufficiency. Across the country, Australia Post coordinated clothing drives in our offices for Fitted for Work to support women in local communities who are returning to work.
- Raising \$20,881 for UN Women in Australia from fundraising merchandise sold through our 471 corporate retail outlets around the country (28 Feb–20 March).
- Creation of 'Women at Post' Profiles to celebrate women who have made a contribution to the organisation and the broader community in their own way.

Australia Post has a strong commitment to assisting women progress in their careers.

Highlights

- Supporting 54 women to develop their careers through My Mentor.
- Australia Post raised \$20,881 for UN Women in Australia as part of International Women's day.
- Increased representation of female truck drivers from one to 16 as part of the Women in Trucks program.
- Increased representation of women in management, executive and Board positions.
- Supporting women in the community re-entering the workforce through the Fitted for Work Program.

My Mentor – Challenging Women to Make it Happen

Australia Post has a strong commitment to assist women progress in their careers. My Mentor – Challenging Women to Make It Happen has been designed to support the number of women going into supervisory and management roles at Australia Post.

After a successful pilot in 2009, this year's program was officially supported and comprised of 54 participants. The program has been highly successful with 72 per cent of those who completed the program now performing higher duties and several promotions.

My Mentor is one of a number of training initiatives under Australia Post's Future Skills initiative. Future Skills is a \$20 million investment in training and development to equip our Award staff with the skills they will need for the Australia Post of the future. The program will be offered across Australia to a further 600 women in 2011–12.

Women in Trucks

To support the provision of diverse career opportunities, Australia Post is challenging "traditional gender oriented roles", with women across the business being encouraged to move into new areas such as transport and

postal delivery. The Women in Trucks program has provided women from all areas of the business with the opportunity to obtain new skills, experiences and qualifications.

Encouraging the full participation of women in our workforce and in the community makes sense as it leads to a greater diversity of thought and improvements in our collective decision-making. The success of the program is evident from the increase in number of female drivers since the commencement of the program from one to 16.

CASE STUDY

Women In Trucks participant – Kay Krause

Contact Centre operator turned truck driver Kay Krause is a great example of a woman challenging gender stereotypes. Kay, one of the first Women in Trucks participants seized the opportunity to obtain the skills, experience and licensing needed to drive heavy rigid vehicles. In doing so, she joined a handful of other trailblazing women, many of whom are still hitting the highways to help deliver our mail. Kay states that she knew she was stepping into what is traditionally considered a man's domain, but has found she has been readily accepted and encouraged.

INDIGENOUS



Since 1874, Australia Post has been providing employment to Indigenous Australians and in 1988 we made our first commitment to a policy that sought to provide real jobs and real opportunities under the Australia Post Indigenous Employment Strategy.

This year, we launched Australia Post's Reconciliation Action Plan (RAP) which refreshes our commitment to closing the gap between Indigenous Australians and non-Indigenous Australians through employment, service and recognition. Under the RAP, employment of Indigenous Australians continues to be a long-term priority for our organisation and throughout this year our Diversity and Inclusion team maintained its rigorous recruitment and retention strategies to ensure Aboriginal and Torres Strait Island employees are well represented across the business.

This year, we have exceeded our 1.7 per cent Indigenous representation target with 1.8 per cent of our workforce made up of people from an Aboriginal or Torres Strait Island background (see figure 1). Despite the realignment of our organisation to enable our Future Ready strategy, the number of Indigenous employees only slightly dropped from 593 to 588 this year. Achieving relatively stable numbers during a significant change agenda is a positive outcome. Figure 6 refers to the areas of the business Indigenous employees are currently represented.

Indigenous employment numbers in Victoria, Tasmania, NSW, ACT and Queensland all reported a slight increase and South Australia and the Northern Territory reported a slight decrease.

As we commence a new financial year and begin the second year of Future Ready, this trend in Indigenous employment at Australia Post is positioned to strengthen.

This year we recruited three Indigenous employees into executive positions. In addition, 10 employees are in management (11 last year) and 88 in supervisory roles or other above base grade level positions (see figures 7 and 8).

Traineeships for this year remained relatively stable at 48.

