

Access & Inclusion Plan 2023 to 2025



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Sustainable Development Goals

Australia Post’s 2025 Sustainability Roadmap supports and is underpinned by the UN Sustainable Development Goals (SDGs), including SDG 10 – Reduced Inequalities which includes people with disability. To learn more about how Australia Post is supporting the SDGs, view our 2025 Sustainability Roadmap at https://auspost.com.au/content/dam/auspost_corp/media/documents/2025-sustainability-roadmap.pdf



Print Junction

As part of our commitment to building sustainable partnerships with Aboriginal and Torres Strait Islander businesses, 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. We continue to proudly use family-owned Indigenous business Print Junction for the printing of our Accessibility and Inclusion Plan.

Print Junction is a Supply Nation Certified Supplier.



Acknowledgment of Country

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



Blend Creative

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

Cover Image: Nancy Bezerra, Postal Services Officer serving customer at counter.

Message from Susan Davies, Disability Executive Sponsor



For more than 200 years, the postal service continues to be at the heart of every community.

This Access and Inclusion Plan builds on our decade-

long commitment to improving access and inclusion for people with disability and is aligned to our purpose of 'Delivering a better tomorrow' for team members, customers and the community.

Since launching our first Accessibility Action Plan in 2012, Australia Post has continued to focus on improving and enhancing our workplace, products, services, and community engagement to create an inclusive culture and an environment that is accessible to everyone.

Reflecting on our achievements over the last three years, I am extremely proud of the work that has been conducted across the whole business to design and co-create with people who have lived experience of disability to deliver practical, accessible outcomes.

With over 5.6% of our team identifying as having disability, with an average tenure of 16 years, we aim to attract, support, and retain skilled people from diverse backgrounds. Since launching our previous plan, we've improved our recruitment process and become the largest Australian employer to be certified as a Disability Confident Recruiter. We've also introduced Workplace Adjustment Guidelines and Digital Passports to ensure all team members have access to a simple, clear and dignified process for accessing adjustments to support them in their career.

I hope this provides job seekers with the confidence to apply for roles with us, comfortable in the knowledge that we value diversity and are committed to providing a barrier-free recruitment experience and inclusive workplace where they can thrive.

The Accessibility Matters Employee Reference Group continues to play a pivotal role in our approach to disability inclusion and it is a privilege to work alongside the members as they provide insights and feedback on a range of topics, from workplace adjustments to our Point-Of-Sale technology. I am in awe of their strength and determination and do not underestimate the courage that it takes to share their lived experiences. Through sharing their stories and experiences, we are embedding accessibility and disability inclusion into everything we do.

There has also been a significant customer focus to ensure our marketing and communications are inclusive. We are recognising different ways of communicating by producing TV commercials with audio description and Auslan, offering alternative ways for people to participate in our campaigns, for example Dear Australia and Santa Mail, and ensuring we include visual representation of people with disability in marketing and communications.

Furthermore, with the appointment of our first Product Accessibility Lead there has been renewed focus on embedding universal design principles within our products and services portfolios. A recent highlight was finding a way to make it easier and quicker for customers using screen readers to track their parcels on our website during our Hackaccessibility event.

Of course, we understand that there is more to do. This new plan aims to clearly articulate what we want to deliver and the priorities that will guide us over the next three years.

I thank everyone who has contributed to the development of this plan and for their ongoing support and commitment as we deliver on this.

A handwritten signature in black ink that reads "Susan Davies". The signature is fluid and cursive.

Susan Davies
Executive General Manager, People & Culture



Message from Corene Strauss, CEO Australian Network on Disability



Australian Network on Disability (AND) congratulates Australia Post on such a significant milestone, 10 years of its Disability Action Plan.

All significant change needs a plan to succeed and becoming an accessible workplace is no exception. Australia Post's Access and Inclusion Plan 2023-2025 recognises the important role organisations have in building an inclusive environment for employees, consumers and the diverse community they serve.

Australia Post's new Access and Inclusion Plan sets out impressive objectives for the coming years. It

should not be overlooked however that there have been many achievements to date including, creating a Workplace Adjustment Policy, Procedure and Passport; achievement of the Disability Confident Recruiter status; and participation in AND's Stepping Into Program (SIP).

As a valuable partner on this journey since 2004, the Australian Network on Disability looks forward to continuing to work with Australia Post to create a more equitable and inclusive Australia.

Corene Strauss
CEO Australian Network on Disability

A Social Approach to Disability

Australia Post takes a comprehensive view of disability as defined in the *Disability Discrimination Act 1992*. A disability is any condition that restricts a person's mental, sensory or mobility functions. It could be caused by accident, trauma, genetics or disease. A disability may be temporary or permanent, total or partial, lifelong or acquired, visible or invisible.

Furthermore, we support and advocate for the United Nations Convention on the Rights of Persons with Disabilities (CRPD) social approach to disability to inform how we work to advance access and inclusion of people with disability.

The social model of disability is a way of viewing the world, developed by people with disability that recognises disability is the result of the interaction between people living with impairments and barriers in the physical, attitudinal, communication and social environment.



Disability in Australia



1 in 5

Australians have disability
(4.4 million people)



2.65m

Carers, represent
10.8% of all Australians



235.3k

young carers
(under the age of 25)

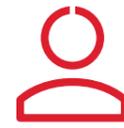


7 in 10

carers are women

Source: Australian Bureau of Statistics (2018), Disability, Ageing and Carers, Australia: Summary of Findings, ABS Website. This is the most current data available at the time of producing this plan.

