

STAKEHOLDER COUNCIL CHARTER

Effective: 31 August 2022

Purpose

1. The role of the Australia Post Stakeholder Council (Council) is to provide a representative forum for Australia Post to consult with, and receive representative feedback from, its stakeholders on a range of topics, including Australia Post products and services and matters associated with sustainability / corporate responsibility (CR). More specifically, the purpose of the Council is to provide feedback that assists Australia Post to:
 - improve its understanding of external stakeholders' needs and expectations;
 - improve its communication with external stakeholders;
 - enhance its portfolio of products and services;
 - enhance its CR initiatives; and
 - improve external stakeholders' understanding of Australia Post's portfolio of products and services and CR initiatives.

Functions

2. The Council will consider information from, and provide feedback to, Australia Post on the Australia Post Group's activities, with particular reference to customer needs in the areas of:
 - service features;
 - new initiatives;
 - service performance;
 - accessibility; and
 - complaint handling.
3. The Council will consider information from, and provide feedback to, Australia Post on the goals and objectives of Australia Post Group strategy, in areas such as but not limited to:
 - environmental sustainability;
 - community investment and workplace giving;
 - stakeholder engagement;
 - new products or services; and
 - CR practices and reporting.

4. The Council will provide representative feedback to Australia Post on the views and priorities of Australia Post's key stakeholder segments such as customers, small business, suppliers, community (metro, rural and remote), workforce and environment.

Membership

5. The Council will be chaired by a member of the Australia Post Executive Team. Where the Chair is unavailable for a meeting, a person nominated by the Chair will act in that capacity for that meeting.
6. Council membership will be broadly representative of Australia Post's key stakeholder segments such as customers, small business, suppliers, government, community (metro, rural and remote), workforce and environment.
7. Members will be appointed on an individual basis for the personal contribution they are in a position to make, and the stakeholder segment(s) they are engaged in.
8. In terms of overall membership composition, due regard will be given to the desirability of achieving broad geographic representation and reasonable gender/age balance.
9. Appointments will be for an initial period of three years, with reappointment for further terms possible.
10. The Council will have a maximum of 12 members including the Chair.

Organisation

11. Council will meet at least three times a year, or more frequently as required.
12. Quorum will be six Council members.
13. The Secretary of the Council will be the Corporate Secretary of Australia Post or another person nominated by the Chair.
14. Meeting agenda and papers will be provided prior to meetings, and minutes will be prepared.

Review of Council Performance

15. The Board of Australia Post will be kept informed of the Council's activities by an oral report from the Chair or Secretary (or their nominated representative) at the Board or Board Committee meeting following each Council meeting.

Review and Adoption of Charter

16. This Charter should be reviewed and updated at least every two years.
17. Updates proposed to be made to this Charter will be presented to the Council for approval.
18. The Charter will be accessible through the Australia Post website.