

AUSTRALIAN NETWORK
ON DISABILITY



ANNUAL REPORT
2020



I am a firm believer in the butterfly effect. A butterfly flapping its wings can cause a hurricane on the other side of the world.

When my disability hit at its peak, everything collapsed.

I felt like I had to rebuild my life from scratch. From the basic building blocks.

I was worried about my future... about my career direction..whether I would be able to find a role after graduation... about the impact that my condition would have on me. As I began to recover, I felt lost.

I'd heard about *Stepping Into* but for some reason it took me 8 months to finally apply... it was for the Winter 2020 program.

I remember thinking: 'Wow. This is perfect. If I get this, it will be the dream!'

When COVID hit, I decided to apply anyways, having the expectation that it may not be able to run. One day I received an email. Not only had the program not been cancelled but I was shortlisted.

I was elated! And I did a proud victory dance.

I then spent many weeks researching and preparing for the interview.

I wanted to nail it. I wanted it so bad.

When my supervisor called telling me I had been successful...

I was... speechless.

And yes.

I did another victory dance.

Stepping Into was an experience I'm bound to remember for the rest of my life... I had the most accommodating, encouraging and lovely supervisor. I had the opportunity to get a glimpse of my dream job. I had the most spectacular team to work with.

Sponsoring an intern like me will have an enormous impact. If you're considering being an employer for the *Stepping Into* program, I strongly encourage you to.

It only takes one butterfly.

Thanks to the Stepping Into intern who wrote to us about her experience of the program.



We are the sum of us

This year, as Australian Network on Disability (AND) celebrates our 20 Year Anniversary, we bring together over 300 Australian organisations. Collectively, through the sharing of our knowledge, resources and experience, we are creating fairer, more inclusive workplaces.

AND is a national, member-based, for-purpose organisation, empowering our network to be actively inclusive of employees, customers and stakeholders with disability. Our work makes it easier for organisations to welcome people with disability in all aspects of business.

What success looks like

Our vision is to create a disability confident Australia built on the equitable inclusion of people with disability. We're driven by our belief that people with disability are skilled and capable contributors who are entitled to share in the financial, cultural and political wealth of Australia.

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

Acknowledgement 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

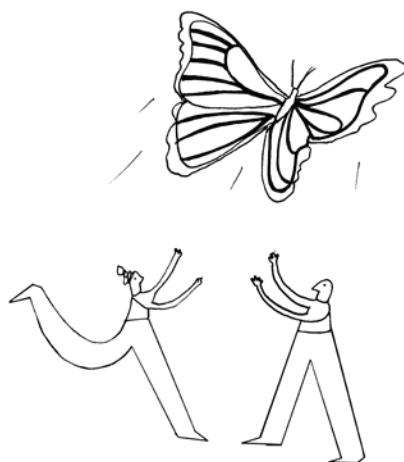
To reduce our impact on the environment, limited copies of this Annual Report have been printed. Accessible PDF and Word versions are available on our website www.and.org.au. If you require an alternative format, please contact us at info@and.org.au

"In the game of inclusion of people with disability, everybody can win. There are no losers in the work we do. And that is a rare find in the world of business..."

— Suzanne Colbert AM, CEO, Australian Network on Disability

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Chair and CEO's report



The story of the Australian Network on Disability is a story about people, leadership, generosity, and vision. We are deeply appreciative of the many organisations who make-up our Network and partner with us to create an accessible and inclusive Australia. Our members are changemakers whose scale, influence and operations have the power to reshape Australia so that people with disability can fully participate in the economic, social, cultural, and political wealth of our nation. We sincerely thank members for their partnership and the confidence and trust that they place in us.

Despite the challenges of COVID-19, Australia is focused on inclusion of people with disability and as a nation, we're ready for change. The Australian Public Service, NSW, Victoria, Queensland, and Western Australia are implementing plans to improve the lives of people with disability and have set public sector employment targets. In combination, an estimated 78,000 jobs for people with disability.

This year we reviewed our Strategic Plan (2016-2020). Previously, our work focused on raising awareness. While this continues to be important, our growth and increased engagement with members, students with disability, universities and government can be leveraged to achieve more impact.

During the term of our 2016-2020 Strategic Plan we grew:

- membership by 63%
- internships by 44% and
- mentoring by 75%.

We are pleased to report that despite COVID-19, our membership has continued to grow. We

appreciate the enormous challenges that governments, employers, people with disability and the entire community faced due to the virus. In March, when the way the world worked dramatically changed, we were pleased to play a practical role to equip our members with useful information and resources to support their employees and customers with disability.

There is still much to do. Employees with disability aren't yet having the same experience as their colleagues without disability. The Diversity Council of Australia Inclusion Report (2019) survey of 3,000 employees found that employees with disability score significantly lower on measures of Respect and Connection, Progressing and Contributing, Inclusive Climate and higher on discrimination.

The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability is uncovering the perilous situation of many of citizens with disability. Governments alone cannot make all the changes required to improve the lives of people with disability, we all have a role to play.

Our new Strategic Plan focuses on creating more welcoming and inclusive workplaces. We will work with our members, and their employees with disability to find ways to provide fair and inclusive employment experiences to employees with disability.

We'll grow workplace adjustment expertise. We know that the most important element of inclusive workplaces is their capability to make workplace adjustments in a timely and efficient way. Yet there is no Australian definitive guidance on Workplace Adjustments for people with disability. We will seek to partner with others to

develop model policies and processes that equip organisations to deliver timely and effective workplace adjustments for candidates and employees with disability.

We'll develop more resources to equip organisations to provide excellent service to customers with disability. 1 in 3 people with disability report that they avoid situations, and their customer needs are often unmet because of their disability. There's a strong link between the experience of people with disability in their community and their experience of inclusion or exclusion.

We'll facilitate more connections. The power of our network lies in facilitating connections – between members and with students and jobseekers with disability. We will grow connections with our Stepping Into Alumni and seek partnerships with Disability Confident Recruiters who can provide better linkages between candidates with disability and the employers who want to recruit them.

