



Australia Post Stretch Reconciliation Action Plan

July 2017–July 2020



Working Together

The artwork mentioned in this report was created by well-known Aboriginal artist Blak Douglas. Born Adam Douglas Hill Blacktown (1970), Western Sydney to an Aboriginal Father / Australian Mother. Originally trained in illustration & photography, observing a family of artisans, became self – practiced in painting with a style influenced by the study of Graphic Design & devoutly politicised per social justice. Works collected by AAMU (Utrecht), NGA, NMA, NMM, Town Hall Collection, Taipei Museum & Regional Councils.

A classically trained Yidaki (Didgeridoo) player. Performances include- Festival of the Dreaming, Australian Idol final, The Deadlys, Rugby World Cup opening ceremony, 'Requiem' Peter Sculthorpe & Inter/national tours (Musica Viva) and Paul Jarman Projects. Currently performing the informative 'Adamriginal' Show throughout Primary schools across the continent through Young Australia Workshops.



“ Interpreting my fellow artists’ designs was like panning for gold in a stream. Once I found those shiny pieces, I melted them down to create a piece that now everyone can wear.

Artist Blak Douglas



As part of our commitment to building sustainable partnerships with Aboriginal and Torres Strait Islander businesses, Australia Post is a signatory to the Supply Nation to actively procure services from suppliers that are Aboriginal and Torres Strait Islander owned, managed and controlled.

Since the agreement Australia Post continues to establish partnerships and will continue to expand on this over the coming years.



The Australia Post illustration designed by Marcus Lee, represents Australia Post's acknowledgement of our first Australians and appears in retail stores across the nation.

Many of the colours incorporated in the artwork come from both the Aboriginal and Torres Strait Island flags. The design represents the ongoing reconciliation journey and connection Australia Post has with Indigenous communities.



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.



Contents

A message from our Managing Director & Group CEO, Ahmed Fahour	2	Building our talent, CareerTrackers partnership	13
A message from Reconciliation Australia CEO, Justin Mohammed	3	CMC Indigenous Services – working in partnership with Australia Post	14
Our Vision for Reconciliation	4	Letters and Mail Network Senior Leadership Team Cultural Immersion, Alice Springs	15
Our Business	5	Supporting our Community – Indigenous branding on fleet	16
Our Partners	5	A Vision for Reconciliation, Indigenous Mural, Sydney	18
Our Goals for the Reconciliation Action Plan (RAP) 2017–20	6	The Australia Post Australian Legends Award	20
Case Study – Uncle Alfred Men’s Group (Townsville, QLD, ACT)	6	RAP – Relationships	24
Three key goals are to be incorporated and delivered through this RAP	7	Governance, Monitoring and Reporting	27
Case Study – Enterprise Learning Projects (Kalumburu, WA)	7	RAP – Respect	28
Our RAP	8	Case Study – Australian Youth Climate Coalition (Canberra, ACT)	31
Our Journey – a reflection on our progress, key learnings, challenges and achievements	8	National Reconciliation Week	31
Our People – working together to create a diverse workforce	10	RAP – Opportunities	32
Aboriginal and Torres Strait Islander employee Retention – The Employee Care Program (ECP)	12	Tracking and Progress Reporting	37

A message from our Managing Director & Group CEO, Ahmed Fahour



“ This is the largest number of Aboriginal and Torres Strait Islander employees that we’ve ever had in the long history of our business. It means that, now, more than ever, we are making a sustainable difference in the community by providing meaningful employment for Aboriginal and Torres Strait Islander peoples.

At Australia Post, we have a long and proud history of promoting the employment of Aboriginal and Torres Strait Islander people – and implementing measures that help to “close the gap”, so that we contribute to a lasting reconciliation between Indigenous and non-Indigenous Australians.

This year, we mark 29 years since we launched our first Aboriginal Employment Strategy, which was our initial formal commitment to improving the social and economic wellbeing of Aboriginal and Torres Strait Islanders. Then, in 2011, I was very proud to play a hand in building on those earlier commitments by launching our first Reconciliation Action Plan. Since then, we have made immense progress in our commitment to advancing reconciliation – through our focus areas, under the headings of Relationships, Respect and Opportunities.

We’re especially pleased with the progress that we made under our third Reconciliation Action Plan (2014-17). It’s particularly noteworthy that we had 622 Aboriginal and Torres Strait Islander employees (representing 2.02% of our total workforce), as at the end of the 2016 financial year.

This is the largest number of Aboriginal and Torres Strait Islander employees that we’ve ever had in the long history of our business. It means that, now, more than ever, we are making a sustainable difference in the community by providing meaningful employment for Aboriginal and Torres Strait Islander peoples. That did not happen by accident.

It is a direct outcome of our previous Reconciliation Action Plans. It is the result of a coordinated effort to lift Indigenous employment across our business – and it reflects the benefit of our investment in a range of initiatives, including traineeships, internships, scholarships, mentoring programs and dedicated career development programs. So, we’re not just employing Indigenous Australians, we’re also giving these individuals the support they need to advance their careers within our business.

In line with our social procurement strategy, we have also recently confirmed two new partnerships with Indigenous cleaning companies. We have signed a three-year contract with CMC Indigenous Services (a Supply Nation certified company) who are now responsible for the cleaning contract for all of our buildings in South Australia, Western Australia and the Northern Territory; and we also have a three-year partnership with Assetlink to clean all of our buildings in Victoria, New South Wales, Queensland and the ACT. Together, these partnerships involve a \$30 million investment that will generate more than 1.1 million hours of work each year in support of Indigenous employment and businesses. It’s just another way we’re delivering a better future – for everyone, everywhere, every day.

However, we acknowledge that there is still more that we can do to contribute to Reconciliation. So, in this, our fourth Reconciliation Action Plan, we are reconfirming our resolve to build a truly inclusive workforce that reflects the community we serve – with a culture that’s built on mutual

respect and helping one another. In this Plan, we reinforce the importance of facilitating further economic independence and sustainability of Indigenous communities, by increasing our procurement and business relationships with Aboriginal and Torres Strait Islander organisations. This plan also outlines our commitment on cultural capability, entrepreneurship, education, employment, supply chain diversity and advocacy.

In developing this Plan, we have consulted widely, including with our Aboriginal and Torres Strait Islander employees; our wider workforce; the leaders across all of our major business areas; our customers; and Reconciliation Australia. We will continue to consult closely with all of these critical stakeholders as we implement this Plan over the coming three years.

I am extremely proud to launch our fourth Reconciliation Action Plan. This plan has been endorsed by our Board of Directors – and our Executive Committee and senior management team are united in their desire to see the initiatives in this plan fully implemented. I am confident that as we deliver upon those commitments, Australia Post will remain a true partner of Aboriginal and Torres Strait Islander people and communities, everywhere, throughout Australia.

A handwritten signature in black ink that reads "Ahmed". The signature is fluid and cursive, written in a professional style.

**Ahmed Fahour, Managing Director & Group CEO
Australia Pos**

A message from Reconciliation Australia CEO, Justin Mohammed



“ Australia Post understands the importance of building and maintaining respectful relationships with Aboriginal and Torres Strait Islander peoples in order to produce mutually beneficial outcomes.

Reconciliation Australia congratulates Australia Post on its deep commitment to reconciliation as it implements its fourth Reconciliation Action Plan (RAP).

