



1 July 2020

Committee Secretary  
Senate Standing Committees on Environment and Communications  
PO Box 6100  
Parliament House  
Canberra ACT 2600

Dear Committee Secretary,

**Re: The future of Australia Post's service delivery**

I am writing in support of Australia Post and their proposal to continue the temporary regulatory changes introduced during COVID-19.

**Converge International and Australia Post**

At Converge International we support the mental health and wellbeing of Australia Post's workers and their franchisees. Australia Post is one of the most proactive and supportive employers we work with. They take great care of their people. When we began our partnership, Australia Post was keen to focus in on mental health. In just one year, the number of people using services doubled, the counselling services we provide were extended to contractors and franchise owners and Australia Post provided additional help for their call centre staff. More recently we have worked with Australia Post to pilot a program to support the psychological wellbeing of people with physical injury WorkCover claims. Truly Australia Post has one of the most thoroughly grounded and holistic mental health strategies of any organisation we have seen.

**The Australian Postal Corporation (Performance Standards) Amendment Regulations 2020 and their impact on the Australia Post workforce**

Through this difficult time I have been impressed by the way Australia Post has responded to its customers as well as its employees and supported them. Converge International will continue to partner with Australia Post throughout this period.

We believe Australia Post's support of its staff through change and ensuring that there are no forced redundancies, is helping ensure the best possible mental health of their employees under difficult circumstances. No one is finding it easy during this time of disruption with government restrictions and regulations changing in response to coronavirus hotspots. However, we know that the kind of approach Australia Post is taking is measured, sensible and effective. At our other customer organisations, more than 30% of people using our services are citing change or loss of their job as the major issue they are wrestling with, whereas at Australia Post this issue is simply not on the radar for the people we talk with. Whatever Australia Post is doing at the moment is clearly working. I would urge you to consider keeping the current arrangements in place.

1 July 2020

Thank you again for the opportunity to make a submission. I would be happy to answer any further questions you may have.

Sincerely,

Jenny George  
Chief Executive Officer  
Converge International  
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