



AUSTRALIA
POST

Australia Post Accessibility Action Plan 2017–2019

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Australia Post

Accessibility Action Plan

2017–19



“Australia Post understands disability touches all aspects of our business – our people, our customers and the community”

A message from our Chief Customer Officer, Christine Corbett

Australia Post has a long and proud history of providing essential services for all Australians – Everyone, Everywhere, Everyday. We take this responsibility very seriously and as our business changes and evolves to keep up with the growth of digital technology we understand that this is transforming how people live, learn and work and consequently how we as a business operate. This means as a business we need to continually adapt and evolve to provide secure, accessible products and services that are relevant to how people live and work in both the physical and digital worlds.

At Australia Post we believe a diverse and inclusive workplace brings out the best in our people and helps us to provide better products and services. With approximately one in five Australians having a disability, Australia Post understands disability touches all aspects of our business – our people, our customers and the community in which we operate.

We launched our first Accessibility Action Plan in 2012 and we are pleased at the progress we have made. Of particular note is *Work Mate*, a short film we produced to help managers to facilitate conversations with their team about working with people with disability. The film was inspired by the story of Charlie McConnell, a Customer Care Consultant at our Sydney Parcel Facility and aims to help break down stereotypes and focus on people's abilities rather than their disability. The film also helped raise awareness across an external audience as it was entered in the International Film Festival circuit and was screened

at multiple festivals around the world. You can read more about this film and how it was made in the highlights section of this Plan.

At Australia Post, the percentage of employees choosing to share that they have a disability has declined in recent years. As at June 2016, 1,868 employees have disclosed disability, representing 6.0% of our workforce. We acknowledge that we have significant work to do to understand this decline in more detail and ensure that we continue to build a workforce that is reflective of our community. We also know that our employees with a disability are less engaged than those without. Accordingly, a priority for us is to gain an understanding of why this is the case and how we can improve.

In developing this Plan we have consulted widely including employees with a disability; employees who are carers of people with a disability; leaders across all our major business areas; customers and the Australian Network on Disability. We will continue to consult these critical stakeholders over the duration of this new plan.

I am delighted to present Australia Post's second Accessibility Action Plan, which has been endorsed by the Australia Post Executive Committee and Board of Directors. As the sponsor of this Plan, I look forward to leading its implementation and reporting on our progress.

A handwritten signature in black ink that reads "Christine Corbett".

Christine Corbett
Chief Customer Officer
Australia Post



Australian Network on Disability

Message from Suzanne Colbert AM

The Australian Network on Disability (AND) is a not-for-profit organisation focused on advancing the inclusion of people with disability in all aspects of business. We support our members and clients to welcome people with disability as employees, customers and suppliers. Australia Post is a highly valued member of AND and it has been a pleasure partnering with them again to develop their second Accessibility Action Plan.

This Accessibility Action Plan seeks to build a more representative and inclusive workforce through greater disability and accessibility awareness and engagement. We know that organisations that have the vision to welcome people with disability and carers in their day-to-day operations have a powerful impact on the whole of society. In Australia this will help to create a level playing field for people with disability and boost the competitiveness of our economy.

In Australia, over four million people have some form of disability so it is important, and makes good business sense to consider accessibility in everything we do. As a significant employer of people with disability, it is pleasing to see that Australia Post is pushing itself to improve strategies to attract, recruit, engage and retain skilled and talented people with disability. Additionally, Australia Post continues to undertake significant work to identify opportunities for improving the accessibility of its products, services and facilities. Furthermore, we continue to be impressed with Australia Post's efforts to leverage increased opportunities for people with disability in the broader community through its supplier network and procurement decisions.

AND fully respects Australia Post's acknowledgement that there is a lot more work to do and we look forward to supporting the implementation of this Accessibility Action Plan

Suzanne Colbert AM
Chief Executive
Australian Network on Disability

“ we continue to be impressed with Australia Post's efforts to leverage increased opportunities for people with disability in the broader community ”

Since 2012 Australia Post has been a Gold Member of the Australian Network on Disability. A not-for-profit organisation resourced by its members to advance the inclusion of people with disability in all aspects of business.

Disability definition

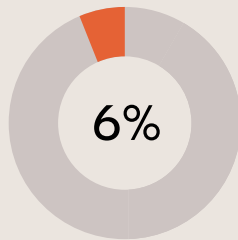
The Disability Discrimination Act (1992) uses a very broad definition of “disability” to identify discriminatory practices. A disability is any condition that restricts a person’s mental, sensory or mobility functions. It could be caused by accident, trauma, genetics or disease. A disability may be temporary or permanent, total or partial, lifelong or acquired, visible or invisible. Through this Accessibility Action Plan, Australia Post seeks to eliminate disability discrimination in accordance with the Act.