Note: The documenting of Indigenous employees in supervisory roles has changed this year due to new reporting in SAP, which captures different data to our previous system. For this reason, the composition of Indigenous employees in supervisory roles or other above base grade level positions cannot be compared with last year's results. This year's data will be the benchmark for future EEO reports.

Australia Post has a long and distinguished history in providing employment for Indigenous Australians.

Image Left: Australia Post has a long and distinguished history in providing employment for Indigenous Australians and our new Reconciliation Action Plan continues to build on this foundation.

Figure 5: Trends in Indigenous employment

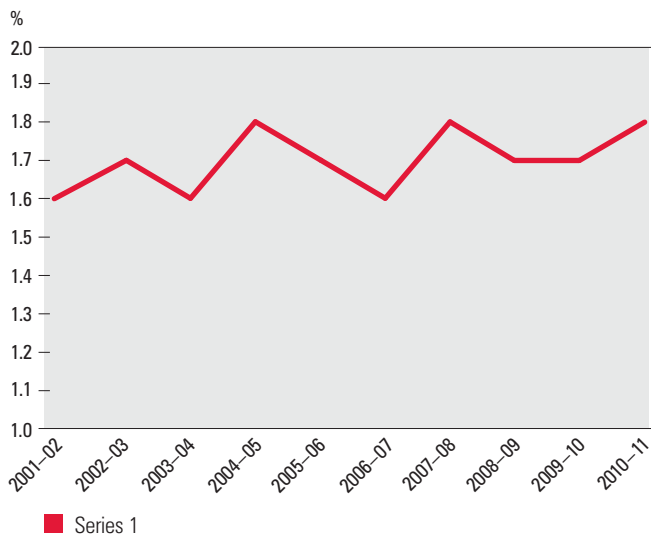


Figure 6: Primary workforce representation of Indigenous employees

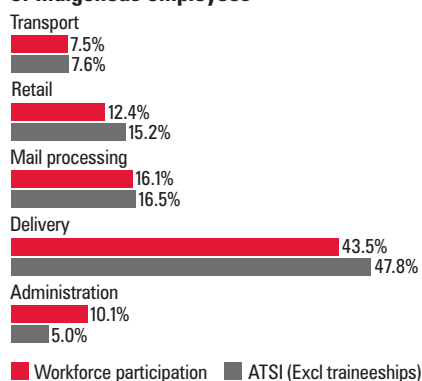


Figure 7: Indigenous employees in management

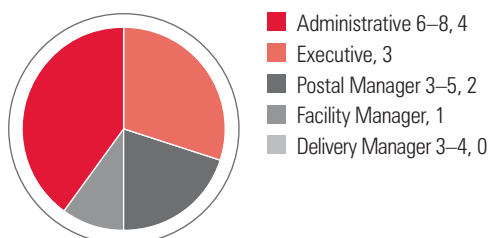
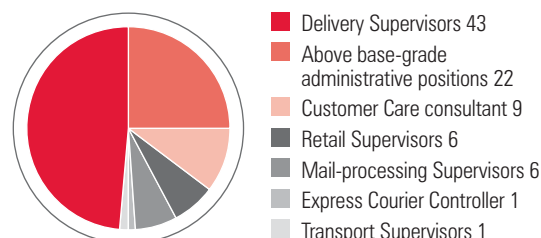


Figure 8: Indigenous employees in supervisory and above base-grade level positions



Key achievements

**15 February
2011**

RECONCILIATION ACTION
PLAN LAUNCHED

1.8%

INDIGENOUS REPRESENTATION
IN WORKFORCE

48

INDIGENOUS
TRAINEESHIPS

03

INDIGENOUS
EMPLOYEES
REPRESENTED AT
EXECUTIVE LEVEL

Reconciliation – the next step



Australia Post's recruitment, retention and development of Indigenous Australians is underpinned by several programs.

Australia Post's recruitment, retention, and development of Indigenous Australians is underpinned by several programs. The primary focus of our Indigenous programs is to provide frequent and meaningful contact with our Indigenous employees so they feel supported in their roles and are compelled to continue working with Australia Post.

Our flagship program for this year and beyond is the Australia Post Reconciliation Action Plan (RAP). Through the RAP, Australia Post continues its commitment to reconciliation by providing sustainable employment backed by experience and respect; being a part of Indigenous communities through the services that we provide; and recognising the culture of Indigenous Australians and their role as the First Australians.

