

Accessibility and Inclusion Plan

2020 to 2022



Contents

Message from our Executive General Manager, People & Culture	3
Message from the Australian Network on Disability	4
Our Purpose and Values	6
Disability and Carers in Australia	7
Disability at Australia Post	8
2017 to 2019 Accessibility Action Plan Achievement Highlights	9 – 14
Accessibility and Inclusion Plan 2020 to 2022	15 – 19
Leadership and Governance	20
Contact us	20



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



Australia Post supports the achievement of the United Nations Sustainable Development Goals, including those relating to Reduced Inequalities



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.

Cover features members of the Accessibility Matters Employee Reference Group and Executive Sponsor Sue Davies

Message from our Executive General Manager, People & Culture, Sue Davies



Over our long history, our social purpose and commitment to the community has remained the same: to create connections and opportunities that matter to all Australians.

With more than four million people in Australia living with disability, Australia Post is committed to providing access to essential services that connect people, businesses and communities across Australia and to the world.

Since launching our first Accessibility Action Plan in 2012, Australia Post has focussed on improving access and inclusion for our employees, customers and the broader community.

I am proud of the progress we have made and am pleased to share some of our recent achievements with you in this document.

This Accessibility and Inclusion Plan 2020 to 2022 (AIP) reflects our ongoing commitment to making our workplace, products and services more inclusive and accessible for everyone. Our cover features members of the Accessibility Matters Employee Reference Group, which was created in 2019 to provide valuable insights and advice to the business based on members' unique and lived experience of disability.

Our AIP has been developed in consultation with our employees and external stakeholders, including the Australian Network on Disability. Through it, we aim to create a more welcoming and inclusive environment for people with disability.

Through our actions, we will focus on removing barriers to inclusion for our employees, customers and the broader community.

I wish to thank the Accessibility Matters Group, leaders from across the business, and the Australian Network on Disability for their guidance on the development of this plan, which has been approved by the Australia Post Board of Directors and prepared for lodgement with the Australian Human Rights Commission.

A handwritten signature in black ink that reads "Susan Davies".

Sue Davies
Executive General Manager, People & Culture

Australia Post is committed to providing access to essential services that connect people, businesses and communities across Australia and to the world

Message from the Australian Network on Disability, Suzanne Colbert AM



Congratulations to Australia Post on the development of their fourth Accessibility and Inclusion Plan. I commend Australia Post's long-term commitment to systematically redeveloping, implementing, and monitoring their Accessibility and Inclusion Plans to improve the lives of customers and employees with disability.

I applaud the development of, and support for, Australia Post's network of employees with disability: Accessibility Matters. Their seat at Executive Steering Group Meetings is both practical and symbolic and elevates inclusion as a business and social priority.

Australia Post's partnership with atWork Australia that supports jobseekers with disability into meaningful and sustained employment shows outstanding leadership and commitment. The partnership recognises the systemic disadvantage experienced by many jobseekers with disability and takes positive steps to overcome disadvantage. I look forward to Australia Post sharing the results of this practical employment partnership, in due course, with other large organisations who could follow their lead.

Australia Post has a powerful role to play in ensuring that people with disability are welcomed in their day-to-day operations and empowered to be social and economic contributors to society. Removing barriers to access and inclusion helps to create a level playing field for people with disability and boosts our economy.

The Australian Network on Disability looks forward to supporting Australia Post and other leading organisations with passion and leadership commitment to create a more equitable and inclusive Australia.

A handwritten signature in black ink, appearing to be 'Suzanne Colbert'.

Suzanne Colbert AM
CEO Australian Network on Disability



I applaud the development of, and support for, Australia Post's network of employees with disability: Accessibility Matters



The Australian Network on Disability (AND) is a not-for-profit organisation resourced by its members to advance the inclusion of people with disability in all aspects of business. Australia Post joined as a Bronze member in 2004 and became a Gold member in 2013. During the years of membership, Australia Post has participated in the PACE mentoring (2019) and Stepping Into internship (2016, 2017, 2019) programs, and has been an active participant in AND Roundtables and Taskforces.