Disability Snapshot

Australia Post currently employs

1,868

people who have shared they have disability, representing **6%*** of our total **workforce**



*As at 30 June 2016

Over

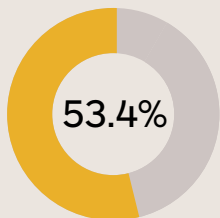
4 million

Australians have a disability – that’s **1 in 5** people

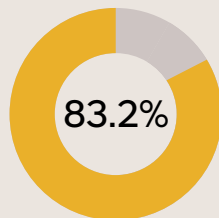


2.2 million Australians of working age (15–64 years)

Participation rate of people **with disability**



Participation rate of people **without disability**



21.5%

report mental and behavioural disorders



2.7 million

Australians provide informal care



1 in 10

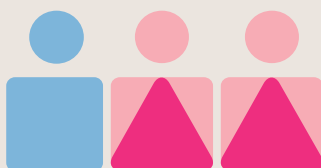
carers are under the age of 25



More than

66%

of primary carers are female



Almost

90%

of disabilities are not visible



Our journey so far

Highlights 2012–2016

Building disability awareness through Work Mate

A key outcome of the 2012-15 Accessibility Action Plan was to improve disability awareness through the development and rollout of the film, Work Mate.

This project, known as the Real Stories Project, called for employees with disability or their colleagues to submit inspiring stories about inclusion in the workplace. The winning story, featuring Charlie McConnell, a blind employee, was adapted into a short film called Work Mate.

To develop and produce the film we worked with Taste Creative and Bus Stop Films, both of which are strongly dedicated to promoting inclusiveness through their work. As such, the Work Mate film adopted the authentic casting philosophy meaning that all actors cast portrayed the same diverse makeup of the characters they were representing. So the actor playing Charlie McConnell in Work Mate was an actor who was blind, just like Charlie. According to Henry Smith, Director of Taste Creative, "Working with Australia Post to create Work Mate has allowed us to continue our mission to help people tell authentic stories, and help those who are marginalised to be included."

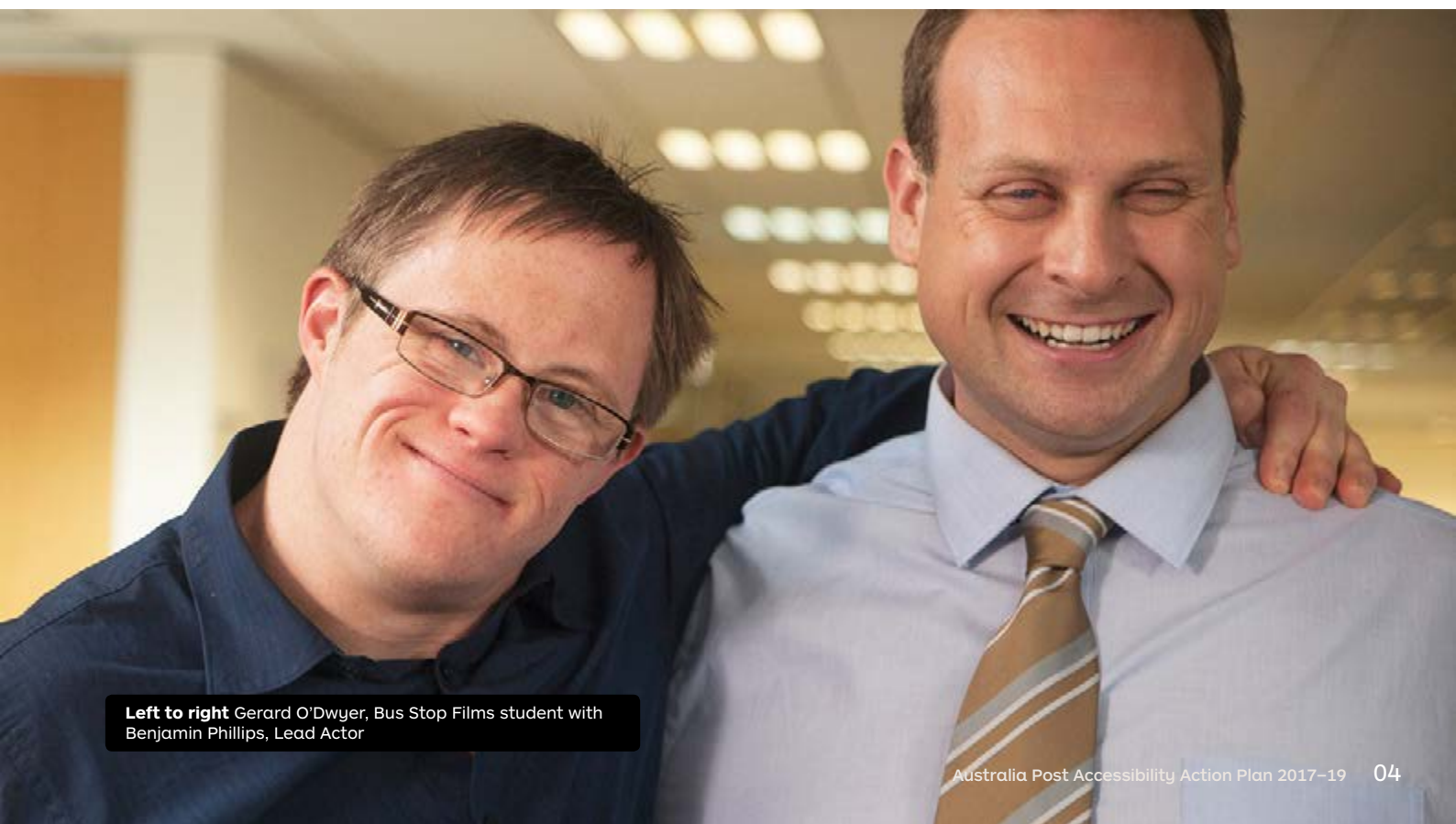
More information can be found at realstoriesproject.com.au/work-mate/