The Australia Post RAP builds upon the existing foundation of the Indigenous Employment and Business Strategy established in 1988 but takes it further by setting out goals and a timeline in which to achieve specific outcomes.

To monitor the outcomes of Australia Post's RAP and the Indigenous Employment Business Strategy, a steering committee consisting of members of Australia Post's management and Indigenous employees will meet quarterly and report to Australia Post's Executive Committee on RAP outcomes.

Australia Post continues to enhance the career prospects of Indigenous Australians through our employment programs and career development initiatives. Our employment programs assist Aboriginal and Torres Strait Island people in preparing for and entering the workforce through placements such as

the Indigenous School Based Traineeships and adult traineeships. Our career development programs, such as the Indigenous Leadership Program, are aimed at equipping our Indigenous employees with the tools they need to further their career interests within Australia Post.

Australia Post continues to partner with a variety of Indigenous employment and community agencies as well as sporting bodies such as the NRL and AFL to raise awareness of our Indigenous programs and the opportunities available.

Australia Post aims to be an employer of choice to the Indigenous community and will continue to focus on promoting the varied career opportunities available and support provided to ensure Indigenous Australians have access to the same opportunities as non-Indigenous Australians.

Australia Post continues to enhance the career prospects of Indigenous Australians through our employment programs and career development initiatives.

Highlights

Reconciliation Action Plan (RAP) launch

The official launch of Australia Post's RAP was held at Australia Post's head office in Melbourne on Tuesday 15 February to mark our most significant formal commitment to closing the gap through employment, service and acknowledgement. Aunty Joy Murphy performed *Welcome to Country* and a local Indigenous dance troupe opened and closed the ceremony. Guest speakers included Australia Post Chairman David Mortimer AO; the Hon. Penny Wong, Minister for Finance & Deregulation; Melinda Cileto, Director Reconciliation Australia; and the Hon. Mark Arbib, Minister for Indigenous Employment and Economic Development (via video link).

Employment programs

One of the highlight programs was the Indigenous School Based Traineeships: a program offering Indigenous students between Years 10 and 12 a two year traineeship to gain knowledge of and experience in the workforce. State-based

Indigenous Employment Consultants (IECs) make regular visits to ensure participants are progressing as planned and to support and guide both participants and managers. Feedback from managers during the past financial year has been highly positive with reports that participants are making a valuable contribution and with the right guidance could have a long future at Australia Post.

Promoting Australia Post as an employer of choice

Australia Post has had an ongoing partnership with Former Origin Greats (FOGS) in Queensland to provide a range of sporting incentives to reward our existing Aboriginal and Torres Strait Islander workers and help us recruit new staff. This year FOGS continued to promote Australia Post as an EEO employer through its career expos in Cairns, Mackay, Mount Isa, Rockhampton, Townsville, Toowoomba and Brisbane.

Sport has also been used to promote career opportunities in South Australia through the AFL/SANFL. A day was held

where 50 Indigenous youth participated in resumé writing sessions and two of our employees spoke to the group about their experiences working for Australia Post and skills they have gained and the opportunities available.

NAIDOC week celebrations

NAIDOC week celebrations were held at a number of facilities across the country. The 2010 NAIDOC theme was "Unsung Heroes – Closing the Gap by Leading the Way". "Unsung Heroes" recognises the part played by quiet achievers in the Indigenous community, both past and present. At Australia Post's head office more than 70 guests attended celebrations with traditional dance, stories, Indigenous cuisine and music. At other worksites across the country, Indigenous employees created artwork to display at their facility, fundraiser barbecues were held and brochures, pens, balloons, stamps and other giveaways were handed out to raise awareness of NAIDOC week.

CASE STUDY

Indigenous Trainee of the Year – Dane McCarthy

Dane McCarthy started with Australia Post at Charleville, a small country town in Queensland, under a 12 month full-time postal delivery officer traineeship. Charleville Post Office consists of a small retail store with a delivery annex, so Dane took the opportunity to gain experience in all aspects of the business including retail as well as sorting while waiting to qualify for his postal motorcycle licence. Upon completing his traineeship Dane moved to Gatton and then to Toowoomba where he now works as a postal delivery officer. Management at all three facilities nominated him for Indigenous Trainee of the Year and in November 2010 he was awarded the top prize for his outstanding service.

