



# ANNUAL REPORT

# 2019



AUSTRALIAN  
NETWORK  
ON DISABILITY

# About this report

Our 2018-19 Annual Report provides a summary of our operational and financial performance. It tells the story of what we do and how we support businesses to improve their confidence and capability to welcome people with disability.

# About us

Australian Network on Disability (AND) is a national, member-based, for-purpose organisation that makes it easier for organisations to welcome people with disability in all aspects of business.

We're driven by our belief that people with disability are skilled and capable social and economic contributors who are entitled to share in the economic, social, cultural and political wealth of Australia.

We empower our network to be actively inclusive of employees, customers and stakeholders with disability.

# Vision

Our vision is to create a disability confident Australia by advancing the equitable inclusion of people with disability in all aspects of business.

# Mission

Our mission is to provide expert advice and services on disability inclusion to employers, government and industry bodies.

## Acknowledgment of country

We acknowledge the traditional owners of the lands on which we operate and pay our respects to Elders both past and present.

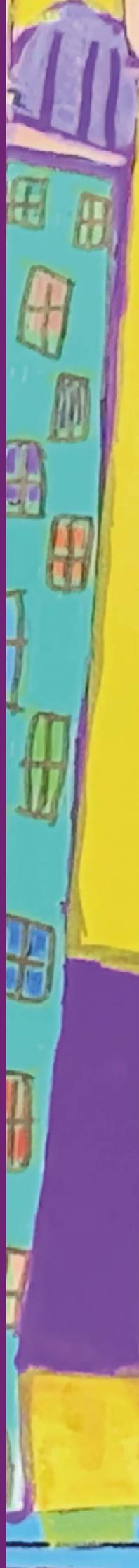
## Accessibility

To reduce our impact on the environment, limited copies of this Annual Report have been printed. Accessible PDF and text versions of our Annual Report and financial statements are available on our website [www.and.org.au](http://www.and.org.au). If you require an alternative format, please contact us at [info@and.org.au](mailto:info@and.org.au) or call 1300 363 645.

The artwork on the cover named *'The City'* was created by Victoria Atkinson from Studio A.

Studio A is a supported Sydney based arts company that ensures artists living with intellectual disability have a voice in contemporary Australian culture and are provided with employment that allows them to achieve their artistic and economic aspirations.

Studio A tackles the barriers that artists living with intellectual disability face in accessing professional development pathways and opportunities needed to be successful and renowned visual artists. For more information on Studio A, visit [www.studioa.org.au](http://www.studioa.org.au)



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# Chair and CEO's Report

It's with great pride that we present our 2018-19 Annual Report. This Report outlines how we worked with members, clients, governments, students and job seekers with disability, our board and our employees to build a disability confident Australia.

Globally and locally, momentum is building towards a 'disability inclusion revolution'. The Valuable500 campaign was launched at Davos at the World Economic Forum in February with the aim of starting a global movement to put inclusion of people with disability on the business leadership agenda. The campaign aims to reach a tipping point of 500 national and multinational, private sector corporations committing to unlocking the business, social and economic value of the 1.3 billion people with disability by putting it on their board agendas. We commend those of our members who've joined the Valuable500 campaign: Accenture, ANZ, Ashurst, Deloitte, EY, HSBC, IBM, KPMG, Manpower, Microsoft, and PWC. We strongly encourage other organisations to follow their leadership.

Evidence for the business benefits of including people with disability is mounting. Accenture USA, in collaboration with our sister organisation Disability:IN, found that companies that excelled in the American equivalent of our Access and Inclusion Index, known as the Disability Equality Index, were twice as likely to outperform their peers in terms of total shareholder returns.

In Australia, research by Kantar Public confirmed that most employers are open to hiring people with disability. Most employers support the concept of diversity and inclusion and some companies see employment of people with disability as enhancing their corporate image, reputation and potentially adding to the bottom line.

Governments are making commitments to employment of people with disability. The Australian Public Service has set a target of 7% representation in employment, and the Victorian, New South Wales, Queensland and Western Australian governments have also set targets.

This rising tide of interest and commitment to a 'fair go' to people with disability has resulted in 50 new organisations joining our network. Building confidence and capability to welcome people with disability as employees and customers is a long-term commitment and we're proud that 20% of our members have been loyal members for over a decade. We sincerely thank them.

Although more employers are convinced by the business, social and ethical case for inclusion of people with disability we know that many are concerned about the complexity of disability, the language of disability and what's required of them.

That's why over the past year we have focused on simplifying disability confidence into three focus areas. We help our members to Build, Connect and Check. Members Build knowledge and capability through our training, implementing enabling policies and procedures and developing Access and Inclusion Plans. We also help our members to Build effective Disability Employee Networks or Employee Resource Groups.

Our members Connect to share expertise through Roundtables, Champions' lunches, new member inductions and our annual conference. We Connect members to skilled and talented people with disability through our highly successful internship and mentoring programs.

Members Check their progress using the Access and Inclusion Index and they Check their recruitment and selection process using Disability Confident Recruiter.

Many new members have commenced their journey by using the Access and Inclusion Index to Check their current state and then selecting services from Build and/or Connect.

During the 2018-19 financial year our Stepping Into program passed an important milestone with more than 1,000 students benefitting from internships since 2005. In collaboration with Westwood Spice Consulting we reviewed the program and we're pleased to report that Stepping Into is achieving its objectives and busting myths in the process.

We compared employment of graduates with disability four months after graduation and found 80% of Stepping Into alumni were employed compared to 58% of students who hadn't completed an internship. We hope you read about the review in this report.

This year has also seen record growth in our PACE mentoring program. Our programs demonstrate that connecting skilled and talented people with disability with our members creates sustainable mutual benefit and leads to many relationships continuing.

There's been a 60% increase in members who have Employee Resource Groups or Disability Employee Networks. Importantly, they are working closely with their senior executive champion and their diversity inclusion practitioner to create the 'Magic 3'. The Magic 3 are potent catalysts for system change, awareness raising and advancing access and inclusion.

AND brings Disability Champions together in Sydney, Melbourne and Canberra to share their successes, challenges and opportunities. Champions are powerful influencers of progress and we've introduced individual briefings for new champions to equip them with valuable information. Just over 40% of AND members have one or more Disability Champions.

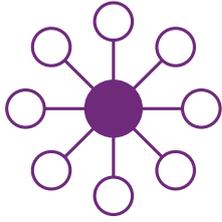
The AND team has grown commensurate with member and project growth. We sincerely thank every team member in Melbourne, Canberra and Sydney for their knowledge, skills and commitment to support our members and people with disability.

We are indeed fortunate to have highly skilled and knowledgeable volunteer board members who are generous with their time and expertise. Our directors are focused on ensuring AND's strategy achieves our purpose, providing outstanding governance and invaluable practical assistance. We're deeply appreciative.

Sincere thanks to our members. We are honoured and privileged to have earned their trust, confidence and investment as partners to work towards a disability confident Australia.

**Peter Wilson AM FCPHR**, Chair

**Suzanne Colbert AM**, CEO



# Membership

## Australia's strongest business disability network

50 new organisations joined our network for the second consecutive year. There are now 249 organisations with a combined workforce of more than 1.5 million Australians working together on being actively inclusive of people with disability. Seventeen organisations decided not to renew their membership due to changes in key staff and business priorities. The substantial increase in our membership showed a continued national focus on inclusion of people with disability in business.

Members are highly engaged with increased participation in our programs, projects, communications and events. Our focus remains on empowering our network to create measurable, scalable, sustainable impact through the exchange of expertise, ideas and best practices.

Our 'four pillars' model demonstrates how we support organisations to:

- **Build** their disability confidence and capability
- **Connect** with others on the journey
- **Check** their progress
- Contribute to **pioneering projects** in access and inclusion

# 50

New Members



8



16



28

# 249

Total Members  
at June 2019

58%  
Public



42%  
Private

## Your partner in the journey

The strength of our network is heightened by the loyalty and experience of our longstanding members. This year 20% of our network had been members for more than ten consecutive years. As our network continues to grow, the value of these ongoing partnerships cascades through all levels of membership.



Our sincere appreciation to the following members for their sustained commitment to inclusion of people with disability and significant contributions to our network.