The implementation of a Stretch RAP signifies that the Australia Post is a leading advocate for reconciliation, and is demonstrating a deep dedication to making progress across the key pillars of the RAP program - respect, relationships, and opportunities.

Australia Post understands the importance of building and maintaining respectful relationships with Aboriginal and Torres Strait Islander peoples in order to produce mutually beneficial outcomes. It champions these relationships by committing to establish formal two-way partnerships with Aboriginal and Torres Strait Islander organisations and/or communities relevant to its sphere of influence.

Respect for Aboriginal and Torres Strait Islander peoples, histories and cultures is key to Australia Post's core values and vision for reconciliation. This is exemplified by its commitment to provide cultural awareness training to 2,591 people, in order to equip them with skills and knowledge to effectively manage Aboriginal and Torres Strait Islander employees.

Australia Post is dedicated to driving reconciliation through employment and training opportunities for Aboriginal and Torres Strait Islander peoples, as demonstrated by its actionable goal to establish an Australia Post Indigenous Employee Development Scholarship fund, to encourage employees undertake approved educational Vocational or tertiary programs.

On behalf of Reconciliation Australia, I commend Australia Post on its Stretch RAP, and look forward to following its ongoing reconciliation journey.

A handwritten signature in black ink, appearing to read 'Justin Mohamed'.

**Justin Mohamed, Chief Executive Officer
Reconciliation Australia**

Our Vision for Reconciliation

Our vision for reconciliation is that all our employees acknowledge and celebrate the proud culture of our Aboriginal and Torres Strait Islander people. Australia Post will provide opportunities for employment and career development, build sustainable business growth in partnership, and will support economic participation of Aboriginal and Torres Strait Islander people within our business.

Reconciliation at Australia Post is...

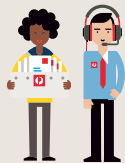
- Working in partnership across our business to achieve parity in our workforce for Aboriginal and Torres Strait Islander people.
- Addressing inequality to create positive social change, by working with the strength and resilience of community.
- Supporting Aboriginal and Torres Strait Islander businesses to innovate, grow and succeed.
- Connecting Australia's most remote communities and country towns to anywhere on the globe.
- Showing respect and earning respect of others.
- Being proud and sharing the culture of our Aboriginal and Torres Strait Islander people.
- Setting high standards, delivering to them and being accountable.



Our Business

A self-funded government business enterprise, Australia Post has the Australian Government as its sole shareholder. The corporation does not receive any taxpayer funding and pays dividends to the Australian Government – more than \$1.8 billion over the past decade. Our combination of Australia Post and StarTrack creates an ability to connect everyone, everywhere, everyday.

Australia Post employs more than **36,000*** people across our delivery, logistics, retail and eCommerce network



Our workforce is diverse, we represent **136*** nationalities



5,295* mail contractors which are independently run small businesses



11.5 million* delivery points reaching more Australians than any other company



4,392* Post Offices valued by their local communities for the services they provide



Approximately half of our **2,969*** Licensed Post Offices are stand-alone outlets, with the remaining ones co-located with other businesses



15,357* street posting boxes



We deliver to **190*** countries



As at 30 April 2017, Australia Post employed **611** Aboriginal and Torres Strait Islander permanent and fixed term employees, excluding casuals



* as at 30 June 2016

Our RAP Partners

“ Our RAP continues to build momentum and strength from the investment in relationships with the following partners. Our combined commitments towards a reconciled country, enables Australia Post to achieve its commitments within this Plan. We are truly grateful for the continued confidence and trust these organisations provide to us. Partners are critical for us to deliver outcomes across all aspects of our Plan. We feel a sense of pride by working together for the continued prosperity of our Aboriginal and Torres Strait Islander people.

Chris Heelan,
National Indigenous Manager



Our Goals for the Reconciliation Action Plan (RAP) 2017–20

In January 2016 the United Nations' Sustainable Development Goals (SDGs) came into effect, which provide a common set of goals to put the world on a sustainable path to 2030. Australia Post is committed to advancing the SDGs and, in particular, we're focusing our efforts on the goals we can influence the most. We're purposefully advancing our performance against these particular goals through our investments, our business practices and our products, services and solutions.

Our commitment to Aboriginal and Torres Strait Islander people is a fundamental part of achieving a number of these goals, particularly those relating to decent work and economic growth and reducing inequalities.

Everyone, Everywhere, Everyday is Australia Post's corporate responsibility plan that is informed by the SDGs. Our approach to corporate responsibility is inspired by the notion of Creating Shared Value.

We want to increase social and economic inclusion and wellbeing by connecting all Australians physically and digitally, to minimise our environmental impact throughout our value chain. We will meet the changing expectations of our customers and communities and help them prosper in a digital world.

Our previous three RAPs have informed this next iteration. We have developed this RAP acknowledging that Australia Post is an integrated delivery, logistics, retail and eCommerce network. We empower our business units to deliver on the commitments outlined in the Plan. We have invested the time to build relationships that have assisted us develop this RAP, the importance to allow time to have many conversations: firstly with our Aboriginal and Torres Strait Islander employees, our senior business leaders, Reconciliation Australia, our RAP Working Group, and our lessons learnt from our partner organisations about what our Stretch RAP should look like.

We want our RAP and commitments to be deliverable, achievable, tracked and reported. We will openly share our progress against the deliverables in this plan, and identify those aspects which remain challenging.

Our approach is to provide a coordinated plan to our business units, which clearly identifies responsibilities and the scope of work which we together will deliver. The RAP activity remains relevant and aligned to business strategy and objectives.



Reconciliation Action Plan | 2017–20

Our Neighbourhood Community Grant

Organisation

Uncle Alfred Men's Group (Townsville, QLD, ACT)

Funded

\$4,500

Art mentoring programs have been well documented as way to change a person's attitude, emotional state and perceptions of the world. Building friendship and support through art helps people cope with life's difficulties and creates hope and positivity.

Uncle Alfred Men's Group is a volunteer service for young adults caught up in the justice system and who are trying to re-engage with community, culture, family and country - breaking the cycle of sentencing. With the support of a \$4,500 Our Neighbourhood Community grant, the Group has purchased much-needed art supplies, providing participants the opportunity to learn from community Elders to gain skills, confidence, and promote greater community cohesion.

Three key goals are to be incorporated and delivered through this RAP

1 All Australia Post employees will receive access to cultural awareness and engagement learning opportunities.

2 Australia Post will increase the number of Aboriginal and Torres Strait Islander people directly employed, towards achieving 3% of workforce by 2020.

3 Australia Post will increase procurement activity with Aboriginal and Torres Strait Islander businesses.

This alignment will make the RAP and its outcomes sustainable. Our businesses will incorporate these goals into business plans and address other requirements including:

- Reconciliation Australia's minimum requirements of Relationships, Respect and Opportunities framework for a Stretch RAP.
- Support the Federal Government's commitments to meet 3% procurement targets and participation targets as set by Indigenous Procurement Policy.
- The United Nations' SDG's and the UN Declaration on the Rights of Indigenous Peoples.

Progress against the goals will be reported by:

- Quarterly reports to Australia Post Senior business leaders.
- Annual reports to Reconciliation Australia through the RAP Impact measurement Survey.
- The completion of the Business Council Australia Indigenous engagement survey.
- Annual Australia Post Diversity & Inclusion Report.