AND Member Roundtable presentation 2019 L R Australia Post Amanda Watt, Product & Innovation, Sharon Carroll, Diversity & Inclusion, Scott Cass Dunbar KPMG and Amber Tratter, AND

Benchmarking our access and inclusion journey

The Australian Network on Disability has measured our progress over the last three years in the Australia-wide Access and Inclusion Index, Australia’s foremost benchmarking tool for inclusion of people with disability.

This Index provides a framework for us to review policies, procedures and practices, and helps identify areas for further improvement across key areas of our business.

Australia Post has steadily improved year-on-year and in 2019, ranked 11th overall, with a 15% increase on our 2018 score. We are using the insights and recommendations to inform our priorities and will participate again in 2022.



Disability definition

The Disability Discrimination Act (1992) uses a very broad definition of “disability” to identify discriminatory practices. 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. Through this Accessibility and Inclusion Plan, Australia Post seeks to eliminate disability discrimination in accordance with the Act.

I want to empower everyone to be happy at work and in life in general, so it was really good to have an opportunity to work with my team to make sure we have regular Auslan interpreters booked for our team talks

James, Manager and Accessibility Matters member

Our Purpose and Values

Our Accessibility and Inclusion Plan sets out our commitments to improving the experiences of our people, customers and community with disability. The actions in this plan are underpinned by our purpose and values.

Our purpose is to connect people with each other and the world. We unlock opportunities for everyone.

Our values 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. We are guided by our values of Trust, Inclusivity, Empowerment and Safety. Our values are the ties that bind us together, make us unique and will help ensure our people, our customers and the Australian community are at the centre of everything we do.

Trust	Inclusivity	Empowerment	Safety
Do the right thing	Respect everyone	Find a way	Be safe and well
T	I	E	S



Anthony Moufarrege, Operations Clerk from Botany Postal Delivery Centre in NSW

Anthony Moufarrege has been with Australia Post for nearly four years. He has worked with his managers to modify the type of work he does in his role as an operations clerk in Postal deliveries in order to manage his mild cerebral palsy. “At Australia Post they really helped me through the daily chores at work and my transition to working five days a week,” Anthony said. “Working at Australia Post has given me the confidence and ambition to study Human Resources”.

“Working at Australia Post has given me the confidence and ambition to study Human Resources.”

Disability and Carers in Australia



Almost

1 in 5

Australians with disability



1 in 4

Aboriginal and Torres Strait Islander people with disability



Disability increases with age

2 in 5

people with disability are 65 years or older



Not all disability is visible



10%

of Australians have dyslexia = > 2 million Australians



25%

of Australians will experience an anxiety condition in their lifetime = 4.96 million people today*



2.65m

carers, representing 10.8% of all Australians



235.3k

young carers (under the age of 25)



7 in 10

carers are women



2.1m

Australians of working age (15-64 years) have disability



53.4%

of people with disability participate in the workforce compared with 84.1% of people without disability



1 in 3

people with disability report that their customer needs are often unmet#

Except where stated otherwise, data is taken from Australian Bureau of Statistics (ABS) 2019, 4430.0 - Disability, Ageing and Carers, Australia 2018

*ABS National Survey of Mental Health and Wellbeing: Summary of Results, 2007 (2008), p 27

#'Missing out: The business case for customer diversity' 2017, Australian Human Rights Commission

Disability at Australia Post

5.7%

of employees identify as having disability

6.2%

of facility supervisors with disability

Employees with disability engagement score

43%
2016

55%
2019

16yrs

average tenure of people with disability



Source Australia Post Workforce Metrics August 2020 and Employee Engagement Survey March 2019



2017 to 2019 Accessibility Action Plan Achievement Highlights

Our 2017-2019 Accessibility Action Plan (AAP) was developed in consultation with our employees and external stakeholders including the Australian Network on Disability (AND). During the life of this plan we measured our progress through participation in the Australian Network on Disability Access and Inclusion Index (refer page 5). Additionally, we engaged AND to conduct an end of plan performance review of our achievements and opportunities for improvement.

We are proud of our achievements to date and will continue to focus on improving accessibility and inclusion across our business including key areas as identified in both our Access and Inclusion Index results and the AND audit of our 2017 to 2019 AAP.

People Focus

We have focussed on listening to employees with disability, raising awareness, shifting perspectives and challenging assumptions about disability through a range of employee communication and engagement activities.