We will continue to advocate for improvements in the federal government's funding of disability employment services and encourage a simplified system that puts people with disability and employers at the heart.

Internally, we aspire to be great from the inside out. Great for our employees, efficient and with world-class governance commensurate with our scale.

In a nutshell we will focus on:

- Welcoming and inclusive workplaces – better experiences for employees with disability
- Facilitating connections – between members and with people with disability
- Growing workplace adjustment expertise
- Welcoming and inclusive customer service experiences
- Advocating for improvement
- Excellence in our governance, people, and processes

We look forward to presenting our progress next year.

We are not alone. Our strong relationship with the International Labour Organisation's Global Business Disability Network (GBDN) provides us with research reports, emerging trends in business inclusion of people with disability and colleagues who are working on advancing inclusion of people with disability in their

own countries. We also value our long-term relationships with other organisations such as Business Disability International, Purplespace and the #Valuable500 campaign.

The Global #Valuable500 campaign, launched at Davos in 2019 has built momentum. More than 335 companies are putting inclusion of people with disability on their board agenda. Australian companies, AGL, ANZ, Gilbert & Tobin, Macquarie, Telstra, and Westpac have joined the #Valuable500 and we hope that more will follow their leadership. Many AND multinational corporations have joined including Accenture, ARUP, Ashurst, Compass Group, Cummins, Deloitte, EY, Herbert Smith Freehills, HSBC, IBM, KPMG, Manpower Group, Microsoft, Page Goup, PricewaterhouseCoopers, Roche, Sanofi-Aventis, and Shell.

This is the last joint report between Peter and Suzanne. Suzanne is stepping down from the CEO role at the end of 2020. After twenty years excellent service as CEO, she's leaving us in a strong position. Suzanne has made a stellar contribution to our mission and purpose, and the excellent mode of operations now in place at AND. For all those reasons, the organization is well prepared to transition to a new senior executive leader.

During 2021 a new CEO will be appointed. The executive search process is underway, and full details are available on the AND website.

The results in this report are as a result of every member, every Diversity and Inclusion leader, every champion for people with disability, the many people with disability who participate in employee networks, every intern and their supervisor and every mentor and mentee. We are all in this together. COVID-19 will undoubtedly result in significant economic impact and we respectfully ask our members to stay the course and navigate a recovery that's inclusive of people with disability.

Thank you to the fantastic AND team who are skilled evangelists for access and inclusion. Thank you to our knowledgeable, accomplished, and generous volunteer board members. Together we are striving for excellence. Together, we can shape Australia where people with disability feel respected included and celebrated.

Peter Wilson AM, Chair

Suzanne Colbert AM, CEO

The power of our network

We believe in the power of networks, relationships and collaboration to achieve change. It's the foundation of how we work and grow our expertise.

That's why we regularly bring people together for Roundtables, Champions Network meetings and our Annual National Conference and quarterly webinars.

When COVID-19 impacted us all in March 2020, we were all challenged by a new world with a great deal of uncertainty. Our biggest question was how to support our members during COVID-19 and help them to support their employees with disability, many who were facing new obstacles.

We decided that the best thing we could do, would be to ignite the strength of our network. We knew the importance of staying connected and keeping on course, so in collaboration with our members we developed a 'COVID-19 Response Series'. This was a series of virtual discussion forums designed to give practical guidance to members on supporting employees and customers with disability during COVID-19. 235 members came together to exchange information and learn. We made the resources and guidance that came from these sessions available to all employers – not just our members. We sincerely thank participating organisations.

We took a similar approach with our National Conference. When it was no longer possible to come together physically, we went online instead and on 12 May 2020, we held our first Virtual National Conference. The focus was 'Stronger Together'... and that's how we felt. Thanks to the Conference Sponsors, the event was free and open to members and non-members. Close to 1000 people attended that day with Kurt Fearnley leading the charge as an outstanding MC. There was certainly strength in numbers and connection.

Our Roundtables continued to be an important part of our members' journeys. Thankfully, in late 2019 we introduced our first virtual Roundtable to encourage members in the Northern Territory, Tasmania, South Australia and Western Australia to collaborate and share ideas. This gave us a fortuitous test run into what became the 'norm' in COVID-19 when all our Roundtables became virtual. 671 attendees connected across our 2019-20 Roundtables. An integral part of our Roundtables is the incredible energy and commitment and generosity of our hosts and speakers.

"The AND Virtual Conference was a phenomenal opportunity to hear from some amazing leaders about the disability inclusion journeys of their organisations. Each and every speaker had a valuable 'nugget' to share that enhanced my understanding of how to embed accessibility and inclusion in our workplaces. I am left with profound respect for those who have been on this journey for many years, and excitement to see the younger speakers who are leading with confidence and pride. I am going back to my organisation with many ideas and actions!"

