

Submission No. 96
Date Received 14-6-05



The Secretary  
Standing Committee on Aboriginal and  
Torres Strait Islander Affairs  
Parliament House  
CANBERRA ACT 2600

RECEIVED  
14 JUN 2005  
BY: ATSLA

HEADQUARTERS

GPO BOX 1777  
MELBOURNE VIC 3001

321 EXHIBITION STREET  
MELBOURNE VICTORIA

Dear Ms Scarlett

### Inquiry into Indigenous Employment

I refer to your letter of 24 March 2005 calling for submissions to the Inquiry into Indigenous Employment being undertaken by the Standing Committee on Aboriginal and Torres Strait Islander Affairs. Thank you for extending the time we have to make a submission on this matter.

Australia Post has a proud tradition of providing specific programmes to increase the representation of Indigenous Australians in our workforce. This ongoing commitment commenced with our first Aboriginal Employment Strategy in 1988 and continues with our latest Indigenous Employment and Business Strategy to be released on 1 July 2005.

At Australia Post, we currently employ 583 Indigenous Australians across all business streams. This represents 1.7 % of our workforce. Australia Post is also committed to the development of our Indigenous employees through both targeted and mainstream programs; 27% of our full time Indigenous employees occupy positions at managerial, supervisory or above base grade level.

The success of Australia Post's Indigenous Employment Strategies is due to:

ongoing corporate commitment;

a planned approach to recruitment and retention;

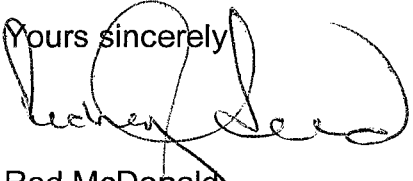
provision for dedicated Indigenous Employment Consultants in each State to manage programs; and

maintaining relationships with Indigenous communities.

I am pleased to provide more detail in regard to our Indigenous Employment Strategy in the attached submission to the Inquiry into Indigenous Employment.

For further information, please contact Debra Dodgson, National Manager, Workforce Diversity on (03) 9204 7434.

Yours sincerely

  
Rod McDonald  
Group Manager  
Corporate Human Resources  
10 June 2005

**Australia Post**

**Submission to the Inquiry into Indigenous  
Employment**

**to the**

**Standing Committee on Aboriginal and  
Torres Strait Islander Affairs**

**May 2005**

## **Background:**

Australia Post has a long-standing commitment to Indigenous employment. As one of the largest employers of Indigenous Australians, Australia Post is justly proud of this ongoing commitment and considers it is in a sound position to provide input to the Standing Committee on Aboriginal and Torres Strait Islander Affairs Inquiry into Indigenous Employment.

## **Key Features of Australia Post's commitment to Indigenous Employment:**

### ***Corporate Commitment:***

At Australia Post, the commitment to Indigenous Employment is driven from the top. Our Managing Director, Graeme John has a personal commitment to ensuring that the corporation meets or exceeds its commitment to provide real jobs and real opportunities to Indigenous Australians. This commitment is driven through:

- The Indigenous Employment and Business Strategy: a specific, three-year strategy that sets the framework for the management of the employment of Indigenous Australians.
- Setting a National target, represented as a percentage of the Australia Post workforce, for Indigenous Australian employment. This target is transmitted through the business to Divisional, Business and local facility targets.
- Achievement against the Indigenous employment target is incorporated into the Performance Management Agreements (PMA – related to bonus payments) for some senior staff.
- The provision of a dedicated resource in each State, Indigenous Employment Consultants, who have the sole or dominant role for the management of Indigenous recruitment and ongoing employment matters.
- Our Indigenous Employment Consultants are all Indigenous Australians.

### ***Recruitment:***

The recruitment of Indigenous Australians into Australia Post is managed by Indigenous Employment Consultants who consult with the business in regard to business needs. The following factors contribute to the success of the recruitment program:

- Recruitment is for the purpose of providing real employment opportunity in real jobs – that is recruitment is largely into existing positions and ongoing positions.
- Indigenous Employment Consultants maintain an ongoing relationship with the local Indigenous community in relation to employment opportunities for Indigenous Australians at Australia Post.
- Recruitment procedures rely on and maintain the merit principle – Indigenous Australians who work for Australia Post are recruited on their ability to undertake the position for which they are selected.

- Where possible, an Indigenous Australian is included on all selection panels where an Indigenous Australian is being interviewed.
- Each State designs its recruitment and retentions strategies to meet the particular needs of that part of the business e.g. Retail, Postal Delivery, Mail Processing, Transport, and Administration.
- Australia Post has a panel of preferred recruitment providers for general recruitment. The requirement to provide a diverse range of potential employees, including Indigenous Australians, is included as part of our contractual arrangements with these providers. Further, each provider is required to report on achievement against target a quarterly basis to Australia Post.

***Retention:***

Retention of Indigenous Australian employees is a matter of particular focus for Australia Post. While selection of the right people for the right job is key to our Indigenous Employment Strategy, maintaining the relationship with Indigenous employees is essential to retaining Indigenous employees. This is achieved through:

- Dedicated and targeted induction programs for all new Indigenous employees, which includes information in regard to their rights and responsibilities as Australia Post employees.
- Placement of Indigenous employees in suitable, supportive workplaces.
- Mentoring of new employees by existing Indigenous employees or trained non-Indigenous employees at the place of employment.
- Indigenous Employment Consultants provide regular contact with both the Indigenous employee and their manager during the first three months of employment.
- Regular network meetings for Indigenous employees to enable the development of local support networks.
- The provision of flexible work options, including extended leave without pay, to manage any personal situations that may arise.
- Targeted development programs for existing Indigenous employees.
- Cross cultural awareness training for both Indigenous and non-indigenous employees.
- Indigenous employee network newsletters provide information in relation to coming development opportunities and events.

## Summary

Australia Post is justly proud of its ongoing commitment to and success in its Indigenous employment initiatives.

Key factors in this success are:

Corporate commitment from the top down.

A dedicated strategy with an optimal and stretch Indigenous employment target that is reflected in the PMAs of senior managers as appropriate.

The provision of Indigenous Employment Consultants, who themselves are Indigenous, and who are responsible for Indigenous recruitment.

Indigenous Employment Consultants also provide a specialist resource to business managers in the retention and career development of Indigenous employees.

Specific retention strategies including targeted induction, mentoring, personal follow up in early employment, network meetings, newsletters and the use of flexible work options.

Maintaining ongoing and productive relationships with Indigenous communities.

### *Contacts:*

More information in regard to Australia Post's Indigenous Employment and Business Strategy can be obtained from:

Debra Dodgson  
National Manager  
Workforce Diversity

Telephone: (03) 9204 7434

E-mail: