



# Our Journey Together

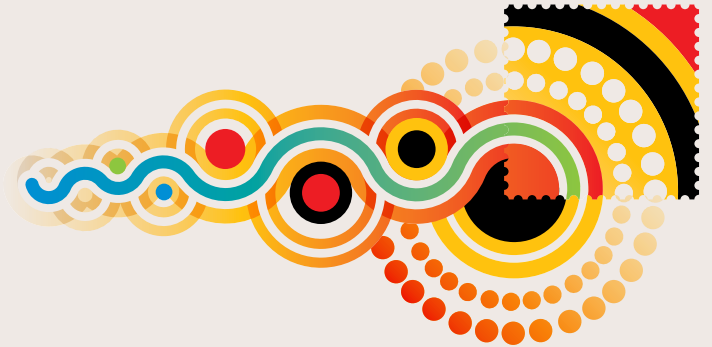
## Reconciliation Action Plan 2014-2017

**Australia Post's commitment to:**

Employment of Aboriginal and  
Torres Strait Islander Australians

Services for Aboriginal and  
Torres Strait Islander Communities

Recognition of the First Australians.



# Managing Director & CEO Message

This year represents 25 years of formal commitment by Australia Post to improving the social and economic well being of Aboriginal and Torres Strait Islander Australians. Over this time we have created meaningful employment for Aboriginal and Torres Strait Islander people and have developed stronger connections with the Aboriginal and Torres Strait Islander communities that we serve. We have also seen the benefit of a more informed and engaged workforce through greater knowledge of Aboriginal and Torres Strait Islander values, culture and heritage.

Australia Post is committed to continuing our legacy of providing real employment and careers for Aboriginal and Torres Strait Islander people. Our 2011 Reconciliation Action Plan (RAP) and the 2012-13 RAP have provided us with the essential foundations upon which we will take our reconciliation commitment to the next level. Our 2014 RAP is a 3 year plan and involves commitments and actions focused on achieving an Aboriginal and Torres Strait Islander workforce which is fully representative of the community in which we serve and becoming the Employer of Choice for Aboriginal and Torres Strait Islander Australians.

In developing the 2014 RAP we have conducted many focus groups and interviews with both internal and external stakeholders. Without a doubt the most valuable and important contributors have been our existing Aboriginal and Torres Strait Islander employees. Throughout this RAP you can hear their stories about what it means to be an Aboriginal and Torres Strait Islander employee at Australia Post.

As the Managing Director & CEO of Australia Post I am extremely proud to launch our third Reconciliation Action Plan. I am confident that as we deliver on these commitments we will create even more meaningful careers for Aboriginal and Torres Strait Islanders at Australia Post as well as contribute to the improved social and economic wellbeing of the broader Aboriginal and Torres Strait Islander community.

**Ahmed Fahour**  
Managing Director & CEO



## A message from Reconciliation Australia



Reconciliation Australia congratulates Australia Post on the release of their third Reconciliation Action Plan (RAP). Australia Post is one of over 500 organisations that are dedicated to turning their good intentions into mutually beneficial actions that align to core business objectives. RAPs play an important role in providing a framework to create relationships, respect and opportunities for Aboriginal and Torres Strait Islander peoples.

Australia Post is an essential part of the Australian business landscape delivering a service that connects the community with an unrivalled retail footprint throughout rural and regional Australia.

Australia Post contributes to the economy as one of the largest employers in local communities. This Stretch RAP focuses on achieving tangible results in employment and building long term careers through

creating development opportunities and promoting participation in the workforce. Australia Post is committed to having 2.5% of its workforce that is representative of the Aboriginal and Torres Strait Islander community in order to achieve population parity.

Celebrating their 25th anniversary is testament to their strong commitment to reconciliation, value and legacy in Australia working alongside Aboriginal and Torres Strait Islander communities. On behalf of Reconciliation Australia I warmly thank Australia Post for its continued commitment and contribution to reconciliation.

**Leah Armstrong**  
Chief Executive Officer  
Reconciliation Australia



# 25 years of commitment at Australia Post

## Our Journey Together

Australia Post is a nationwide, community-based organisation with a long history of providing an essential community service to all Australians every day. Australians continue to trust us with the delivery of their mail and parcels and our retail footprint places us at the heart of communities across the country.