## 15+ consecutive years

- Australia Post
- Australian National University
- Commonwealth Bank
- IBM Australia
- Sparke Helmore Lawyers
- Sydney Children's Hospitals Network
- Telstra
- Westpac



## 10-14 consecutive years

- ACT Chief Minister, Treasury & Economic Development Directorate
- ANZ
- APSCo Australia
- Australian Financial Security Authority
- Australian Human Rights Commission
- Australian Taxation Office
- Brisbane City Council
- Carnival Australia
- Comcare
- Compass Group
- Department of Agriculture and Water Resources, Federal
- Department of Defence, Federal
- Department of Jobs and Small Business, Federal
- Department of Foreign Affairs and Trade, Federal
- Department of Health, Federal
- Department of Home Affairs, Federal
- Department of The Prime Minister and Cabinet, Federal
- Diversity Council Australia
- Lendlease
- Macquarie Group
- NSW Department of Family and Community Services
- NSW Department of Premier and Cabinet
- Penrith City Council
- People with Disability Australia
- Royal Australian Mint
- Stockland
- University of Sydney
- University of Technology Sydney
- Vision Australia
- Woolworths Group
- Work Health Group





## Learnings from a legacy of inclusion at IBM

IBM has a long, proud history of diversity and inclusion which dates back over a century. Way ahead of its time, IBM hired women long before they were given the right to vote and in 1914 hired its first employee with disability, 76 years before the Americans with Disabilities Act.

Recognised as the top performer in the Australian Network on Disability's 2018-19 Access and Inclusion Index, IBM continues to set the standard in access and inclusion.

We spoke with Keri Le Page, IBM Inclusion and Diversity Partner Australia/New Zealand, about accessibility at IBM today, and what that means for their suppliers and partners.

"Inclusion is certainly imprinted on our DNA and we've been reaping the rewards of diversity, right back from when we were founded," said Keri.

"For our suppliers, that means they're expected to meet our standards when it comes to accessibility. All information and IT must be able to be used successfully by people with disability. To make it easier for them, we have a detailed suite of web applications and guidelines they're

encouraged to use to ensure their products and services are fully accessible."

The company's accessibility guidelines include accessibility checklists for vendors and suppliers, a supplier diversity registration portal, developer guidelines and accessibility conformance reports.

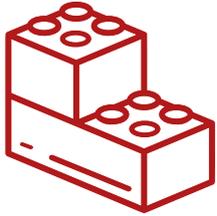
"We're a large, international organisation, and we use the same guidelines across the globe to ensure consistency. All suppliers and vendors that sell or license software, hardware, web, learning and IT related products and services are strongly encouraged to ensure that the products they sell are accessible. We use an Accessibility Compliance System (ACS) tool to manage all products and assets we develop or procure," said Keri. "It's not just about doing the right thing – it's about creating quality products."

An array of solutions and best practices that speed development efforts and help ensure web and mobile apps conform to industry accessibility standards is readily available on IBM's website.

The company also employs accessibility teams across the globe to test products and make sure that their technology solutions meet the essential accessibility requirements.

"Accessibility is all part of a bigger picture – IBM's staunch commitment to diversity and inclusion. I work as part of a global team, influencing strategy and direction with an Australia and New Zealand perspective. With over 60 people internationally in the diversity team, I have amazing resources to draw on. There's always something going on and exciting new developments happening."

A culture of acceptance and inclusion that began over a century ago clearly permeates throughout the company today.



# We Build

Members who are actively building confidence and capability to welcome people with disability as employees, customers and stakeholders are also reaping the business benefits of access and inclusion. These benefits reverberate across our network and contribute to ongoing momentum and growth.

The expertise and guidance we provide through our services, consulting and learning solutions supports members in different ways, in accordance with their goals and levels of maturity. A snapshot of our service engagements in 2018-19 showed high levels of activity across a wide range of service offerings, with organisations continuing to work towards both foundational and strategic objectives.

“We appreciate the strong relationship we have with the team at AND. Their support in developing our workplace adjustments policy and procedure documents has been invaluable and the advice they provide across a range of issues relating to disability enables us to continuously improve our practice.”

**Rachel Mead**

Head of Diversity and Inclusion  
Woolworths Group



In 2018-19, we worked with members on:

**39**

**Workplace  
Adjustments Policies**

**29**

**Recruitment Reviews**

**27**

**Access and Inclusion Plans**

**9**

**Dignified Access  
(Premises) Reviews**

## **Employee Resource Groups**

More of our members invested in creating and enhancing their Employee Resource Groups (ERG), also known as Disability Employee Networks (DEN). In 2018-19, more than a quarter of our members had an active ERG.

Internal networks of employees who have disability, or have a strong interest in inclusion, are powerful drivers of change within their organisations.



**67**

**Members with active  
Employee Resource Groups**

## Learning solutions

Building understanding through disability confidence training continues to be sought after by member and non-member organisations. Our facilitated sessions are tailored for managers, recruiters and whole workforces.

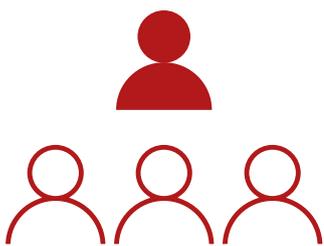
Through the licensing of 16 eLearning courses in 2018-19, we delivered sustainable, scalable online learning and development to tens of thousands of people across the country.

With an availability and impact that extends to current and future workforces, our eLearning courses facilitate widespread awareness, understanding and cultural change.

“ We took it a step further and made the Disability Confident Recruiter eLearning course mandatory for all hiring managers. No one can be on a panel without having completed this training. That’s been really powerful in helping people on recruitment panels understand what’s required, but also the importance of looking at unconscious bias and making sure they provide appropriate adjustments in the process. ”

### Kerry Lowe

Manager, Inclusion & Diversity,  
NSW Family and Community Services



# 161

**face-to-face training sessions**  
delivered to 59 organisations



# 16

**eLearning courses**

licensed by 10 organisations  
that represent more than

# 72,000

**employees**

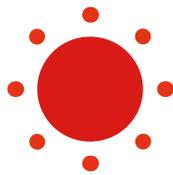


# We Connect

## Member Roundtables

Our 2018-19 roundtables connected members in Brisbane, Canberra, Melbourne and Sydney to transfer knowledge, build understanding and explore new ideas with each other. Roundtable participation has grown year on year, with an average of 38 attendees at each event.

Discussions have stimulated ideas and delivered innovative solutions to our network. In 2018-19, topics included: accessibility, targeted employment programs, how to create a culture of inclusion, disability statistics, effective Employee Resource Groups, employment campaigns, inclusive recruitment, access and inclusion planning, and more.



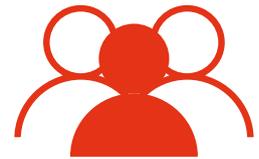
14

**Roundtables**



4

**Locations**



532

**Attendees**

“Being a member of AND has provided Russell Kennedy Lawyers with the support and confidence to be disability confident. The roundtables offer us the opportunity to share our knowledge and to find out what other employers are doing to ensure they are providing an inclusive workplace.”

**Leanda Nissen**

Director of People & Culture,  
Russell Kennedy Lawyers



Above: Sydney roundtable, 28 March 2019

## Thank you to the following members for hosting and/or presenting at our 2018-19 roundtables:

- Australia Post
- Australian Bureau of Statistics
- Bupa
- Bureau of Meteorology
- Commonwealth Bank
- Department of Finance, Federal
- Department of Human Services, Federal
- Department of Social Services, Federal
- HOBAN
- icare
- JobAccess
- Life Without Barriers
- National Australia Bank
- Pricewaterhouse Coopers
- QBE Insurance Group
- Queensland Treasury Corporation
- RMIT University
- Russell Kennedy Lawyers
- Safe Work Australia
- Settlement Services International
- Swinburne University
- Telstra
- University of Sydney
- VIC Department of Premier and Cabinet
- Victoria Police
- Victorian Public Sector Commission
- Westpac
- WorkSafe Victoria

“ The Bureau of Meteorology has benefitted greatly by being a member of AND as it has provided us with the opportunity to increase our knowledge on accessibility by attending their conferences, roundtables and champions meetings, plus network and learn from best practise organisations. ”

### **Debra Wiemann**

Assistant Manager Diversity,  
Inclusion and STEM,  
Bureau of Meteorology

# Special events

## Cocktail party

Our annual Cocktail Party was held at Melbourne Museum on Tuesday 27 November 2018 in recognition of International Day of People with Disability. Hosted by Compass Group, the event was attended by 60 members and special guests.

Distinguished panellists Graeme Innes AM and Carly Findlay discussed how organisations could be facilitators or frustraters of access and inclusion.

“ If you don't treat us properly now, the largest minority group in the world, you're going to hear about it – on social media and elsewhere. ”

### Graeme Innes AM

Chair of Attitude Foundation and former Disability Discrimination Commissioner

Graeme also talked about his work with the Australian Banking Association towards its Accessibility Principles for Banking Services, which demonstrated the importance of Universal Design in product and service development and the benefits of involving people with disability in the design process.