This group plays an active role in raising awareness of disability, challenging assumptions and stereotypes and providing valuable insights and feedback on new products, services, and workforce experiences of people with disability.

Accessibility Matters will continue to drive a more inclusive workplace culture and community at Australia Post and will be formally represented on the Accessibility Steering Group who are responsible for delivery of the actions outlined in this plan.



Accessibility Matters

Accessibility Matters Employee Reference group

The Accessibility Matters Employee Reference Group was established in 2019 to provide a formal forum for employees with disability, caring responsibilities and active allies to connect and share their own unique and lived experience of disability.

Each month, Accessibility Matters meet with leaders from across the business to discuss a range of topics including recruitment, employee communications, accessible technology and the priorities to focus on moving forward. Most recently Accessibility Matters has been providing advice and feedback on the development of this plan.



Being part of Accessibility Matters means that you can get things done. We speak to leaders about what matters to us and they're listening.

Sam, Accessibility Matters Member

People Focus (continued)

Inclusive recruitment

Talent Acquisition has conducted a comprehensive review of our recruitment process to identify and remove barriers for candidates with disability. As a result, we have enhanced our processes by updating the careers page of our website and job advertisements to highlight our commitment to diversity and created inclusivecareers@auspost.com.au to enable candidates to contact us directly with any queries or adjustments needed throughout the recruitment process.

Additionally, we have a dedicated team who are focussed on attracting and supporting candidates with disability through the recruitment process and ensuring a compassionate and proactive approach to discussing accessibility requirements and adjustments with candidates during the pre-employment medical process.

We're proud of our progress towards becoming an employer of choice for people with disability and are currently participating in the Australian Network on Disability's Disability Confident Recruiter program, scheduled for completion in 2020.



Making a real difference

Since 2018 Australia Post has partnered with atWork Australia, a Disability Employment Services Provider, to support candidates with disability to find meaningful and sustained employment. This initiative provides atWork Australia with real-time access to monitor the progression of each applicant so they can offer direct and ongoing support and provides Australia Post with valuable feedback and insights to improve the recruitment process.

Key to the success of this partnership has been the time invested getting to know and understand business processes and the roles and workforce requirements. This ensures that candidates are a good job match and have a positive recruitment experience.

“We work closely with the Australia Post team to ensure that both they, and our candidates are supported throughout the recruitment process and this support continues once people are employed.

We are proud of the true partnership we have developed with Australia Post and we are excited to continue to build upon this, working together to change the lives of even more Australians living with disability and supporting Australia Post to continue to embed a diverse and inclusive workforce.” Debbie Brooks, National Diversity Employer Manager atWork Australia.

“I hoped I would someday find a job I would enjoy and get the sense of freedom and independence. I yearn.”
Angela, Australia Post employee and atWork Australia client

It's rewarding to think that we've made a real difference to someone's life and amazing to see how Angela's confidence has grown.

Mick Doyle, Melbourne
Parcels Facility



People Focus (continued)

Building Disability Confidence

- Australia Post’s Engagement & Diversity team is building disability confidence through the delivery of ‘Lets talk disability’ and ‘You CAN ask that’ training sessions to enable our Talent Acquisition and Learning and Development teams to understand the what, how and why of disability and accessibility.
- Employees and managers also have access to a range of guidelines and resources to support them in providing a more inclusive workplace for people with disability. These resources include a series of videos produced by the Federal Government ‘Job Access Employer Toolkit’, filmed on location at Australia Post featuring our employees.



Celebrating International Day of People with Disability

Each year Australia Post celebrates International Day of People with Disability by profiling employee stories across the business. Most recently on 3 December 2019 we celebrated by sharing a short film about the benefits of employing people with disability. The film featured Greg Richardson, a Team Leader at the Perth Parcel Centre and his son Michael who has Down Syndrome. Greg has been concerned about Michael finding meaningful work as he grows older and so he supported Michael to join us as a Christmas Casual working at Malaga Delivery Centre. Greg moved across to work alongside Michael and it’s fair to say they learnt from each other “We spent our evenings discussing postcodes to help Michael with his sorting. Michael has also been quick to offer me some tips about manual handling and parcel care,” said Greg. Michael continues to be a valuable member of the team, working as a casual employee, even leading stretching sessions for the team.