Our Neighbourhood Community Grant

Organisation

Enterprise Learning Projects (Kalumburu, WA)

Funded

\$9,000

The Tramalla Strong Women's Group expressed their desire to be in control of their own economic pathways and futures and identified microenterprise as a vehicle for economic and social

change: to create jobs, to reconnect young people with country, to create pride in the community and to offer their unique culture to the market. With the help of Enterprise Learning Projects, the group applied for a \$9,000 Our Neighbourhood Community Grant to support the development of photography skills for group members in the community of Kalumburu. These eager entrepreneurs are creating a series of cards for sale that express the beauty and hope of their community. The grant will cover training costs, printing, and marketing to promote the products, creating a sustainable source of income for women who participate.

Our RAP

Australia Post has a proud history with Aboriginal and Torres Strait Islander people. We have long held a strong connection with Aboriginal and Torres Strait Islander people – we remain committed to work alongside supporting our Aboriginal and Torres Strait Islander people. The development of this RAP ensures a framework exists for an ongoing and formalised commitment to Reconciliation.

Through this RAP, we aim to create a welcoming, inclusive and nurturing environment that is socially, culturally and spiritually safe and accessible for Aboriginal and Torres Strait Islander people now and into the future. Through our actions we hope not to focus on the disadvantage but the strength of our Aboriginal and Torres Strait Islander brothers and sisters, so in partnership we truly can continue on the path towards a reconciled country.

The RAP is championed by our Managing Director & Group CEO and is supported by the RAP Working Group. The RAP Working Group consists of the following people, and monitors the development, implementation and reporting of the RAP:

Sean Carroll,
General Manager People Culture and Innovation, Australia Post

Lauren Jauncey,
Head, Diversity & Inclusion, Australia Post

Chris Heelan,*
National Indigenous Manager, Australia Post

Simone Sexton,*
Team Leader Indigenous Employment, Australia Post

Rebekah Williams,*
Indigenous Employment Consultant NSW/ACT, Australia Post

Lennett Sandy,*
Indigenous Employment Consultant WA/SA, Australia Post

Greg Broderick,*
Indigenous Employment Consultant QLD/NT, Australia Post

Brendan Littlechild,*
National Manager Indigenous Employment Programs – Maxima Ltd

* These RWG members are Indigenous

Our Journey – a reflection on our progress, key learnings, challenges and achievements

Key Learnings include:

- Genuine engagement with Aboriginal and Torres Strait Islander people and communities' delivers greater awareness within Australia Post, builds respect and partnership and is aligned to our shared values.
- Allow the time, for us it has been 29 years of sustained commitment to build relationships as we continue on the path of reconciliation. Maintaining momentum during organizational change can be challenging but patience and perseverance is critical.
- Trust is earned by honoring our promises and creating opportunities for meaningful engagement for our people.
- Always be outcomes focused, be clear on the areas you are addressing and how these deliverables influence the success of the RAP. Complexity in our organization requires a constant focus.
- Be prepared to be bold, challenge historical norms and be nimble in accessing the effectiveness of work.
- Consistent and transparent reporting is essential to inform the business of the benefits and return of investment. Maintaining support and continuing funding for programs will ensure investment with community remains.

Building Respect, progress made:



Cultural leave is provided for Aboriginal and Torres Strait Islander employees (Ceremonial and NAIDOC leave are included in the Aboriginal and Torres Strait Islander Cultural Leave Policy).



Welcome to Country and Acknowledgment of Country are now standard at Australia Post events, National Employee Updates and Roadshows, openings and client events.



Acknowledgment of Country and Traditional Custodian's signage appears on all Australia Post retail post offices and buildings around Australia.



We permanently display the Aboriginal and Torres Strait Islander flags at some of our major sites, and we have commissioned various public art installations in consultation with Aboriginal and Torres Strait Islander communities.



Employee and community events have taken place in offices and on Australia Post real estate around Australia for National Reconciliation Week, NAIDOC week and many stories have featured on Australia Post's intranet.



We have delivered cultural awareness to members of our workforce, including senior leadership teams.



We expanded our RAP Working Group, inviting representation from one of our partners to provide essential perspective. The group is now majority Aboriginal and Torres Strait Islander Australian and includes gender equality.



Australia Post was awarded the 2017 Business Development Award, by CareerTrackers for our continued commitments to sustainably grow the partnership, build talent and mentor other organisations who are beginning their CareerTrackers journey.



Sustainably increased our Aboriginal and Torres Strait Islander workforce, across the three year period of the last RAP 2014–17.



Achieved our largest ever Aboriginal and Torres Strait Islander workforce since 1994, with over 640 employees now identifying as Aboriginal, Torres Strait Islander or both as at 30 June 2016.

Building respectful relationships:



We developed RAP partnerships with organisations to work alongside them in their efforts to close the gap in education (year 12 completion and university enrolment) and employment:

- Reconciliation Australia
- Yalari
- CareerTrackers
- Vocational Training & Employment Centers (VTEC)



We have hosted a number of CareerTrackers interns across the business, with many securing further employment with Australia Post during their studies



Similarly, we have secured two former CareerTrackers interns into our Graduate Programs, the first ever for Australia Post



Our National Indigenous Manager, Chris Heelan, plays a facilitation role between all areas across the business to assist the integration and success of key RAP deliverables.



Australia Post National Community Partners and Our Neighborhood Grants Program have directly supported 33 organisations benefitting Aboriginal and Torres Strait Islander people and communities, with total value of \$234,778.



We became a founding member of Supply Nation in 2010.



We have worked with a range of Indigenous businesses including Marcus Lee Designs, Print Junction, Gilimbaa, CMC Indigenous Services. All of whom have contributed to shaping our Aboriginal and Torres Strait Islander procurement approach.



Support the Federal Government's Indigenous Procurement Policy.



Australia Post has entered into various locally based community relationships.

Our People – working together to create a diverse workforce

“ Warren and I have known each other for some years and I didn't really understand the level of commitment and work he puts into our Indigenous programmes. It wasn't until we started to work even closer together that I realised the contributions he has made. I have been amazed at the work that Warren has done both in his community and also with the teams across our Post Offices. It has been with Warren's support and enthusiasm that other Postal Managers have become more involved with our Indigenous workforce.

He has been able to provide a practical understanding to support our post office staff. Warren is well respected across the network and is a great supporter of the initiatives across our culturally diverse workforce. Warren is a powerhouse, his energy and enthusiasm is infectious. Warren's leadership in these programmes and his authenticity have really played a significant part in broadening the level of understanding of our Indigenous employees and what they bring to our workforce. With Warren's passionate involvement with our broader team, I have seen greater levels of support towards our Indigenous workforce.

This has been fantastic for our State and Post overall. I feel privileged to have Warren part of my team. He brings another dimension to my team and provides continued inspiration.

Christine Walker,
State Manager, Post Office Network NSW/ACT

“ I am the Retail Area Manager for NSW Country North Retail Network located in Coffs Harbour. This role is responsible for managing 35 Corporate post offices with 300 staff and geographically covers almost one third of the state where we have Corporate outlets.

During my 28 year career with Post, I have worked in many outlets and undertaken many and varied activities. I started with Post in Moree as a Postal Delivery Officer undertaking roles such as Box sorting, Delivery and Van Driving functions before being trained in Retail as a Postal Services Officer. Once I joined Retail, I decided that I wanted to pursue a career within Post and that it was my responsibility to drive this. This meant that I needed to show that I wanted further development, I had a development discussion and plan in place with my manager, I wanted to be considered for supervisory roles and that I was willing to do the work both professionally and personally to make this happen.