— Nerida Weller, Jacobs Group Australia



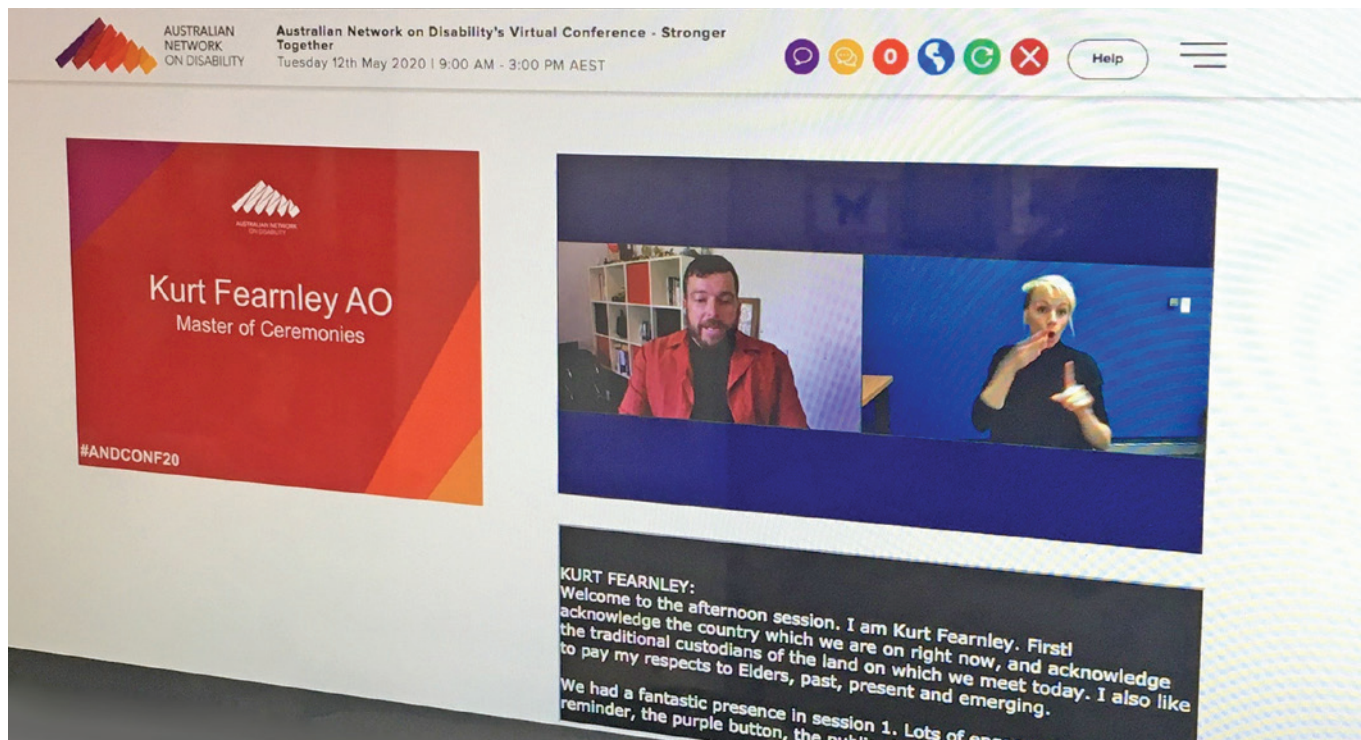
"Inclusion of people with disability is everybody's business, and we are, indeed, stronger together."

— Suzanne Colbert AM, CEO, Australian Network on Disability.



Kurt Fearnley AO.





Screenshot from our virtual Conference. Kurt Fearnley with one of the Auslan interpreters.



December Sydney Roundtable, panel discussion with Life Without Barriers and Design for Dignity.

Thank you to the following members for hosting and/or presenting at our 2019-20 roundtables:

- Arup
- Attorney-General's Department
- Australia Post
- Brisbane City Council
- City of Whittlesea
- Clayton Utz
- Coles
- Department of Agriculture, Water and the Environment, Federal
- Design for Dignity
- EY
- IAG
- Infosys
- IP Australia
- JobAccess
- Kmart
- KPMG
- Life Without Barriers
- Max Solutions
- Melbourne Water
- NAB
- RMIT
- Services Australia
- VIC Department of Health and Human Services
- VIC Department of Premier and Cabinet
- Victoria Police
- Westpac

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

- Allison Shevlin, RMIT
- Cassie Alexander, Department of Finance
- Darren Baird, ANZ
- Emily Reaper, Life Without Barriers
- Fiona Davies, Life Without Barriers
- John Lennox, Australian Taxation Office
- Josephine Julian, Department of Finance
- Kimberley Congram, Attorney-General's Department
- Kurt Fearnley AO
- Matthew Parker, Victorian Government
- Michael Patterson, NSW Department of Communities and Justice
- Paul O'Reilly, NSW Department of Communities and Justice
- Peter Wilson AM FCPHR, Chair of AND, AHRI and CPA Australia Limited
- Ricki Sandler, ANZ
- Sarah Kerr, Medibank
- Stein Helgeby, Department of Finance
- Tony Abrahams, Ai-Media

Thank you to our generous conference sponsors and partners:

Major Sponsor

- Attorney-General's Department

Technology Sponsor

- Telstra

Silver Sponsor

- IBM

Event Partners

- Ai Media
- Blend Creative
- Tagged PDF
- EEON

The power of relationships to create change

Partnerships, connections and building relationships are the foundations of what we do at AND. Our team of Relationship Managers work closely with our members to establish trust, build confidence, and create change.

Every member journey is different. Relationship Managers listen to where an organisation is on their journey and devise a plan for progress.

"This has been a personal mission of mine and one that has been embraced by all of our people and business partners... Our partnership with AND has been a particularly important part of our journey and something that I know will only strengthen over time as we work together to expand the impact we can have."

— David Bortolussi, CEO, Hanes Group

Hanes Group joined AND in February 2020 after hearing from one of our Gold members, Cummins about their experience of working with us.

From the beginning, there was an openness, commitment and belief that they could make a difference for people with disability. During the first 6 months of membership Hanes Group had conversations at all levels of the organisation, starting with their Leadership Team. They then took it to their Senior Leaders of 300 at their Leadership Conference.

"Hanes haven't relied on one individual; they have created a whole of organisation approach to build their disability confidence – they're all onboard."

— Amber Tratter, Relationship Manager, AND

To create a vibrant and enabling environment for change, Hanes Group appointed an Executive Champion and planned their actions for the next 2-3 years. This is no small feat and absolutely relied on the support and drive of their strong leadership.

Amber Tratter, AND Relationship Manager, who spoke at the 2020 Leadership Conference sees the conference as a pivotal moment of change at Hanes Group. She noticed a shift in the perceptions of employees and reflects on the conference as the catalyst for change.

These changes include the introduction of a governance structure and the commission of a Recruitment Review and the introduction of Workplace Adjustment Policies and Procedures. Champions were appointed in all 10 key areas of the [Index](#), ensuring the whole organisation was represented and part of the journey. This has been a key step for Hanes Group in embedding access and inclusion across their business.

"I'm proud of how we have become far more purpose-driven, with an increasing focus on diversity & inclusivity as we think more about the positive impact we can have on people and planet, which has never been as important as it is now."

— David Bortolussi, CEO, Hanes Group

Find out more about [the benefits of being a member](#) and [what we do](#).