NON-ENGLISH SPEAKING BACKGROUND



Australia Post is committed to a culturally diverse workforce that reflects Australia's contemporary multi-ethnic profile. Our focus is on breaking down the language and cultural barriers so new Australians are able to access gainful employment and actively participate in our community.

Despite the realignment of our business to enable our Future Ready strategy, this year's result remained stable at 22.7 per cent (22.6 per cent in 2009). Figure 9 shows a breakdown of NESB representation in the different business areas.

The representation of Western Australia NESB employees increased markedly from 12.7 per cent (392) to 19.1 per cent (588). Queensland NESB representation rose

to 13.6 per cent (10.2 per cent in 2009) and NSW/ACT experienced a 2.3 per cent increase to 31.8 per cent.

The cultural composition of NESB employees can be broken down into over 70 languages other than English originating from 140 countries.

The six primary language groups that exist within the NESB category include:

- Vietnamese – 20.3 per cent
- Tagalog (Philippines) – 15.6 per cent
- Cantonese – 11.2 per cent
- Greek – 4.8 per cent
- Hindi – 3.6 per cent
- Italian – 2.7 per cent.

The representation of NESB employees in management positions (see figure 10) remained relatively stable at 19.6 per cent (20 per cent in 2009/2010) with the highest proportion in administrative areas (246 employees). The actual number dropped to 355 from 423 last year; however, this is proportionate to the total reduction of employees under the Future Ready restructure.

Much of Australia Post's cultural diversity occurs naturally through the assimilation of ethnic groups over time. However, one of the challenges we face in truly reflecting the cultural diversity of contemporary Australia is in recruiting newer ethnic groups who are unaccustomed to the Australian way of life and may exist on the fringes of our community.

Australia Post is committed to a culturally diverse workforce that reflects Australia's contemporary multi-ethnic profile.

Image Left: Australia Post values and promotes a multi-cultural workplace where ethnic diversity is considered a competitive advantage.

Figure 9: Primary workforce representation of NESB employees

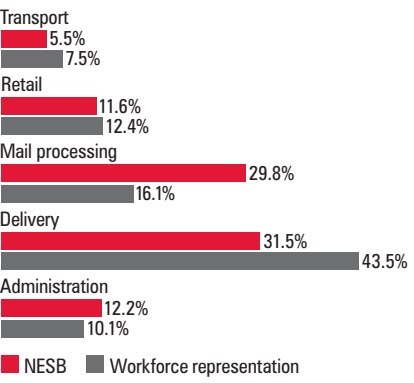
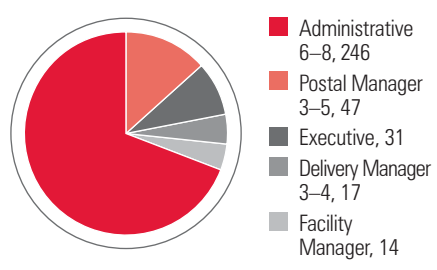


Figure 10: NESB employees in management



Our structured programs such as Ucan2 and Working – the Australian Way all provide support to ethnic groups less familiar with Australian customs to prepare them for the Australian workforce and the Australian social and economic system. These programs, coupled with our strong working relationships with migrant resource companies are focused on assisting more marginalised cultural groups gain access to employment opportunities.

In addition to assisting migrants in gaining employment and pursuing their career interests Australia Post celebrates its cultural diversity and the richness it brings to our organisation through events such as Harmony Day. The aim of these events is to create a culture of inclusiveness where difference is valued and managed in a way that maximises the organisation's effectiveness.

Key achievements

22.7%

NESB REPRESENTATION IN THE WORKFORCE

70

LANGUAGES SPOKEN OTHER THAN ENGLISH

19.6%

REPRESENTATION OF NESB EMPLOYEES IN MANAGEMENT POSITIONS



Australia Post provides Ucan2 participants of refugee background with valuable work experience opportunities and access to Australia Post's volunteer employees who act as mentors.