Economic security for community is one of the key platforms we need to gain to ensure that we close the gap. This can only be achieved by long-term sustainable and meaningful employment.

Christine Walker, as my State Manager is very supportive of our Aboriginal Employment Strategy, our Indigenous staff and in developing our Aboriginal and Torres Strait Islander employees. The support I have received from Christine is so valuable; her encouragement to bring your whole self to work, permission to work in partnership with colleagues and supporting me to advance my career, is remarkable. I thank Christine for her unwavering support of me, and developing my career.

I have always been involved in community activities, and over the last 6 years I have been on the board of our local Aboriginal Medical Service as either Secretary or Treasurer. During this time we have grown from a service of 7 employees, including our 1 single doctor to a service now employing 23 people and 4 doctors. We aspire to be the employer of choice for local community with a strong focus on staff development, community engagement and meeting our community's needs as an individual. We provide over 20 different clinics to our patients allowing them to access specialities that they would otherwise struggle to do so and take a holistic approach to health with a strong emphasis on early childhood and families. The privilege to work directly with community has so many benefits.

My role with our Aboriginal Medical Service (AMS) allows me to bring all the skills and learnings from my career with Australia Post and apply them to the overall management and strategic direction of the AMS. The focus on customer needs and drivers and how we meet them, quality of service delivery, our need to ensure we are focusing on a changing external environment, how we continue to make our service relevant and our staff development and upskilling are all relevant for my role with Australia Post. My role with community through the AMS also assists me in being a better Area Manager by showing that every business faces disruption, that staff are our business, irrespective of what business is, customer focus is what drives our future opportunities and that to communicate effectively I need to tailor my message to the audience.

Warren Mason,
Area Manager, NSW/ACT Rural North – Post Office Network





Aboriginal and Torres Strait Islander employee Retention – The Employee Care Program (ECP)

Australia Post is proud of the high retention rate achieved for our Indigenous Employment Program, our attrition (the number of employees leaving each month) for Aboriginal and Torres Strait Islander employees, is far less than all other employees at Australia Post. The fact that we plan long-term careers and care for our people, has led to this result.

The ongoing success of the ECP program can be widely attributed to the support networks Australia Post has in place for Aboriginal and Torres Strait Islander employees. Specifically through the Employee Care Program. This program, available for all Aboriginal and Torres Strait Islander employees, provides essential support across the period of employment with our organisation. It provides coordination of contact for employees, particularly through the first 3 months of employment, and critically throughout the first 12 months – the most challenging for any employee. As well as the ECP, our employees have access to the Post People 1st program, which provides support to each employee to make the most of their career with Australia Post.

Building our talent, CareerTrackers partnership

“ CareerTrackers allows our leaders to have a meaningful and professional connection to Indigenous Australia, through enabling professional development internships in our workplace that values diversity.

It will enable a business unit's leaders to be involved and empowered to make a difference, whether that be through the professional development of one Indigenous student or the ongoing commitment to the partnership.

Together our partnership is aimed at being equal and sharing the commitment for a diverse workforce of tomorrow, with Indigenous leaders at the forefront.

Shannon Barca, Manager, myHR Advisory & Services

“ My name is Tiah Vocale and I am a proud Gunai woman from Country Victoria. I currently study at the University of Melbourne, Trinity College completing a Bachelor of Arts degree majoring in Anthropology and hope to complete a Masters of Teaching – Early Childhood at the end of my degree.

Whilst studying I was given the opportunity in November 2015 to become a part of the program CareerTrackers, an internship program giving Indigenous University students the opportunity to not only work within the corporate world but also large companies all around Australia. This program allowed me to gain an insight and experience into the corporate world whilst holding the position as an Intern. I worked in Diversity and Inclusion during my first internship here at Australia Post, supporting the sectors of Gender, Age, Disability, Culturally Linguistic and Aboriginal & Torres Strait Islander. I greatly appreciated working to support our people from all backgrounds whilst engaging in many projects including the Midsumma festival, Art exhibitions and ProjectMe.

My second internship continued at Post was engaged with the Internal Communications team. Within the team I have had the opportunity to improve my skill set through the use of different technological platforms. I completed a communications audit project during this internship which involved creating profiles based on eight employees from different areas around the entire business including Mail, Letters, Retail and Corporate. The aim of this project was to provide employees with a better understanding about our communication channels here at Post between our corporate, retail and frontline sectors. During this time I also had the opportunity to work on data analysis for our company's Enterprise Bargaining Agreement. This involved collecting responses and information sourced from post cards and analysing into the right categories. This then led to creating surveys in understanding what our employees want to improve within their positions here at Post but most importantly what needs to be changed within the company and improved overall.

It's been a very valuable experience and I look forward to making a positive impact on my fellow colleagues and Post together during my time.

Tiah Vocale, CareerTrackers Intern with Corporate Communications, Australia Post



“ My name is Indiah Money and my language group is Wiradjuri. I'm a 20 year old Arts student, currently at University of Melbourne majoring in Indigenous and Gender studies. I am involved in visual arts and also write poetry.

CareerTrackers approached me when I was 19 asking if I would be available and interested in getting a job within a corporate space. This is something that I never thought would be applicable to me as my sister was the first in the family to go to university. After some investigation, there was a potential job match with Australia Post on the Diversity and Inclusion Team with the Indigenous program area.

After meeting the team, I felt very comforted in how kind everyone was to me and that there weren't expectations for me to be anyone other than myself. The team understood that I had just completed my first year at university and was very new to the corporate world. They showed me the guidance and gave me lots of exciting projects to work on. I became comfortable in the work space and understood both my value and importance despite being so young.

This was a really crucial stepping stone for me to recognise that working in an office is something that I could consider as a long term job whereas before starting I didn't think that it was a possibility.

After completing my 12 week internship, it was clear that there was still a lot to work on with upcoming projects. The Diversity and Inclusion team supported me to continue my full time study and also have a part time job with Australia Post. This enables me to keep connected. Today, this is what helps me pave my way through university such as buying books or required utensils including the basics such as having the stability to pay rent and continue my studies.

In the future I hope to stay close with Australia Post as I feel I both have a lot to offer the company just as much as they have to offer me. I have only had a positive experience with CareerTrackers and Australia Post as the communication lines have always been kept open. I have always felt respected by both CareerTrackers and Australia Post.

Indiah Money, CareerTrackers Intern with Diversity and Inclusion, Australia Post





CMC Indigenous Services – working in partnership with Australia Post

Australia Post are proud to have signed a historic 3-year contract with CMC Indigenous Services to provide Cleaning and associated Services to all Australia Post buildings in South Australia, Western Australia and the Northern Territory.

The long-term partnership that Australia Post and Cushman and Wakefield have committed to will mean that CMC Indigenous Services can continue to grow its employment and coverage network throughout Australia.

CMC Indigenous Services have programs already in place for employment, supporting and growing other Indigenous businesses and for community projects that can now be further extended due to the support of the partnership.

The partnership will create a flow-on effect that will give real opportunities to Indigenous Australians.

“ On behalf of CMC Indigenous Services, I wholeheartedly commend Australia Post on the next stages of their RAP and look forward to following its impressive reconciliation journey

Michael O’Loughlin , Managing Director and Founder, CMC Indigenous Services.