Disability at Australia Post



5.6%

of Australia Post team members
identify as having disability



16

years average tenure of
people with disability



56%

Team members with disability
engagement score (2021)
(was 43% in 2016 and 55% in 2019)



73%

Accessibility Matters members
engagement score (2021)

Source: Australia Post Workforce Metrics and Employee Engagement Surveys

2020 to 2022 Achievements

Our 2020 to 2022 Accessibility and Inclusion Plan (AIP) was developed with Australia Post team members and external stakeholders including people with disability and the Australian Network on Disability. During the implementation of this plan, the Accessibility Matters Employee Reference Group received quarterly progress reports and met regularly with the Accessibility Steering Group on various

actions within the plan. Progress was externally measured and benchmarked through participation in the Australian Network on Disability Access and Inclusion Index.

We are proud to share some of our recent achievements, acknowledging that whilst we've made great progress, there is still work to do.



Commitment

In line with our goal to actively listen to and consult with people with disability in the delivery of the 2020 to 2022 plan, we are committed to finding ways to amplify the voices of people with disability.



Amplifying the voices of people with disability

In 2021, Dr Ben Gauntlett, Disability Discrimination Commissioner, Australian Human Rights Commission was appointed to the Australia Post Stakeholder Council which reviews and provides feedback on issues including corporate responsibility, stakeholder relations and social and environmental sustainability. This forum aims to improve stakeholder understanding of Australia Post's business, products and services and helps us to understand the needs of our stakeholders.

Building on the activities of our employee reference group, Accessibility Matters, in 2021 we introduced the annual CEO Disability Listen'n Learn session. The session provides a forum for five team members with disability to meet with the CEO and Executive General Managers to discuss a range of topics, including career development and progression, workplace adjustments and the role that leaders can play to demonstrate their commitment to access and inclusion of people with disability in the workplace.



Sharing disability inclusion practices

Australia Post has actively sought ways to share learnings from our whole-of-business approach to access and inclusion and to learn from other organisations. Since 2012, Australia Post has been a member of the Australian Network on Disability (AND) and in 2021 were invited to join the Australian Human Rights Commission IncludeAbility employer network.

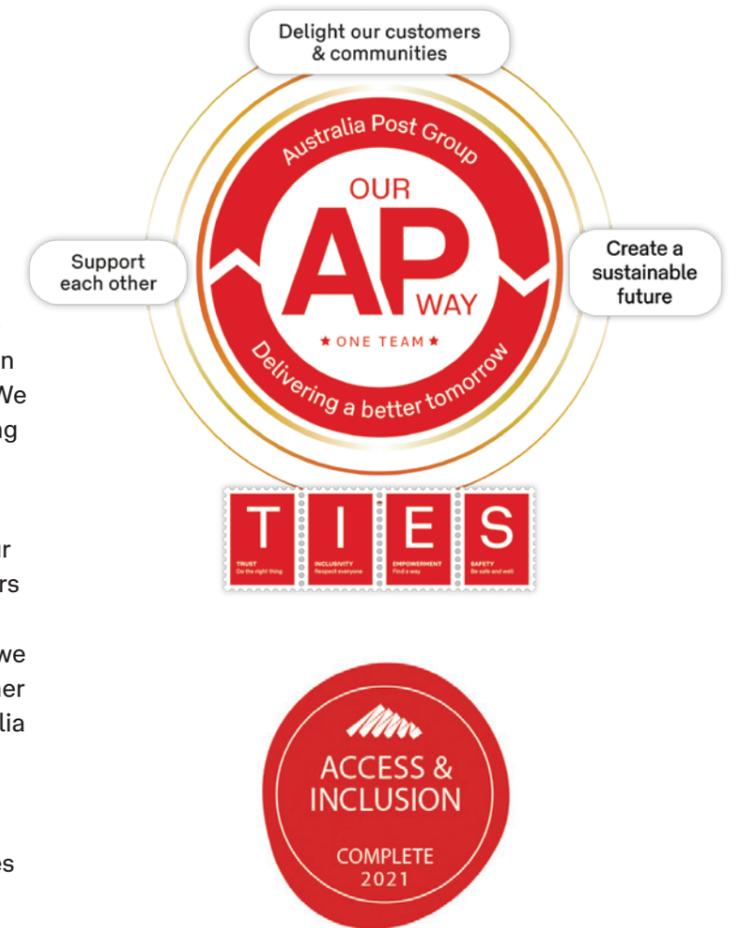
We continued to participate in the AND member roundtable discussions and were invited to speak at the 2021 and 2022 AND National Conferences, sharing our approach to disability employment and engaging the Accessibility Matters employee group, and the whole business, to embed accessible practices. Other AND engagements included sharing the way we develop impactful action plans during the AND Action Plan Master Class series and promoting the benefits of the Stepping Into program for students with disability.

