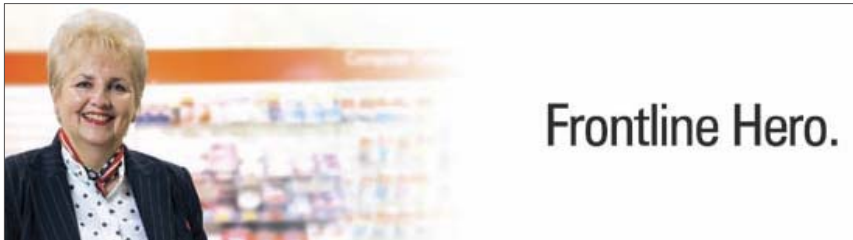


# AUSTRALIA POST



## Retaining Mature Age Talent in the Workforce



# A snapshot

## Workforce:

- 35,256 employees
- 5,189 mail contracts
- 2,969 Licensed post office/franchisees

## Key stats:

- Largest physical retail network: 4,453 outlets
- More than 10 million delivery points
- Revenue: \$4.9 billion



## Three core business areas:

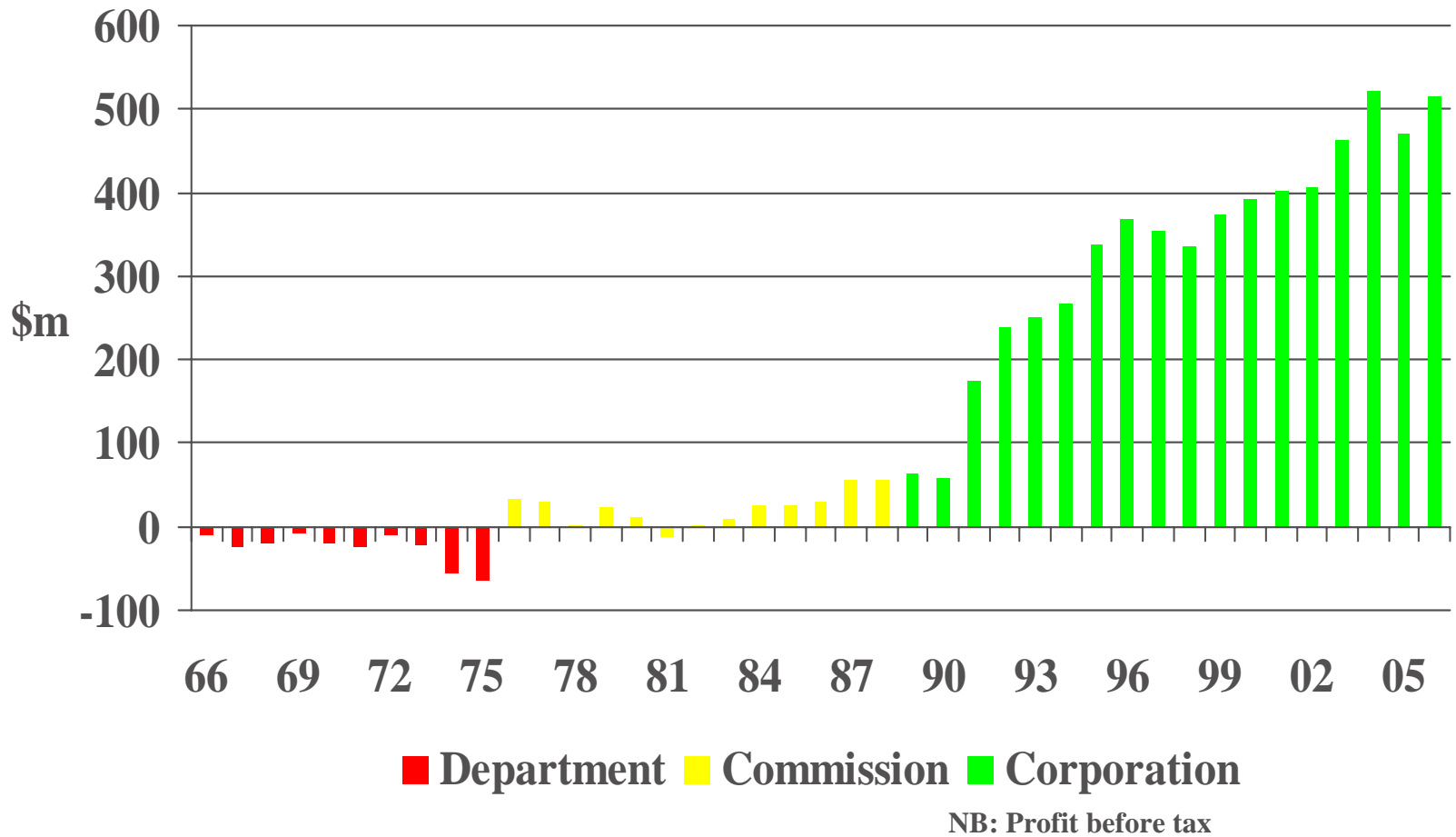
- Letters (domestic & international)
- Retail & Agency services
- Parcels & Logistics (domestic & international)