Highlights

Ucan2 program

One of the key highlights this year was the signing of a Memorandum of Understanding (MOU) with Foundation House (also known as the Victorian Foundation for the Survivors of Torture) to support its Ucan2 program. Through the partnership, Australia Post provides Ucan2 participants of refugee background with valuable work experience opportunities and access to Australia Post volunteer employees who act as business mentors.

Since signing the MOU, casual work opportunities for 24 program participants were provided at our Dandenong Letters Centre and Melbourne Parcels Facility and 14 young people were mentored in Melbourne. We also commissioned Foundation House to conduct a study into the impacts of social cohesion through sport. The results will be used to inform the further development of our social cohesion program. Next year, we will strengthen our partnership with Foundation House and expand the Ucan2 program.

Harmony Day

Harmony Day was celebrated at Australia Post facilities across the country on 21 March to recognise our cultural diversity and the benefits our differences bring to our organisation. Many facilities across the country held morning teas and lunches where staff were invited to bring a plate of food representing a different country to share with colleagues.

Employees shared personal stories about their experiences within different cultural backgrounds and some facilities were decorated in orange – the official Harmony Day colour – while staff wore an orange item of clothing.

Harmony Day celebrations in Sydney's corporate office raised money for the Japan earthquake/tsunami appeal and at a Sydney parcels facility a plaque was erected in the front garden displaying the nationalities represented by current employees.

Working – the Australian Way

Australia Post partnered with multicultural services provider AMES and a number of other corporations to deliver workshops to help newly-arrived professionally skilled migrants to better understand the Australian workplace and what is required to gain and keep employment.

Australia Post participated in workshops conducting mock interviews and providing feedback to skilled migrants who had recently arrived in Australia.

Acces Services Inc

Acces Services is a migrant resource and employment group for people from non-English speaking backgrounds. Through our relationship, we participated in mail officer and postal delivery pre-employment education programs and general employment discussions designed to make the recruitment process easier by breaking down language and cultural

barriers prior to the candidate making an application for positions. This program has resulted in employment outcomes across both divisions.

English language and literacy programs

Australia Post currently delivers two English language and literacy programs to assist its non-English speaking employees with integrating into our workforce and improving their personal and vocational prospects. Our English language and literacy programs are part of our \$20 million investment in training and development for Award staff under the Future Skills program.

Workplace English Language and Literacy (WELL) delivered training at Melbourne Gateway Facility during work hours to 14 nominated participants in the areas of presenting workplace information, working effectively with others and basic workplace communication skills which align with competencies from Certificate II in Transport and Distribution (Warehousing). The program ran from August 2010 to July 2011.

English as a Second Language (ESL) training at Dandenong Letters Centre (DLC) is run outside of work hours and is tailored to the needs of the participants and aligned with needs of the DLC. The group is working towards a Certificate II in English as a Second Language (ESL). This program will run until May 2012.

CASE STUDY

Manager – Akhila Chopra

Indian born Akhila Chopra commenced a 12 month retail trainee manager's program in 2006 after moving to Australia in 2005. By July 2006, management recognised her potential and Akhila started acting in supervisory roles. Three months later she was placed into a Postal Manager's position. In November 2007, she received her first promotion to Senior Postal Services Officer Grade 1 at the Brisbane GPO and 10 months later Akhila received a promotion to the Postal Manager Grade 2 position at the Toowong Business Centre. Akhila continues to successfully manage the team at the Sumner Park Business Centre and in 2009 won the Most Improved Manager award for the South East Queensland Business Centre Group. Under Akhila's leadership, her team became the state winners in the Business category for the 2010 National Excellence Awards.

Gender

Indigenous

Non-English speaking

Disability

Other diversity program outcomes

Workforce profile

DISABILITY



Australia Post continues to lead the way in providing employment opportunities and tapping into the potential of quality candidates with a disability.

This year, Australia Post has enhanced its focus on creating an inclusive workplace by providing a suitable work environment for people with disability so they can perform their work as independently and productively as possible.

With demographic changes such as the ageing workforce, together with unemployment on the rise and skills shortages in key areas, Australia Post recognises that drawing upon a broader and more diverse pool of talent will realise benefits for our people, the community and the business to enable growth and ensure a sustainable future.

Disability comes in many forms, including physical immobility, hearing and sight impairment and mental illness.