In 2014, the film was launched across the country with film premiers in Melbourne, Sydney, Perth, Brisbane and Adelaide. Since its launch, over 2,000 DVDs have been distributed to Australia Post managers and employees nationwide.

Additionally, Australia Post has been invited to showcase the Real Stories campaign and Work Mate as a case study at various conferences, events and forums to over 1,500 people. Charlie McConnell attended many of these events to share his story at Australia Post.

Work Mate continues to be used as a disability awareness tool within our organisation and externally. The success of Work Mate and The Real Stories Project was formally acknowledged as a finalist in both the 2014 National Disability Awards and at the 2015 AHRI Awards in the Graeme Innes AM Award for Disability Employment. Furthermore, Work Mate has continued to win a number of international film festival awards.



People and Customer focus



Recognising 47 years of service

In 1969 Maree Pulham was working in a sheltered workshop packing boxes of electrical wires and felt that it was time to try something different because she wasn't finding it very fulfilling.

Maree's mother understood only too well that Maree was not happy and so she approached Australia Post to discuss employment opportunities for Maree as she wanted Maree to be more independent in preparation for when she isn't able to provide the same level of support.

Maree was successful in her application and started as a mail officer at the Redfern Mail Exchange that same year. "There were certainly challenges in the beginning. I am not able to use my left hand so I do some things differently to others because it has restricted movement. My mother always said not to focus on the negatives and she encouraged me to be self-sufficient and to have a go at things. I am who I am because of her."

When a supervisor suggested that Maree undertake some training to take on a new role Maree found she was achieving targets along with everyone else in the team and she realised that the team didn't see her any differently.

Since 1985 Maree has been working at the Sydney Gateway Facility and she feels that things have changed with different machines being used and an increased focus on safety.

Reflecting on Maree's career, Facility Manager, Rajdeep Kaur, agrees that all it takes is for people to be open to doing things differently and it's amazing what can be achieved. "Once others see that the work gets done they get it. We hope that by sharing Maree's story we might help to change assumptions and attitudes toward employing people with disability."

Maree's advice to anyone working with someone who has a disability is to give them a chance and don't make assumptions about what they can and cannot do. "Everyone's different but I like to give things a go first, then, if I need help, I will ask for it."

Stepping into ... Internship program for University students



Over the life of the Accessibility Action Plan we continued our partnership with the Australian Network on Disability (AND) and employed six interns through "Stepping into" – a program that provides valuable work experience to talented students with disability and an opportunity for them to showcase their skills and knowledge.

“

The Digital Access team at Vision Australia continue to work with Australia Post to ensure their digital assets are accessible. We commend the commitment of Australia Post towards inclusion, and their desire to make accessibility part of their everyday process for the creation of information and services.

”

Neil King,
National Manager
Digital Access,
Vision Australia



Digital Accessibility for Everyone

When our first Accessibility Action Plan was launched in 2012 we knew that a priority for us was to make sure everyone can easily access all of our information and services.