Below: Hanes Group 2020 Leadership Conference



Growing stronger with new members

This year, we are proud to have welcomed 40 new organisations to our network. At the close of the 2019-20 financial year, 282 organisations made up our network with a combined workforce of more than 1.7 million Australians working together on being actively inclusive of people with disability.

We grew the strength our network by an amazing 15%. This is a great result coming into our 20th anniversary year, with the growth of our network amplifying the difference and change we bring to the inclusion of people with disability in business across Australia. It has been especially heartwarming to see member growth through COVID-19, indicating a strong national commitment to inclusion of people with disability in business.

"Our members are the heart of AND. Our network creates change through connection and collaboration. As our membership grows, so does the disability confidence and engagement of Australian organisations. We congratulate all new members on their commitment to join other leading organisations to create a disability confident Australia."

— Amy Whalley, Deputy CEO,
Australian Network on Disability

Welcome to these 40 new changemakers:



Gold

- Alstom
- Australian Digital Health Agency
- BNP Paribas
- Edith Cowan University
- Hanes Australasia
- National Indigenous Australians Agency
- NSW Department of Planning, Industry and Environment
- Parliament of Victoria
- QLD Department of Transport and Main Roads
- Tertiary Education Quality and Standards Agency



Silver

- Achievement Cleaning Services
- Australian Security Intelligence Organisation
- Country Fire Authority
- Latrobe City Council
- QLD Department of Education
- Rest Super
- Roche Australia
- Sanofi
- Strathfield Municipal Council
- University of Canberra



Bronze

- Ai-Media
- Charter Hall
- Civilex
- Dentons
- DLA Piper
- Emergency Services Telecommunications Authority
- For Life
- Griffith University
- Heidrick & Struggles
- Indeed
- Laing O'Rourke
- MCT Care
- Ministry of Social Development, New Zealand
- Northern Sydney Local Health District
- NSW State Emergency Service
- NSW Treasury
- Queensland Corrective Services
- The University of Queensland
- TheirCare
- VIC Department of Education and Training

Building confidence and capability

Our vision is to create a disability confident Australia and our consultancy and learning solutions have been designed to achieve just this. The expertise and tailored guidance we provide supports our members according to their goals and the maturity of their journey.

Consultancy

Our consultancy services support organisations to remove unintended barriers and develop enabling policies and practices for their workforce. 49 Australian organisations worked with us to implement Workplace Adjustment Policies, undertake Recruitment Reviews, and complete Dignified Access (Premises) Reviews.

These practices are the foundation for creating an inclusive workplace and go beyond compliance, focusing on dignified and inclusive experiences for all employees and customers.

We also supported 17 organisations to develop their strategy and outline their roadmap for progress by developing Accessibility Action Plans (also known as Disability Action Plans). These plans outline the organisations' commitment to increasing access and inclusion for employees, customers and the community.

Learning Solutions

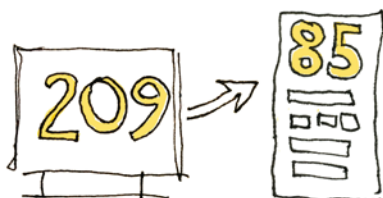
Our facilitated training provides the knowledge, skills and tools for organisations to be able to confidently welcome employees, customers and other stakeholders with disability. This year they continued to be highly sought-after, with 209 disability confidence training sessions delivered to 85 organisations.

Through the licensing of 8 eLearning courses in 2019-20, we delivered sustainable, scalable online learning and development to tens of thousands of people across Australia. With an impact that extends to current and future workforces, our eLearning courses facilitate widespread awareness, understanding and cultural change.



"I found the DCR eLearning to be enlightening in that it gave me an awareness of how we can best set everyone up to succeed, regardless of their unique requirements. The knowledge I've gained in this process seeps into everything I do – I often find myself re-writing content to make sure it suits everyone that may read it. I'm incredibly grateful for this learning journey and look forward to creating content with my new skills in mind."

— Quila Cervelli, RMIT University



**209 training sessions
delivered to 85 organisations**



**84,700 employees now have access
to our eLearning courses across
6 organisations**

Employee Resource Groups

Many organisations are harnessing the skills and experiences of their employees to drive change through Employee Resource Groups (ERG), or Disability Employee Networks (DEN). Employee Networks are voluntary, employee-led groups that amplify the voice of people with disability and create a collaborative space to learn directly from people with disability.

In 2019-20, more than a quarter of our members had an active Employee Network making a difference to inclusion of people with disability in their workplaces.

Members are continuing to see the benefits that Employee Networks bring to their organisation. This was particularly evident during COVID-19, with Employee Networks connecting with each other and providing direction and important insights into the impact of the new world for employees and customers.

Accessible Procurement Taskforce

The challenge of identifying how to buy accessible goods and services is too big for any one organisation to solve. In September 2019 we established an Accessible Procurement Taskforce to create frameworks and guidance on purchasing accessible and inclusive products and services. The Taskforce, chaired by Matthew Hawkins from ANZ, includes representatives from:

- ANZ
- Australia Post
- Crown Resorts
- Digital Transformation Agency
- Federal Department of Finance, Federal
- Federal Department of Industry, Innovation and Science, Federal
- Hays
- IAG
- JLL
- Microsoft
- National Disability Insurance Agency
- Services Australia
- Victorian Enablers Network.

Together, the Taskforce has reviewed standards and resources for procuring ICT, and Premises and facilities services. To support this work, we connected with our International colleague, Susan Scott-Parker from Business Disability International. Susan generously shared the tools developed by the Global Business Disability Taskforce and we are now working on adopting these tools for Australia.



"I am grateful that we have the Abilities Network and significant senior support within the organisation that has allowed us to get on the front foot of the COVID-19 crisis."

— Ricki Sandler, Abilities Network, ANZ

Making connections

Along with the Roundtables, quarterly webinars, and our Annual National Conference, here are some other ways we connected with our network throughout the year.