At Australia Post, we are proud of our commitment to Aboriginal and Torres Strait Islander employment. Our first formal Aboriginal and Torres Strait Islander employment strategy was launched in 1988. Since then we have made significant progress in providing meaningful employment and career opportunities for Aboriginal and Torres Strait Islander people. We are also committed to investing in culture awareness programs to promote a more inclusive culture at Australia Post.

Although our formal commitment to employment of Aboriginal and Torres Strait Islander people spans over 25 years, in actual fact our organisation has been providing careers for Aboriginal and Torres Strait Islander people for well over a century. The appointment of Aboriginal woman, Mary Helen Cuper, in 1874 as postmistress at the mission station of New Norcia, Western Australia, is testimony to our enduring commitment and connection with Aboriginal and Torres Strait Islander people and communities.

Australia Post has a longstanding relationship with our communities. Importantly, our role in the community as a valued and trusted service provider extends far beyond our products and services. For Aboriginal and Torres Strait Islander Australians our presence in over 180 regional and remote Aboriginal and Torres Strait Islander communities fulfils a vital part in sustaining the social and economic interest of those communities.

### **Australia Post – Our business**

Australia Post is a Government Business Enterprise, with the Commonwealth of Australia as its sole shareholder.

Our business covers postal services, retail services, express distribution, parcel services and eservices (ecommerce and secure digital communications). We employ more than 32,438 full and part-time employees, we represent 136 nationalities. We support an indirect workforce of privately owned and independently operated small businesses – including 2,969 licensees, 16 franchises, and 5,295 mail contractors.

Australia Post is a fully self-funding business – we receive no taxpayer funding. The profits we earn are returned as dividends to the Commonwealth Government or reinvested into the business to improve service standards, broaden our revenue base and reduce costs.

As one of Australia's largest, most diverse employers, we remain at the forefront of providing direct employment and development opportunities for Aboriginal and Torres Strait Islander Australians. At Australia Post we are committed to developing a diverse workforce that values difference and brings out the best in our people.

Diversity is about giving all our people at Post a "FAIR GO" by encouraging an inclusive and respectful culture. Not only is diversity the right thing to do but it makes good business sense. A truly diverse workforce will enable us to better connect with our customers and the community, foster greater innovation, improve employee engagement and increase our overall business performance. To truly reflect the customers and communities whom we serve, we realise that we must increase and better develop our Aboriginal and Torres Strait Islander workforce. To this end we are committed to a series of actions that we believe will result in us becoming an Employer of Choice for Aboriginal and Torres Strait Islander people.



# Overview

## Creating Careers

**457**

Aboriginal and Torres Strait Islanders employed at Australia Post

**20**

Aboriginal and Torres Strait Islander Trainees

## Business partnerships

Aboriginal and Torres Strait Islander businesses engaged through our Supply Nation partnership

Aboriginal and Torres Strait communities engaged through Australia Post National Community Partners

## Australia Post The Facts

Australia's most extensive physical delivery network  
delivery points

**11.2**  
million  
delivery  
points

We deliver five days a week to  
**98.8%**  
of Australian  
addresses

Founded in  
**1809**

Australia's oldest continually operating organisation



## Our understanding

Cross Cultural Awareness Training provided for Managers and Supervisors

**30**

Aboriginal and Torres Strait Islander staff completed accredited Mentor Training

## Our Community Approach

Our Neighborhood Community Grants supporting the communities in which we operate, including primary focus area:

Regional and Remote communities

Aboriginal and Torres Strait Islander Australians

**Australia's  
2nd  
most trusted  
brand**

Australia's most extensive retail footprint

**4,429  
retail outlets**

Including 2,561 retail outlets in rural and remote areas as at 30 June 2013



## **Australia Post in the Community – working with our Aboriginal and Torres Strait Islander communities**

Australia Post is unrivalled in Australia in our ability to connect, support and service the Australian community. Through our products, services and our delivery network we have built a reputation which is valued, trusted and respected across the nation. For more than 205 years, Australia Post has been an essential part of the community, working side by side our Aboriginal and Torres Strait Islander communities. Through this experience, Australia Post builds an understanding of the unique needs of our Aboriginal and Torres Strait Islander customers and communities.