Left to right Michael and Greg Richardson

Customer Focus

Enhancing the Australia Post app

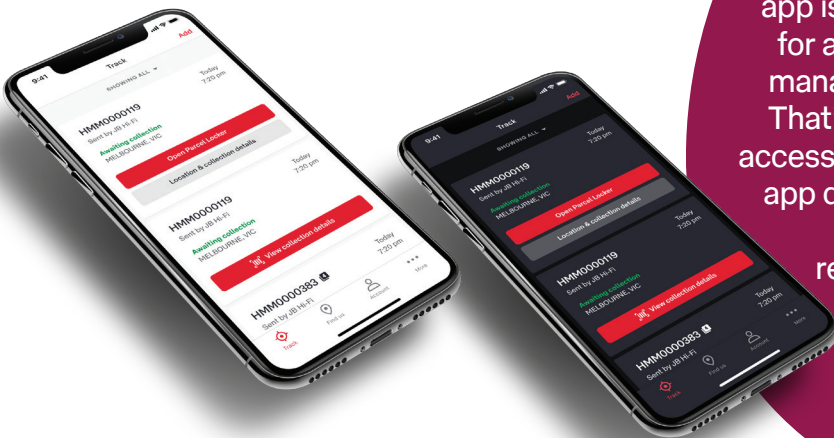
Australia Post is on a journey to continually improve the accessibility features of our digital platforms and in 2019 released some key enhancements to provide customers who are blind or vision impaired with a better user experience.

Improved compatibility for ‘voice over’ on iPhones, and ‘talkback’ on Android — so all the elements in the app can be read out to the user as they navigate.

Improved compatibility for ‘Voice control’ on iPhones so that users can navigate the app by speaking instructions, without the need to touch the screen.

Implemented support ‘Dynamic type’ and ‘larger font sizes’ — so that the text in the app resizes based on the phone’s system preferences.

Implemented ‘Dark Mode’ support (our most requested feature from customers ever) — which improves visibility for users with low vision and those sensitive to bright light.



The Australia Post mobile app is something that is available for all Australians to help make managing their deliveries easier. That’s why it’s so important that accessibility is at the forefront of our app development to make sure it benefits all Aussies, regardless of their ability.

David Williams,
Product Experience Manager



Everyone Matters

In 2018 Australia Post unveiled a heart-warming brand campaign, ‘Everyone Matters’, which reflected what Australia Post stands for in the community: putting people first. The print and outdoor component of the campaign featured portraits of everyday Australians captured around the country.

Community Focus

Supporting communities through our grants programs

Our grant programs reinforce our commitment to supporting local organisations and connecting communities to thrive. They provide opportunities for smaller community organisations to receive funding for projects that connect people and positively shape our nation.

From 2017 to 2019 we awarded grants through a range of programs totalling \$721,567. Of this, \$94,726 went to organisations who support people with disability and care commitments, representing 13% of our total investment.

2019 Community Grants Organisation:
Reynard Street Neighbourhood House

Project:
Inclusive Community Gardening

Total Funded:
\$5,040

Project Location:
Coburg, VIC



Reynard Street Neighbourhood House (RSNH) was awarded an Australia Post Community Grant of \$5,040 to deliver an inclusive community gardening project, which promotes connections for socially isolated community members living with disability or illness through participation in weekly gardening workshops.

The project provides safe, friendly and supported training for participants experiencing mental and physical health obstacles to participate in the community garden.

“The Australia Post Community Grant provided an excellent opportunity for Reynard Street Neighbourhood House to further respond to the needs of the Coburg community. The funding assistance allowed us to engage a dedicated facilitator to run inclusive and accessible gardening classes, which are making a real, tangible difference to the lives of local people living with disability or caring for someone with a disability,” said Hannah Evans, Project Coordinator RSNH.

2019 Community Grants Program

In 2019, we re-launched our Community Grants program, with a focus on supporting projects that helped people connect with each other through group activities, reduced barriers to participation in community life and developed skills and leadership capability to strengthen community networks.

2019 Workforce Community Grants

Following a successful pilot program in 2018, the 2019 Workforce Community Grants program enabled our workforce to nominate an organisation in their local community for a \$500 grant. There was a broad scope for the types of projects nominated, as we wanted to enable our workforce to support organisations and projects they were passionate about.