# Australia Post

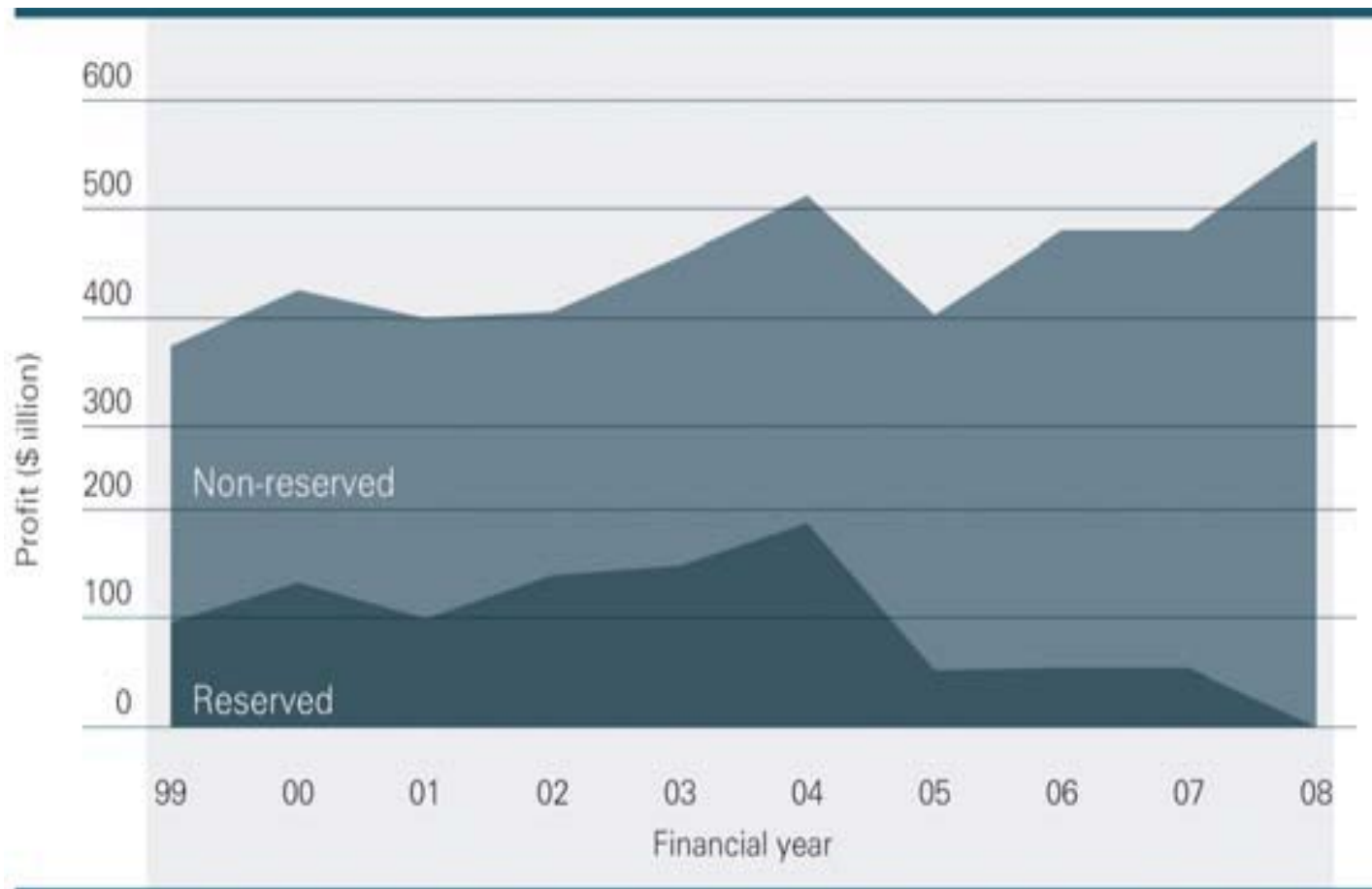
“An organisation the size of Australia Post is not usually associated with entrepreneurship. Australia Post is now one of Australia’s biggest logistics businesses and, in terms of the number of stores, is the country’s biggest retailer. It is one of the most technologically advanced companies in Australia”.