In 2021 Australia Post was invited by Dr Gauntlett to join the Australian Human Rights Commission's IncludeAbility Project Employer Network. The IncludeAbility Project aims to increase meaningful and sustainable employment opportunities for people with disability. Employer Network Members commit at a CEO level to leading, championing and implementing organisational culture and systems change to increase internal understanding of employment barriers for people with disability and strategies to address these barriers. As a member of the Employer Network, Australia Post participates in regular meetings, including an annual CEO forum, to share learnings and discuss techniques and methods to improve the long term employment of people with disability. To learn more about the IncludeAbility Project go to <https://includeability.gov.au/>

Our Values and the AP Way

Our values of Trust, Inclusivity, Empowerment and Safety (TIES) underpin everything we do - the services we deliver, the products we provide, and importantly how we behave and communicate with each other and our customers. Our values are the ties that bind us together, make us unique and help ensure our people, our customers and the Australian community are at the centre of everything we do. We understand the importance of inclusivity, in ensuring that everyone is respected and feels they belong.

Our AP Way will help us create the next chapter in Australia Post's long history as we work towards our ambition to be the preferred choice of our customers and communities for eCommerce, digital, mail and retail services. Our AP Way is all about the culture we need to create to ensure we're successful for another 200 years. It describes what's special about Australia Post and the behaviours and mindset we need to deliver our strategy. Our AP Way also keeps us on track to support each other as one team, so we can continue delighting our customers and communities and creating a sustainable future.



Benchmarking our access and inclusion journey

The Australian Network on Disability continues to measure our progress in the Australian Access and Inclusion Index. The Index is Australia's leading benchmarking tool for inclusion of people with disability, providing a framework for us to review policies, procedures and practices that help us

identify areas for further improvement across key areas of our business. Australia Post has steadily improved year-on-year since first participating in 2017, ranking seventh overall in 2021, with a 15 per cent increase on our previous score. The insights and recommendations from the Index will continue to inform our priorities and we will continue to measure our progress in this way.



AND national conference presentation.

People Focus

We achieved a number of successful outcomes to drive employment and engagement of people with disability and continue to build a disability confident workplace.

Disability confident recruitment practices

In February 2021, we were proud to achieve Disability Confident Recruiter Status (DCR) through the Australian Network on Disability, making us the largest organisation to attain this status. With an extended workforce of 75,000, Australia Post now joins leading organisations across the country committed to inclusive recruitment practices.



Murat Husan, standing in a parcel facility.

Throughout our DCR journey, we created new initiatives to drive disability inclusion across our organisation, examined what changes could be made to assist in this goal and as a result, have now widened our talent pool for future employees with these inclusive practices.

One of the most important lessons for us continues to be how simple and inexpensive adjustments to the recruitment process and to roles can be. Too often when people think about hiring candidates with disability, they assume that adjustments will be time intensive, or require a huge financial outlay. However, we have many examples of adjustments we've made during our hiring process that simply required a bit of lateral thinking and some empathetic communication. We're delighted to share Murat's take on this and his experience joining our business.

“When I applied for my job at Australia Post, I let them know that I can lip read but prefer an Auslan interpreter for interviews and important meetings. Once they knew this, I was really surprised by the support I had from the start, during my training and even now.”

– Murat Husan, Parcel Delivery Officer, Sunshine West Parcel Delivery Centre, Victoria



Accessibility Matters

Accessibility Matters Employee Reference Group

Established in 2019, the Accessibility Matters employee reference group provides insights and feedback on products, services, and workplace experiences of people with disability and carers. Accessibility Matters is member-led by two elected Chairs, with a key criterion for this role that the person has disability or primary caring responsibilities for someone with disability. The Chairs are members of the Accessibility Steering Group, which oversees the implementation of the Plan. In this capacity, they provide a crucial link to the broader group and arrange for Steering Group representatives to join the monthly employee group meetings to discuss projects and initiatives.

Board members regularly attend the Accessibility Matters meetings to learn first-hand about the topics that matter and to better understand how they can support the activities and initiatives of the group.

During the life of this plan, Accessibility Matters welcomed their 100th member and have been involved in a range of initiatives to implement practical solutions to improve access and inclusion including;

- Workplace Adjustment Guidelines and Digital Passport
- IT network upgrades to improve Auslan video relay and live captioning services;
- Advice on the issue of clear face shields at sites where employees rely on lip reading to communicate;

- Encouraging employees with disability to share feedback in the employee engagement survey;
- User testing accessibility tools for our intranet; and
- Improving Australia Post event accessibility to incorporate Auslan interpreters and live captions in online events, including Annual Results and customer livestreams.

The Accessibility Matters network has also been actively involved in authentically representing people at Australia Post with disability in a range of communication and engagement activities including:

- The Australia Post Values campaigns, which feature team members speaking about the value of inclusivity and providing adjustments to empower people with disability to thrive at work;
- Commemorating International Day of People with Disability and National Week of Deaf People by sharing their stories and raising awareness of disability in films that are shared nationally across the Australia Post team and externally;





Greg and Michael stand side by side at work.

Australia Post Journeys

In 2022, we launched the first episode in our new five-part documentary series, Journeys, which looks through the lens of the people that make up Australia Post—exploring their lives, history and community while highlighting the breadth and depth of our role in connecting Australian communities.

Our first documentary tells the story of Greg and Michael, a father and son who work in one of our Western Australia facilities. Michael lives with disability, including hearing loss. When he was old enough to seek work, Greg knew having his son work alongside him would be a fantastic opportunity, not only for Michael, but also for his team.

