



Committee Secretary

Senate Standing Committees on Environment and Communications

PO Box 6100

Parliament House

Canberra ACT 2600

June 30, 2020

Dear Committee Secretary

**Inquiry into the future of Australia Post's service delivery**

Thank you for the opportunity to provide a submission in relation to the Australian Postal Corporation (Performance Standards) Amendment Regulations 2020.

MGI Learning is a recognised International training organisation. Over the last 20 years, helping our customers around the world, to achieve real and sustained improvements in performance has always been central to who we are.

Our expertise is in inspiring and enabling everyone to consistently engage positively with customers and take ownership and responsibility for service through adopting our skills and tools. The objectives of the MGI Learning sessions are to demonstrate how individuals can achieve greater levels of personal and job satisfaction through taking more responsibility for business success and to understand the power of a great customer interaction and how this results in greater customer advocacy.

Our partnership with Australia Post has provided their posties, drivers and customer service staff with the language and mindset skills required to deliver customer service excellence. Through the significant and ongoing investment Australia Post has made over several years, they have demonstrated their commitment to developing and retaining their skilled workforce.

This commitment from Australia Post to upskill their staff in all aspects of providing outstanding service to all their customers is outstanding.

Australia Post also shows immense amounts of care by encouraging all staff to use the learned language and mindset skills with family and friends as this will have a positive impact on their life outside of work, resulting in a happier, more contented and resilient workforce.

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The adoption of this Regulation will ensure that Australia Post continues to deliver outstanding services for Australian businesses, as it continues to adapt to unprecedented circumstances due to COVID -19 and in doing so, save jobs and even create new ones.

MGI Learning as a valued partner of Australia Post, wholly supports the making of this Regulation.

I sincerely thank you for your consideration of a positive outcome.

Kind regards,

Cheryl Hahsford  
General Manager, Australasia  
MGI Learning