*Below: Suzanne Colbert AM, Carly Findlay and Graeme Innes AM*



## Annual National Conference

Our 11th Annual National Conference was held on Tuesday 14 May 2019 at the RACV City Club in Melbourne.

Themed 'Positive forces for change', the event attracted a prestigious lineup of speakers, record attendance and overwhelmingly positive feedback.

It also attracted significant engagement on social media, with #ANDConf19 trending to number four in Australia on Twitter.



# 260

Attendees from 124 organisations



# 25

Distinguished speakers



# 25

Disability Champions and VIPs



# 11

Generous sponsors and partners



Left to right:  
Kurt Fearnley AO,  
Angel Dixon,  
Jack Milne, Julie  
McCrossin AM,  
Suzanne Colbert  
AM, Samantha  
Palmer, Clayton  
Trevilyan PSM

## Thank you to our wonderful speakers for sharing their knowledge and experiences:

**Amy Love**  
RMIT University

**Angel Dixon**  
Attitude  
Foundation

**Anne Skewes**  
NSW Family  
and Community  
Services

**Cameron Gifford**  
Attorney-General's  
Department,  
Federal

**Chris Hofmann**  
VIC Department  
of Health and  
Human Services

**Clayton  
Trevilyan PSM**  
Department of  
Human Services,  
Federal

**Ian Tsolakis**  
Crown Resorts

**Jack Milne**  
Include Me TOO

**Jacqueline  
Cosgrove**  
The Bardic Studio

**Jane Spring**  
NSW Public Service  
Commission

**Julie McCrossin  
AM**

**Karina Clarke**  
Uniting

**Kenny Singh**  
Microsoft Australia

**Keri Le Page**  
IBM

**Kurt Fearnley AO**

**Kylie Fuller**  
Telstra

**Leanne Del Toso**  
Medibank

**Maryanne  
Diamond AO**  
National Disability  
Insurance Agency

**Michael Patterson**  
NSW Family  
and Community  
Services

**Peter Wilson  
AM FCPHR**  
Chair of AND, AHRI  
and CPA Australia  
Limited

**Rosamond  
Madden AM PhD**  
University of  
Sydney

**Samantha Palmer**  
Australian Bureau  
of Statistics

**Sean Tyrell**  
Victorian Public  
Sector Enablers  
Network

**Sharni Wearne**  
Medibank

**Tony Abrahams**  
Ai-Media

**Yves Veulliet**  
IBM

## Thank you to our generous sponsors and partners:

### Major Sponsors

- Attorney-General's Department, Federal
- Department of Social Services (JobAccess), Federal

### Technology Sponsor

- Telstra

### Gold Sponsor

- icare

### Silver Sponsors

- 1800RESPECT
- Department of Communications and the Arts, Federal
- IBM
- Northern Territory Government

### Event Partners

- Ai-Media
- Blend Creative
- TaggedPDF

# Champions Network

We were very pleased to see that with the growth in our membership came growth of our Champions Network. For the second consecutive year, 42% of our network, or 104 members, had one or more Disability Champions leading access and inclusion at the executive level.

AND CEO Suzanne Colbert AM provided individual briefings to newly appointed Disability Champions to encourage their confidence and engagement.

Our 2018-19 Champions Network meetings provided valuable opportunities for senior leaders in Canberra, Melbourne and Sydney to share their successes, challenges and opportunities. With an average attendance of 19 champions, champions' representatives and VIPs per event, participation was consistent with the previous year.

“The AND Champions Network has been an invaluable resource to me as Disability Co-Champion within my organisation. The ability to share experiences and expertise within a trusted group has contributed to my organisation's journey towards becoming disability confident.”

## Cameron Gifford

First Assistant Secretary,  
Families and Legal System Division,  
Australian Government  
Attorney-General's Department

## Thank you to the hosts of our 2018-19 Champions Network meetings:

- Austrade
- Australian Bureau of Statistics
- Department of Parliamentary Services, Federal
- Rabobank
- RMIT University
- The Hon Ray Williams MP, then Minister for Multiculturalism and Minister for Disability Services at the NSW Parliament
- VIC Department of Environment, Land, Water and Planning



# 126

Disability Champions



# 104

Members with one champion or more



Above: Attendees at the ILO GBDN's Annual Meeting 2018

## International collaboration

### ILO Global Business and Disability Network

Our ongoing collaboration with the ILO Global Business and Disability Network (GBDN) ensures our network remains at the forefront of global and national best practices on inclusion of people with disability as employees, customers and stakeholders.

AND Senior Relationship Manager Samantha Dancey attended the ILO GBDN's 5th Annual Meeting on 22 October 2018 at the ILO headquarters in Geneva, Switzerland. The event brought together representatives from National Business and Disability Networks from all over the world for a lively exchange of methodologies, ideas, challenges and successes. National and global initiatives to shape the future of Disability Inclusion were also discussed.

## Spreading our message

The substantial growth of our social media and communications channels in 2018-19 facilitated unprecedented engagement with our content from local and global audiences. At a time of significant worldwide interest in access and inclusion, we used our online channels to spark important conversations about inclusion of people with disability, demonstrate the value of our network and contribute to widespread awareness about the power of businesses to affect positive change.



4,167 Followers  
36,000 Monthly Impressions

↑ 46%



5,615 Followers  
1.4 Million Reach

↑ 12%



6,060 Likes  
500,000+ Reach

↑ 26.5%



275,000+ Visitation

↑ 44%



8,578 Subscribers

↑ 62%

# Connecting through internships

## Stepping Into

Stepping Into is a national internship program that connects our members with talented university students with disability.

Stepping Into started in 2005, when seven law students with disability were given the chance to demonstrate their skills, so that they could compete on a level playing field with other law students. Now, it's open to all AND members nationally and across all industries. From seven placements in 2005 to 218 placements in 2019, it has become a highly valued talent pipeline for organisations actively seeking to employ people with disability as part of their recruitment strategy and graduate programs.

2018-19 was a record year for Stepping Into, with a quarter of our network (62 members) taking part in the summer and winter programs.

## Impact Evaluation: Review of the Stepping Into program

Stepping Into has had steady growth. Since it started, 111 organisations have provided 1,031 internships, for which almost 3,000 students applied.

To make sure Stepping Into was still meeting its key objectives and gain a better understanding of its benefits, we collaborated with Westwood Spice Consulting to review the program in late 2018.

The review told an impressive story about the far-reaching benefits of the program for students and employers.

# 91

internships completed in winter 2018

# 127

internships completed in summer 2018-19

Feedback in 2018-19 showed:



of supervisors would **participate again**



of supervisors reported **increased disability confidence**



of interns **would apply for a graduate position** at their host organisation



of interns **felt better prepared for the workforce** after their internship



of interns had their **employment extended** beyond the internship



Telstra is a huge supporter of Stepping Into and has reaped the benefits from their ongoing commitment. Telstra has hosted 127 interns since July 2014. In 2017, they made a commitment to have students with disability make up at least 10% of their graduate recruits by 2019. At 30 June 2018, they had already achieved 11%.



### **Commonwealth**Bank

Commonwealth Bank has also had great success using Stepping Into as a pathway to graduate employment. They have hosted 27 interns since 2013. Of these, 11 applied to their graduate program and seven were hired (64%).

## **Employer benefits**

- Valuable source of talent.
- Improved attitudes in the workplace.
- Greater confidence to manage or support a team member with disability.
- Greater confidence to hire people with disability.
- Improved access and inclusion policies.
- Practical understanding of workplace adjustments.
- Enhanced leadership skills.
- Heightened experience of work and culture.

## **Student benefits**

### **Stepping Into launches careers.**

Four months after graduating, 80% of students who'd completed a Stepping Into internship had gained employment, compared to only 58% of students who hadn't completed an internship.

### **Stepping Into boosts confidence.**

90% of former interns felt more confident applying for jobs.

### **Stepping Into shatters outdated views**

that people with disability don't have the skills employers are looking for. Student applications in 2018 included:

- 255 Bachelor degrees
- 68 Master degrees
- 21 Graduate Diplomas
- 3 Doctoral degrees

We are very proud of the growth and outcomes of the Stepping Into program and sincerely thank the members and former students who contributed to the Impact Evaluation.



*Left: Ploy Sirayanyong,  
Telstra graduate*

## Graduates at Telstra gain a career head start

For Ploy Sirayanyong, joining Telstra as a graduate fresh from university was nerve-wracking. Not only was it her first foray into the job market, but with a rare eye disorder curtailing her central vision, the 21-year old had wondered how she'd go in "a proper job".