Starting out as a seasonal casual, Michael now has a permanent part-time role in the same facility where his father has worked for 17 years. *“Michael is very caring,”* Greg says of his son. *“He loves challenges, he loves to sing, he’s a great guy.”*

As for Michael, he says his job is a joyful part of his life. *“I love to work at Australia Post. It’s a wonderful place. I chat with my friends about where they were born, when their birthday is, and their love stories also!”*

Check out Michael and Greg’s story and keep an eye out for future episodes of Journeys over the coming months via YouTube and On Demand TV. The series will also be featured in the new SBS documentary series, Australia Uncovered.

“In FY23 the Digital Content and Social team’s focus on telling stories of diversity and inclusion has helped us understand and appreciate the organisational

and societal benefits delivered by treating everyone equally. By welcoming and celebrating differences in a flexible and open environment, we’ve seen how quickly mindsets can shift and how acceptance adds richness to our own lives.” Anna Rogers, Digital Content Director, Chief Marketing Office.

Championing people with disability

In June 2022, at the inaugural Disability Confidence Awards, we were recognised among some of Australia’s leading employers for our commitment to disability confidence and our effort to improve employment opportunities for people with disability.

We were recognised in three categories:

- Top three finalist, Disability Employee Network of the Year: Accessibility Matters Employee Reference Group
- Top three finalist, Disability Inclusion Changemaker Award: Sharon Carroll, our Diversity & Inclusion Partner, was recognised for her individual contribution to driving impact in disability inclusion
- Renewed, Disability Confident Recruiter: for our commitment to developing and maintaining an accessible and inclusive recruitment practice

We’re making a concerted effort to build disability confidence in leaders and peers across our team through regular training, with almost 2000 participants completing our bespoke training package, ‘Let’s talk disability’ and ‘You CAN ask that’ training during 2021 and 2022.



Douglas Fogg, Product Accessibility Lead.



Michael Osman in parcel facility.

Improving access and inclusion for team members with disability

In June 2022, Australia Post launched Workplace Adjustment Guidelines and Digital Passports, to make it easier for team members with disability to request a workplace adjustment and document the arrangement in their own words within a Digital Passport, ready to share when they need or want to.

Managing workplace adjustments with dignity and respect is crucial to the engagement and retention of people with disability and ensures that team members can fully participate and be set up for success at work. Digital Passports enable people to capture and share their details and adjustment requirements in their own words, removing the need for them to explain their circumstances every time they change roles or managers within the organisation.

Nancy Bezerra, a Postal Services Officer, Melbourne, said her workplace adjustment plan helped her return to work after her speech was impacted by treatment for cancer, moving to work behind the scenes sorting mail when communicating directly with customers became too difficult. *“My manager has been so supportive and provided workplace adjustments so I can have refresher training and return to doing what I love, which serving our customers”* Ms Bezerra said.

Nancy’s manager, Michael, said Nancy was an incredibly valuable team member and that it was important to support team members with disability. *“Sometimes that means making changes at work so they can do their job effectively and most workplace adjustments don’t cost anything,”* *“You just have to listen to what they’re saying and focus on the solutions, not the barriers.”* Michael Brogden said.

Offering a step up for students with disability

Australia Post has participated in the Australian Network on Disability, Stepping Into internship program since 2015, increasing the number of interns from two in 2015 to 12 in 2021 and 2022. Australia Post teams host the students as paid interns in their winter or summer semester breaks. The host teams gain practical experience of working with a person with disability, helping them build their disability confidence, while the intern gets practical experience and confidence in the workplace.

Celebration and education through storytelling

Australia Post continues to recognise and celebrate dates of significance. In consultation with the Accessibility Matters employee reference group, we now celebrate the Accessibility Matters Anniversary in

June and National Week of Deaf People in September and have continued to celebrate International Day of People with Disability in December.

Each of these dates provide us with an opportunity to raise awareness and educate people through sharing stories and information to challenge the way people think about disability.

Anthony Moufarrege, Inclusion Coordinator at Australia Post understands how important it is for us to talk openly about disability in the workplace. Anthony lives with mild Dystonia and mild Cerebral Palsy and plays a key role in supporting Australia Post to create an inclusive workplace. *“Living with disability provides some challenges but it’s important for people to understand that this doesn’t mean they should lower their expectations of what I can achieve. I love that my role enables me to help my colleagues with disability by providing them with the opportunity to lead this discussion.”*

Anthony Moufarrege, Inclusion Coordinator.



Customer Focus

A number of initiatives were successful in providing accessible products, services and a dignified customer experience.

Accessible products and services

Recognising the importance of inclusive design, Australia Post created a new role in 2022 that is responsible for embedding universal design in the creation of new digital products and services. Team member, Douglas Fogg, took up the role in February 2022, having worked as a Product Designer with us for six years. Building on our progress with the Centre for Inclusive Design in 2021, Doug kicked off with a series of initiatives.

The first initiative, in March 2022, was our inaugural Hackaccessibility event to tackle challenges faced by customers with disability and find workable solutions to implement. A series of workshops were held in the lead up to the event, which focused on building awareness of co-creation and universal design principles. Accessibility Matters members were involved in the design, events and judging panel.