In 2019, we awarded grants of up to
\$10,000 to 75
community organisations
across Australia, for a total investment
of more than \$500,000.

12 (16%)
of these grants supported people with a disability
and care commitments, with total funding
of more than \$80,000.

In 2019, we awarded grants of up to
\$500 to 419
community organisations
across Australia, for a total investment
of more than \$200,000.

25 (6%)
of these grants supported people with a disability
and care commitments, with total funding
of more than \$12,000.

Community Focus (continued)

Partnerships that matter

As part of our sponsorship of Netball Australia, we were the major sponsor of the Marie Little Shield from 2017-2019 – a national netball tournament for women with intellectual disabilities, held in Perth (2017) and Brisbane (2018 and 2019) and involving more than 70 women and girls, their families and carers.



Supporting mentally healthy communities

Following a strategic review of our community investment in 2019, mental health was identified as the key area of focus of our new Community Strategy. As a result, we entered a three-year partnership with Beyond Blue to help bring the topic of mental health into people's everyday lives. Together we aim to lead a positive change in the way Australians talk about mental health and bring mental health and wellbeing information to more communities. Our achievements so far include reaching 1.2 million households with mental health information and resources.

Expanding our support for literacy

Building on our previous commitment to digital literacy, we've formed a partnership with the Indigenous Literacy Foundation to support their Book Supply Program, to ensure children in remote Indigenous communities have better access to books and more opportunities to develop the literacy skills for everyday life. In some remote communities, there is less than five books per household – and children need books to learn to read. Through the partnership we have delivered more than 97,000 books to over 300 remote communities.

Social procurement with Help Enterprises

In 2018, Australia Post started a partnership with Help Enterprises, a not for profit social enterprise, delivering market-leading products and services and creating employment opportunities and support for people with disability.



During this time Help have supplied a range of custom metalwork products including trolleys, trailers, storage solutions and stands. "Through working with our Manufacturing Team, Australia Post has been able to standardise equipment in facilities around the country for the first time nationally and have one point of contact for ordering new and/or replacement items. We have worked very hard to keep on file all the drawings to provide advice back to individual facilities around what equipment they might require. We have also assisted Australia Post with their own workforce recruitment needs, specifically with regards to giving opportunities to People with Disabilities" said Greg Luck, Chief Executive Officer, Help Employment & Training

Approximately 40% of Help's 1,000 person workforce have disability, "by providing both our employees and the employees of other businesses with a supportive environment, we have seen them enhance their personal lifestyle and independence and deliver great outcomes for their organisations." said Greg Luck

We believe social procurement is one of the most effective tools to advance the inclusion of people with disability into our business while creating economic, social and environmental value.

Tony Citera General Manager,
Procurement



Accessibility and Inclusion Plan 2020 to 2022

The Accessibility and Inclusion Plan (AIP) sets out our whole of business approach, working together, to provide inclusive and accessible employment, products, services and places for everyone.

Our objectives and actions are presented across five key areas: Our Commitment Our People, Our Customer, Our Place and Our Community.

Our Commitment

OUR GOAL: To actively listen to and consult with people with disability in the delivery of commitments in this plan.

Our actions	Timeframe	Accountability
<p>1.1 Appoint a disability sector representative to the Australia Post Stakeholder Council.</p> <ul style="list-style-type: none"> Seek to appoint a disability sector representative to the Australia Post Stakeholder Council who reviews and provides feedback on issues including corporate responsibility, stakeholder relations and social and environmental sustainability. 	Year 1	Executive General Manager Community & Consumer
<p>1.2 Drive accountability to achieve successful outcomes through the leadership of the Accessibility Steering Group.</p> <ul style="list-style-type: none"> Steering Group Members will continue to engage their respective business areas and report progress at regular meetings. 	Monthly	General Manager, Talent, Remuneration, Culture and Capability
<p>1.3 Participate in the Australian Network on Disability Access and Inclusion Index every two years.</p> <ul style="list-style-type: none"> To measure the disability confidence across the organisation and benchmark our progress against other organisations. 	Year 2	Executive General Manager, People & Culture Accessibility Steering Group
<p>1.4 Regularly report progress against the plan to the Accessibility Executive Sponsor and Accessibility Matters.</p> <ul style="list-style-type: none"> The Accessibility Steering Group will present a consolidated progress report each quarter; March, June, September and December. 	Quarterly	General Manager, Talent, Remuneration, Culture and Capability
<p>1.5 Communicate the Accessibility and Inclusion Action Plan commitments and progress to employees.</p> <ul style="list-style-type: none"> Develop and implement an employee communication plan to provide information on the programs and initiatives in this plan. 	Ongoing	General Manager, Talent, Remuneration, Culture and Capability



Our People

OUR GOAL: To drive employment and engagement of people with disability and continue to build a disability confident workplace.

