

## Many hands make light work at Australia Post

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To help manage increased parcel volumes during the sales and Christmas period, Australia Post Support Centre team members are jumping in and joining the frontline teams, providing an extra pair of hands across retail and network operations throughout this busy period.

Having already hired thousands of additional team members during the seasonal casuals' recruitment drive, the Australia Post One Team program provides Support Centre team members with the opportunity to help out their frontline colleagues during their busiest time of the year.

Australia Post Executive General Manager People and Culture Susan Davies highlighted how much the Support Centre team love getting involved, with over 1,400 enrolments in the program last year.

"This is a great opportunity for our Support Centre teams to get stuck in, assist our frontline teams and experience first-hand how the delivery facilities and retail business hubs operate. The One Team program supports our frontline teams in delivering services for the

community during Australia Post's busiest period and does not replace any of the great work our frontline teams do every day. Who wouldn't love an extra helper to ease the load while you're at work!

"We've been running this program for a number of years and we're expecting more team members than ever to put up their hand and take on a few shifts this year."

The Australia Post One Team program encourages Support Centre team members to volunteer and commit to shifts during November and December, helping out with sorting parcels and letters, loading and unloading vans, as well as retail and over-the-counter service.

Source: [Australia Post](#)