We now have a policy for everything we do to be aligned with the AA standard under the World Wide Web Consortium's (otherwise known as W3C) Web Content Accessibility Guidelines (WCAG) 2.0 (External link).

In partnership with Vision Australia our Digital Channels and Innovation team have now achieved 85% AA certified by Vision Australia of our content.

All our websites and apps are optimised to be accessible and we're continually testing and improving them to meet accessibility needs.

We have introduced an ongoing auditing process and offer training across the business with Vision Australia.

"We want to make sure we do everything we can to make sure our content is accessible for everyone and the auditing and checks are now a part of how we work every day." Darren Boyle, Head of Digital Performance and Analytics.

Community focus



Our Neighbourhood

Our Neighbourhood Community Grants

Introduced in 2013, Our Neighbourhood Community Grants form part of Australia Post's ongoing commitment to supporting the communities in which we operate. The program recognises the important role our smaller charities and community groups play in connecting people and positively shaping our nation. The grants programs have included Community Grants and Workforce Nominated Grants. Funding for the grants is made either directly by Australia Post or facilitated through the Our Neighbourhood Trust.

Currently, the Our Neighbourhood Community Grants program encourages community organisations to apply for funding of one-off cash payments of up to \$10,000. Projects need to benefit the wider community, align with the key focus areas and primary audiences, and meet an immediate need of the community.



Bayside Initiatives Group

While we recognise the value of the thousands of different causes and projects around the country, we focus our resources on a few key areas where we think we can help make the biggest impact. To be considered for a community grant, applicants need to demonstrate how their project fits into one of these four categories.

1. **Digital capability:** Projects that build digital skills and capabilities of individuals, groups in the community or the wider community.
2. **Employment pathways:** Projects that increase employment opportunities for marginalised Australians.
3. **Community inclusion:** Projects that build community spirit, foster inclusion and support marginalised Australians.
4. **Disaster readiness:** Projects that help communities to be better prepared for natural disaster.

In addition, a key assessment criteria is based on whether to Project is aimed at one of six primary audiences one of which is people with disability.

Since the Our Neighbourhood grants program commenced, a total of \$1,063,851 has been awarded to 188 community groups and organisations to fund projects focussed on inclusion of people with disability. Of these, Australia Post



2016 Our Neighbourhood Community Grant Recipient

Organisation
The Bridge

Funded
\$10,000

Project title
Next Step – an employment pathways program for young people with a disability

Profile

Next Step is a skill development, pre-vocational program targeting school leavers (aged 18–20 years) with a disability. Next Step aims to increase employment by supporting individuals to identify areas of improvement and to gain practical work skills and work experience.

directly funded 146 projects at a value of \$739,944, and facilitated 42 grants through the Our Neighbourhood Trust at a value of \$323,907.



Community Wyndarra Centre Inc

Find out more about Our Neighbourhood on our website at ourneighbourhood.com.au

Community focus

Helping to Deliver our Paralympic Team to London and Rio

Australia Post was proud to deliver messages to our Paralympians at the 2012 London Paralympic Games.

In March 2016, the Australian Paralympic Committee (APC) proudly announced Australia Post as a Major Partner and the official postal and logistics supplier of the 2016 Australian Paralympic Team. Supporting the Australian Paralympic Team for a third consecutive Summer Games campaign, our sponsorship for the 2016 Team includes provision of a national fundraising and community engagement campaign, Games uniform delivery and Games-time support of the Team.

As the official postal and logistics supplier to the APC, Australia Post and StarTrack also delivered Paralympic athletes their team kit.

“Australia Post demonstrated its strong commitment to Australia’s Paralympic Team in Beijing 2008 and London 2012, and we are thrilled that such an iconic

Australian organisation will join us again for what will be our biggest and hopefully our most successful Paralympic Games yet,” APC Chief Executive, Lynne Anderson, said.

Australia Post Chief Customer Officer, Christine Corbett, said: “At Australia Post, we know that sport helps build inclusive, cohesive and diverse communities and has the power to unite people.

“Our partnership with the APC is about combining our nationwide postal and logistics networks with the Australian Paralympic Team’s capacity to bring the Australian community together through sport, fostering a more socially inclusive Australia,” she said.

“We are excited to back our Paralympic athletes and support their journey to the Paralympic Games,” Ms Corbett said.

The APC delivered more than 170 athletes across 15 sports, from every Australian state and territory to the Rio 2016 Paralympic Games.



Lifestyle Solutions – Work Assist program



A key component of Our Neighbourhood has been the selection of the Our Neighbourhood National Community Partners.

We have established strong and enduring relationships with seven organisations who demonstrate leadership and have expertise in delivering community programs that build capability at both a national and local level.