Three years later, Ploy has worked across Telstra's sales, marketing and e-learning businesses, and is currently making waves as a product marketer for cloud-based portfolios.

"It's been really inspiring to experience so many aspects of the business," says Ploy. "Since I joined, the whole of Telstra seems to have got better at supporting people with disability. There's better awareness, better tech, and much more effort to make workplace adjustments from the get-go."

For Ploy, those adjustments include a screen reader and a laptop magnifier, video-enhanced web conferencing, and various Apple accessibility products. But the best assistance of all, she says, has been the attitude of her colleagues.

"My managers and workmates have all been fantastic – so kind and supportive, always checking what's the best way for me to work."

Ploy believes that Telstra's commitment to have people with disability make up at least 10 per cent of the graduate program has been a game-changer for the company.

That commitment, made in March 2017 in Telstra's first Accessibility & Inclusion Plan, was scheduled for June 2019 – but it was reached a year earlier, when 11.7 per cent of Telstra's starting graduates in FY18 identified as living with disability.

"It's very easy for someone like me to start thinking that any organisation focused on making money just won't hire someone with a disability," says Ploy. "But companies with a clear commitment to inclusive employment make a huge difference – even if they have to involve targets."

"This kind of target shows a proper commitment that, straight away, you can see filtering down through the whole organisation."

Ploy has since been offered a diversity and inclusion role with another organisation.

“These graduates are our next generation of leaders, and we want to be recruiting the best in the business – and hanging onto them. The Stepping Into program is one way we can attract great talent, and then retain them through opportunities like our graduate program.”

**Alicia Mathews**

Senior Specialist, Transformation & People Team  
Telstra

“Telstra is proud to have been part of Ploy’s journey through the Stepping Into program,” said Kylie Fuller, Head of Diversity and Inclusion.

### Stepping into a new paradigm

Part of the success of Telstra’s graduate program is down to its long-standing partnership with the Australian Network on Disability (AND), which has helped them find 128 interns since 2014 through its widely lauded Stepping Into program.

AND’s Stepping Into manager Isabel Heiner says Telstra’s involvement has been critical to the interns’ success.

“Telstra has been really accommodating with flexible working times and conditions, as well as taking care to match interns to jobs that relate to their degrees,” says Isabel. “They give interns their own projects, great supervisors, and a place that feels safe to have the conversations so many of them want to have.”

Much of this safety is down to AND, which provides tailored training to all intern supervisors as part of its broader advocacy and capacity-building partnership with Telstra’s Accessibility and Inclusion team.

“It’s all about tapping into talent early on, and Telstra is making sure they don’t miss out on anyone who could be the best person for the job,” says Isabel. “So many students never

have a chance to gain practical work experience – and that’s even more the case for students with disabilities.”

Just ask Fufu Hu, a 22-year old software engineering student, who has just started the second part of an extended three-month internship at Telstra.

“I’ve been involved with three separate software-writing projects already,” says Fufu. “It’s been a great experience. My colleagues and supervisor have all really helped make my work more productive, and I’ve learned the importance of so many aspects of professional communication and collaboration. At uni I got some good guidance on knowledge and problem-solving, but this internship has filled so many gaps for me in terms of practical skills for my working life.”

Fufu has experienced debilitating depression in the past but says his internship has been a wholly positive experience for his mental health.

“Doing this job and interacting with my colleagues makes me really happy,” he says. “I’m not just saying that. The support here is fantastic. I’m doing real work, tackling real problems, and making a positive contribution every day. Of course, it makes me feel happy.”

# Connecting through mentoring

## PACE – Positive Action towards Career Engagement

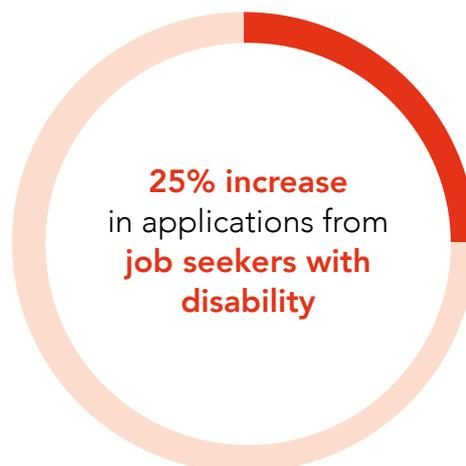
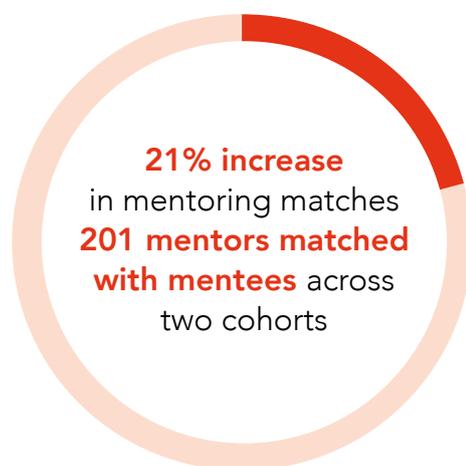
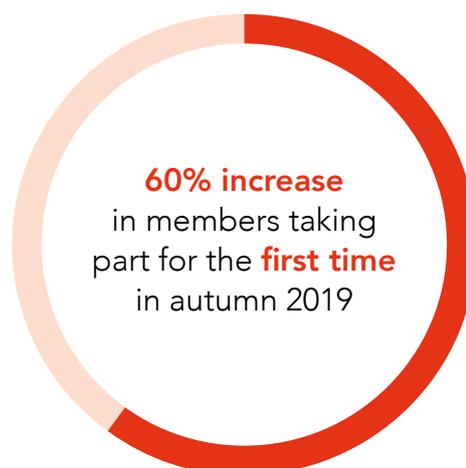
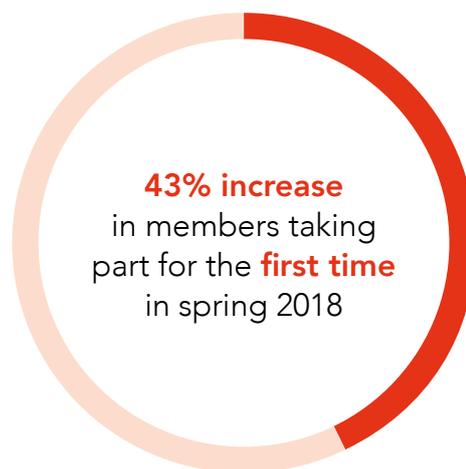
PACE is a vibrant mentoring program that benefits volunteer mentors from our member organisations and people with disability.

Mentors further develop their disability confidence and leadership skills. Mentees, students and jobseekers with disability, gain vital workplace exposure, increase their confidence and expand their networks.

In late 2017 an Advisory Committee reviewed PACE and made recommendations to enhance the program's sustainability and develop a robust monitoring and evaluation framework. As a result, there was substantial program growth in 2018-19.

“ A great program that is very empowering and positive and helps move the dial on how employers think about people with disability and the potential and value they can bring. ”

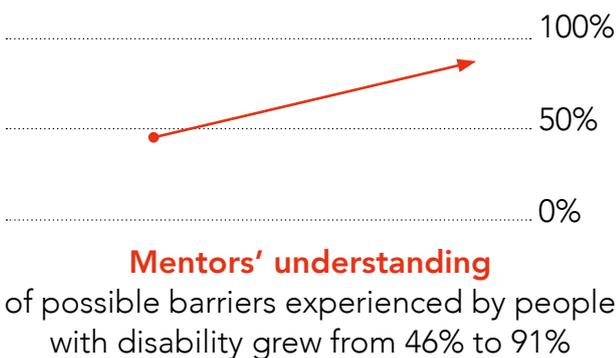
**Janan Thomas**  
QBE PACE Mentor



## The impact

The introduction of mentor and mentee self-assessments at the beginning and end of the PACE program allowed us to collect rich information on its impact. Mentors self-assess their levels of disability confidence and people skills, such as leadership. Mentees self-assess their levels of self-confidence and employability skills. The results have been consistently and overwhelmingly positive.

Since its launch in 2013, PACE has successfully matched 931 mentors and mentees.



“PACE is a fantastic program that not only enables leaders to give back, it also allows for a strategic view to be taken when looking at different ways to engage staff in diversity and inclusion.”