Australia Post currently employs 2,616 people with disability (PWD), representing 7.8 per cent of the total workforce. This figure has remained relatively stable since the previous financial year (8.2 per cent in 2010).

The occupational groups with the highest representation of PWD at June 2011 were:

- Delivery 43.7 per cent (1,142)
- Retail 14.2 per cent (372)
- Administration 10.6 per cent (276).

Australia Post also has a relatively strong representation of PWD in management positions. In total, PWD make up 152 management positions, with 23 in executive positions.

This year, Australia Post also continued its commitment to providing work experience to a number of people with disability.

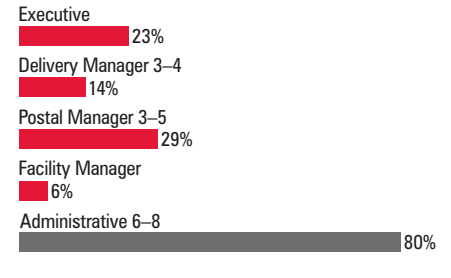
Australia Post continues to lead the way in providing employment opportunities and tapping into the potential of quality candidates with a disability.

Figure 11: Representation of PWD in occupational groups

Work group	Workforce representation		PWD	
	No	%	No	%
Administration	3,390	10.1	276	10.6
Call Centre	488	1.5	45	1.7
Delivery	14,561	43.5	1,142	43.7
Engineer	7	0.0	1	0.0
Executive*	322	1.0	22	0.8
Facility Manager	123	0.4	6	0.2
IT*	137	0.4	6	0.2
Mail Processing	5,392	16.1	420	16.1
Miscellaneous	78	0.2	8	0.3
Parcel Post	567	1.7	19	0.7
Parcels	25	0.1	0	0.0
Postal Manager	1,041	3.1	112	4.3
Retail	4,165	12.4	372	14.2
Sprintpak/PL	208	0.6	0	0.0
Support Services	36	0.1	2	0.1
Technical	431	1.3	31	1.2
Transport	2,501	7.5	154	5.9
Total Numbers	33,472	100.0	2,616	100.0

* Note – Executive Occupational Group excludes IT Bands.

Figure 12: Representation of PWD in management positions



Key achievements

2,616

THE NUMBER OF PEOPLE WITH DISABILITY IN OUR WORKFORCE

December 2010

MOU SIGNED WITH WORK FOCUS

152

THE NUMBER OF PWD IN MANAGEMENT POSITIONS



Work Focus has been rolled out across Australia Post in all states in both Postal and Retail services including our two contact centres.

Highlights

Rockingham Delivery Centre has continued to work with Warnbro High School Education Support Unit giving students with disabilities work experience. These students have varying degrees of disabilities from Cerebral Palsy and Autism, to learning disabilities. The students work for a week at a time learning administrative tasks and assisting with the amalgamation of Unaddressed Mail Service.

Challenges

One of the greatest challenges Australia Post faces is the reluctance from some of our people to declare their disability. Often, a contributing factor to this can be a limited understanding of what is classified as a disability and the support and assistance Australia Post provides. As such, the key focus of our strategy is to enhance awareness of disability and ensure our employees are informed about the support available, while promoting a more inclusive environment.

Australia Post has launched a number of successful initiatives this year.

Work Focus

Following our participation in a successful trial, Australia Post signed a Memorandum of Understanding (MOU) with Work Focus in December 2010. The Work Focus Group helps connect employers with disabled workers at no cost. The service aims to increase the number of employment opportunities for people with a disability and provide work-related equipment and services so they can perform their work as independently and productively as possible.

Reports to date indicate that the Work Focus initiative in Australia can achieve positive results. Making innovative adjustments for disabled employees will minimise the skills lost to early

retirement, reduce health and safety costs, reduce accident costs, reduce lost working days and lower work-related disability.

Work Focus has been rolled out across Australia Post in all states in both Postal and Retail services including our two contact centres. To date, we have accessed the available funds to provide Auslan interpreting services for hearing impaired candidates. In addition, a number of placements have been made to date, reflecting the strong partnership established between the parties.