Letters and Mail Network Senior Leadership Team Cultural Immersion, Alice Springs



“ The opportunity to be invited to sit down shoulder to shoulder with community, to speak with and spend time with such empowered and resilient Aboriginal young men, was so powerful and inspiring for us. It was clear employment is much more than just a role and income. Our RAP is not just words and commitment on a page, we can't be satisfied with this... In reality we must choose to become an active part of the sustainable support for community by building enduring relationship with Aboriginal and Torres Strait Islander people. We cannot be observers. My leadership team and I have personally committed to building respect, trust and providing career opportunities and support for Aboriginal and Torres Strait Islander people.

Peter Bass, Group Executive eCommerce Delivery



Supporting our Community – Indigenous branding on fleet

As a mark of respect to the Aboriginal and Torres Strait Islander communities that we support, we unveiled 31 re-branded fleet during National Reconciliation Week in 2016. The campaign, a first in Australia Post's history, was designed to engage our workforce and bring prominence to our ongoing commitments to operate in partnership across Australia.

The design featured on the fleet is artwork that was specially commissioned by Australia Post by well-known Indigenous artist, Marcus Lee. It represents the ongoing journey and connection Australia Post has with Aboriginal and Torres Strait Islander communities and features many colours from both flags.



“ The vehicles are a tangible demonstration of Australia Post’s unique connection with Aboriginal and Torres Strait Islander community and the enduring relationship we enjoy, based on trust and respect.

James Dixon, General Manager Transport, CoR and Network Safety



A Vision for Reconciliation, Indigenous Mural, Sydney

Our people and local community members came together to celebrate Australia Post's commitment to reconciliation at the launch of an Indigenous art mural at StarTrack House in Sydney, April 2017.

The unique art work was created by well-known Aboriginal artist Blak Douglas, the concept of the design was informed following the 2016 employee Reconciliation Week competition. This competition referenced the 1992 Paul Keating Redfern Park speech, and honours the memory and legacy of this speech. Employees referencing this speech, submitted their concept for consideration, the winners selected ultimately influenced the final design by Blak Douglas.

Bob Black, our Group Chief Operations Officer & EGM eCommerce Delivery said: "On behalf of everyone at Australia Post, I am very proud to unveil this mural. It truly represents Australia Post's commitment to reconciliation which is stronger than ever and today we're celebrating that commitment through art."

Chris Heelan, our National Indigenous Manager, added: "Our largest Aboriginal and Torres Strait Islander workforce in the Post group is based in NSW and the ACT so it's fitting that this mural is now a permanent part of StarTrack House and Australia Post's history."





“ I am very proud to unveil this mural. It truly represents Australia Post’s commitment to reconciliation which is stronger than ever..

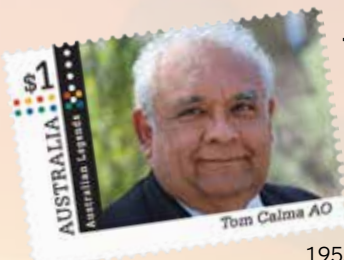
Bob Black, Group Chief Operations Officer & EGM eCommerce Delivery



The Australia Post Australian Legends Award

The Australia Post Australian Legends Award recognises individuals who have committed their lives to shaping Australian society and identity, affecting a myriad of lives in very real and lived ways. In 2017, we honour three remarkable recipients: Galarrwuy Yunupingu, Lowitja O'Donoghue and Tom Calma. These highly respected Elders have been tireless in their life-long efforts to improve social and economic outcomes for Aboriginal and Torres Strait Islander peoples.

In a nation in which an alarming gap remains in every economic and social indicator between Indigenous and non-Indigenous Australians, the determination of our Legends to address such inequity is both pressing and incalculable. Together, their work has ranged over land rights, economics, self-determination, health, welfare, education and reconciliation.



Tom Calma AO

Thomas Edwin (“Tom”) Calma was born in Darwin, Northern Territory, in 1953. He is an Elder

of the Kungarakan people and member of the Iwaidja tribal group.

For more than 40 years he has championed the rights, responsibilities and welfare of Aboriginal and Torres Strait Islander peoples. Between 2004 and 2010 he was Aboriginal and Torres Strait Islander Social Justice Commissioner at the Australian Human Rights Commission, and also Race Discrimination Commissioner for most of that time. Calma has been involved in Indigenous affairs at local, community, state, national and international levels, contributing to the wellbeing of Indigenous people most particularly in the areas of health, education, reconciliation and economic development.

He is co-chair of Reconciliation Australia and a director of the Australian Indigenous Leadership Centre (AILC). Calma has received honorary doctorates from Charles Darwin, Curtin and Flinders Universities. In January 2014, Professor Calma was appointed chancellor of the University of Canberra, making him the first Aboriginal or Torres Strait Islander man to hold the position of chancellor of any Australian university. He was named ACT Australian of the Year in 2013 and made an Officer of the Order of Australia in 2012.

Lowitja O’Donoghue AC CBE

Lowitja O’Donoghue was born in South Australia in 1932, her mother being Yankunytjatjara and her father Irish. She is a member of the Stolen Generation, taken from her mother at age two to be raised by the United Aborigines Mission.

Following her initial training as a nurse she was refused entry to the Royal Adelaide Hospital to continue her studies because of her Aboriginality. This led to her active involvement with the Aboriginal Advancement League, to agitate for the rights of Aboriginal people to enter professions and take up apprenticeships. Following her contestation of the ban, she became the first Aboriginal trainee nurse at the Royal Adelaide Hospital in 1954. She graduated and became a charge sister at the hospital, where she stayed for 10 years. During the 1960s, she employed her nursing skills outside Australia, working in Assam, India, with the Baptist Overseas Mission. Her role in the area of health is also evident in her being the inaugural chair of the Cooperative Research Centre (CRC) of Aboriginal and Tropical Health and CRC for Aboriginal and Torres Strait Islander Health.

She joined the federal Department of Aboriginal Affairs following the 1967 referendum, and in 1975 became the director of the South Australian region of the department. Two years later, she was the foundation chair of the National Aboriginal Conference, established to represent Indigenous Australians. O’Donoghue was the first Aboriginal woman to be awarded an Order of Australia, in 1976, and a few years later, in 1983, received a CBE (Commander of the Order of the British



Empire). She was named Australian of the Year in 1984 in recognition of “her enormous personal contribution in bridging the cultural gap between Aboriginal people and the rest of the Australian community”. In 1990, O’Donoghue became the founding chair of the Aboriginal and Torres Strait Islander Commission (ATSIC), so was involved in drafting Native Title legislation in the wake of the Mabo decision.

She was the first and only Aboriginal Australian to address the United Nations General Assembly, and for seven years the most senior Aboriginal person in public office and a delegate to Australia’s 1998 Constitutional Republic Convention. In 1999, she was awarded a Companion of the Order of Australia for “public service through leadership to Indigenous and non-Indigenous Australians in the areas of human rights and social justice, particularly as chairperson of the Aboriginal and Torres Strait Islander Commission”.

Galarrwuy Yunupingu AM

Galarrwuy Yunupingu is a Yolngu man, from the Gumatj clan group of north-east Arnhem Land. Born in 1948, he is a leader in both the Aboriginal and non-Aboriginal worlds.

In 1970, he came to prominence when he acted as court interpreter for the first litigation on traditional land rights in Australia, in which Yolngu contested the federal government’s grant of traditional




lands to the Nabalco Corporation for bauxite mining. Although the court rejected the applicant’s arguments, the case was nevertheless significant in that it led to the passing of the Aboriginal Land Rights (Northern Territory) Act in 1976. The Act has since seen more than 50 per cent of land in the Northern Territory and 80 per cent of the coastline returned to the ownership of Aboriginal people.