Champions Networks

When our members appoint one, or more senior executives as champion for the inclusion of people with disability, we know that they are more likely to achieve their goals and much more likely to improve the everyday experience of their employees with disability.

Executive champions are changemakers by virtue of their leadership role in their organisations and beyond.

They can lead and teach inclusion by:

- Being skilfully inclusive with words and actions,
- Influencing colleagues to be welcoming and inclusive of people with disability
- Celebrating the contribution of people with disability.

The individual influence of champions is amplified when they come together for our Champions Network meetings.

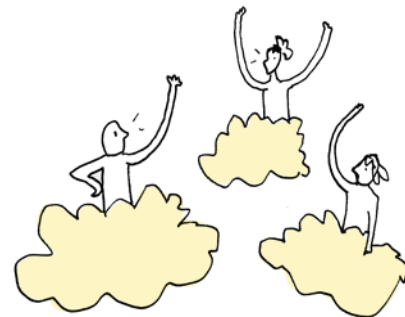
Our 2019-20 Champions Network meetings in Canberra, Melbourne and Sydney discussed the future of work for people with disability, the champions' role in accessible procurement, the impact of COVID-19 and the disparity between the experience of the workplace of employees with disability in comparison to others. Due to COVID-19, Champions Network meetings in the second half of 2019-20 were held virtually.

AND CEO Suzanne Colbert AM met with newly appointed Disability Champions and provided them with a 'toolkit of useful information', recommended reading and resources and encouraged them to connect with their employees with disability.

With the growth in our membership came growth of our Champions Network and 39% of our members, or 109 members, had one or more disability Champions.

Thank you to the hosts of our 2019-20 Champions Network meetings:

- Attorney-General's Department
- Bureau of Meteorology
- Commonwealth Ombudsman
- IAG
- Services Australia
- TAFE NSW



**When we could meet,
we met, and when
we couldn't ... we
connected virtually.**



"IAG's purpose is to make the world a safer place and our relationship with AND has helped us to focus on ensuring our world is inclusively safe. Suzanne and the team have allowed us to accelerate our focus on accessibility, for our customers and our people, far beyond our expectations. AND have provided a great balance of support and inspiration, as well as challenge and insight, to prioritise our efforts and to benefit from sharing and collaborating with others on the same journey."

— Neil Morgan, Group Executive, Technology, Insurance Australia Group

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 Board Member Donna Purcell represented AND at the ILO GBDN's 6th Annual Meeting in November 2019 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.

Cocktail party

Held in recognition of International Day of People with Disability (IDPwD), our annual cocktail parties bring our members together to recognise and celebrate the contribution of people with disability in our workforces. These events are the chance for us to thank and reflect on our members' commitments and achievements from throughout the year.

Thank you to icare for hosting our annual cocktail party in Sydney, Monday 2 December 2019. Thanks also to the 90 members and guests for the fun and energy they brought to our annual Cocktail Party.

Distinguished board member Donna Purcell, who had recently returned from a "Future of Work" conference and accessibility expert Stewart Hay from Intopia, discussed the IDPwD theme 'the Future is Accessible'.

"We all know, work is changing, the future of work for all of us is changing. But most importantly, for people with disability. We need to focus on not letting people get left behind as their workplaces are changing."

— Donna Purcell, AND Board Member



"A key takeaway for me was that I was told that Australian Network on Disability are actually leading the way when it comes to employer networks. So as a board member, I felt very proud of that acknowledgement. I think that is a credit to AND and the whole management team."

— Donna Purcell, AND Board Member



Donna Purcell and Stewart Hay



Amy Whalley, AND



Fiona Davies, Life Without Barriers and Samantha Dancey, AND



Cocktail party attendees with Emily Sparling, AND



Richard and Beverley Barnett with Ric Purcell

Spreading our message

Our growing social media presence strengthens our network's reach, with every follow, like, comment and share.

We use our online channels to amplify our influence and start important conversations about inclusion of people with disability. Our online channels provide more ways for our members to share, connect and engage, giving our network the platform to be powerful changemakers, with everything shared having the potential to shape, and challenge perspectives.



Connecting through internships

Stepping Into

The Stepping Into program is a highly valued talent pipeline for organisations actively seeking to employ people with disability. Open to all AND members nationally and across all industries, Stepping Into connects our members with talented university students with disability.

2019-20 was a record year for Stepping Into, with a quarter of our network, 67 members, taking part in the summer and winter programs. We are so proud to see that 8% more members experienced the skills and capabilities of students with disability.

Members consistently tell us that they find the program enriching and eye-opening. Most members tell us how the internship program and the caliber of candidates surpassed their expectations. We love hearing that members hire more interns than planned. The Stepping Into program breaks down outdated stereotypes and misconceptions about the capabilities of people with disability.

229

**229 internships,
5% increase from last
year**

958

**958 student
applications,
6% increase from last
year**

93%

**93% of supervisors
would participate again**

98%

**98% of supervisors felt
confident in managing
and supporting
an employee with
disability**

26%

**26% of interns had
their employment
extended beyond the
internship**

94%

**94% of supervisors
reported increased
disability confidence**

85%

**85% of interns felt
they're better prepared
for the workforce after
their internship**

85%

**85% of interns would
recommend the
program to other
students**





Monty Allen, intern at Nous Group



Devni Wimalasena with Stepping Into Supervisor Luke Franks, Arup.

"My experience was a pivotal one for my life and has dramatically changed my post-university prospects."

— Monty Allen, intern at Nous Group

"The program exceeded expectations. Our intern was fantastic, and the business unit got as much out of it as the intern did."

— Glenn Jolly, VIC Department of Justice and Community Safety

"Incredible learning experience that has prepared me for the workforce in an inclusive and welcoming environment."

— Sarah Edwards, intern at VIC Department of Justice and Community Safety

"Making Connections" continued on page 22



The story of us

This special 20th Anniversary lift-out tells the story of our beginnings and the two decades since. Gathering these stories has been a heart-warming and illuminating process.

We've discovered that many of the things we are most proud of today, reflect the same impulses, ambitions and values that created AND in the very beginning. And that we are dedicated to preserving into the future.

This has been such a wonderful discovery. Through story after story, I've been reminded that AND has stayed true to course and honoured our original hopes with focus, determination and generosity. Of course, we have all been on a magnificent learning curve over the years, sharing experiences, knowledge and ways of seeing. Together we have found so many new ways to make the change we want: ways that were probably unimaginable, back then.

We hope you enjoy the thrills and spills of the Australian Network on Disability Anniversary story. Above all else, I see our past 20 years as a testament to all of us, our members and supporters and community. And what we have committed to do.

Suzanne Colbert AM, CEO

We're making a world of difference... together



You can also download a copy of the 20th Anniversary lift-out from the AND website at www.and.org.au

*Never doubt that a small
group of thoughtful,
committed citizens
can change the world;
indeed, it's the only
thing that ever has.*

— Margaret Mead



Connecting through mentoring

PACE – Positive Action towards Career Engagement

PACE is a game changing mentoring program that brings people together to learn, develop and progress. Mentors increase their disability confidence and leadership skills while mentees, students and jobseekers with disability, gain vital workplace understanding, increase their confidence and expand their networks.

PACE has had substantial growth in the past year with 261 mentoring matches, an astonishing 30% increase from last year. More members than ever participated in the program – a total of 26 which is 18% more than last year.

In response to the challenges of COVID-19 the PACE mentoring program ran virtually in Autumn. It was deeply satisfying to receive incredibly positive feedback and hear about the strength of connections made by the 124 mentors and mentees in their virtual environments.

Through going online, 15% of mentees said that it removed challenges and 40% of mentees and 50% of mentors said it didn't make a difference to their mentoring experience. With 38% of mentees and 53% of mentors saying they don't mind whether their future PACE experience is virtual or face to face, we are proud to see that the PACE mentoring program has adapted quickly to succeed virtually.



Hannah Davidson and Louise Kelly, meeting for the first time after doing their PACE mentoring remotely.

"I think making a friend and having this connection is the best part for me, because it is hard, especially when you are isolated like this and you can't go anywhere, it's hard to meet new people. Meeting with you every fortnight has been really great."

— Hannah Davidson, mentee at ANZ.

"I've come to many of these PACE closing events and felt really proud of what we have achieved, but to have this program continue under the circumstances of isolation is just something else. I'm almost lost for words."

— Darren Baird, ANZ



Benjamin Lung with PACE mentor
Christian Almeida, Cummins
South Pacific.

"It was a great experience and I look forward to mentoring again (without the challenges of home schooling and lockdown!)"

— Kate Clifford, ANZ mentor

"Through this process I have built my confidence as well as gained a wide suite of skills to help me hopefully land a job. Mentor was a great pairing for me and the AND team went out of their way to provide a successful mentorship experience. Could not recommend this program enough"

— Robert Mason, mentee at Arup

75%

Mentees said their confidence with
job interviews grew from
55% to 75%



261

261 total mentoring matches,
30% increase from last year

76%

Mentees said their awareness of
different employment pathways
available grew from 53% to 76%

88%

88% of participants said they'll stay
in touch with their partner after
the program

82%

Mentors said their confidence
in managing and supporting an
employee with disability grew from
58% to 82%

96%

96% of mentors would
participate again

86%

Mentors said their understanding
of possible barriers experienced by
people with disability grew from
62% to 86%

30% 

30% of the 123 mentees who applied
for a job throughout the program
were successful

Measuring Progress

Access and Inclusion Index

Members of the Australian Network on Disability can measure their progress on the journey towards being accessible and inclusive using our world class Access and Inclusion Index. Organisations that have used the Access and Inclusion Index and followed the recommendations in the Comprehensive Roadmap Report achieve a 20% increase in their scores. The real benefits of the Index come from igniting interest and stimulating better conversations across the business.

As Peter Drucker famously said: "What gets measured gets done."

Congratulations to our 2019-20 top performers Royal Melbourne Institute of Technology (RMIT), Australian Taxation Office (ATO) and Medibank. All three organisations scored over 80% and their success demonstrates the benefits of regular Benchmarking. The ATO and Medibank were both top performers for a second time.

We commend all the organisations that submitted their self-assessments for benchmarking and contributing to the Access and Inclusion Index Benchmark Report 2019-20. These organisations are building the disability confidence of their own businesses as well as sharing their knowledge and experiences with others.



"It was a great prompt for a lot of discussion and certainly generated great ideas."

— Simon Brown, WorkSafe Victoria



Since 2016, 253 members have used the Self-Assessment tool and 64 members have Benchmarked their results.

Whether organisations use the Index at the very beginning of planning and formulating their commitments, or whether it's a bi-annual assessment for organisations mature in their journey, the Index is a reliable and valid method of knowing whether effort and resources are being directed to achieve results.

Any organisation can use the free Quick 10 assessment at any time to get their score and in the 2019-20 year, 239 organisations checked their progress by using the Quick 10.

AND members can use the Access and Inclusion Index for their own self-assessment at any time at no additional cost. The Index is the most rigorous and efficient way to develop, or review Disability Action Plans, or Access and Inclusion Plans. A significant benefit is that plans developed using the Index have measurable outcomes which lead to better reporting and governance.

During 2019-20, 40 members used the self-assessment tool for the first time and we're confident in the power of the Index as a tool to fast-track progress.

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

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

While the Self-Assessment is informative, when members invest in an evaluation from AND, they receive feedback with an analysis of their maturity level and specific recommendations, customised to their organisation on next areas for action. There are two report options, both of which are available at any time in the year:

- **Accelerator Report:** Highlights top strengths and opportunities in each key area to guide the organisation's next steps.
- **Comprehensive Roadmap Report:** Provides a complete roadmap to progress maturity to the next level in all areas.

For more information on the 2019-20 Index please [see the full Benchmark Report](#).

The Royal Women's Hospital

The Royal Women's Hospital (Melbourne) used the Index to inform the development of its Disability Action Plan (DAP). Recognising that while the enthusiasm and commitment to develop a DAP was evident across the organisation, "in terms of confidence – we just didn't have it," said Michelle. Three months after joining AND, the Women's completed the Index Comprehensive Self-Assessment. They found that the Index provided a logical and useful way to develop their plan and that their self-assessed scores helped focus their deliverable actions.