Our actions	Timeframe	Accountability
<p>2.1 Embed inclusive practices in our recruitment process.</p> <ul style="list-style-type: none"> • Complete the Disability Confident Recruiter program [Year one] and annual review [Year two]. • Build the disability confidence of recruitment consultants and hiring managers to ensure they have the knowledge and resources to arrange adjustments for candidates. 	Year 2	General Manager People Transformation, Technology and Workforce
<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 Disability Employment Service providers to attract and support candidates with disability. • Promote the Australian Network on Disability Stepping Into program within our Early Careers offering. 	Ongoing	General Manager People Transformation, Technology and Workforce
<p>2.3 Develop and implement a Workplace Adjustment Policy.</p> <ul style="list-style-type: none"> • Embed the Policy across all areas of the business and the employee life cycle. • Promote the Policy and process to ensure our people have a clear understanding of how to access support. 	Year 2	General Manager Employee Relations General Manager Injury Management
<p>2.4 Listen to and be informed by our Accessibility Matters Employee Reference Group who will drive internal visibility and collaborate with senior leaders to improve the accessibility of our workplace, products and services.</p> <ul style="list-style-type: none"> • A representative of Accessibility Matters will join the Accessibility Steering Group as an advisor. • Accessibility Matters will provide advice and feedback to business teams as required. 	Ongoing	General Manager Talent, Remuneration, Capability and Culture
<p>2.5 Continue to build disability confidence through the delivery of training and resource materials.</p> <ul style="list-style-type: none"> • Let's talk disability and You CAN ask that training sessions. • Online resources available for managers and employees. 	Ongoing	General Manager Talent, Remuneration, Capability and Culture
<p>2.6 Co-design a mentoring program for employees with disability.</p> <ul style="list-style-type: none"> • Consult Accessibility Matters to understand challenges to career progression. • Review employee engagement survey data on career progression. • Design and trial an internal mentoring program with Accessibility Matters. 	Year 2	General Manager Talent, Remuneration, Capability and Culture
<p>2.7 Celebrate and recognise key dates and campaigns for the inclusion of people with disability.</p> <ul style="list-style-type: none"> • 27 June, Accessibility Matters anniversary. • 3 December, International Day of People with Disability. • Other dates and campaigns as determined by Accessibility Matters, including Deaf Awareness Week. 	Ongoing	Executive General Manager People & Culture



Our Customer

OUR GOAL: To provide accessible products, services and a dignified customer experience.

Our actions	Timeframe	Accountability
<p>3.1 Enhance the accessibility of products and services.</p> <ul style="list-style-type: none"> • Embed universal design principles, checks, training and support into frameworks and processes. • Create accessible design champions network to raise awareness of universal design principles. 	<p>Year 1 and Year 2</p>	<p>General Manager of Product Engineering</p>
<p>3.2 Build the disability confidence of customer facing employees to welcome customers with disability.</p> <ul style="list-style-type: none"> • Introduce dignified customer service module through the Retail and Contact Centre induction programs. 	<p>Year 2</p>	<p>General Manager Post Office Network General Manager Customer Services General Manager Talent, Remuneration, Culture and Capability</p>
<p>3.3 Introduce a Customer Accessibility Enquiry Service.</p>	<p>Year 2</p>	<p>General Manager Digital and Data General Manager Customer Excellence Deliveries General Manager, Customer Services</p>
<p>3.4 Integrate accessibility and represent disability in our brand and marketing.</p> <ul style="list-style-type: none"> • Ensure everyone has access to Australia Post information. • Authentically represent people with disability in our imagery. 	<p>Year 2</p>	<p>Chief Marketing Officer</p>



Our Place

OUR GOAL: To make Australia Post an accessible place for everyone.