In 1975, Yunupingu joined the Northern Land Council, the new authority that was appointed under the Aboriginal Land Rights Act (NT) to represent traditional Aboriginal landowners and Aboriginal people. From 1977, he was chair of the council for 25 years before retiring in 2004. During that time he led a number of negotiations with mining and government bodies to advance Indigenous wellbeing, particularly in relation to the Ranger Uranium Mine. For his efforts he was recognised as Australian of the Year in 1978.

In 1985 he was made a Member of the Order of Australia. In 1997 the National Trust named him an “Australian Living National Treasure”, and one of a select group of people “considered to have a great influence over our environment because of the standards set”. In 2015, the University of Melbourne awarded Galarrwuy Yunupingu a Doctor of Laws Honoris Causa for his outstanding work in advancing Indigenous rights.

Today, he continues to pave the way for a stronger future for Indigenous Australia, as the chairman of the Yothu Yindi Foundation and the Gumatj Corporation.



“ At Australia Post, we have a long and proud history of promoting the employment of Aboriginal and Torres Strait Islander people – and implementing measures that help to “close the gap”, so that we contribute to a lasting reconciliation between Indigenous and non-Indigenous Australians – **2016 National Reconciliation Week**

Ahmed Fahour
Managing Director & Group CEO





Relationships

Communication is the key to developing relationships with and understanding the business, consumer and employment needs of Aboriginal and Torres Strait Islander Australians to ensure they are part of our business enterprises and partnership arrangements. We will also focus on strengthening our internal network of our Aboriginal and Torres Strait Islander employees.

Action	Deliverable	Responsibility	Timeline
RAP Working Group (RWG) actively monitors RAP development and implementation	Oversee the development, endorsement and launch of the RAP	Head of Diversity & Inclusion	July 2017
	Ensure there are Aboriginal and Torres Strait Islander peoples on the RWG	Head of Diversity & Inclusion	December 2018
	Meet at least four times per year to monitor and report on RAP implementation	Head of Diversity & Inclusion	December 2017, 2018, 2019
	Appoint an internal RAP Champion(s) from senior management	Head of Diversity & Inclusion	July 2018
	Establish a Terms of Reference for the RWG	Head of Diversity & Inclusion	August 2017
Celebrate National Reconciliation Week (NRW) to strengthen and maintain relationships between Aboriginal and Torres Strait Islander staff and other staff	Organise minimum eight internal NRW events each year	National Indigenous Manager	June 2018, 2019, 2020
	Register all NRW events via Reconciliation Australia's NRW website	National Indigenous Manager	June 2018, 2019, 2020
	Encourage staff and senior leaders to participate in external events to recognise and celebrate NRW	National Indigenous Manager	June 2018, 2019, 2020
	Ensure our RAP Working Group participates in minimum of two external NRW events each year	National Indigenous Manager	June 2018, 2019, 2020
	Ensure our customers and community are informed of the importance of National Reconciliation week, by: <ul style="list-style-type: none"> Implementing the Corporate Retail network 'NRW week of Focus', to profiling our RAP, and commitments, and share our peoples Reconciliation stories and journey 	Chief Customer Officer General Manager, Post Office Network	July 2018, 2019, 2020



Relationships

Action	Deliverable	Responsibility	Timeline
Maintain and leverage mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations to support positive outcomes	Develop and implement an engagement plan to work with our Aboriginal and Torres Strait Islander stakeholders	National Indigenous Manager	June 2019
	Meet with at least five local Aboriginal and Torres Strait Islander organisations to develop guiding principles for future engagement	National Indigenous Manager	June 2018
	Commit to establishing two formal two-way partnerships to build capacity in Aboriginal and Torres Strait Islander organisations and/or communities relevant to our sphere of influence	General Manager, Community Relations National Indigenous Manager	December 2018
Raise internal and external awareness of our RAP to promote reconciliation across our business and sector	Promote reconciliation through ongoing active engagement with all stakeholders	General Manager, Government Affairs	December 2017, June 2018, December 2018, June 2019, December 2019, June 2020
	Engage our senior leaders in the delivery of RAP outcomes	National Indigenous Manager	December 2017, June 2018, December 2018, June 2019, December 2019, June 2020
	Inform shareholders of RAP progress at two shareholder meetings each year	Corporate Secretary, Office of Managing Director	March & October 2018, March & October 2019, March 2020
	Continue to share and provide the Australia Post RAP to our broader workforce partners including Licenced Post Offices, Mail & Parcel contractors and Customers, by: <ul style="list-style-type: none"> All Licenced Post Offices provided hard copy of RAP RAP accessible online and downloadable through Australia Post publications Customers and community provided detail information through Post Office Network of how to access current RAP 	Chief Customer Officer	August 2017



Relationships

Action	Deliverable	Responsibility	Timeline
Promote Indigenous program initiatives and share relevant information with all Australia Post employees	Australia Post Diversity Council members distribute and share relevant information with business units to inform workforce	General Manager, People Culture and Innovation Head of Diversity & Inclusion	April, October 2018, 2019, 2020
Continue to inform Aboriginal and Torres Strait Islander employees of progress against the RAP deliverables	Provide and share relevant information for employees at the Indigenous Employee Network meetings	National Indigenous Manager	March, June, September, December 2018, 2019, 2020
	Provide regular communication directly to all Aboriginal and Torres Strait Islander employees through publication of quarterly newsletter	National Indigenous Manager	March, June, September, December 2017, 2018, 2019
	Australia Post at least twice per month will share on the Facebook group, Mob at Post, with employees current initiatives, program progress and relevant community information	National Indigenous Manager Indigenous Employment Consultants	2018, 2019, 2020

Governance, Monitoring and Reporting

- We have broadened membership of our RAP Working Group to include greater representation of Indigenous Australians, partner organizations and Australia Post business leaders.
- The RAP Executive Champion, as MD & CEO reports progress to our Board, Executive and Shareholder.
- We report annually to Reconciliation Australia's RAP Impact Measurement Survey, the Business Council of Australia's Indigenous Engagement Survey and Australia Posts Diversity & Inclusion annual report.
- The number of employees with Aboriginal and Torres Strait Islander heritage is tracked monthly to ensure continued improved representation.
- Satisfaction and engagement of our Aboriginal and Torres Strait Islander employees is captured and analysed within our enterprise Say2Action Employee survey.
- We have a national Indigenous team, led by Our National Indigenous Manager, who are focused on supporting our Aboriginal and Torres Strait Islander employees, delivering our Employee Care Program, working with partners to assist community obtain employment and manage the Reconciliation Action Plan.





Celebrating the history and culture of Aboriginal and Torres Strait Islander people allows us to build respectful relationships and develop knowledge and skills to better meet their needs as consumers, employees and business enterprises.

Respect

Action	Deliverable	Responsibility	Timeline
Provide cultural training and awareness for Australia Post employees	Develop, implement and review an Aboriginal and Torres Strait Islander cultural awareness training strategy for our staff which defines continuous cultural learning needs of employees in all areas of our business and considers various ways cultural learning can be provided (online, face to face workshops or cultural immersion) with: <ul style="list-style-type: none"> 615 or 1.7% of people leaders of Aboriginal and Torres Strait Islander employees to complete online learning in 2018 1,800 or 5% of employees to complete online learning in 2019 3,600 or 10% of employees to complete online learning by June 2020 	General Manager, People Experience & Capability Head of Diversity & Inclusion	December 2018
	Engage Indigenous business Arrilla Online to invest in online program development for cultural competency training	National Indigenous Manager	July 2018
	All RAP Working Group members to undertake cultural learning activities	National Indigenous Manager	December 2017
	All 11 members of the Executive Committee and all 62 Management Committee members to undertake cultural learning activities	Head of Diversity & Inclusion	December 2018
	All Customer Contact Centre staff to complete online cultural awareness training	General Manager, Customer Contact Centre	July 2018
	Provide online or face to face cultural awareness training to 2,591 people leaders to equip them with skills and knowledge to effectively manage Aboriginal and Torres Strait Islander employees	General Manager, People, Culture & Innovation	July 2018
	Provide cultural learning immersion opportunity for 15 Executive and Senior Leadership employees to attend the Garma Festival, with: <ul style="list-style-type: none"> 5 employees to attend in 2017 5 employees in 2018 5 employees in 2019 	General Manager, People, Culture & Innovation National Indigenous Manager	August 2017, 2018, 2019



Respect

Action	Deliverable	Responsibility	Timeline
Increase the knowledge, awareness and respect of Aboriginal and Torres Strait Islander people and communities	Continue to display signage on Australia Post facilities, offices and post offices that acknowledge Country and Traditional Custodians of our operations, and: <ul style="list-style-type: none"> Conduct annual audit of compliance 	General Manager, Group Property	August 2017, 2018, 2019
	Acknowledgements of Country and Welcome to Country standard practice at Board, Executive and Management Committee meetings	Corporate Secretary, Office of Managing Director	December 2017
	Develop a cultural protocol document and make accessible through our intranet that provide guidance to workforce, on how to work effectively with respect towards Aboriginal and Torres Strait Islander people and communities, that: <ul style="list-style-type: none"> Provides guidance for Welcome to Country and Acknowledgement of Country 	Head of Diversity & Inclusion National Indigenous Manager	February 2018
	Place Acknowledgment of Country and Traditional Owners message on auspost.com.au	Chief Customer Officer	September 2017
	Continue the Indigenous Branding across the Australia Post fleet, "Supporting our Indigenous Community" by: <ul style="list-style-type: none"> 25 vehicles in 2017 25 vehicles in 2018 50 vehicles in 2019 	General Manager, Transport & Network Safety General Manager, Mail Network, Engineering Services and Optimisation	December 2017, 2018, 2019
	Invite a local Traditional Owner to provide a Welcome to Country, at five significant events each year, including National Reconciliation Week and NAIDOC events	National Indigenous Manager	July 2018, 2019, 2020
	Staff and Senior Leadership to provide an Acknowledgement of Country at all other events	National Indigenous Manager	January 2018, 2019, 2020



Respect

Action	Deliverable	Responsibility	Timeline
Increase the knowledge, awareness and respect of Aboriginal and Torres Strait Islander people and communities	Maintain and review a list of key contacts for organising a Welcome to Country	National Indigenous Manager	January 2018, 2019, 2020
Demonstrate respect and continue to acknowledge, celebrate and guide employees on Aboriginal and Torres Strait Islander cultural celebrations and events	Provide opportunities for all Aboriginal and Torres Strait Islander staff to participate in community NAIDOC Week events	Group Head of Workplace Relations & Policy	April 2018, 2019, 2020
	Support all staff to participate in NAIDOC Week events in the local community	Group Head of Workplace Relations & Policy	April 2018, 2019, 2020
	In consultation with Aboriginal and Torres Strait Islander peoples, hold internal or public NAIDOC Week events	Group Head of Workplace Relations & Policy	April 2018, 2019, 2020
	Provide employee communications to people leaders of approved NAIDOC and Ceremonial leave entitlements via MyHR notice. Additionally, all Aboriginal and Torres Strait Islander employees directly informed by employee communication of appropriate leave entitlements	Group Head of Workplace Relations & Policy	May 2017, 2018, 2019



National Reconciliation Week

The Diversity & Inclusion's Indigenous team, led by Chris Heelan – National Indigenous Manager, partnered with senior state and territory Australia Post leaders to host local Reconciliation Week events across the country. Major events were held in Melbourne, Perth, Adelaide, Brisbane, Sydney and Hobart.

Our priority was for Aboriginal and non-Aboriginal staff to connect and celebrate our progress against the actions and targets in our Reconciliation Action Plan. Collaboration was a key theme, along with recommitment to the partnership and continued support of our Aboriginal and Torres Strait Islander people and community.

Our Neighbourhood Community Grant

Organisation

Australian Youth Climate Coalition (Canberra, ACT)

Funded

\$9,500

Indigenous people have diverse and important stories to tell, and with better digital training their voices can be amplified and build bigger audiences. With the support of a \$9,500 Our Neighbourhood Community Grant, a group of 20 Indigenous young people from around Australia will have the opportunity to gather in Canberra to accelerate their digital communication skills. With the support of digital experts, trainers and online communicators, these bright and motivated leaders will return to their communities ready to play a leadership role in campaigns to stop climate change. Participants will build an online mentor program to allow them to continue their learning and sharing from process.





Opportunities

Creating business and employment opportunities for Aboriginal and Torres Strait Islander Australians enables Australia Post to contribute to closing the gap on disadvantage, build the diversity of our workforce and create careers for Aboriginal and Torres Strait Islander Australians.

Action	Deliverable	Responsibility	Timeline
Continue to provide employment opportunities to Aboriginal and Torres Strait people.	Achieve workforce parity for Aboriginal and Torres Strait Islander peoples by meeting our targets of: <ul style="list-style-type: none"> • 2.2% or 786 staff being Aboriginal and/or Torres Strait Islander peoples • 2.6% or 929 staff being Aboriginal and/or Torres Strait Islander peoples • 3.0% or 1,073 staff being Aboriginal and/or Torres Strait Islander peoples 	Group Manager, Careers & Resourcing Head of Diversity & Inclusion	July 2018, 2019, 2020
	Develop, implement, review and update Aboriginal and Torres Strait Islander employment and retention strategy, which includes professional development	National Indigenous Manager General Manager, People, Resourcing & Careers	July 2018, 2019, 2020
	Engage with existing Aboriginal and Torres Strait Islander employees to consult on employment strategies, including professional development	National Indigenous Manager	July 2018, 2019, 2020



Opportunities

Action	Deliverable	Responsibility	Timeline
Provide alternative employment opportunities and create development pathways for Aboriginal and Torres Strait Islander peoples	Implement an internal recruitment method to identify potential candidates from existing employee networks	Group Manager, Careers & Resourcing Head of Diversity & Inclusion	July 2018
	Provide a development program for identified Australia Post Indigenous Emerging Leaders	General Manager, People Experience & Capability	December 2017
	In partnership with CareerTrackers, place minimum of 15 interns and continue to attract tertiary qualified Aboriginal and Torres Strait Islander talent, to build careers with Australia Post	General Manager, People Culture & Innovation	November 2017, 2018, 2019
	Increase pre professional talent interest in careers at Australia Post by achieving a 10% increase in Aboriginal and Torres Strait Islander people application for Graduate Program entry	Graduate Programs Manager	March 2020
	Establish the Australia Post Indigenous Employee Development Scholarship fund to encourage employees undertake approved educational Vocational or tertiary programs	General Manager, People Culture & Innovation General Manager, People Experience & Capability	December 2019
	Investigate creating Indigenous employee buddy program, that creates professional development opportunities to gain skills and experience within Diversity & Inclusion, with: <ul style="list-style-type: none"> • 2 employees placed in 2018 • 2 employees placed in 2019 • 2 employees placed in 2020 	General Manager, People Culture & Innovation National Indigenous Manager	December 2018, 2019, July 2020