### **Kylie Kamikamica Postal Services Officer, Adelaide Bulk Dock**

When I finished high school at 18 I had no intention of going on to do further study so I knew I needed to look for work. In year 12 I completed a retail traineeship which I really enjoyed so I was keen to look for work in the customer service field.

At this time my mother was attending an aboriginal college and the Aboriginal liaison officer mentioned to all the students that Australia Post had job opportunities and was looking for Aboriginal workers. They asked if the students knew of any family or friends who would be interested so I thought to myself “Why not try it out?”. I put my name forward and went for an interview and was lucky enough to obtain a 3 month traineeship working full time in the Retail sector. At the time I honestly didn't think I was going to stay or that it would be a permanent career. I am now in my 12th year at Australia Post and can honestly say I have never looked back.

Over the past 12 years Australia Post has provided me with many opportunities and I have gained so much experience across the business. I have worked in Retail, Delivery, Business Centres, Easy Mail (printing services) and am now working at the Adelaide Bulk dock.

In my first year of work I remember thinking that working at Australia Post was simply about standing behind a counter selling stamps. I now know that Australia Post is a lot more than just stamps! My career at Post continues to be interesting because I have opportunities to move across the business.

I believe these opportunities and my overall experience of working at Post have helped encourage me to take on Team Leader and Supervisor roles in different areas. The skills and tools I have gained have not only helped me in the workforce, but also in my everyday life.

I am extremely proud to be part of the small indigenous group that we have here in South Australia as we are all very supportive of each other. I hope that we can encourage even more Aboriginal and Torres Strait Islander people to join our fantastic company.



## **Benjamin Bicknell** Postal Transport Driver, Adelaide Business Hub

After working in the retail sector for many years I was looking for a change in 2006. My sister, Kylie, was working for Australia Post and she asked if I would be interested in applying for a position at the facility where she was working. I applied and was successful. I started working as a Mail Officer at Kent Town Business Centre on a permanent part-time contract. After working in this position for 2 years I realised that Australia Post was the company I wanted to work for long term.

An opportunity came up for me to transfer to Adelaide Transport and I saw this not only as a great way to obtain full-time hours but possibly leading to a permanent full-time position. Since then I've had the opportunity to gain my Heavy Vehicle License which has helped me develop my skills as a transport driver. The experience I've gained at Post has been great.

I'm currently working as a Postal Transport Driver at the Adelaide Business Hub and am looking forward to more opportunities to build on my experience.

Like my sister (Kylie) and I, many of the Aboriginal people working at Post also have family who work here. This helps to create a very supportive and close-knit culture which makes work an enjoyable and rewarding place to be.



# Our vision for reconciliation

Australia Post's vision is to play a part in creating a better future for Aboriginal and Torres Strait Islander Australians so that they may fully participate in, and benefit from, the advantages enjoyed by all Australians.

## Our RAP continues to focus on:

### Employment

Providing sustainable employment opportunities and training that is backed by experience and respect.

### Services

Being a part of Aboriginal and Torres Strait Islander communities through the services we provide, particularly in remote Australia.

### Recognition

Recognising the culture of Aboriginal and Torres Strait Islander Australians and their role as the First Australians.



## RAP Focus sessions - Engagement with our Aboriginal and Torres Strait Islander workforce

To develop the 2014 RAP we held a series of forums to hear firsthand what is important to our Aboriginal and Torres Strait Islander employees.

Our National Indigenous Manager, Chris Heelan, facilitated these sessions together with our local Indigenous Employment Consultants. Staff focus group forums were conducted in Brisbane, Perth, Sydney, Melbourne and Adelaide. The purpose of these forums was to gather feedback from our Aboriginal and Torres Strait Islander staff on the 2012-2013 RAP as well as seek input to inform new initiatives. Those who could not attend the focus sessions were invited, through our quarterly Aboriginal and Torres Strait Islander newsletter 'Rapup', to share their feedback via email. The information gathered through these forums has been invaluable and has ensured that the voices of our Aboriginal and Torres Strait Islander workforce are heard and are central to our 2014 RAP commitments.





