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Psychological Health and Wellbeing Strategic Plan 2023 - 26

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Health and Wellbeing Team

Classification: INTERNAL



Our vision

Australia Post has a strong and important voice in the community in support of the positive role workplaces can play in creating care and connection. Through the application of evidence-based, risk-focused best practice, **Australia Post seeks to be a leader in creating psychologically sustainable and mentally healthy workplaces.** We lead our people, and engage with our partners and the community, to positively influence psychological safety and wellbeing.

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Our history



In **2016/17** we advanced the implementation of an enterprise foundation mental health strategy. **A strong focus on protective factors, stigma reduction and education** saw a change in the way we thought and spoke about mental health. With improved awareness and work to combat stigma, and significant investment in leadership capability, a corresponding increased EAP utilisation suggested our people were more comfortable reaching out early for support.

Taking a **psychosocial risk approach** to key roles in Sales, Retail, Deliveries and Customer Services led to the development of the **Psychological Safety Working Group framework** as a **holistic, enterprise-wide approach with consistent, but tailorable implementation across business units**. Business Unit Psychological Safety Working Groups have evolved to become self-sustaining, effective mechanisms for identifying and controlling psychosocial exposures to ensure our people are safe and well at work.




Today, our foundational programs provide our people with the skills, information, and resources to look after each other's and their own mental health and wellbeing. Collaborating with leading, credible organisations has enabled us to deepen our knowledge and **contribute to positive, systematic change**.

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Our Psychological Safety and Wellbeing Strategic Initiatives FY26

FY26 Strategic Objective	Key initiatives and focus areas
 <p>Identify & Control Psychosocial Exposure</p>	<p>Existing and emerging psychosocial risks will be identified and controlled within business units, driven within the Psychological Health and Safety Working Group (PSWG) framework.</p> <ul style="list-style-type: none"> • Expansion of the Psychological Safety Working Group framework to generate a minimum of five new groups across Network Operations adding to the 8 existing groups • Provision of support to leaders relating to the foreseeable risks associated with transformation. • A review of the occupational violence program and processes across operations (customers/members of the public/team members) • Creation of an Enterprise Critical Risk Register including BU-specific psychosocial risks • A review and evolution of existing internal disciplinary/investigation processes through a mental health lens to mitigate associated mental health risks • A review of the mental health strategy for our extended workforce, following recent completion of the WorkSafe WorkWell funded program • A focus on the psychosocial risks associated with fatigue within operations
 <p>Build Capability</p>	<p>Our mental health programs will provide our team members and People Leaders with the skills, information, and resources to look after each other's and their own mental health and wellbeing.</p> <ul style="list-style-type: none"> • Strengthening our work across our diverse communities, for instance the LGBTIQ+ community; refugees and emerging immigrant groups; First Nations mob; and extended to team members engaging in or experiencing family violence. • Building leadership capability in complex mental health cases • Building operational leader capability in first response to crisis/critical incidents • Uplift of the current Customer Services activity in Peer Support Programs to pilot within Network Operations • Further development of leadership capability in workplace mental health by integrating mental health education into the Leadership@Post program • Maintenance and refinement of our annual calendar of Health and Wellbeing activities, Wellbeing Champion network and Wellbeing Hub.

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 Measuring Impact	<p>Leaders will have access to enterprise and business unit specific wellbeing and psychosocial risk metrics that drive decision making and action.</p> <ul style="list-style-type: none"> Establishment of an Enterprise Mental Health and Wellbeing metric
 Policy Advisory	<p>SME support will be provided to Recruitment and Injury Management functions across the career life cycle, to enhance employee mental health outcomes.</p> <ul style="list-style-type: none"> Provision of support to Injury Management and PTTW in the rehabilitation and recruitment processes, to understand and address psychosocial demands and risks inherent in key roles Provision of support to Injury Management, Human Resources and Safety teams around contemporary practice in Mental Health case management Collaboration with the Department of Youth Justice and Community on recruitment opportunities
 Best practice approach to workplace mental health	<p>We will support the APG Executive and Boards' approach to, and understanding of, contemporary best practice in workplace mental health.</p> <ul style="list-style-type: none"> Establishment of the Australia Post Mental Health Council underpinned by a clear purpose/membership/operating model Expansion of the current Australia Post internal Community of Practice to include team members (or representation from teams) actively working in mental health and wellbeing such as Injury Management, Organisational Development, Safety roles Refinement and review of our corporate mental health partnerships and ensure/communicate an efficient and aligned approach to procurement