Our Community Relations, Mail Network and Safety teams collaborated with one of Australia Post’s National Community Partners, Lifestyle Solutions (not-for-profit disability services provider), to develop the Work Assist program. The program has provided over 25 opportunities for people living with disability to gain skills, knowledge and hands-on work placement across the Australia Post Group business.

The Australia Post and Lifestyle Solutions Partnership also provides Community Mail programs in Alice Springs, NT, and Mayfield, NSW. The programs provide additional work experience opportunities for people living with a disability.

Find out more at www.ourneighbourhood.com.au

Accessibility Action Plan 2017–19

This is our second Accessibility Action Plan and it will continue to focus on building inclusion and accessibility for people with disability to employment opportunities, our products, services and workplaces. This Plan focuses on improving accessibility for our three core stakeholder groups: our people, customers and the community. Our commitments within the Plan are divided into four sections which are outlined below.

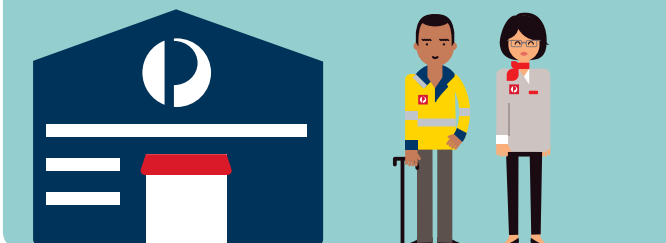
Our 2017–19 Accessibility Action Plan has been developed in partnership with the Australian Network on Disability (AND) and is the result of a review of the progress against our first Plan, internal and external consultation.

This Accessibility Action Plan will be lodged with the Australian Human Rights Commission and is another way we are delivering a better future for Everyone, Everywhere, Everyday.

Our commitments within the Plan have been divided into four sections

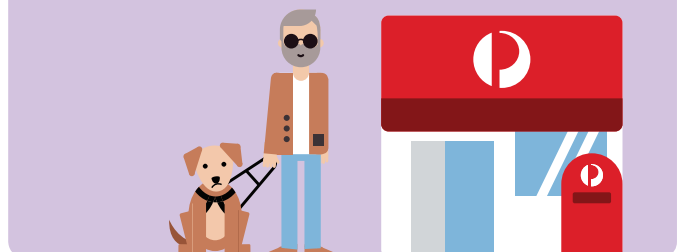
Our People

Outlines the actions we will take to support our employees and extended workforce by proactively improving access to employment and ongoing development opportunities within an inclusive work environment.



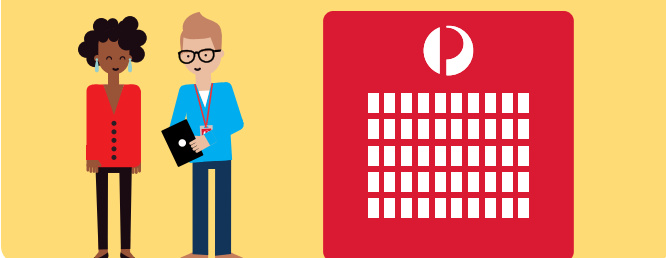
Our Place

Outlines what we will do to ensure both our digital and physical environments are accessible to all.



Our Customer

Outlines how we will provide accessible products and services, digitally and physically.



Our Community

Outlines our actions to engage and invest in communities across Australia through creating opportunities for greater participation for people with disability and their carers.



Our people

Our commitment to access and inclusion across Australia Post is supported and driven by Australia Post Leaders. This commitment is promoted to our people, customers and community

Action	Timeframe	Responsibility	How we will measure progress
Establish a senior leadership group to drive and monitor access and inclusion across the enterprise.	April 2017	Chief Customer Officer and Diversity & Inclusion	Senior Leadership forum in place, meets quarterly to review action plan progress and other matters relating to Access and Inclusion.
Develop a network of Accessibility Champions across the enterprise to raise the awareness of access and inclusion principles.	July 2017	Diversity & Inclusion	Disclosure of disability via employee survey. Employee engagement scores.
Participate in Australian Network on Disability's Access and Inclusion Index annually to monitor ongoing commitment and progress on accessibility inclusion at Australia Post.	October each year	Diversity & Inclusion	Participate in the AND Access and Inclusion Index.

We have an inclusive culture for our people and customers which is achieved through raising disability awareness and confidence

Action	Timeframe	Responsibility	How we will measure progress
Develop an employee network to connect people who are interested in contributing to accessible inclusion. The network will drive change, increase disability awareness, provide input on Australia Post's processes and practices and provide feedback on progress of the Plan.	March 2017	Diversity & Inclusion	Accessibility Employee Network in place. The group have clear purpose and objectives.
Review employee engagement data and undertake employee focus group sessions to understand why the engagement score for people with disability is declining. Identify actions and work together to improve the employee engagement of people with disability.	August 2017	Diversity & Inclusion	Disclosure of disability via employee survey Employee engagement scores.
Develop an annual communication plan to ensure stories about people with disability are shared broadly across our workforce and the community.	Annual plan	Communications Team, Community and Diversity & Inclusion	There are regular stories on inclusion on Australia Post's internal and external communication platforms. There is increased awareness of the actions we are committed to in this Plan.
Introduce an annual date to recognise the skills and talents of people with disability at Australia Post and create an Applaud Award to recognise disability inclusion in our workplace.	Annual	Diversity & Inclusion, Culture and Communications teams	There is an annual date which is recognised across the enterprise and teams participate in different activities to build disability awareness.
Build accessibility awareness module into the induction programs for all new employees across the Enterprise.	October 2017	Learning & Development	New employees are aware of the AAP, Workplace Adjustment process and their role in providing an inclusive environment for our people and customers.
Implement a disability awareness training schedule as part of the learning and development offering and arrange specific disability confidence sessions as required for specific teams/audiences.	October 2017	Learning & Development	Disability confidence training is one of the core L&D offerings for all staff.

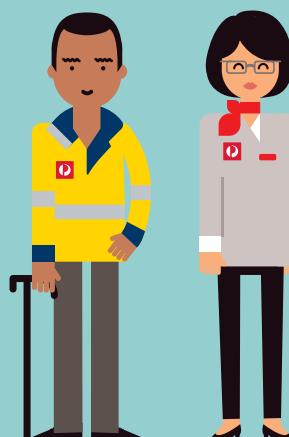
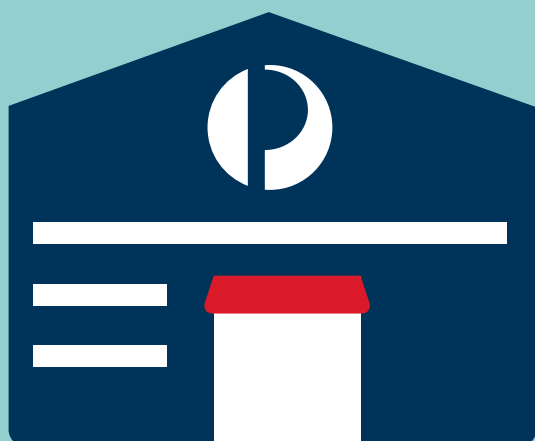
Our people

We attract and recruit candidates from a diverse talent pool through our barrier free recruitment practices

Action	Timeframe	Responsibility	How we will measure progress
Review the end to end recruitment practices to remove any unintended barriers for candidates with disability	April 2017	Recruitment	The recruitment process is barrier free to candidates with disability.
Complete the 'Disability Confident Recruiter' program and promote across our recruitment channels.	July 2019	Recruitment	Awarded DCR status. Increase in applications from candidates with disability.
Develop and implement a talent and recruitment strategy to attract and recruit suitably skilled people with disability. Review opportunities to implement work experience and internship programs.	January 2018	HR Business Partners and Recruitment	The strategy is in place and talent pools and programs have been identified.

The retention and development of all employees is important to Australia Post, including employees with disability

Action	Timeframe	Responsibility	How we will measure progress
Review and enhance the workplace adjustments process to create visibility for potential candidates and existing employees and managers and ensure a standard enterprise approach is adopted.	April 2018	Human Resources (Transition) and Safety	Procedure is in place which supports managers to effectively implement adjustments. There is a clear recording system to measure the uptake and implementation of adjustments.
Seek feedback from employees on their experience with implementation of workplace adjustments and identify any specific barriers in the workplace.	April 2019	Diversity & Inclusion and Culture & Engagement team and Safety team	Issues raised are reviewed by Diversity & Inclusion and shared with the business area for resolution.
Ensure accessibility resources are available and communicated to support managers and employees.	June 2017	Diversity & Inclusion and Leadership team	Employees are aware of the resources and the resources are regularly used.
Using the HR system, and the employee engagement survey results, monitor and report on the career progression of employees with disability.	From 2018	Diversity & Inclusion and Culture team	Annual report provided to Diversity & Inclusion Council.
Create and support the roll out of resources, including mental health awareness eLearn, to help our people better manage their physical and mental well-being.	September 2017	Safety, Learning & Development	eLearn in place and is accessed by employees.