## What does it mean to have a job at Australia Post?

### **Paul Saylor, PDC 2 Operations – Midland Delivery Centre, Western Australia**

Australia Post has provided secure employment with the opportunity to gain valuable skills and experience across multiple areas of the business. The opportunity to work with people from different parts of the business has enabled me to broaden my knowledge of Australia Post, and develop skills that have ensured I am successful in my job.

Working at Australia Post has allowed me to purchase and provide a home for my family. Employment at Post means my family enjoys economic stability giving me the confidence to build a solid future for my children.

I believe that the relationships I have developed with other employees at Australia Post have helped me to become a better person. My career at Australia Post has directly influenced me to become a role model for my children as well as the local Aboriginal community. I have also had access to numerous learning and development programs to improve my skills. These skills have benefited me both at work and outside of work. Today I am more confident as an employee as well as in my responsibility as a father to support my children.

Through my employment at Australia Post, I've been provided a healthy future, not only for me, but my family. I will be forever grateful for this.



## **Maurice Horsburgh, My Journey with Australia Post**

I started working at Australia Post on 16 June 1977, almost 36 years ago. It all began in the country of the Dirranbandi, which, in Aboriginal terms, means “Land of the Croaking Frog”. For the last 9 years I have lived and worked in Brisbane, however, during my time at Post I have had the opportunity to work in many different communities including Cairns, Thursday Island, Cooroy and 18 years in Mackay. Over the years the places might have changed but there has been one constant supporting me and my family and that is Australia Post.

I applied for a job with Australia Post all those years ago when a vacancy became available for a full-time position as a Postal Service Officer in Dirranbandi. Dirranbandi was a small town community in South West Queensland where everyone knew each other and everyone got along.

I wanted to join Australia Post because I felt it was secure employment with the stability of working within a Government Business Enterprise. My hours of work were 9am to 5pm. A typical day would see me start behind the counter for an

hour. Once the train delivered the mail I would spend two hours sorting and then spend another two hours on my bicycle delivering the mail to around 500 customers.

As an employee, I have always felt extremely supported by Australia Post. I have never come across any discrimination and believe that if you treat everyone around you with respect, people will treat you with the same level of respect regardless of whether they are your supervisor, colleague or the public.

When I look back over my time here I am very proud of the number of customers I have served and helped over the years. I feel my legacy with Australia Post has been the mentoring and support I have provided to other employees – both Indigenous and non-Indigenous. I have loved my journey with Australia Post!

I am also excited when I think of our future. The level of technology Australia Post has in today's work activity has gone way beyond anyone's expectations. It is amazing how things have changed.

# Reconciliation Action Plan 2014

The 2011 RAP and the 2012-13 RAP have provided us with the essential foundations upon which we can now take our reconciliation commitment to the next level. Our 2014 RAP is a three year strategy making commitments and taking actions focused on achieving an Aboriginal and Torres Strait Islander workforce which is fully representative of the community in which we serve and becoming the Employer of Choice for Aboriginal and Torres Strait Islander Australians.

The commitments in this RAP are aligned to Reconciliation Australia's three key themes - relationships, respect and opportunities.



## Relationships

It will be through respectful relationships with Aboriginal and Torres Strait Islander Australians that Australia Post will identify how it can address the needs of the First Australians.



## Respect

Australia Post understands that respect for Aboriginal and Torres Strait Islander Australians and their culture is consistent with the continued growth and prosperity of the organisation as a whole.



## Opportunities

Creating business, employment and career opportunities for Aboriginal and Torres Strait Islander Australians will enable Australia Post to deliver practical outcomes to close the gap and build diversity in our workforce.

## How we developed our RAP

The 2014 Reconciliation Action Plan (RAP) has been developed through broad consultation with our network of Aboriginal and Torres Strait Islander employees, Senior Managers, engagement and our non-Aboriginal workforce. Our Community, Sponsorships and Procurement areas and Reconciliation Australia was also consulted throughout the development of the RAP.

A working group was established comprising Australia Post's National Indigenous Manager, state Indigenous Employment Consultants, Head of Diversity & Inclusion and Business Partners. Members of the working party are recognised for their knowledge and engagement with Aboriginal and Torres Strait Islander people and communities.