**Nadine Maroney**  
ANZ PACE Mentor





*Left: ANZ CEO Shayne Elliott addresses mentors and mentees at one of several PACE completion events held across Australia.*

## **Corporate mentoring provides gold-medal finish for 100 job seekers with disability**

One hundred professionals from ANZ, Bupa, Commonwealth Bank, Cummins, QBE and Victoria Police mentored 100 job seekers with disability in the latest round of the Australian Network on Disability's (AND) PACE Mentoring program.

A proud sponsor of PACE, in the last five years ANZ has matched over 450 mentors to students and job seekers with disability. Highlighting the benefits of the program at a completion event held in Sydney, ANZ CEO Shayne Elliott said:

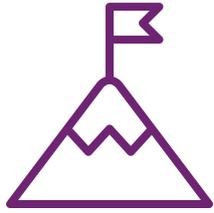
"We know that employment is fundamental to financial wellbeing and social connectedness, so it's important that together, we work on removing barriers to employment. The mentoring experience gives our staff the opportunity to gain insights into some of those barriers and build their disability confidence."

Paralympic gold medallist and ANZ Ambassador Dylan Alcott was a guest speaker at the event. Encouraging a collective effort to change the way people think about disability, he said:

"The hardest part about having a disability is the lack of expectations. We really need to challenge that. It's up to corporate Australia and the government to help people with disability get out there and live the lives they deserve to live."

While PACE provides a unique opportunity for job seekers with disability to gain workplace exposure, develop their skills and expand their networks, it's the mentors who are often surprised at how much they take away from the experience.

Reflecting on her involvement in the program, Catherine McNair, Head of Diversity and Inclusion at QBE Insurance said, "The past 16 weeks have been an amazing and thought-provoking experience."



# Pioneering Projects

## Connect50

Connect50 launched in November 2018 as an exciting new initiative that would see businesses in regional Victoria offer paid internships to 50 talented university and TAFE students with disability by 2020. Modelled on the enormous success of our Stepping Into program, it was funded by the Victorian Government as part of its economic participation plan for people with disability 2018-2020.

In early 2019, the Victorian Government expanded and extended Connect50 to support 75 internship opportunities and to include an additional student cohort for Summer 2020-21.

Through Connect50, we have engaged with employers in Ballarat, Bendigo, Geelong and Latrobe Valley, created valuable new linkages with local TAFEs and universities, and built beneficial relationships with Business Chambers and key stakeholders in the region. We have also gained a deeper understanding of employer needs and talent pipelines in regional Victoria.

“Connect50 will not only open up new opportunities for employers and students in regional Victoria, it’ll create lasting possibilities. By partnering with employers to understand their goals, develop their capability and support their recruitment of interns with disability, we’re moulding a future where inclusive practices are ingrained in an organisation’s long-term business strategy.”

**Suzanne Colbert AM**

CEO of the Australian Network on Disability



“ It is a beautiful model, full of heart, good business and economic sense. So why would you look past it? ”

**Tanya Heaney-Voogt**

Managing Director of Wombarra Consulting

## Victorian Employer Enablement Project

The Victorian Employer Enablement Project (VEEP) is funded by the Victorian Government and is modelled on the former NSW project called High Growth Jobs. VEEP uses ‘Engage, Equip and Deliver’ as a model to explore how we can ensure that people with disability are included in the employment growth of the Health and Community Services sector. Barwon Health, Bupa and the Royal Children’s Hospital joined the VEEP in 2017-18 and Monash Health joined in 2018-19.

VEEP ‘Engages’ people across each organisation to consider how their specific department or division can be more inclusive of people with disability; ‘Equips’ Human Resources with ‘system changes’ that remove barriers in recruitment and increases access to workplace adjustments and ‘Delivers’ by introducing suitably skilled and talented jobseekers with disability.

The project concludes in December 2019 and will be independently evaluated.



# We Check

## Access and Inclusion Index

In the three years since its launch, the Access and Inclusion Index has become widely known as Australia's foremost benchmarking tool for inclusion of people with disability. The Index is a holistic tool for organisations to assess, benchmark and improve their capability to welcome and be inclusive of their customers and employees with disability.

The Index includes online assessments suitable for organisations at all levels of maturity.

The free Quick 10 assessment, available to AND members and non-members, provides a snapshot of current maturity viewed across ten key areas of business. In 2018-19, the Quick 10 was used 397 times to give organisations their starting point and directions on setting access and inclusion objectives.

“The A&I Index elevates a standard for us to work towards, it's about implementing leading practices. Not only is that driven by the leaders at RMIT, but it raises the expectations of our staff and students, and that's an incredibly powerful thing.”

### **Amy Love**

Diversity and Inclusion Manager,  
RMIT

AND members have unlimited access to the Index's comprehensive self-assessment, which enables them to deep dive into their practices and engage colleagues from across their organisation in access and inclusion objectives. It provides an ideal measure of an organisation's year-on-year progress. A total of 220 members have accessed the comprehensive self-assessment, with 47 members (almost 20% of our network) using it for the first time in 2018-19.

The Index highlights an organisation's strengths and maturity across 10 key areas:

1. Commitment
2. Premises
3. Workplace adjustments
4. Communications and marketing
5. Products and services
6. Information communication technology (ICT)
7. Recruitment and selection
8. Career development
9. Suppliers and partners
10. Innovation

Whilst the self-assessment process itself is highly informative, members can also submit their self-assessment to us for review and benchmarking. They can choose to receive one of two reports, both of which are available at any time in the year:

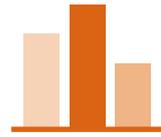
**Accelerator Report:** Highlights top strengths and opportunities in each key area to guide organisation's next steps.

**Comprehensive Roadmap Report:** Provides a complete roadmap to progress maturity to the next level in all areas.



# 220

members have accessed the Access and Inclusion Index



# 55

members have had their performance evaluated and benchmarked



# 47

new members accessed the tool in 2018-19

*Below: IBM Global Disability & Inclusion Leader Yves Veulliet presenting at our conference.*



“ The data that the Index gives us every year helps drive things forward because it's a very practical way for us to identify those areas where we have a gap between where we are and where we want to go. ”

**Sharni Wearne**

Inclusion & diversity lead,  
Medibank



Above: IBM Inclusion and Diversity Partner A/NZ Keri Le Page presenting at our conference

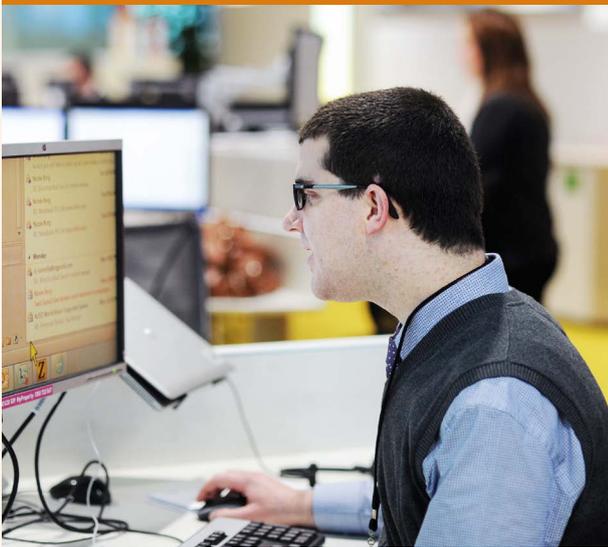
Congratulations to IBM, Medibank and the National Disability Insurance Agency for being benchmarked in 2018-19 as the three top performers. These organisations demonstrated their long-term commitment by scoring over 80%. All three top performers have participated in the Index before and used their previous results to boost their performance and be recognised as Australia’s most accessible and inclusive organisations.

Our members have found that by reviewing and monitoring their practices they make substantial headway in advancing their understanding, maturity and impact. Of the top ten performers in 2018-19, 60% used their Comprehensive Roadmap Reports from previous years to progress their maturity.

We commend all the organisations that submitted their self-assessments for review and benchmarking, thereby contributing to the Access and Inclusion Index Benchmark Report 2018-19. This annual publication provides instructive and practical information that encourages organisations to measure their progress and contribute to building a disability confident community.

No matter where an organisation is on their journey to disability confidence, the Index helps to engage the whole organisation in the access and inclusion agenda and provides direction to accelerate progress and formulate a strategic plan for the future.

For more information on the 2018-19 Index, please see the full Benchmark Report at [www.and.org.au/pages/2018-19-benchmark-report.html](http://www.and.org.au/pages/2018-19-benchmark-report.html)



## Medibank – going from strength to strength in access and inclusion

Recognised as a top performer in the Australian Network on Disability's 2018-19 Access and Inclusion Index, Medibank has taken great strides to improve accessibility and inclusion of people with disability.

Medibank has participated in the Index since 2016 and has used the tool to make remarkable progress across all ten key areas of business. In 2018-19, they took their place as one of Australia's three leading organisations, alongside IBM and the National Disability Insurance Agency.

Medibank Employee Listening Lead Nigel Davis said, "When we looked deeper, we realised we had much more to do when it came to accessibility and inclusion for people with disability. The Index provided us with a detailed analysis of where we should focus our efforts, which helped with planning."

Nigel believes getting support from senior leaders is key to changing company culture around inclusion, with the Index providing a solid case for change.

"It showed us how we compared to other organisations. It was clear we had to do more. We took a whole-of-business approach, with the goal of putting inclusion and access for employees and customers at the front of mind."

As part of accessibility and inclusion planning, forums were held involving leaders and people with disability.

Medibank Head of Culture and Inclusion Craig Frost said, "This was critical. We needed to hear directly from employees and customers with disability. They told us about their recruitment, employee and customer experiences, giving us more clarity on where we needed to go."

One of the most important steps Medibank took was to address and improve digital access.

"We knew this was an area we needed to improve urgently, so we asked specialist digital access consultants to conduct an accessibility audit. They provided us with recommendations we could take on board fairly quickly, improving the digital experience for employees and customers, including our website and mobile apps," added Craig.

Last year, Medibank launched its first Accessibility and Inclusion Plan, with commitments to be achieved over four years. This includes making accessibility features available in all retail stores, dignified access in store refits and ensuring future marketing imagery is representative of people with disability. However, Craig believes there's already a positive cultural shift in the organisation.

"The Index helps us monitor progress. Employee engagement surveys, employment and customer data also offer valuable feedback. We keep listening and responding to what we're doing well and where we can improve," said Craig.

# Disability Confident Recruiter

Our internationally renowned Disability Confident Recruiter (DCR) program provides a robust, strategic framework for inclusive recruitment. It supports organisations to identify and remove unintended barriers, builds workforce capability to attract and support skilled candidates with disability, and opens organisations up to a highly valuable pool of talent.

Ten organisations completed or renewed their DCR status in 2018-19, including five national recruitment providers, a national government-funded agency and the NSW Public Service Commission. With recruitment power that measures in the hundreds of thousands, the DCR program facilitates a sustainable, scalable approach to employment of people with disability.

## Congratulations to the following organisations for being recognised as Disability Confident Recruiters in 2018-19:

### 3 Years

- DFP Recruitment
- National Disability Insurance Agency
- NSW Family and Community Services

### 2 Years

- MAX Solutions
- NSW Public Service Commission
- Paxus
- Peter Berry Consultancy
- Settlement Services International

### 1 Year

- Legal Aid NSW
- HOBAN Recruitment

“It was always a priority for MAX to set the standard for disability confidence and inclusion. Everyone in the company clearly understands and is passionate about the business we’re in and why this has to be important. The DCR program gave us the final push and guidance we needed.”

#### **Pete Southam**

National Talent Acquisition Manager,  
MAX Solutions



*Left to right: NDIA's Nicholas Hopper, Tim Wedding, Maryanne Diamond AO and Fiona Anderson at AND's 11th Annual National Conference in Melbourne.*

## Inclusive recruitment and selection at NDIA

Since its inception, the National Disability Insurance Agency (NDIA) has had a strong focus on inclusive recruitment practices. In 2016 the agency became the first Australian Public Service organisation to attain Disability Confident Recruiter (DCR) status.

Tim Wedding, Assistant Director Inclusion and Diversity Support Unit, NDIA, shares the strategies that have contributed to their success.

"At NDIA, we're open about the fact that we aim to be world leaders when it comes to employment of people with disability. Working towards – and ultimately attaining – DCR status really helped sharpen our focus, and our annual participation in the Access and Inclusion Index is always a useful opportunity to undertake an honest assessment of how we're tracking," says Tim.

NDIA actively seeks talent with disability through a number of avenues, including the Australian Network on Disability's (AND) Stepping Into internship program, disability recruitment services and its own extensive disability networks. Its recruitment and selection processes ensure adjustments for candidates with disability are provided from the start of the recruitment process, through to on-boarding.

"We ask for preferred methods of contact from applicants and get in touch early on to discuss any adjustments they may need. Not only does this allow us to arrange the adjustments, it also signals that we're a welcoming and supportive workplace where people can feel comfortable sharing their information," he says.

An important figure in this process is the Disability Liaison Officer (DLO), whose specialist role is to ensure candidates with disability are provided with everything they need, to make for a smooth recruitment and on-boarding process.

“At the recruitment stage, the adjustments a DLO organises might range from interpreters, to quiet rooms, or the ability to stand in the interview. When a candidate is offered a position, the DLO looks at the workplace, arranges assessments from Occupational Therapists where necessary, and actions any recommendations. We always aim to have adjustments in place as soon as the employee starts work with us,” says Tim.

When it comes to inclusive recruitment, NDIA recognises that it’s not only its own internal processes that matter. Like many organisations, NDIA uses outsourced recruitment services to attract talent, but they make sure all providers they use are also able to confidently support applicants with disability.

“We align with organisations and providers that share similar beliefs. Having DCR status is a prerequisite for working with us, so we know our candidates will receive a level of attention to inclusion that’s in line with our standards,” he says.

When asked what advice he’d give to other organisations looking to improve inclusion in their recruitment processes, Tim says promoting your values goes a long way.

“Candidates can often feel reluctant to share information about their disability. Show clear information early on around exactly how your recruitment practices are inclusive, demonstrate that all employees are valued and supported. It’s only through those open displays of inclusion that perceived barriers can be broken down – then, you’re a step closer to enjoying the benefits of an inclusive, diverse workforce.”

In its second year of participation, NDIA was recognised as a top performer in AND’s 2018-19 Access and Inclusion Index, alongside IBM and Medibank.



# Financial Performance

Australian Network on Disability's 2018-19 Financial Audit was undertaken by PKF Audit and Assurance Limited.

Our main source of income was membership followed by programs, training and consultancy and projects. Expenses reflect our expansion, with increases in employee benefits and other development costs. During the 2018-19 financial year, we achieved a financial surplus of \$338,923.

We have a strong cash position of \$2,689,550, with a net increase in cash and cash equivalents of \$304,000 throughout the year. This stable financial position enables AND to invest in technology solutions to improve our efficiency and streamline our member's experience.

The following tables summarises our 2018-19 income and expenses position. These should be read in conjunction with the full Financial Statements for the year ended 30 June 2019.

<b>Income (\$3,377,687)</b>	<b>2018-2019</b>
Membership	42%
Programs	21%
Training & Consultancy	17%
Projects	12%
Events	7%
Other Income	1%

<b>Expense (\$3,038,764)</b>	<b>2018-2019</b>
Employee Benefit Costs	60%
Administration Costs	18%
Service Delivery Costs	10%
Occupancy Expenses	5%
Depreciation	4%
Marketing	2%

# Great from the inside out

To be great from the inside out, and help our employees understand their value as part of our organisation, in 2018-19 we developed a strong Employee Value Proposition (EVP). The EVP highlights the competitive strengths that separate us from other not-for-profit employers, such as our position as an industry leader, organisational culture, pay, benefits, rewards and opportunities for career development.

## We offer

### Great work

We make a difference by engaging with diverse organisations and industry sectors to create a stronger and more inclusive society.

### Great practices

We provide flexible working arrangements, opportunities for professional development, scope for advancement, self-care plans, responsive HR practices and competitive salaries. We are developing new IT systems that support efficient and effective working practices.

### Great culture

We are open, caring and collaborative. We celebrate our results.

## Our values and beliefs

We are one team.

We are principled, brave, and act with integrity, respect, honesty and fairness.

We embrace and value diversity and appreciate the inspiration and creativity that comes from diverse perspectives.

We are thought leaders developing innovative approaches to include people with disability in all aspects of business.

We believe in the power of networks, relationships and collaboration to achieve change, share knowledge and grow expertise.



*Left: The AND team at our 11th Annual National Conference.*

# Corporate Governance

Our sincere thanks to the Board for their leadership, governance and strategic direction in guiding us through another strong-performing year.

## Peter Wilson AM FCPHR Chair

**Skill Area:** Human Resources, Governance, Ethical Leadership, Economics, Finance, Audit and Risk.

**Committee:** Audit and Risk Committee, Review and Remuneration Committee.

Peter is Chair of the Australian Human Resource Institute Limited and CPA Australia Limited. He was appointed Chair of the Australian Network on Disability in May 2015.

He is immediate past Chair of Yarra Valley Water, and the Immediate past President of the World Federation of People Management Associations (WFPMA).

Peter is currently a Director of Vision Super. He led the Business Council's program to mentor senior executive women and is Adjunct Professor in Management at the Monash Business School in Melbourne. He is also Chair of the Advisory Council of the Victorian Institute of Strategic Economic Studies at Victoria University, and an accredited PhD Supervisor at the Latrobe Business School, Latrobe University. He authored the book *Make Mentoring Work* in 2012 & 2015, and delivered the 2014 Kingsley Laffer Oration at Sydney University, and the inaugural Prescott Family Oration at Monash University in 2016.

Peter held senior executive appointments at ANZ, Amcor and the Federal Treasury, CEO of the Energy 21 Group, and also a range of senior board directorships.

## David Davies Secretary

**Skill Area:** Employment Law and Employment Relations.

**Committee:** Audit and Risk Committee.

David is a partner at Thomson Geer. He has more than 18 years' experience acting for private sector and government clients in workplace relations matters, including unfair dismissals, industrial disputes, discrimination law and workplace agreements.

A significant area of David's practice is bullying, harassment and discrimination. He is an expert advocate and regularly appears as counsel before the Australian and NSW Industrial Relations Commissions.

David also presents at industry seminars and provides training to private and public sector clients and has previously lectured in employment relations at University of Technology Sydney and Western Sydney University.

## Bronwyn Grantham Treasurer

**Skill Area:** CPA, Finance, Accounting, Management, Strategy, Deal Structures/ Negotiations.

**Committee:** Audit and Risk Committee, Review and Remuneration Committee, Technology Committee.

Bronwyn is the IBM Financial Controller of Australia and New Zealand.

Bronwyn enjoys bringing businesses, individuals and teams together to

strengthen understanding of key priorities and impacts of actions and outcomes. She has worked in Australia, UK, US and other EU countries in lead financial roles that have resulted in significant signings of large outsourcing contracts and multi country deals.

Her deep Technology experience helps ensure she understands how core IT is to all businesses today to manage processes, reach clients and deliver services. These skills along with her financial management and leadership expertise supported her success in other IBM Division Controller/CFO and Risk management roles. Throughout her career she has continually engaged in diversity programmes and actions.

## **Ainsley Barahona Santos** **MAICD**

*Appointed November 2018.*

**Skill Area:** Human Resources, Diversity, Non-profit Leadership, Government, Small Business.

Ainsley is a senior HR executive bringing experience across commercial, non-profit and government sectors. As General Manager HR Partnering she leads the people strategies and HR partnering for icare, a NSW social insurer.

Ainsley is an experienced Director on for-purpose Boards. She is currently a Director of Brisbane Women's Club and Vice President of the charitable organisation Ship for World Youth Australia. She was formerly Chair and Company Secretary of the Australian Association of Graduate Employers, and a Director of the Enterprise Network for Young Australians and the Global Society Foundation.

She holds Masters degrees in Coaching Psychology and International Relations and Bachelor of Arts in Communication.

## **Richard Barnett**

*Retired effective 21 November 2019.*

**Skill Area:** Recruitment, Business Development, Networking.

Richard is National Client Solutions Director for Hays, Australia's leading recruitment organisation.

He has over 20 years of experience in senior roles for some of Australia's largest recruitment companies, overseeing the placement of tens of thousands of people into new roles.

Richard has been on the AND Board since 2008, and has been actively involved in marketing AND's services to many new organisations, lobbying Government on recruitment issues and in helping develop AND's 'Disability Confident Recruiter' program.

Richard received the prestigious ITCRA 'Social Responsibility' award for 2016 in recognition of his work with AND.

## **Belinda Curtis**

**Skill Area:** Human Resources.

**Committee:** Audit and Risk Committee, Review and Remuneration Committee.

Belinda has 25 years' experience in a range of HR and Organisational Development roles in FMCG, Aviation and Financial Services.

Currently People and Performance Director at Tip Top (a division of George Weston Foods), Belinda has held senior HR roles at Qantas, Commonwealth Bank and AMP.

While at AMP, she led the development of the Work, Family and Diversity strategies and currently leads Diversity & Inclusion for George Weston Foods.

Belinda has also held leadership roles in EEO and diversity professional networks, and began her career as an occupational

therapist with the Commonwealth Rehabilitation Service providing workplace rehabilitation programs that supported ongoing employment for people incapacitated by significant workplace injuries.

## Kevin Figueiredo

**Skill Area:** Safety, Health and Wellbeing.

**Committee:** Review and Remuneration Committee.

Kevin is the General Manager Safety, Health and Wellbeing for the Woolworths Group where he is responsible for the safety of 200,000 team members and over 23 million customers each week. He has served on the AND Board since 2006.

Kevin previously worked for Westpac as the Head of Health, Safety and Wellbeing and in various safety roles at Goodman Fielder.

He has a Bachelor's in Chemistry, a Masters in Safety and is a Graduate of the Australian Institute of Company Directors.

## Stephanie Gunn

*Resigned August 2019.*

**Skill Area:** Engagement and Change Management, Service Delivery Improvement and Process Redesign.

Stephanie was the General Manager, Critical Service Issues, at the National Disability Insurance Agency which is responsible for the implementation of the National Disability Insurance Scheme. Currently, she is the Chief Executive Officer at Gateways Support Services.

Stephanie brings many years' experience as a senior officer within the Commonwealth. She has a passion to enhance equity in society and generate economic returns for the community and has contributed to these goals through a range of program, policy and direct service delivery roles.

## Rosie McArdle

**Skill Area:** Human Resources, Organisational Development, Industrial Relations, Occupational Health and Safety.

**Committee:** Review and Remuneration Committee.

Rosie is Executive Director, Human Resources and Risk, of Compass Group (Australia) Pty Ltd.

With more than 25 years' experience in human resources, industrial relations and health and safety, Rosie had a long career with BlueScope Steel, BHP and Arrium where she held a number of both IR specialist and HR strategic roles before joining Compass Group.

She has a keen interest in building diverse organisation cultures based on care and respect which drive outstanding and sustainable business outcomes. This is evident at Compass where the diversity model delivers significant benefit to its current and future employees, its customers, clients and accordingly, shareholders.

## Scott Orpin

*Retired November 2018.*

**Skill Area:** Human Resources/Diversity, Management, Nonprofit Experience.

Scott is the Executive Director of People, Safety and Culture at Life Without Barriers, a leading Social Purpose organisation supporting more than 14,000 individuals in over 300 communities across Australia and employing more than 5,000 staff and supported by over 2,500 carers.

Scott's career includes HR leadership roles in BHP, OneSteel and Asciano, where he led teams and facilitated change through significant periods of disruption to the business environment.

At Life Without Barriers, Scott is responsible for the Diversity and Inclusion

portfolio where understanding the needs of clients, carers, staff and communities is fundamental to the sustainable success of the business.

Scott is a passionate advocate for the importance and contribution People Safety and Culture can make in changing the lives of people for the better.

## Samantha Palmer

**Skill Area:** Human Resources, Diversity, Governance, Communication.

Samantha is the ABS's Diversity & Inclusion Champion and GM of People Capability and Communication.

In 2016 she was made a National Fellow of the Institute of Public Administration Australia, in part for her contribution to advancing diversity. In 2013 she received the inaugural AHRI Diversity Champion (HR) Award and was named an AFR/Westpac Woman of Influence.

Her work in Disability led the Commonwealth Health Department to win the Inaugural APS Diversity Council's Disability Employment Award.

Samantha is National and State Board member of Institute of Public Administration, and a public sector reference panel member of AHRI.

## Donna Purcell GAICD

**Skill Area:** Customer Advocacy, Diversity and Inclusion and Access Consulting.

Donna works at Commonwealth Bank in the Customer and Community Advocacy Team. Her role includes developing and leading CBA's Accessibility and Inclusion Plan and providing advice to increase access and inclusion for customers and employees who have a disability. She also chairs the Enable Employee Network.

In recognition of her work in the disability sector, Donna has been recruited to

participate in community projects including NSW TAFE Disability Services Review and the National Willing to Work Inquiry conducted by the Australian Human Rights Commission.

She is also a Director on the Board of Northcott Society and a certified Access Consultant.

Donna is passionate about creating a community where everyone is included and treated with dignity and respect.

## Rania Saab

**Skill Area:** Law, Leadership, Mentoring, Media Engagement.

Rania is a solicitor with Legal Aid NSW. She is deaf and advocates for equal access to justice. She believes that we are all different, irrespective of our abilities, and would like to live in a society where everyone is included and has equal access to society, entertainment, education and employment.

Rania is an Ambassador for the Catherine Sullivan Centre. Previously, Rania was a mentor for Hear For You and was a Director with Deafness Forum of Australia.

## Travis Tyler

**Skill Area:** Banking, Digital Transformation, Marketing, People Leadership.

**Committee:** Technology Committee.

With two decades of retail banking experience and previously held senior positions at Westpac and St. George Bank, Travis Tyler leads the product and marketing function at 86 400, a new bank designed to serve customers every second of every day. Working with a world-class technology team, Travis aims to reinvent banking and make simple access to digital banking a reality for all customers.

# AND Members

## Awards

Congratulations to the following members and allies recognised for their achievements in FY2018-19:

## Members

### **Australia Post**

Finalist, AHRI Allan Fels Mental Health Award 2018

### **Australian Public Service Commission, Federal**

Finalist, ACT Chief Minister's Inclusion Awards 2018

### **Department of Communications and the Arts, Federal**

Finalist, ACT Chief Minister's Inclusion Awards 2018

### **Michael Page**

Finalist, ACT Chief Minister's Inclusion Awards 2018

### **National Disability Insurance Agency**

Finalist, AHRI Graeme Innes Disability Employment Award 2018

### **Victorian Department of Premier and Cabinet**

Finalist, AHRI Graeme Innes Disability Employment Award 2018

## Member Representatives

### **Amanda Lawrie-Jones, Victorian Public Sector Commission**

Finalist in Change Making, National Awards for Disability Leadership 2018

### **Donna Purcell, Commonwealth Bank**

Finalist in Innovation, National Awards for Disability Leadership 2018

### **Rosemary Kayess, University of New South Wales**

Winner in Rights Activism, National Awards for Disability Leadership 2018

## Platinum Members

- Australian National University
- Compass Group
- IBM Australia
- Sparke Helmore Lawyers
- Sydney Children's Hospitals Network
- Westpac

## Gold Members

- Accenture
- ANZ
- Apple
- Arup Group
- Attorney-General's Department, Federal
- Austrade
- Australia Post
- Australian Bureau of Statistics
- Australian Council for Educational Research
- Australian Museum
- Australian Taxation Office
- Bendigo and Adelaide Bank
- BHP
- Brotherhood of St Laurence
- Bupa
- City of Canada Bay
- City of Whittlesea
- Coles Group
- Commonwealth Bank
- Crown Resorts
- Cummins South Pacific
- Department of Agriculture and Water Resources, Federal
- Department of Communications and the Arts, Federal
- Department of Defence, Federal
- Department of Education and Training, Federal
- Department of Foreign Affairs and Trade, Federal
- Department of Health, Federal
- Department of Home Affairs, Federal
- Department of Human Services, Federal
- Department of Industry, Innovation and Science, Federal

- Department of Infrastructure, Transport, Cities and Regional Development, Federal
- Department of Jobs and Small Business, Federal
- Department of Parliamentary Services, Federal
- Department of Social Services, Federal
- Department of The Prime Minister and Cabinet, Federal
- George Weston Foods Limited
- Hollard Insurance Company
- icare
- Infosys
- KPMG Australia
- Legal Aid NSW
- Lendlease
- Level Crossing Removal Project
- Life Without Barriers
- Medibank
- Microsoft
- National Australia Bank
- National Disability Insurance Agency
- nbn
- nib
- Northern Territory Government
- NSW Department of Family and Community Services
- Qantas Airways
- QLD Department of Housing and Public Works
- Scentre Group
- State Insurance Regulatory Authority
- TAFE NSW
- Tasmanian Government
- Telstra
- Transport Accident Commission
- Uber Australia
- UnitingCare Queensland
- University of Sydney
- VIC Department of Environment, Land, Water and Planning
- VicRoads

- Victoria Police
- Victorian Public Sector Commission
- Woolworths Group
- WorkSafe Victoria

## Silver Members

- Ability Options
- ACT Chief Minister, Treasury and Economic Development Directorate
- AGL
- Allianz Australia
- Australian Criminal Intelligence Commission
- Australian Federal Police
- Australian Institute of Health & Welfare
- Australian Public Service Commission, Federal
- Australian Securities & Investments Commission
- Brisbane City Council
- Bureau of Meteorology
- Carlton & United Breweries
- City of Greater Dandenong
- City of Yarra
- Civil Aviation Safety Authority
- Clayton Utz
- Clean Energy Regulator
- Comcare
- Commonwealth Ombudsman
- Court Services Victoria
- Cumberland Council
- Deloitte Australia
- Department of Finance, Federal
- Department of the Environment and Energy, Federal
- Department of Veterans' Affairs, Federal
- Employers Mutual Limited
- Endeavour Energy
- Ernst & Young
- Gilbert + Tobin Lawyers
- HSBC
- Hunter Water
- IAG
- IP Australia
- John Holland
- Kmart Australia
- Macquarie University
- ManpowerGroup
- MAX Solutions
- Melbourne Water
- Mission Australia
- Northcott
- NSW Crown Solicitor's Office
- NSW Department of Education
- NSW Department of Finance, Services and Innovation
- NSW Department of Premier and Cabinet
- NSW Ministry of Health
- Office of National Intelligence
- Programmed
- QBE Insurance Group
- Queensland Health
- Queensland Public Service Commission
- Queensland Treasury Corporation
- Rabobank
- Reserve Bank of Australia
- RMIT University
- Service NSW
- Special Broadcasting Service
- Stockland
- Suncorp Group
- The Treasury, Federal
- University of Melbourne Student Union
- University of Southern Queensland
- VIC Department of Health and Human Services
- VIC Department of Justice and Regulation
- VIC Department of Premier and Cabinet
- VIC Department of Transport
- VIC Department of Economic Development, Jobs, Transport and Resources
- Vicinity Centres
- V/Line
- Willoughby City Council
- Yarra Trams

# Bronze Members

- Access Health & Community
- Allen & Overy Australia
- APSCo Australia
- Ashurst
- AUSTRAC
- Australian Broadcasting Corporation
- Australian Building and Construction Commission
- Australian Competition and Consumer Commission
- Australian Film, Television and Radio School
- Australian Financial Security Authority
- Australian Human Resources Institute
- Australian Human Rights Commission
- Australian Securities Exchange
- Baker McKenzie
- Berry Street
- Cancer Australia
- Carnival Australia
- Castle Personnel
- Centre for Inclusive Design
- City of Port Phillip
- City of Sydney
- Colin Biggers & Paisley
- CSIRO
- Deaf Society
- Deakin University
- Department of the House of Representatives, Federal
- DFP Recruitment
- Digital Transformation Agency
- Diversity Council Australia
- DXC Technology
- Energy Safe Victoria
- Fair Work Ombudsman
- Food Standards Australia New Zealand
- Hays
- HealthShare NSW
- Herbert Smith Freehills
- HOBAN Recruitment
- Hudson
- IVE Group
- J.P.Morgan
- kmo
- Konekt
- Ku-ring-gai Neighbourhood Centre
- L'Oréal Australia
- Macquarie Group
- MatchWorks
- Maxima
- MEGT Australia
- Mercer Australia
- Mercy Health
- Michael Page
- MidCoast Council
- MLC Life Insurance
- Monash University
- Moreton Bay Regional Council
- Mott Macdonald Australia
- Murdoch Children's Research Institute
- Murray-Darling Basin Authority
- National Food Institute
- National Health and Medical Research Council
- National Library of Australia
- Neami National
- Nous Group
- NSW Business Chamber
- NSW Office of the Children's Guardian
- NSW Ombudsman
- NSW Public Service Commission
- Optus
- Parks Victoria
- Paxus
- Penrith City Council
- People with Disability Australia
- Preston Rowe Paterson
- PricewaterhouseCoopers
- Rail Projects Victoria
- Royal Australian Mint
- Russell Kennedy Lawyers
- Safe Work Australia
- Scope Global
- Settlement Services International
- Shell Australia
- South East Water
- State Trustees
- Swinburne University of Technology
- Telecommunications Industry Ombudsman
- The Ethical Consulting Group
- The Royal Women's Hospital
- Thomson Geer
- Transdev Australasia
- Transport for NSW
- University of Melbourne
- University of New South Wales
- University of Technology Sydney
- VIC Department of Treasury and Finance
- Victorian Electoral Commission
- Victorian Managed Insurance Authority
- Vision Australia
- West Moreton Health
- Women with Disabilities Victoria
- Work Health Group
- WPC Group
- Xero
- Yarra Valley Water