Work experience programs for adults with a form of disability

The Hervey Bay delivery centre has been involved with a disability employment services provider for the past five years. Over this period, 17 on-the-job training placements

and five employment opportunities for people with a disability, injury or health condition have been established.

This has been achieved through participation in a relevant work experience program for clients with forms of disability. Ultimately the program is designed to assist a client into paid employment. At the same time it has proven to be a cost-effective training program to identify suitable staff for future employment with Australia Post.

This work experience program allows the participants to learn new skills, gain confidence and demonstrate motivation and suitability for employment while also assessing their own capacity and aptitude in a specific type of job. It is envisaged that this program will be extended beyond the one facility in the near future.

CASE STUDY

Vicki Eichholzer is a community champion who provides training and employment opportunities for people with disabilities.

Vicki, Manager of the Hervey Bay Delivery Centre has been involved with disability employment services provider CRS Australia (part of the Department of Human Services) for the past three years. During this time Vicki has created 17 on-the-job training placements and five employment opportunities for people with a disability, injury or health condition. The program provides participants with the opportunity to learn and develop new skills through work experience.



OTHER DIVERSITY PROGRAM OUTCOMES

Gender

Indigenous

Non-English speaking

Disability

Other diversity program outcomes

Workforce profile

Discrimination and harassment

Australia Post is committed to creating a work environment free of harassment, discrimination and bullying. As such, Australia Post has adopted a zero tolerance approach that is supported by clear and robust organisational policies and our code of ethics.

This year, Australia Post continued to provide comprehensive training for new employees in the prevention and management of harassment, discrimination and bullying.

Harassment Contact Officers (HCOs) are engaged in every state to provide employees with advice, information and support relating to our harassment, discrimination and bullying prevention and management framework.

When harassment, discrimination or bullying complaints are received, Australia Post manages these complaints in an appropriate, confidential and timely manner.

In addition, Australia Post has an Employee Assistance Program that provides confidential, professional and free counselling assistance to staff members.

Career flexibility

Australia Post's Workplace Flexibility policy is seen as a key strategy in fulfilling the needs of the business for a flexible workforce as well as maintaining employee engagement. Our policy is also a key tool for attracting, motivating and retaining the right people so Australia Post maintains its reputation as an employer of choice.

This year we continued our commitment to offer work/life initiatives such as 48/52 or purchased leave, conversions from full-time to part-time employment, parental leave, carer's leave and our transition to a retirement program.

48/52 or purchased leave

48/52 provides an additional four weeks unpaid leave in a year to help employees balance their work and private lives. An employee accessing 48/52 will receive the normal base fortnightly salary, but with an automatic deduction for a 12-month period to cover the four weeks leave without pay. All permanent full-time and part-time Australia Post employees can apply for the 48/52 leave. This year 2,100 employees have taken purchased leave.

Career break

This year, 197 employees were on a career break (167, 2010), marking an increase of 18 per cent from last year.

Conversion from full-time to part-time employment

Employees can request conversion from full-time employment to part-time employment to strike a balance between their work and personal needs for either a fixed period or as a permanent arrangement. Parents returning from parental leave may also request a part-time arrangement up until their child reaches five. This year we had 69.8 per cent full-time employees and 30.2 per cent of our people were in part-time roles.

Maternity leave

On 28 October 2010, the Australia Post Fair Work Agreement became effective entitling female employees who have had more than 12 months continuous service at Australia Post to 14 weeks maternity leave at full pay or 28 weeks at half pay. This year 560 female employees have taken maternity leave.

Transition to retirement

Transitioning to retirement is an Australia Post workplace flexibility initiative designed to assist employees over 53 who are planning to retire within the next two years and would like to reduce or change their hours before then.

Almost 50 per cent of our employees are aged 45 and over. This initiative is aimed at retaining and transferring valued skills and knowledge in staff who may otherwise decide to leave.

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 who requires care due to an unexpected emergency. A total of 9,791 employees have accessed carer's leave this year, which is 3.8 per cent lower than last year.

WORKFORCE PROFILE

The following section provides an overview of the size and composition of the Australia Post workforce.

Workforce composition

As at 30 June 2011, the Australia Post workforce comprised of 33,472 employees. This is a slight decline (34,457 in 2010) since the previous year and can be primarily attributed to the realignment of our business as part of the Future Ready strategy.