Reconciliation Australia was provided the draft actions for review, feedback and endorsement. The RAP then was further reviewed by the Australia Post Executive Managers and endorsed by the Australia Post Board of Directors.





## 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 Australian employees.

Action	Responsibility	Time	Measurable target
1 State Enterprise leaders to act as Aboriginal and Torres Strait Islander Ambassadors to support and promote key programs and initiatives within Australia Post and communities	Head of Diversity & Inclusion State Enterprise Leaders	October 2014	Ambassadorial role formalised Two meetings held per year
2 Develop internal network for Australia Post employees to build engagement and support ongoing RAP initiatives	Head of Diversity & Inclusion National Indigenous Manager	August 2014	Establish Aboriginal and Torres Strait Islander employee Network
	National Indigenous Manager Indigenous Employment Consultants	July 2014	Produce quarterly rapup newsletter for Aboriginal and Torres Strait Islander employees
	National Indigenous Manager Senior Internal Communications Manager	September 2014	Develop newsletter communications established for Australia Post employees on progress of RAP
3 Australia Post will promote and share our RAP progress with partner organisations, suppliers and customers	Head of Government Affairs National Indigenous Manager	July 2014	Brief stakeholders (including Government, Corporate partners, suppliers and commercial customers) about Australia Posts RAP and explore areas for collaboration
	Head of Diversity & Inclusion National Indigenous Manager	December 2015	Organise yearly event inviting corporate and industry to engage in dialogue with Aboriginal and Torres Strait Islander guests and businesses, and share their RAP progress and learnings
4 Ensure that all staff working directly with Aboriginal and Torres Strait Islander people receive access to appropriate cultural awareness and protocol information or training	General Manager Human Resources National Indigenous Manager	February 2015	Deliver Cultural respect and awareness training and develop Australia Post Cultural Protocols Guidelines
5 Australia Post will investigate establishing a RAP Advisory Group that includes representation from Australia Posts senior leaders, Aboriginal and Torres Strait Islander employees and external people	Head of Diversity & Inclusion National Indigenous Manager General Manager Community Relations	March 2015	Establish RAP Advisory Group
6 Conduct a series of customer focus forums with Aboriginal and Torres Strait Islander businesses and communities	Head of Diversity & Inclusion National Indigenous Manager Chief Marketing Officer	December 2015	Gain a deeper understanding of Aboriginal and Torres Strait Islander customer needs and requirements
7 Provide the 2014 RAP to our broader workforce partners (LPOs and mail & parcel contractors) and encourage them to develop stronger connections with the Aboriginal and Torres Strait Islander communities	Head of Diversity & Inclusion EGM Retail Services EGM Parcel Services	December 2014	Increased awareness of Australia Post's RAP and improved relationships with Aboriginal and Torres Strait Islander regional and remote communities
8 RAP working group to monitor implementation, progress, and engage with Senior Executives	Head of Diversity & Inclusion	December 2014	Two meetings held each year
	National Indigenous Manager	May 2015	