*Business Review Weekly, 5 May 2005*

# Australia Post – *business performance*



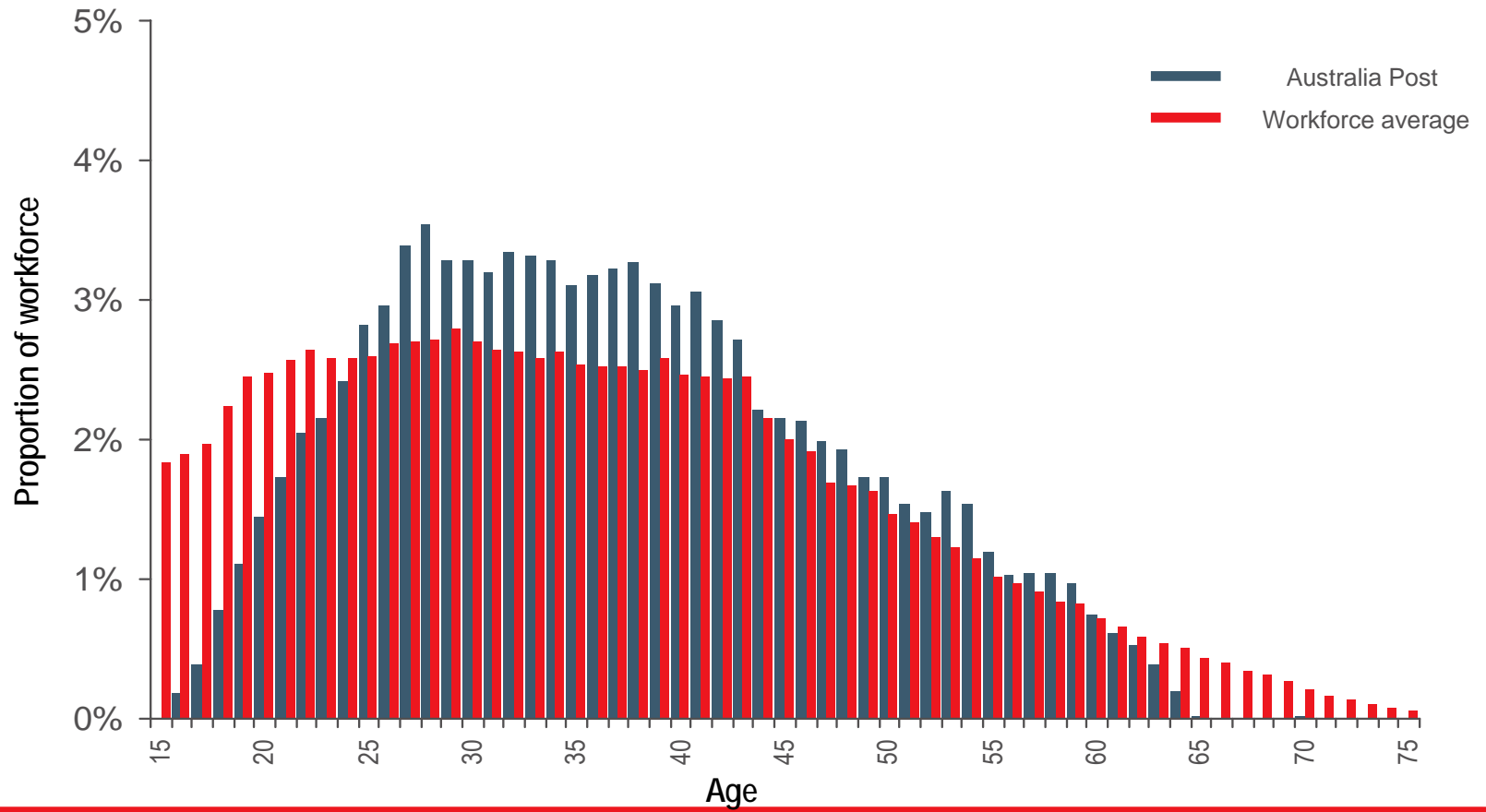
# Australia Post – *where our profit comes from*