The Women's DAP was developed during 2019-20 and was informed by active members of its Disability Advisory Group, many of whom have lived experience with disability. With the commitment of its Board and Executive, the Women's DAP now drives the inclusion of people with disability across the organisation. While the planned launch in June 2020 was cancelled due to COVID-19, Michelle noted that the organisation is still progressing well in the second year of its Plan. Year Two is focused on improving employment outcomes for people with disability by looking at inclusive workplace practices around recruitment, retention and professional development.

The Women's is also using the Index to measure and track the progress of its DAP by repeating the Self-Assessment in June 2021.

The Women's will complete the assessment again in June 2022 to close out the current DAP and inform the next.

"The Index gave us a really sensible way to get a baseline and to inform the development of the Royal Women's Hospital's Disability Action Plan."

— Michelle Schwensen,
Director, Strategic Partnerships
and Advocacy

"It makes perfect sense to go back and measure the success of the work underway"

— Michelle Schwensen

Disability Confident Recruiter

The Disability Confident Recruiter (DCR) program equips organisations to identify and remove unintended barriers to candidates with disability during the recruitment and selection process. As a result of achieving Disability Confident Recruiter status, organisations provide a fair and equitable recruitment experience and are more successful at attracting and retaining skilled and talented candidates with disability.

This year, four new organisations, Infosys, Life Without Barriers, Telstra and the WA Department of Biodiversity, Conservation and Attractions attained DCR status and opened up a whole new world of talent and capability to their organisation.

Additionally, the 10 organisations previously awarded DCR renewed their status for a second, third, or fourth consecutive year.

Becoming a Disability Confident Recruiter takes commitment, focus and resources. We applaud these organisations who have removed barriers and opened the door to skilled and talented people with disability.

Commitment to fairness and inclusion in recruitment and selection is surely the most powerful way to welcome more people with disability into the workforce.

Organisations recognise that the DCR program is essential to meet their targets to employ people with disability.

Congratulations to the following organisations for being recognised as Disability Confident Recruiters 2019-20:

4 Years

- DFP Recruitment
- National Disability Insurance Agency
- NSW Department of Communities and Justice

3 Years

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

2 Years

- HOBAN Recruitment
- Legal Aid NSW

This Year

- Infosys
- Life Without Barriers
- Telstra
- WA Department of Biodiversity, Conservation and Attractions



“Being a Disability Confident Recruiter underscores our focus on enabling an inclusive workplace and community. As we hire additional staff in Australia, we continue to engage a diverse set of talent along with our clients and partners. Our close working relationship with the Australian Network on Disability means that Infosys is an active contributor to building a more equitable community in Australia.”

— Andrew Groth, Senior Vice President, Infosys and Region Head, Australia & New Zealand



Telstra accepting their DCR certificate at the December Sydney Roundtable.



Australian Network on Disability Member Experience Team Leader Emily Sparling presents a DCR certificate to Life Without Barriers, accepted by Graeme Innes AM on behalf of the organisation.

Life Without Barriers becomes a Disability Confident Recruiter

Life Without Barriers has invested in creating employment without barriers for people with disability and is keen to attract and recruit skilled and talented candidates with disability across its 440 locations.

Completion of the Disability Confident Recruiter (DCR) program has been an empowering process for Life Without Barriers and they see modelling disability confidence as critical to their organisation's functioning. Achieving DCR means that they can be confident of access and inclusion for candidates with disability throughout their entire recruitment and selection process.

When they heard about the DCR program, it made sense for them to sign up. It gave them access to structured, expert support and puts them in a strong position to attract candidates with disability for the 2000 vacancies they manage each year.

During the Discovery phase of DCR they found that their Talent and Attraction team didn't have information about accessibility features of each office to share with candidates when organising interviews—a simple fix that made all the difference.

DCR standards are now embedded into Life Without Barriers' processes and the team is enjoying the benefits of increased disability confidence. Each member of the Talent and Attraction team has completed the DCR eLearning course, which has been invaluable in building knowledge and confidence when it comes to providing adjustments during the recruitment processes.

Life Without Barriers has introduced a centralised email address for workplace adjustments that's managed by the Diversity and Inclusion team. They have embedded workplace adjustment requests into the HR system that then allows employees to easily create a Workplace Adjustments Passport.

Achieving DCR has increased Life Without Barriers' confidence that they will reach the employment targets in their Accessibility, Inclusion and Employment Plan (AIEP) by June 2020.

"Our AIEP employment targets are bold, and if DCR signifies to a candidate that we don't just care about accessibility, but that it is ingrained in who we are and the way we work, and if it influences their decision to apply for a role with us, then it's done its job."

— Scott Orpin, Executive Director People Safety and Culture.

Pioneering projects

Connect50

Modelled on the enormous success of our Stepping Into internship program, Connect50 is an internship project that connects businesses across four Victorian regions to talented university and TAFE students with disability for paid internships.

We were pleased to be selected in 2018 to deliver this project funded by the Victorian Government as part of its 2018-20 economic participation plan for people with disability.

This year, Connect50 gained momentum with real interest and enthusiasm from employers across Ballarat, Bendigo, Geelong and Gippsland. Six internships took place this year, with interns gaining experience and developing their self-confidence, and employers growing their disability confidence and capability.

As an extension of Connect50, in mid-2019 the Victorian Government engaged AND to develop the Connect50 Advocacy Project, funded by the Disability Advocacy Futures Plan. The Connect50 Advocacy Project will facilitate 10 paid internships in Disability Advocacy organisations in metro and regional Victoria by early-2021. We have so far facilitated 6 Connect50 Advocacy internships.

Through Connect50 and Connect50 Advocacy, we have fostered new relationships with employers across Victoria.

While COVID-19 has impacted our ability to meet in person, it has not stopped us from connecting with each other and adapting our approach. The Victorian Government has extended Connect50 to Winter 2021 to support economic recovery in regional areas and ensure people with disability are not left behind.