# Respect

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

Action	Responsibility	Time	Measurable target	
1	Develop cultural education and awareness training program for Australia Post employees	General Manager Human Resources National Indigenous Manager Manager Learning Technology & Design	July 2015	Provide employees at least one opportunity per quarter to participate in cultural education and awareness training
		General Manager Human Resources Head of Diversity & Inclusion Manager Learning Technology & Design	July 2015	Provide new Australia Post employees with cultural awareness at induction
2	Develop education and awareness program for our Aboriginal and Torres Strait Islander employees	Head of Diversity & Inclusion National Indigenous Manager Manager Enterprise Learning and Development	November 2015	Provide employees at least one opportunity per annum to participate in training focusing on resilience, identity and leadership
3	Develop a program that creates a belonging and builds community for Aboriginal and Torres Strait Islander employees at Australia Post	Head of Diversity & Inclusion National Indigenous Manager	October 2014	Provide Aboriginal and Torres Strait Islander employees one opportunity per annum to participate in employee gathering program
4	Through the National Community Partnership program, provide Australia Post employees with opportunities in take part in programs with Aboriginal and Torres Strait Islander people to increase cross cultural understanding and awareness	General Manager Community Relations Head of Diversity & Inclusion	December 2014	Provide ongoing opportunities for Australia Post Workforce
5	Australia Post will continue to guide employees in acknowledging traditional owners and custodians of the land, as detailed in Australia Post protocols	National Indigenous Manager All State Leaders & Managers	July 2014	Formal acknowledgement and Welcome to Country ceremonies at Australia Post events
		Head of Diversity & Inclusion	July 2014	All major postal facilities and corporate retail outlets to display statement and decal
6	Australia Post will continue to acknowledge and celebrate Aboriginal and Torres Strait Islander cultural celebrations and events	General Manager Human Resources Head of Diversity & Inclusion	July 2014	Encourage employees to participate in NAIDOC, Reconciliation Week and various community events throughout the year Managers informed of NAIDOC leave policy
		General Manager Human Resources	July 2014	Support Aboriginal and Torres Strait Islander employees to take NAIDOC leave to attend community events
7	Raise awareness and understanding amongst Australia Post Senior Leadership Team of the cultural sensitivities, protocols and history of Aboriginal and Torres Strait Islander Australia	Head of Enterprise Capability & Culture National Indigenous Manager	June 2015	Australia Post Senior Leadership Team to visit an Aboriginal or Torres Strait Islander community to develop a greater appreciation of Aboriginal and Torres Strait Islander Australian culture and the land

## Australia Post's acknowledgment of our first Australians

The decal on this badge, designed by Marcus Lee, is an acknowledgement by Australia Post 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 with the design representing the ongoing journey and connection Australia Post has with Aboriginal and Torres Strait Islander communities.





# Opportunities

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

Action	Responsibility	Time	Measurable target	
1	Provide employment opportunities to Aboriginal and Torres Strait Islander people towards population parity across the organisation	Executive General Managers Head of Recruitment and Transition Head of Diversity and Inclusion	December 2016	<ul style="list-style-type: none"> <li>• 1.8% Aboriginal and Torres Strait Islander employees by July 2015</li> <li>• 2.1% Aboriginal and Torres Strait Islander employees by July 2016</li> <li>• 2.5% Aboriginal and Torres Strait Islander employees by July 2017</li> </ul>
2	Continue the professional development of Aboriginal and Torres Strait Islander employees	General Manager Human Resources Manager Enterprise Learning and Development	December 2015	Individual development plans for all Aboriginal and Torres Strait Islander employees Support Aboriginal and Torres Strait Islanders employees' access and participation to training and learning development programs
3	Implement Aboriginal and Torres Strait Islander internship program to support Australian higher education participation	National Indigenous Manager Manager Graduate Programs	June 2015	5 interns placed
4	Establish Aboriginal and Torres Strait Islander Postgraduate Scholarship	National Indigenous Manager	July 2015	1 scholarship offered & commenced
5	Continue to support and grow the Aboriginal and Torres Strait Islander school based traineeship program Conversion of Trainees into real employment with Australia Post upon graduation	Head of Diversity & Inclusion	February 2015	Commence 30 trainees 70% of trainees complete
6	Continue to support and grow the Aboriginal and Torres Strait Islander adult full and part-time traineeship program Conversion of Trainees into real employment with Australia Post upon graduation	Head of Diversity & Inclusion	May 2015	Commence 45 trainees 70% trainees complete
7	Provide mentoring training for Aboriginal and Torres Strait Islander employees	Head of Diversity & Inclusion National Indigenous Manager	January 2015	Successful completion of training by 25 Aboriginal and Torres Strait Islander employees
			September 2015	Successful completion of 10 Indigenous women in MyMentor program
8	Create Aboriginal and Torres Strait Islander employee talent program that identifies and develops future Supervisors and Managers	Head of Diversity & Inclusion Head of Leadership & Culture	December 2015	Establish Emerging Leaders (EML) Program for employees
9	Employ two new Indigenous Employment Consultants (IECs) for NT/SA and VIC/TAS to support growth in our employment and engagement strategy	Head of Diversity & Inclusion	July 2014	Indigenous Employment Coordinators represented in every region



# Opportunities

Action	Responsibility	Time	Measurable target
10 Australia Post will develop and implement a procurement strategy designed to reward suppliers who demonstrate leadership in Diversity and Inclusion, including support for the prosperity of Aboriginal and Torres Strait Islander communities	General Manager Procurement, Finance & Business Services Head of Diversity & Inclusion General Manager, Community Relations	May 2015	Organise an event inviting Supply Nation listed and/or accredited Aboriginal and Torres Strait Islander businesses to: <ul style="list-style-type: none"> <li>Share information on their products and services</li> <li>Learn about Australia Posts business needs</li> <li>To receive advice and support</li> </ul> Examine Australia Posts tender process and where appropriate, include Diversity and Inclusion/Aboriginal and Torres Strait Islander criteria in our tenders Measure and improve annual procurement spend with Aboriginal and Torres Strait Islander businesses year-on-year Include Aboriginal and Torres Strait Islander business suppliers in our supply chain Continue to develop and grow our Supply Nation partnership
11 Support the development of digital inclusion programs which will can be accessed for Aboriginal and Torres Strait Islanders	General Manager, Community Relations	December 2015	Digital program built and promoted
12 Support the development of physical literacy programs for young Aboriginal and Torres Strait Islanders	General Manager, Community Relations	December 2014	Young Aboriginal and Torres Strait Islanders provided access to literacy programs
13 Support the inclusion of Aboriginal and Torres Strait Islanders through sport, arts and cultural programs	General Manager, Community Relations	December 2014	Aboriginal and Torres Strait Islanders provided access to sport, arts and cultural programs
14 Provide opportunities for Aboriginal and Torres Strait Islanders to develop and grow social enterprises to increase employment opportunities	General Manager, Community Relations	December 2015	Aboriginal and Torres Strait Islanders social enterprises provided support to grow and develop
15 Provide grant funding for Aboriginal and Torres Strait Islanders in the areas of <ul style="list-style-type: none"> <li>Digital inclusion</li> <li>Workplace inclusion</li> <li>Community inclusion</li> <li>Projects that foster whole of community spirit</li> <li>Disaster readiness</li> <li>Small business</li> </ul>	General Manager, Community Relations	September 2014	Ensure grants are given annually to Aboriginal and Torres Strait Islander community groups and organisations

## Employment & Careers

For Australia Post, the employment of Aboriginal and Torres Strait Islander Australians is a tangible expression of our commitment to reconciliation. Our Aboriginal and Torres Strait Islander employment strategy focuses on three key areas to support development and work aspirations: **traineeships, internships, direct employment.** Our goal is to promote greater workforce participation by translating development opportunities into permanent positions and providing ongoing genuine employment opportunities with long term career prospects.

## Partnering with Aboriginal and Torres Strait Islander Suppliers

As part of our commitment to building sustainable partnerships with Aboriginal and Torres Strait Islander businesses, Australia Post is a signatory to Supply Nation to actively procure services from suppliers that are Aboriginal and Torres Strait Islander owned, managed and controlled. Since the agreement Australia Post continues to establish partnerships and will continue to expand on this over the coming years.





# Tracking and progress reporting

Action	Responsibility	Time	Measurable target
1 Monitor and report progress in monthly Executive Committee Workforce Summary Reports	Head of Diversity & Inclusion Manager Workforce Metrics	Monthly	Progress updates submitted
2 Monitor and report attraction and retention drivers for Aboriginal and Torres Strait Islander employees in our Joiner and Exit Surveys	Head of Diversity & Inclusion Manager Recruitment	September 2014	Monthly reports submitted
3 Australia Post say2action Employee Engagement Survey – collect and analyse diversity data	Manager Culture & Engagement Head of Diversity & Inclusion	May 2015	Increase in performance for diversity specific items
4 Publicly report progress in: <ul style="list-style-type: none"> <li>Reconciliation Australia Impact Assessment</li> <li>Australia Post Equal Employment Opportunity Report</li> </ul>	Head of Diversity & Inclusion National Indigenous Manager	July 2015	Reports submitted to Reconciliation Australia and Australia Post Board and Parliament
5 Monitor attitudes of employees towards Aboriginal and Torres Strait Islander programs and contribute to Reconciliation Australia's RAP Impact Measurement Report	Head, Diversity & Inclusion National Indigenous Manager	July 2014	Complete RAP Impact Measurement Questionnaire Say2Action employee survey



## Find out More

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