Reserved products = those which are not subject to open competition i.e. stamps

# Ageing workforce - *compelling call to action*

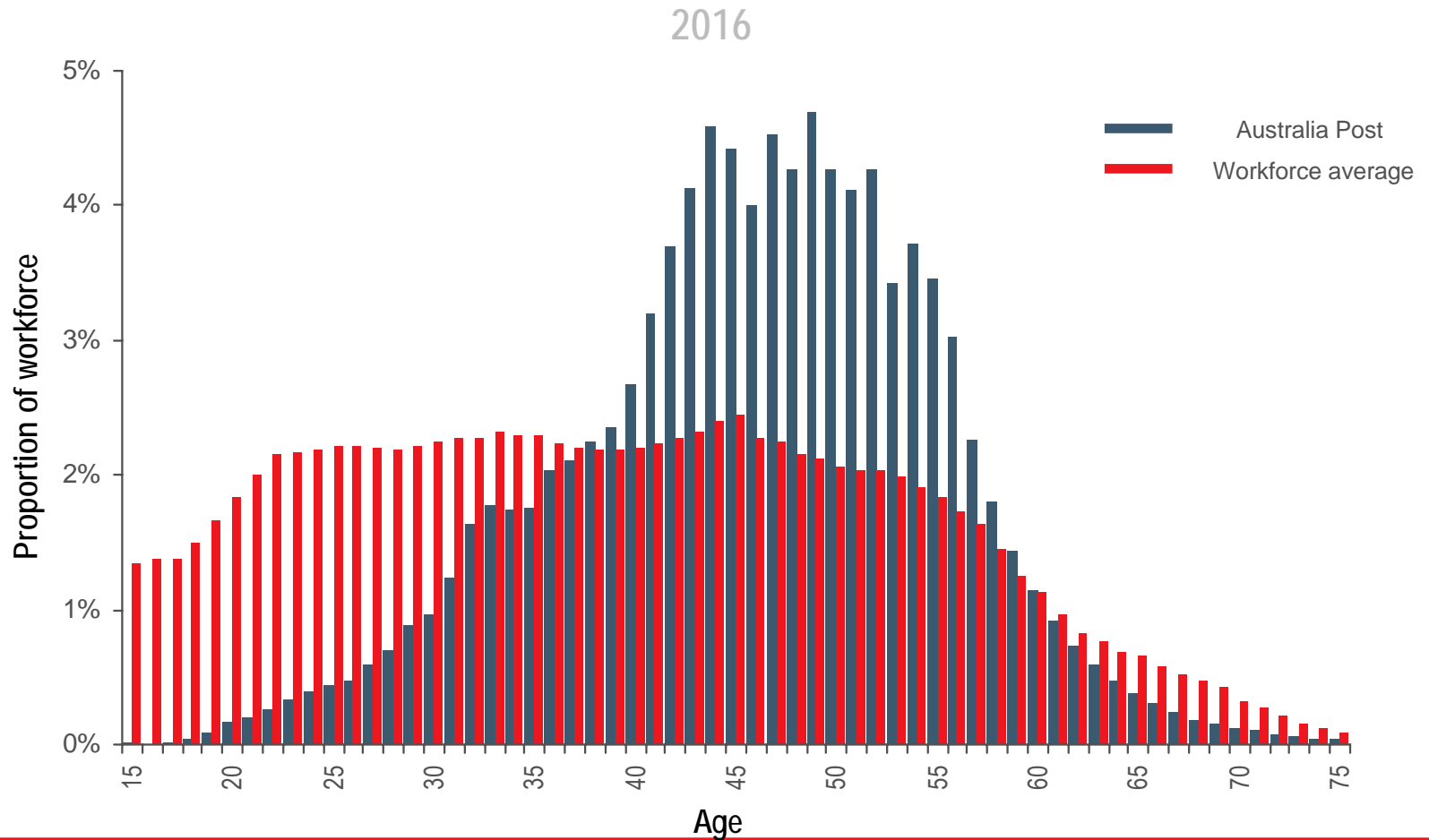
1990



# Ageing workforce - *compelling call to action*



# Ageing workforce - *compelling call to action*





# Better understanding our future labour requirements

## *Understanding our Ageing workforce*

Investigating issues of ageing since late 1990's

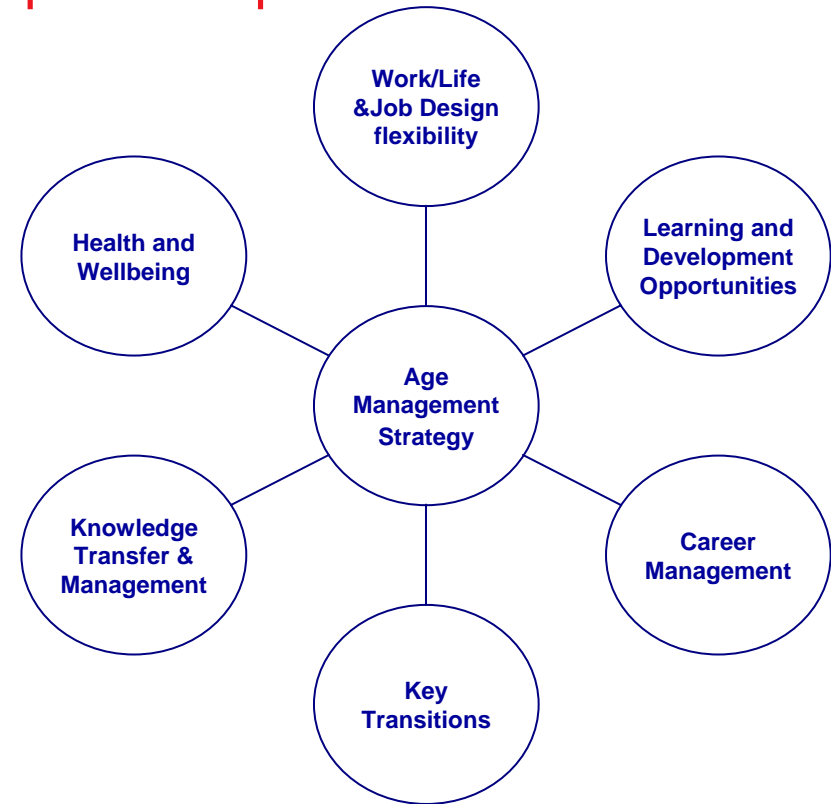
Studies include:

- 40yrs+ IT employees re access to development 2001
- 40yrs+ business wide re access to development & work-life balance 2002
- >35yo's call centre employees re retention study 2004
- Work and ageing 2005
- Demographic audit re retirement/retention 2005
- Life after Post – the post retirement reality study 2005

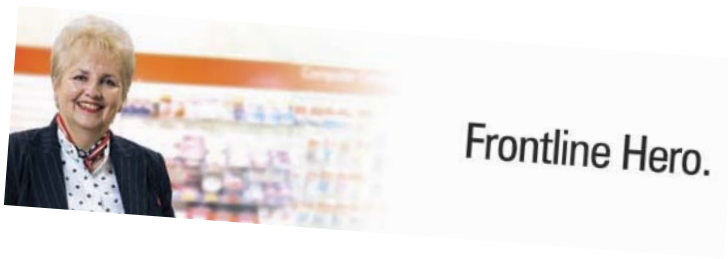
# Transition to Retirement – *A holistic approach*

Age management is not approached as a discrete focus but as an additional lens through which workforce planning and organisation priorities and people practices are developed and implemented

- Encourage more mature workers to delay or transition their retirement
- Support the attraction and retention of older employee
- Focus on building culture of flexible positions
- OHS and wellbeing
- Facilitate successful retirement planning and transition
- Manage the loss of people, knowledge and capability as significant numbers of Post employees move to retirement



# Our attraction strategies reach out across age and position



# Transition to Retirement

Through building great relationships with industry leaders and strong support agencies from the community we have been able to deliver on our promise – *helping make Australia Post a 'great place to work' for mature workers.*



Employee Health and Wellbeing



Health Resource Centre



Elder Care Information Kit  
A reference guide for Australia Post Employees



- 3 pronged approach to managing a mature workforce
  - ❖ SageCentre (*online info and tools*)
  - ❖ Create Retirement Seminars
  - ❖ Knowledge Transfer
- Increase average retirement age by 3 months every year



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## Getting started

Welcome to your Retirement Centre. Explore each section to discover tips, templates and information to help you create a successful and productive retirement. The Centre is about more than just superannuation (which is often the only thing we consider in retirement planning). Retirement success is about your health, family, finances, but most of all YOU.



What are your dreams for the future? How prepared are you and can you make them a reality?

Challenge yourself to take a new view of retirement and discover all the factors that impact retirement success. Read, explore, use the tools and templates and enjoy. Let's get started!

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**Sage** *n.* [seyj]  
 1. a person valued for their experience, wisdom and knowledge



# *Create Retirement Seminars*