The impact of the business realignment has seen a slight decline in overall headcount across our four diversity indicators. As the business transitions to year two of the Future Ready strategy, a renewed focus will be placed on maintaining the representation of our diversity and inclusion groups.

Figure 13: Composition of Australia Post workforce at 30 June 2011

	Workforce representation		Females		Males		ATSI		NESB		PWD	
	No	%	No	%	No	%	No	%	No	%	No	%
Permanent												
Full-time	23,101	69.0	7,333	55.0	15,768	78.3	316	53.5	5,564	73.1	1,939	74.1
Part-time	9,244	27.6	5,492	41.2	3,752	18.6	192	32.5	1,945	25.6	644	24.6
Total Permanent	32,345	96.6	12,825	96.2	19,520	96.9	508	86.0	7,509	98.6	2,583	98.7
Fixed Term												
Full-time	222	0.7	68	0.5	154	0.8	1	0.2	23	0.3	8	0.3
Part-time	621	1.9	249	1.9	372	1.8	28	4.7	67	0.9	15	0.6
Total Fixed Term	843	2.5	317	2.4	526	2.6	29	4.9	90	1.2	23	0.9
Casual												
Full-time	46	0.1	28	0.2	18	0.1	0	0.0	2	0.0	2	0.1
Part-time	238	0.7	166	1.2	72	0.4	3	0.5	11	0.1	8	0.3
Total Casual	284	0.8	194	1.5	90	0.4	3	0.5	13	0.2	10	0.4
Indigenous traineeships							48	8.6				
Total Employment	33,472	100.0	13,336	100.0	20,136	100.0	588	100.0	7,612	100.0	2,616	100.0



Gender

Indigenous

Non-English
speaking

Disability

Other diversity
program outcomes

Workforce profile

Figure 14: EEO occupational groups

	Workforce representation		Females		Males		ATSI (Excl traineeships)		NESB		PWD	
	No	%	No	%	No	%	No	%	No	%	No	%
Administration	3,390	10.1	1,595	12.0	1,795	8.9	27	5.0	943	12.4	276	10.6
Call Centre	488	1.5	342	2.6	146	0.7	10	1.9	113	1.5	45	1.7
Delivery	14,561	43.5	4,150	31.1	10,411	51.7	258	47.8	2,300	30.2	1,142	43.7
Engineer	7	0.0	0	0.0	7	0.0	0	0.0	0	0.0	1	0.0
Executive*	322	1.0	93	0.7	229	1.1	3	0.6	29	0.4	22	0.8
Facility Manager	123	0.4	23	0.2	100	0.5	1	0.2	16	0.2	6	0.2
IT*	137	0.4	21	0.2	116	0.6	0	0.0	39	0.5	6	0.2
Mail Processing	5,392	16.1	2,463	18.5	2,929	14.5	89	16.5	2,267	29.8	420	16.1
Miscellaneous	78	0.2	45	0.3	33	0.2	1	0.2	11	0.1	8	0.3
Parcel Post	567	1.7	213	1.6	354	1.8	11	2.0	225	3.0	19	0.7
Parcels	25	0.1	4	0.0	21	0.1	0	0.0	10	0.1	0	0.0
Postal Manager	1,041	3.1	555	4.2	486	2.4	14	2.6	172	2.3	112	4.3
Retail	4,165	12.4	3,442	25.8	723	3.6	82	15.2	920	12.1	372	14.2
Sprintpak / PL	208	0.6	148	1.1	60	0.3	0	0.0	4	0.1	0	0.0
Support Services	36	0.1	12	0.1	24	0.1	3	0.6	13	0.2	2	0.1
Technical	431	1.3	11	0.1	420	2.1	0	0.0	111	1.5	31	1.2
Transport	2,501	7.5	219	1.6	2,282	11.3	41	7.6	439	5.8	154	5.9
Total Numbers	33,472	100.0	13,336	100.0	20,136	100.0	540	100.0	7,612	100.0	2,616	100.0

* Note – Executive Occupational Group excludes IT Bands.

Terminology – ‘Management’ refers to Executive, Administrative officer 6–8, Facility Manager, Postal Manager 3–5 and Delivery Manager 3–4 positions.



