

Access & Inclusion Plan

Easy Read Version 2023 to 2025





How to use this plan

This is the **Australia Post Access and Inclusion Plan**



Australia Post looks after the **post** in Australia.



The **post** is things like letters, parcels, and gifts that you send to friends or family.



When you see the words **“we”** or **“our”**, or **“us”**, it means Australia Post.



This is an easy read version of the Access and Inclusion Plan.



This plan has some hard words. We will explain what they mean.

How to use this plan (continued)



When you see the word **'plan'** it means the Access and Inclusion Plan.



When you see the word **'access'** or **'accessible'** it means making things useable for as many people as possible.



When you see the word **'inclusion'** it means when everyone can join in.



You can ask someone to help you read this plan.



You can find other versions of the plan at www.auspost.com.au/publications



If you need help to talk or hear, you can contact us through the **National Relay Service**.



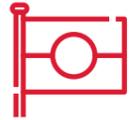
The **National Relay Service** helps people that find it hard to use the phone.

Call the National Relay Service on 1800 555 660 or go to this website:

www.infrastructure.gov.au/media-communications-arts/phone/services-people-disability/accesshub/national-relay-service



What's in the plan



Respect for Indigenous Peoples.



Sustainable Development Goals.



Message from our leader for disability.



What is disability?



Our values.



An example from us.



What will we do?



Contact us.

Respect for Indigenous Peoples



We know that Indigenous Peoples were the first to walk and care for these lands.



We respect that they were the first people to live and use the land and water.



We share our respect to all Indigenous Peoples.



We are a part of **Supply Nation**.



Supply Nation helps us to work with Indigenous Peoples owned businesses.



We work with an Indigenous Peoples owned business called **Print Junction**.



Print Junction print copies of this plan and of our **Reconciliation Action Plan**.



A **Reconciliation Action Plan** is a plan of how we will work with Indigenous Peoples.

Message from our leader for disability



Our leader for disability is called our Disability Executive Sponsor. Our Disability Executive Sponsor is Susan Davies.

Susan says:



We are committed to helping people with disability.



We have been working with people with disability for over ten years.



I am proud of what we have done so far.



I am happy that we have listened to people with disability.



We have made an inclusive space for everyone.



We have over 2,000 people with disability who work with us.



People with disability work with us for a long time.



We are confident that we know how to work with people with disability.



We have set up many things to make it easier for people with disability to work with us.



Message from our leader for disability (continued)



We want many people with disability to apply for our jobs.



There is a group of people with disability called the **Accessibility Matters Employment Reference Group**.

This group helps us to be better.



We now have people with disability on our television ads and in our stories.



We are checking that our products are accessible with **assistive technology**.



Assistive technology helps people with disability to access things like computers.



We have done a lot.



But we know there is more to do.



This plan will help us to do more things over the next 3 years.



Thank you to everyone who has helped with this plan.



A big thank you to the **Australian Network on Disability** who helped us to make this plan.

The **Australian Network on disability** is a group where people can learn more about disability.

What is disability?



Disability can mean different things to different people.



Models of disability is the way we think about disability.



We use the social model and the human rights model of disability.



The Social model believes that disability is caused by spaces that are not accessible.



Human rights are basic rights and freedoms that belong to every person.



We believe that the social and human rights models create better access for people with disability.



A disability is when a person might need help to join in their community because they have trouble:



- Hearing, or



- Seeing, or,



- Using their arms and legs, or



- Understanding things, or



- Thinking straight because they feel sad, angry, worried or scared.



Disability might happen at birth or because of an accident.

What is disability? (continued)



Disability might be forever or for a short time.



Disability might go away for a while and then come back.



Not all disability can be seen.



We follow the laws on disability.

Laws are a list of rules that people must use.
These include:

- The Disability Discrimination Act
- The United Nations Convention on the Rights of People with Disability



These laws protect the rights of people with disability.



Our Values



We are proud of our **values**
Values say who we are and how we behave.



Our values help us to give good services to our staff and customers.

Our values are:



Trust – This means we are good and honest.



Inclusivity – This means everyone can join in.



Empowerment – This means we support people so they can do their very best.



Safety – This means we protect people, so they don't get hurt.

An example from us



My name is Murat.



I work at Australia Post



I deliver parcels to people's home.



I live in Melbourne.



I watch people's lips to help me understand what they say.



But I prefer to use an Auslan Interpreter.



I told Australia Post this when I applied for a job.



There were no problems with what I need.



Australia Post have supported me.



I can do my job like anyone else.



What will we do?



Our plan is from 2023 to 2025.
This is 3 years.

We have five important areas to work on:



1. Our **commitment**
Commitment is our promise to work with people with disability.



2. Our **staff**
Staff is the people who work for us.



3. Our **customer**
Customer is someone who uses our services.



4. Our physical and online spaces



5. The people we **partner** with
Partner means to work with another organisation.

Our Commitment

We will:



- Listen to people with disability who work for us.



- Tell our leaders and staff each month what things we have done.



- Do the Australian Network on Disability **Access and Inclusion Index**

The **Access and Inclusion Index** helps us to improve what we do for people with disability.



- Keep working with disability networks that help us.

Our Staff

We will:



- Give jobs to more people with disability.



- Keep working with **Disability Employment Services**

Disability Employment Services connect people with disability who are looking for a job to organisations.



- Give work experience to people with disability.



- Keep using our reasonable adjustment processes, like our **digital passport**.

A **digital passport** is a list of things that can help our staff with disability.

Our staff write their own digital passport.

Our staff show their digital passport to other staff when they need help.



- Develop a guide to making Easy Read documents.



- Think about how we can make it better for our staff that care for others.



- Teach our staff with disability new skills in how to be a leader.



- Keeping sharing stories about our staff with disability.



- Teach all our staff about disability.



- Make a ‘buddy’ program, to link people with and without disability together.



- Celebrate important days for disability.



- Make sure all our documents and messages can be read and used by staff with disability.

Our Customer

We will:



- Make sure all our services can be used by people with disability.



- Give disability training to our staff who design services.



- Ask people with disability what would make it easier for them to use our services.



- Give disability training to our staff who talk with our customers.



- Improve how people with disability ask us questions.



- Make sure our **branding** is accessible.

Branding is how we look and what we sound like.



- Train our staff in how to create accessible documents.



- Include people with disability in our photos.
To do this we must ask people with disability how they want to look in the photo.



- Make it easier for people with disability to tell us what they think of our branding and stories.



Our physical and online spaces

We will:



- Make sure that our staff with disability can use our online learning spaces.



- Train our staff in how to create accessible online spaces.



- Make sure that our staff with disability can use all our **digital** spaces.

Digital can mean things that are on a computer, phone, or website.



- Make sure our staff with disability can use the computer on the counter in the post office.



- Make sure that all our digital spaces are at the WCAG 2.1 AA level.



- Make a checklist that helps our staff to make accessible digital services.



- Check that our **post offices** are accessible.

A **Post office** is where you can go to send a letter or buy a stamp.



- Help post offices to become more accessible.



- Tell people with disability which post offices they can access.

Our Staff

We will:



- Support organisations that work with and help people with disability.



- Continue to talk about mental health.



- Use organisations that also do things to improve access and inclusion.



- Encourage our partners to employ people with disability.



Contact Us

Phone

137678

Email

diversityandinclusion@auspost.com.au

Website

www.auspost.com.au/help-and-support

Facebook

facebook.com/australiapost

Twitter

[@auspost](https://twitter.com/auspost)

Linkedin

linkedin.com/company/australia post/