The winning solutions—which included providing team members with digital identification cards rather than physical ones, automated testing for developers to improve screen-readers across our digital assets to standardise our level of AA compliance and optimising a simplified three tabs screen-reader solution to get customer parcel details on the Australia Post Track page — are now being incorporated into how we deliver a more inclusive service.

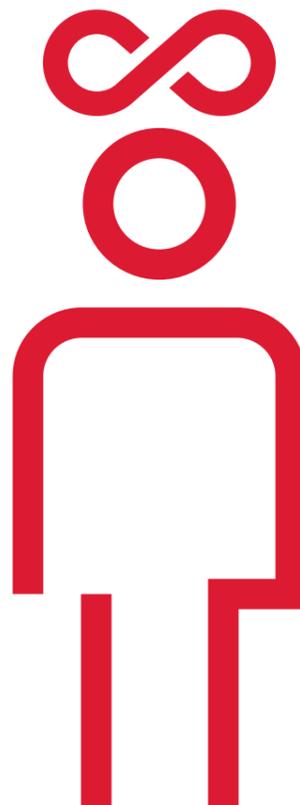
Doug has also started working closely with Intopia, one of our trusted external A11Y partners, to help co-design an online toolkit that would be available for all Developers, Product Designers, Content Designers and Product Managers to help them create accessible digital products and services that are easy to navigate and read, work on different devices and consider good design and colour. Ensuring that captions, transcripts and code are built in a way that the 1 in 5 Australians who have a disability can access without disadvantage is also an important undertaking.

Award winning digital platforms

Our digital platforms continue to grow, playing a vital role in how we connect and transact in society. In FY22, we had more than 902 million visits to our website and mobile app—up 25 per cent on last year—demonstrating the surge in demand for our services and the need for customers to be able to access information from us in a simple, efficient way. To design and build accessible and inclusive digital experiences for everyone, a key tool in our Experience Design team is our PostMaster Design System—an internal guide for designers and developers that covers the dos and don'ts of accessible and inclusive design. Furthermore, we're constantly monitoring and acting on feedback within the app or website to improve accessibility and ensure we're building to WCAG 2.1 AA standard. Our website was recognised at the Australian Web Awards 2022, taking out the top awards for 'Best Government website' and 'Best User Experience', as well as placing as a finalist for 'Best mobile app'.

Dedicated customer enquiry service launched 2022

In July 2022, Australia Post introduced a dedicated ingress point on our website for people with disability who have queries relating to accessibility. These queries are triaged to the Customer Care Specialist team, whose members have undertaken comprehensive training to become disability confident.



Inclusive marketing and communication

The Australia Post marketing team has been implementing small changes over the past two years, which have been building towards a big impact on the accessibility of our communication material. Basics had long been in place, including AA compliance on digital material, captioning on videos and transcripts being made available—however, there was more that could and should be done.

Looking at communication accessibility as an opportunity rather than a compliance measure, new and powerful examples of how we've been able to progress Australia Post marketing communications include the introduction of mandatory Alt-text (text alternatives for static images) on all social media posts; the simplification of messaging and creation of large print, braille or other accessibility requirement responses for children as part of our Santa Mail program; and the creation of audio described and Auslan embedded television commercials for our Christmas campaign, Spread the Merry, and our brand campaign, Delivering like Never Before. In addition, powered by learnings from our lockdown

experiences, our events teams created the opportunity for all online event attendees to advise their accessibility requirements on invitations and support materials, as well as including captioning and Auslan translators on webinars.

The desire to better reflect and represent all Australians has also extended into our expectations relating to the talent cast for our advertising. Our 2022 Delivering Like Never Before brand campaign includes a wheelchair user as a lead character, a first for our brand and an important step to better represent our customers in a more authentic way. Our recent Christmas campaign also featured a diverse cast of different genders, nationalities, and abilities reflective of the communities we serve.

The adoption of good accessibility habits is an ongoing journey. Looking ahead, we intend to extend our initiatives more broadly into other areas of marketing and really put accessibility at the forefront of the marketer's mind when they are creating a campaign. As a brand that serves all Australians, it is imperative that our communications deliver for all Australians, whatever their accessibility requirement may be.



Braille Santa Mail program

Place Focus

With a goal to make Australia Post an accessible place for everyone, we focused on what could be done to improve access to both our digital and physical places.

Accessible learning

Understanding how important it is to provide team members with disability accessible learning content, the Enterprise Capability team developed guidelines for the design of all new and refreshed content to meet or exceed Web Content Accessibility Guidelines (WCAG) AA current standard. We know this is critical to ensure that everyone has the same opportunity for development and career progression. The first courses to be upgraded to meet this standard were compliance training modules covering topics including induction, decision making, and cyber security.

Post+ accessible tools for team members

Each day, our Post Office team members use a Point-of-Sale (POS) system to serve our customers. From mid-2023, Australia Post will introduce 'POST+' a new Point of Sale system that vastly improves the retail network point of sale experience and is carefully designed to be accessible for team members with disability. Ahead of the POST+'s introduction to Post Offices, the system's user interface (UI) has been audited for its accessibility and is compliant with WCAG 2.1 AA standards.

In addition to this compliance, the team developing POST+ took the system 'on the road' in 2022, providing team members the opportunity to get hands-on and share feedback—which has been used to make the system more accessible. These improvements include adjusting the colour contrast, increasing font size across the UI Design Framework and implementing extensive keyboard navigation. This testing also validated the ergonomic benefits of the new POS terminal with its touch screen and adjustable stand.

Post office network accessibility

Australia Post has one of Australia's largest retail networks with over 4,300 Post Offices, including 2,500+ in rural and remote areas. Much of our network is operated by private individuals acting as licensees or agents. During 2022, Australia Post's Retail Channels team undertook a review of the

Post Office network to understand the barriers for customers with disability. This is the first time that the organisation has developed a single, comprehensive overview of Post Office accessibility. This information will help us to prioritise accessibility improvements, and we have committed in this new plan to making this information available to customers via the Post Office Locator tool on the website.

Post Office team members providing their feedback on all aspects of POST+ at Thrive Expo 2022



The Talbot Post Office.

Community and Suppliers Focus

Our goal was to strengthen community and supplier partnerships by promoting greater accessibility, disability awareness and community cohesion.

Supporting communities through our grants programs

At Australia Post, we understand that when people in communities connect, they feel better. That's why, each year, we award grants to not-for-profit organisations that bring people together. We focus on projects that deliver positive outcomes for individuals and help improve connection in local communities.

Community Grants

Our annual Community Grants program provide grants of up to \$10,000 to fund community-led, local projects that connect individuals and communities. Since 2020, our focus has been on supporting projects that connect individuals for improved mental health and mental wellbeing outcomes in local communities.

From 2020 to 2022, we awarded over \$1.5 million in grants to 225 organisations supporting the mental health and mental wellbeing of their communities. Of this, \$108,170 went to organisations who support people with disability and care commitments, representing 7 per cent of our total investment.



Case study

Organisation: Disability Support Network Fraser Coast

Project: Get Your Happy On for Parents and Caregivers

Total awarded: \$5,050

Project location: Fraser Coast, Queensland

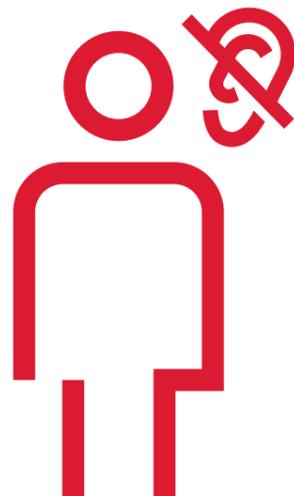
Get Your Happy On is a series of evidence-based workshops for caregivers of children with disability teaching self-care tools and resilience strategies and helping to create informal peer networks for caregivers to better manage their mental and emotional health.

“When you're caring for a child with a disability ... it's very isolating, very lonely, and you're so busy empowering and advocating for your child that you forget about yourself. [Through the program] I've made some very deep, lifelong friends with other carers because we understand one another, we understand the hardships.

“If we can make somebody else's journey a little bit easier, then we're doing a good thing.”

– Karen Baker,
Founder and Director
Disability Support
Network Fraser Coast.

Four women outside with arms and faces raised up stretching with a dog looking on.



Young boy stands in front of an activity board with handles, locks and hinges.

People of Post Grants Program

Through the People of Post Grants, all Australia Post team members can nominate a not-for-profit organisation that is helping their local community stay connected. In 2022, we increased grant funding available from \$500 each to \$1000 each.

These grants aim to strengthen the communities our team members are connected to by supporting projects that create positive outcomes for community members. There is a broad scope for the types of projects nominated, as we aim to enable our workforce to support organisations and projects that they are passionate about.

From 2020 to 2022, we awarded over \$620,000 to 908 community organisations across Australia. 66 of these grants supported people with a disability and care commitments, with total funding of more than \$45,514, representing 7 per cent of our total investment.

Case study

Organisation: All Stars for Autism

Project: All Stars Kids Club Juniors Program

Total amount: \$500

Project location: Joondalup, WA

A team member from Malaga Delivery Centre nominated the All Stars Juniors, a play-based social program that enables young autistic children to explore their world through dance, song, art, craft and games.

“We take great pride in breaking away from other ‘deficit-based’ intervention models, celebrating each child's individuality and welcoming parents who are new to the world of autism with a positive and optimistic approach.

“With [this grant], the children in the program are able to have their sensory needs met, provide fine motor skill opportunities, as well as have fun!”

– Cara Fisher,
All Stars for Autism.

Workplace Giving Program

We support and encourage our team members to donate to charities that are important to them through our Workplace Giving Program.

Donations made by eligible team members are matched by Australia Post, up to \$200 per person per year.

From January 2020 – October 2022, over \$2 million was contributed to Australian charities via our Workplace Giving Program.

Nancy Bezerra, Postal Services Officer.

Of this, \$114,041 was contributed to charities supporting people with a disability and care commitments, representing 6 per cent of the total contribution - and comprised of \$77,966 in team member donations and \$36,075 matched donations by Australia Post.



2023 to 2025: Looking to the Future

This Access and Inclusion Plan (AIP) aims to deliver a better tomorrow for people with disability over the next three years. The following pages set out our commitment, which is aligned to five focus areas: Our People, Our Customer, Our Place and Our Community & Suppliers.