Our place

Accessibility is considered in all procurement decisions

Action	Timeframe	Responsibility	How we will measure progress
Business cases for new products and services will be assessed for accessibility at key stages through the Product and Project Development Life Cycle	November 2018	Corp Portfolio Management, Chief Information Officer, Procurement and Corporate Finance	Accessibility check is included in all Product and Project Development documentation
All new digital solutions for customers will meet/exceed best practice web content accessibility guidelines WCAG v2.0 AA	Ongoing	Digital Channels & Innovation in partnership with business areas	Annual external audit.
We will embed accessibility and inclusion into procurement practices	June 2019	Procurement and Environment	Accessibility check is embedded in all Procurement process documentation
Develop a preferred supplier list of digital agencies that have demonstrated and meet the accessibility standards.	November 2017	Digital Channels & Innovation in partnership with business areas	Preferred supplier list in place and in use.

Our digital environment is accessible for people with disability

Action	Timeframe	Responsibility	How we will measure progress
Develop accessibility guidelines for authors of digital content (including but not limited to; website, intranet, MyPost) which meets/exceeds WCAG 2.0 AA	January 2017	Digital Channels & Innovation in partnership with business areas	Guidelines in place and referenced by the business.
Complete quarterly accessibility checks on external and internal digital platforms to confirm the WCAG 2.0 AA compliance	Ongoing	Digital Channels & Innovation in partnership with business areas	Results of each check presented to the Diversity and Inclusion Council.
All new internal videos and key external audio-visual marketing are accompanied by an accessible transcript or captioning.	Ongoing	Digital Channels & Innovation in partnership with business areas	New film and materials checked before being published.
Complete an audit of all existing online learning and development platforms against the WCAG 2.0 AA compliance	January 2019	Learning & Development	Audit complete and plan in place to replace or provide alternative eLearn options for those that do not meet the accessible standards

Our place

Our premises are enabling environments, with new facilities built to be accessible and facility upgrades are completed where feasible

Action	Timeframe	Responsibility	How we will measure progress
All new sites to meet the Building Code of Australia requirements including accessibility standards. If there is a refurbishment of part of a site, it will be accessible, as will affected areas and the path of travel.	Ongoing	Retail Network Planning and Development and GM Real Estate	There is an accessibility check on all new plans for development. All new sites are accessible to employees and customers
Plan and remediate older buildings based on internal accessibility analysis and according to financial and strategic priorities. Note: Australia Post seek to preserve the heritage value of our sites and work hard to ensure that they are accessible. Where this is not possible we will seek alternative solutions to meet the needs of the community.	Ongoing	Retail Network Planning and Development	Priority plan in place which identifies areas that need accessibility upgrades. Commentary regarding financial and strategic priorities is part of the plan
Develop Australia Post Fit-Out Guidelines for all corporate post office outlets to adopt.	October 2018	Retail Network Planning and Development	Guidelines in place and promoted.
Develop a Dignified Access for your Customers guide for Community Postal Agencies (CPAs) and Licensed Post Offices (LPO's)	July 2019	Retail Network Planning and Development	Guide in place and promoted
Develop and implement an accreditation program for Australia Post workplaces who meet/exceed the Dignified Access Guidelines	December 2019	Retail Network Planning and Development and Real Estate	Accreditation program launched.
Consult early with employees with disability, including employees with adjustments in place, prior to implementing office relocations.	Ongoing	Real Estate Project Team	Feedback from employees impacted by relocation.
Include a consultation and feedback process with an internal stakeholder group on all new fixtures and equipment for dignified accessibility check prior to trial and roll-out	March 2017	Real Estate Project Team	Stakeholder group established and consulted.
Incorporate Personal Emergency Evacuation Plans (PEEPs) in enterprise emergency management procedures.	April 2017	Safety	PEEPs in place and tested in evacuation drill.



Our Customers

Australia Post encourages and responds to, ideas and feedback on the accessibility of our places, products and services.

Action	Timeframe	Responsibility	How we will measure progress
Review existing processes for managing feedback on accessibility issues and consider ways to improve this.	Ongoing	Head of Post Office Partnerships & Channel Management	Monitor feedback and report to Diversity & Inclusion Council each Quarter.
Review customer feedback on accessibility issues and report quarterly to the Accessibility Steering Group	Ongoing	Customer Research & Insights and Diversity & Inclusion	Number of issues raised, how they were managed and outcome recorded.
Promote the different ways customers can contact Australia Post, including the use of National Relay Service and provide training and information to customer service teams on the different communication methods.	Ongoing	Marketing and communications	Training and information has been provided. Information on how to contact Australia Post is available online, in stores and on marketing materials

Universal design and accessibility is part of the development and marketing of products and services

Action	Timeframe	Responsibility	How we will measure progress
Include accessibility requirements / standards in all new product requirement specifications and seek internal and external feedback from people with disability in the development stage. Accessibility is a key consideration of any review or update of products and services.	Ongoing	Marketing and Communications	Accessibility is considered in the planning stage of all new products to consider all potential customers of Australia Post and their access requirements.
Develop accessibility guidelines for all marketing material, including the availability of alternative formats for customers with accessibility requirements.	Ongoing	Head of Marketing and Communications	Guidelines are in place. Marketing material is regularly monitored against the guidelines.



Our Community

Our events are accessible to the community

Action	Timeframe	Responsibility	How we will measure progress
Develop an accessibility checklist to be used when planning external events to meet accessible accessibility requirements	Ongoing	Community Events	Event checklist is used in event planning. Guests are asked about accessibility requirements.
Include accessibility checks in all event planning processes, including the accessibility of invitations, venues, information and presentations.	Ongoing	All	
Include a question regarding accessibility requirements on Australia Post event invitations	Ongoing	All	

Strengthen partnerships to promote greater accessibility, disability awareness and community cohesion

Action	Timeframe	Responsibility	How we will measure progress
Encourage employees, and support not-for-profit disability organisations, through our National Partnerships, Our Neighbourhood Community Grant Program and Workplace Giving platform.	Ongoing	Community Team	Increase in number of disability organisations involved in the program and uptake by employees
Sponsorship of the Australian Paralympic team	Ongoing	Community Team	Investing in showcasing the skills and talents of athletes with disability. Marketing opportunities to promote Australia Post's commitment to the team

Governance

We will update our Board of Directors annually and measure our progress against the Accessibility Action Plan each quarter and report to the Executive Committee and the Australia Post Diversity and Inclusion Council.

We will seek Employee feedback on our progress against the Accessibility Action Plan annually.

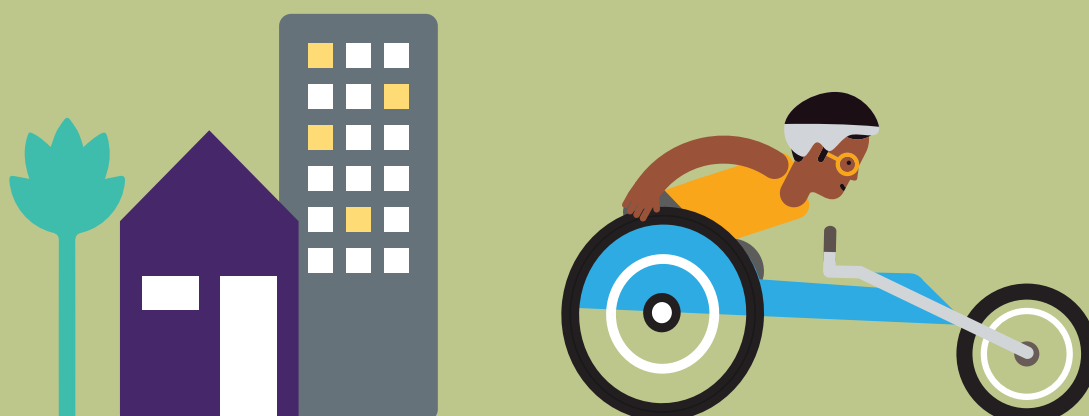
A formal assessment of Australia's Post's progress on the Accessibility Action Plan will be conducted annually using the Australian Network on Disability Access and Inclusion Index. The evaluation and benchmarking report will be presented to Australia Post's Executive Committee and Diversity and Inclusion Council. In addition, various disability stakeholder groups will be engaged to provide comment and feedback to continuously improve and evolve the accessibility Australia Post offers its People, Customers and Community.

Outcomes from the Accessibility Action Plan will be outlined in our annual diversity and inclusion report which is tabled in Parliament in October each year.



Partnering with Aboriginal and Torres Strait Islander suppliers

As part of our commitment to building sustainable partnerships with Aboriginal and Torres Strait Islander business, Australia Post is a signatory to Supply Nation to actively procure services from suppliers that are Aboriginal and Torres Strait Islander owned, managed and controlled. The Accessibility Action Plan has been printed by certified Supply Nation supplier, Print Junction






Contact us

-  Tweet us at **@auspost**
-  Get in touch on Facebook [https: facebook.com/australiapost](https://facebook.com/australiapost)
-  Call us from within Australia **13 POST**
-  email **DiversityandInclusion@auspost.com.au**

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