Opportunities

Action	Deliverable	Responsibility	Timeline
<p>Identify barriers and trends in the workplace that could impact the deliverables and success of the Reconciliation Action Plan</p>	<p>Monitor attitudes of employees towards Aboriginal and Torres Strait Islander programs, by:</p> <ul style="list-style-type: none"> Analyse Say2Action employee survey 	<p>Head of Diversity & Inclusion Head of Enterprise Performance & Talent</p>	<p>July 2018, 2019, 2020</p>
<p>Continue program for Aboriginal and Torres Strait Islander people which provides additional employment pathways at Australia Post</p>	<p>Continue to invest in the Aboriginal and Torres Strait Islander Traineeship Programs, by:</p> <ul style="list-style-type: none"> Commence 60 trainees in the School Based Trainee (SBT) program Commence 90 trainees in the Adult Part-time/Full-time program 	<p>Head of Diversity & Inclusion National Indigenous Manager</p>	<p>July 2020</p>
	<p>Investigate how Australia Post could support and grow Aboriginal and Torres Strait Islander workforce in more regional and rural communities across Australia, by:</p> <ul style="list-style-type: none"> Supporting the establishment of the Aboriginal and Torres Strait Islander Traineeship program in our Licenced Post Office Network 	<p>Chief Customer Officer</p>	<p>March 2020</p>
	<p>Implement on boarding program for managers and supervisors of Indigenous Trainees, which focuses on youth facilitated by youth, by:</p> <ul style="list-style-type: none"> Create a program in partnership with The Reach Foundation to provide training to assist working effectively with youth 	<p>National Indigenous Manager</p>	<p>October 2019</p>



Opportunities

Action	Deliverable	Responsibility	Timeline
Provide mentoring training for Aboriginal and Torres Strait Islander employees	Aboriginal and Torres Strait Islander women provided opportunity to complete, ProjectME career development program designed specifically to help inspire, energise and connect likeminded award-level women, with: <ul style="list-style-type: none"> 10 women complete in 2017 15 women complete in 2018 15 women complete in 2019 	Head of Diversity & Inclusion	August 2017, 2018, 2019
Engage Aboriginal and Torres Strait Islander customers and small businesses to develop new relationship with our procurement and supplier relationship managers	Establish annual Aboriginal and Torres Strait Islander Small Business Forum, showcasing products and services	General Manager, Small Business	September 2018, 2019, 2020
	Customer Contact Centre to speak with 25 Aboriginal and Torres Strait Islander customers each year to receive feedback on our service and support	General Manager, Customer Contact Centre	June 2018, 2019, 2020
Increase Aboriginal and Torres Strait Islander Business access to supply chain and increase yearly spend	Meet our target of \$40 million direct and indirect spend with Indigenous businesses	General Manager, Procurement	July 2020
	Renew membership with Supply Nation for 2017 – 2020	National Indigenous Manager	July 2017
	Develop at least 15 commercial relationships with Aboriginal and/or Torres Strait Islander businesses with Australia Post Tier 1 suppliers	General Manager, Procurement	July 2019
	Deliver Indigenous business supplier forum to provide access to relevant procurement relationship managers and purchasing teams	General Manager, Procurement National Indigenous Manager	March, September 2018, 2019, 2020
	Continue membership and attend three Business Council Australia (BCA) Business Indigenous Network meetings per year	National Indigenous Manager Head of Diversity & Inclusion	March, May, September 2018, 2019, 2020
	Embed social and diversity supplier principles in procurement policies and procedures	General Manager, Procurement	December 2019



Opportunities

Action	Deliverable	Responsibility	Timeline
Provide Australia Post employees volunteering opportunities with Aboriginal and Torres Strait Islander people to share skills and knowledge to support communities	Identify further enterprise programs, that enable employees to volunteer across shorter, intense periods, locally with Aboriginal and Torres Strait Islander community	Head of Enterprise Culture National Indigenous Manager	April 2020
Support the development of programs which encourage the inclusion of Aboriginal and Torres Strait Islander peoples	Develop digital inclusion initiatives which can be accessed for Aboriginal and Torres Strait Islander peoples..	General Manager, Marketing and Community	July 2020
	Support the inclusion of Aboriginal and Torres Strait Islanders through sport, arts and cultural initiatives	General Manager, Marketing and Community	July 2020
	Provide opportunities for Aboriginal and Torres Strait Islander peoples to develop and grow social enterprises to increase employment opportunities	General Manager, Marketing and Community	July 2020
	Provide grant funding in support of Aboriginal and Torres Strait Islander people	General Manager, Marketing and Community	July 2020
	Provide support of Aboriginal and Torres Strait Islander peoples' charities through a matched workplace giving program	General Manager, Marketing and Community	July 2020



Tracking and Progress Reporting

Action	Deliverable	Responsibility	Timeline
Report RAP achievements, challenges and learnings to Reconciliation Australia for inclusion in the RAP Impact Measurement Report	Complete and submit the RAP Impact Measurement Questionnaire to Reconciliation Australia	National Indigenous Manager	September 2017, 2018, 2019
	Commit to participating in the Workplace RAP Barometer	National Indigenous Manager	May 2018, 2020
	Develop and implement systems and capability needs to track, measure and report on RAP activities	National Indigenous Manager	November 2017
Report RAP achievements, challenges and learnings internally and externally	Provide progress report to People, Safety and Culture Committee of the Australia Post Group Board	Head of Diversity & Inclusion	July, December 2018, 2019, 2020
	Monitor and report progress in quarterly submission to Australia Post Diversity & Inclusion Council	Head of Diversity & Inclusion General Manager, People, Culture & Innovation	December 2017, July and December 2018, 2019, July 2020
	Provide quarterly progress reports to the Executive and Management Committee	Head, Diversity & Inclusion	March, June, September, December 2018, 2019, 2020
Report RAP achievements, challenges and learnings internally and externally	Monitor and report attraction and retention drivers for Aboriginal and Torres Strait Islander peoples	Head of Diversity & Inclusion	December 2017, 2018, 2019
	Publicly report progress in: <ul style="list-style-type: none"> Australia Post Annual Report Australia Post annual Diversity & Inclusion Report 	Head of Diversity & Inclusion	July 2018, 2019, 2020
	Provide progress report to Australia Post Aboriginal and Torres Strait Islander employees & broader workforce	Head of Diversity & Inclusion National Indigenous Manager	July 2018, 2019, 2020
Review, refresh and update RAP	Liaise with Reconciliation Australia to develop a new RAP based on learnings, challenges and achievements	National Indigenous Manager	July 2019
	Send draft RAP to Reconciliation Australia for feedback	National Indigenous Manager	December 2019
	Submit draft RAP to Reconciliation Australia for formal endorsement	National Indigenous Manager	March 2020

Contact details

Name: Chris Heelan

Position: National Indigenous Manager

Phone: 03 9106 6881

Email: DiversityandInclusion@auspost.com.au



auspost.com.au



facebook.com/australiapost



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