Our Commitment

Delivering a better tomorrow

Action	Accountability	Timeframe
<p>1.1 Amplify the voices of people with disability.</p> <ul style="list-style-type: none"> Maintain disability representation on the Australia Post Stakeholder Council who reviews and provides feedback on issues including corporate responsibility, stakeholder relations and social and environmental sustainability. Board members will be invited to attend an Accessibility Matters employee reference group meeting once a year. Annual Disability Listening Session between the CEO, Senior Leaders and Accessibility Matters employee reference group to discuss workplace experiences. 	Executive General Manager Community Sustainability & Stakeholder Engagement	Annual
<p>1.2 Deliver the commitments published in this plan via the Accessibility Steering Group, comprising business leaders and Accessibility Matters Chairs.</p> <ul style="list-style-type: none"> Monthly meetings attended by senior leaders. Quarterly progress reports. 	Executive General Managers	Ongoing
<p>1.3 Regularly report and communicate the progress of this plan.</p> <ul style="list-style-type: none"> Quarterly progress report to the Executive Sponsor and Accessibility Matters employee reference group. Communicate the AIP commitments and progress to employees [Employee Communication Plan] Board reporting (annual). 	General Manager, Talent, Remuneration, Culture & Capability and General Manager, Corporate Communications	Ongoing
<p>1.4 Participate in the AND Access and Inclusion Index to measure and benchmark our progress.</p> <ul style="list-style-type: none"> Index recommendations to inform focus and priorities. 	Executive General Manager, People & Culture	Annual
<p>1.5 Maintain external relationships to advance the inclusion of people with disability.</p> <ul style="list-style-type: none"> Australian Network on Disability Member. Australian Human Rights Commission IncludeAbility Employer Network Member. 	Executive General Manager, People & Culture	Ongoing

Our People

Delivering better outcomes for our people.

Action	Accountability	Timeframe
<p>2.1 Provide an inclusive recruitment experience to ensure it is barrier free for candidates with disability.</p> <ul style="list-style-type: none"> Maintain Disability Confident Recruiter Status. Continue to build the disability confidence of Talent Acquisition Consultants and Hiring Managers through regular training and the development of an “Accessibility & Inclusion Recruitment Guide”. 	General Manager People Transformation & Technology	Ongoing
<p>2.2 Increase the representation of people with disability in our workforce through meaningful, sustained employment.</p> <ul style="list-style-type: none"> Continue to partner with Disability Employment Service providers to attract and support candidates with disability. Participate in the Australian Network on Disability Stepping Into program (Inclusion team led). Commence enterprise wide reporting and measurement of disability leadership representation (Inclusion team led). 	General Manager People Transformation & Technology General Manager Talent, Remuneration, Culture & Capability	Ongoing
<p>2.3 Promote and drive participation in the Workplace Adjustment and Digital Passport program.</p> <ul style="list-style-type: none"> Increase participation and provide regular reporting to Executive Sponsor and Accessibility Matters. Enhance the MySafety system reporting to incorporate workplace adjustments for people with disability. Develop Easy English Guidelines. 	General Manager Talent, Remuneration, Culture & Capability and General Manager Injury Management	Ongoing
<p>2.4 Seek ways to better support team members with caring responsibilities.</p> <ul style="list-style-type: none"> Partner with carers to understand opportunities to support them in the workplace. Co-design practical solutions to enhance support for carers. 	General Manager, Talent, Remuneration, Culture & Capability	2024
<p>2.5 Partner with Accessibility Matters to amplify members voices.</p> <ul style="list-style-type: none"> Build leadership capability of members to advocate for disability inclusion across the business. Create a peer support network to offer guidance within the workplace environment. Continue to share lived experiences to raise awareness and challenge stereotypes. 	Executive General Manager, People & Culture	Monthly

Action	Accountability	Timeframe
<p>2.6 Build leadership capability and disability confidence across the business.</p> <ul style="list-style-type: none"> Launch a disability confidence eLearning program, available to all team members. Establish a reverse mentoring program to connect leaders and team members with disability. 	General Manager Talent Remuneration, Culture & Capability	2023
<p>2.7 Celebrate and recognise key dates and campaigns for the inclusion of people with disability.</p> <ul style="list-style-type: none"> Accessibility Matters Anniversary (June). National Week of Deaf People (September). International Day of People with Disability (December). 	General Manager Corporate Communications	Annual
<p>2.8 Ensure employee communications are accessible.</p> <ul style="list-style-type: none"> Key communication platforms and messages will be designed to be inclusive of team members with disability. Enterprise wide live stream events will include Auslan and live captions. 	General Manager Corporate Communications	2023



Harry Zachariou, Capability Specialist

Our Customer

Delivering better customer experiences.

Action	Accountability	Timeframe
3.1 Ensure products and services are accessible and inclusive. <ul style="list-style-type: none"> Embed universal design principles. Deliver training to all product teams to increase disability confidence and capability focusing on inclusive design assessment and the importance of producing accessible and inclusive products and collateral. 	General Manager of Portfolio Solutions & Engineering	2023
3.2 Build the disability confidence of customer facing team members to welcome customers with disability. <ul style="list-style-type: none"> 90% completion of Disability Confidence eLearning by post office network and customer services teams. 	Executive General Manager Retail and Executive General Manager Customer Experience & Digital Technology	2024
3.3 Enhance the Customer Accessibility Enquiry Service. <ul style="list-style-type: none"> Review the implementation of the Disability and Accessibility webform to inform improvements to ensure we offer the best possible customer experience. 	General Manager Customer Services	2024
3.4 Continue to integrate accessibility and represent disability in our brand and marketing. <ul style="list-style-type: none"> Enhance the Brand Guidelines to include accessibility standards. Formalise regular training and update resources in relation to inclusive and accessible communications. Authentically represent people with disability in our imagery. Formalise a process to use feedback received relating to communications and marketing to continuously improve our policies, procedures, programs and materials. Continued commitment to provide greater accessibility options across Australia Post events. 	Chief Marketing Office	Ongoing

Our Place

Delivering better access for everyone.

Action	Accountability	Timeframe
4.1 Ensure learning and development technology is accessible to team members with disability. <ul style="list-style-type: none"> Continue to design accessible learning content that meets or exceeds Web Content Accessibility Guidelines (WCAG) 2.1 AA. 	General Manager Talent Remuneration, Culture & Capability	Ongoing
4.2 Enhance the accessibility of our IT systems and processes. <ul style="list-style-type: none"> Implement recommendations from the Intopia accessibility gap analysis. Build the disability confidence of the ICT team through the delivery of training and the creation of a resource knowledge hub. Host Vendor Technology Summit showcasing and promoting accessibility. 	Chief Information Officer	Ongoing
4.3 Continue to optimise Intranet accessibility. <ul style="list-style-type: none"> > 90% of Isaac content authors and contributors to complete training to develop accessible content. Implement an accessibility tool to check accessibility of content and for users to adapt as required. 	General Manager Corporate Communications	2024
4.4 Accessible Retail Point of Sale software and hardware. <ul style="list-style-type: none"> Replace legacy point of sale (POS) system with a new accessible POS platform. Replace old POS hardware with more inclusive hardware (e.g. touch screen and adjustable stand). Implement and maintain a Developer Component Library for the POS with accessible user interface elements. Implement and maintain a User Interface Design & Content Framework for the POS that meets accessibility requirements and recommendations. Deploy training for the new platform that supports the needs of team members with disability. 	General Manager Program Management & Governance	2024

Our Place (cont.)

Delivering better access for everyone.

Action	Accountability	Timeframe
<p>4.5 Enhance the digital accessibility of our websites and mobile apps.</p> <ul style="list-style-type: none"> Build internal facing digital accessibility toolkit, including detailed roles and responsibilities, checklists, assistive technology guides, waypoints and process guidance (2023). Investigate and launch external facing digital accessibility toolkit (2024). Continue to mature internal and external facing digital accessibility toolkit (2024-25). Investigate and implement accessibility tools on auspost.com.au Continue to drive accessibility awareness, standards and training across experience teams and drive for WCAG 2.1 AA compliance. 	Executive General Manager Customer Experience & Digital Technology	2023 2024 2025
<p>4.6 Continue to work towards ensuring our post offices are accessible.</p> <ul style="list-style-type: none"> Promote the application of Design for Dignity Guidelines across the post office network. Create a centralised Accessibility Register for the post office network including our Licensed Post Offices. Make this information available to customers on the Australia Post website. 	Executive General Manager Retail	2025
<p>4.7 Introduce an annual accessibility facility check.</p> <ul style="list-style-type: none"> Update the Network Operations Lean Site Audit checklist to include questions regarding existing access and any works in progress. 	Executive General Manager Network Operations	2025
<p>4.8 Enhancing the accessibility of Australia Post owned premises.</p> <ul style="list-style-type: none"> Redressing issues identified in the accessibility property review to meet or exceed the requirements of the Building Code of Australia and Disability Discrimination Act. 	General Manager Group Property	2025

Our Community and Suppliers

Delivering better community and supplier partnerships.

Action	Accountability	Timeframe
<p>5.1 Promote and invest in community partnerships to benefit people with disability.</p> <ul style="list-style-type: none"> Continue to support not-for-profit organisations that engage and support people with disability through our community programs and partnerships. Continue to deliver programs to increase community awareness about mental health and wellbeing resources and services, and improve mental health and wellbeing of individuals across Australia. Continue to deliver community workforce engagement programs that enable our team members to support not-for-profit organisations of their choice, and which benefit people with disability. 	Executive General Manager Community Sustainability & Stakeholder Engagement	Ongoing
<p>5.2 Partner with suppliers who share our commitment to access and inclusion.</p> <ul style="list-style-type: none"> Continue to embed access and inclusion in our procurement and selection processes. Encourage fair pay practices and the employment of people with disability by our suppliers. Encourage vendors supplying recruitment services to provide us with their commitment to identifying people with disability and providing adjustments. 90% of the procurement team to undertake disability confidence training. Seek to learn from others and share our procurement best practices. 	General Manager Investments, Procurement & Business Improvement	Ongoing





Alternative formats

Our 2023 to 2025 Access and Inclusion Plan is available in alternative formats on our website auspost.com.au/publications

Contact us

-  Call us from within Australia 13 POST (13 7678)
-  Email DiversityandInclusion@auspost.com.au
-  Get in touch on Facebook: facebook.com/australiapost
-  Tweet us at [@auspost](https://twitter.com/auspost)
-  Get in touch on LinkedIn: [linkedin.com/company/australia post/](https://linkedin.com/company/australia%20post/)

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

-  Call the National Relay Service Help desk 1800 555 660
-  Go to the National Relay Service website communications.gov.au/accesshub/nrs



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