Our actions	Timeframe	Accountability
<p>4.1 Accessible technology for employee learning and development.</p> <ul style="list-style-type: none"> Integrate accessibility for employees with disability as a design consideration when developing new learning modules. New enterprise learning and development content will meet or exceed Web Content Accessibility Guidelines (WCAG) 2.1 AA. Content developers will be required to apply Accessible Design Principles. 	Year 1 and 2	<p>General Manager Talent, Remuneration, Capability and Culture</p> <p>General Manager People Transformation, Technology and Workforce</p> <p>General Manager Digital & Data</p> <p>General Manager Technology-Enterprise Enablement</p>
<p>4.2 Enhance the accessibility of our IT systems and processes.</p> <ul style="list-style-type: none"> Review internal ICT systems and processes to identify accessibility gaps and create a schedule for remediation. Build the disability confidence of the ICT team through the delivery of training and the creation of a resource knowledge hub. Launch a dedicated myIT accessibility service. 	Year 2	General Manager Information, Communication and Technology
<p>4.3 Accessible Retail Point of Sale software.</p> <ul style="list-style-type: none"> The Post+ counter point of sale software will be designed according to universal design principles and will meet WCAG 2.1 AA compliance. 	Year 2	General Manager Customer Strategy & Portfolio Development
<p>4.4 Enhance the digital accessibility of our websites and mobile apps.</p> <ul style="list-style-type: none"> Update our Digital Policy to WCAG 2.1. Schedule review and upgrade. 	Year 1	General Manager Digital & Data
<p>4.5 Accessible and inclusive premises.</p> <ul style="list-style-type: none"> Conduct an accessibility property review of our industrial and retail buildings against the Building Code of Australia, Disability Discrimination Act and, where possible, identify opportunities to incorporate beyond compliance design. Participate in the Australian Network on Disability ‘Accessible Procurement Taskforce’ to develop and share best practice guidelines for accessible premises and facilities and incorporate learnings at Australia Post. 	Year 1 and 2	General Manager Group Property



Our Community

OUR GOAL: To strengthen community and supplier partnerships by promoting greater accessibility, disability awareness and community cohesion.

Our actions	Timeframe	Accountability
<p>5.1 Promote and invest in community partnerships to benefit people with disability.</p> <ul style="list-style-type: none"> • Support not-for-profit organisations that engage and support people with disability through our community and workforce grants and employee workplace giving programs. • Partner with Beyond Blue to increase community awareness and understanding of mental health and wellbeing including the promotion of dedicated support services. 	Ongoing	Chief Marketing Officer
<p>5.2 Accessible events for our employees, customers and the community.</p> <ul style="list-style-type: none"> • Promote the use of our Event Accessibility Checklist and encourage event organisers to use this when planning events. • Develop guidelines to support event organisers to make access arrangements as requested. • Encourage guests to advise us of any accessibility requirements on invitations and other promotional material. 	Year 2	Chief Marketing Officer
<p>5.3 Suppliers.</p> <ul style="list-style-type: none"> • Embed accessibility and inclusion into our procurement practices through the implementation of formal processes. • Factor access and inclusion into our procurement selection process. 	Year 1	General Manager Procurement

Leadership and Governance

The Accessibility Steering Group, comprising representatives of key business areas is charged with bringing the Accessibility Action Plan to life across all areas of our work and undertaking status and progress reporting against the objectives and goals of this plan.

We will promote the plan's initiatives and share information on our progress with employees and key stakeholders throughout the life of the plan.

A quarterly status report of progress to the objectives and goals of the Plan will be presented to the Executive General Manager, People and Culture and the Accessibility Matters Employee Reference Group.

We will participate in the Australian Network on Disability's Access and Inclusion Index 2022 to benchmark our performance and will engage AND to undertake an independent end of-plan audit upon completion in December 2022.

The outcomes of this AIP will be reported to the Board via its People and Sustainability Committee.

Alternative Formats

Our 2020 to 2022 Accessibility and Inclusion Plan is available in alternative formats on our website auspost.com.au

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_post/)

If you need help to speak or listen

Contact Australia Post through the **National Relay Service (NRS)**.

-  Call the NRS Help desk **1800 555 660**
-  Go to the NRS website communications.gov.au/accesshub/nrs