"I really loved this experience. It helped my confidence and being in such an inclusive environment has helped me to feel so much more welcome in my industry and degree. I was exposed to some great work and learnt a lot professionally, but also gained so much personally from the program."

— Zoe Kerwin, Harwood Andrews Intern



"Meeting with AND cemented it as a passion project and thankfully we have a collegiate workforce. Ideas that get brought up get listened to."

— Kate Delahunty, Coulter Roache



"We really appreciate the support we received through the program, not only the internship but also regarding our wider employment practices"

— Shae McGregor, TAFE Gippsland



"Why wouldn't we?"

— Stephanie Beard, Harwood Andrews

Victorian Employer Enablement Project

The Victorian Employer Enablement Project (VEEP) engaged with employers in the Health and Social Assistance sector and equipped them with knowledge and understanding of inclusive practices and then connected them with skilled and talented people with disability for employment. We had the pleasure of working with Barwon Health, Bupa, Monash Health and the Royal Children's Hospital.

Funded by the Victorian Government, we developed and delivered this innovative project from November 2017 to February 2020. VEEP used our Employer Enablement Framework, with the phases: Engage, Equip and Deliver. All organisations completed the project, participated in disability confidence training, developed more inclusive policies and practices and recruited.

This year, we commissioned the Centre for Social Impact at Swinburne University of Technology to undertake an evaluation of the project. The evaluation found that the project embedded accessibility, changed attitudes, built employer knowledge, and increased the employment of people with disability.

What's next?

At the conclusion of VEEP, AND partnered with Victorian Healthcare Association to leverage the findings and develop a Change Plan for the Health sector that will build disability confidence and capability to recruit and retain people with disability.



Group photo at the VEEP working lunch, 9 October 2019 (pre-COVID-19 restrictions).

Great from the inside out

This year, the AND team became stronger together. While the global pandemic changed the way we worked, we stayed true to our values and as one team continued to deliver on our purpose and support each other every day.

In 2018-19 we began our Technology Transformation Project, integrating new IT systems to support efficient and effective working practices. In early 2020, we successfully introduced Salesforce Lightning, Microsoft Teams, and SharePoint to the way we work. This could not have come at a better time. The new systems allowed us to swiftly and effectively respond to COVID-19 and support the whole team to work from home.

Making sure everyone's 'new' working environment was safe and accessible was our upmost priority. We reviewed workplace adjustment requirements and delivered all necessary equipment to team members' homes. We also introduced regular check-ins, social events and a 'buddy system' to support our mental health and wellbeing.

Our tech transformation is an ongoing journey, we are continually finding ways to improve and streamline efficiencies to better support the team, our members and our work. We are looking forward to developing new ways we can use technology to support our network.



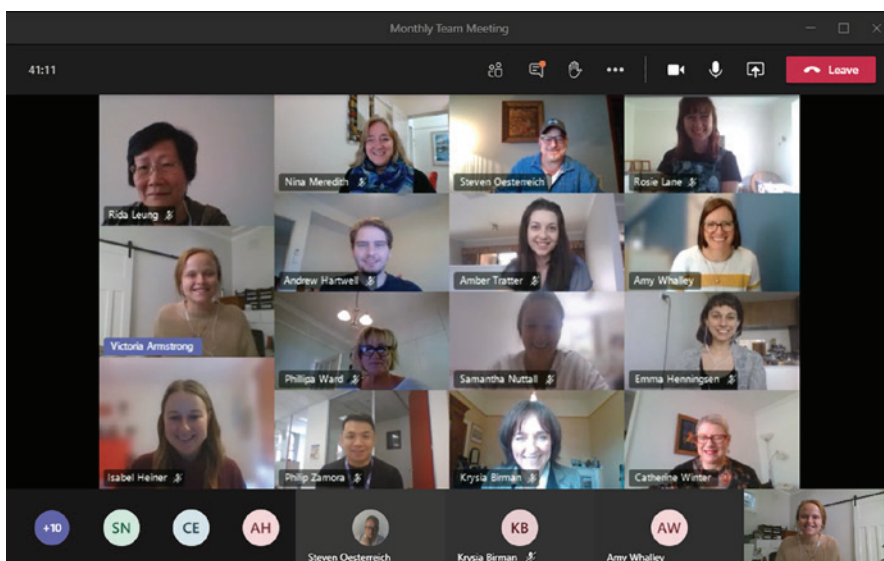
"It's been interesting times! Our teams' response to COVID-19 has been to really embrace virtual connection. We're spread across Melbourne, Sydney and Canberra and from our lunch and learns to our team huddles and social catchups I have never felt more engaged with my colleagues and the work that we do."

— Emma Henningsen,
Connect50 Project Manager,
AND



"The COVID-19 environment has really underlined the importance of our social interactions, and this is just as true for our friends and colleagues at work. In that sense, I've really appreciated how, as a team, we have remained committed to maintaining that camaraderie – organising team catchups and starting an inaugural social committee since our move to working remotely. I even feel more in touch with team members interstate than I used to be because of this change!"

— Andrew Hartwell,
Relationship Manager, AND



The AND team having one of our weekly team catch-ups.

Financial performance

Australian Network on Disability's 2019-20 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 continued focus on our technology transformation. During the 2019-20 financial year, we achieved a financial surplus of \$474,817, despite revenue challenges due to COVID-19 which impacted programs, training and consultancy and conference income.

We have a strong cash position of \$3,082,698 with a net increase in cash and cash equivalents of \$369,468 throughout the year. Our stable financial position enables AND to invest in our people, and technology solutions to improve our efficiency and streamline our member's experience.

The following tables summarise our 2019-20 income and expenses. These should be read in conjunction with the full Financial Statements for the year ended 30 June 2020.

Income (\$3,474,817)	2019-20
Membership	46%
Programs	20%
Training & Consultancy	14%
Projects	12%
Other Income	8%
Events	0%

Expense (\$2,979,747)	2019-20
Employee Benefit Costs	68%
Administration Costs	15%
Service Delivery Costs	7%
Depreciation	7%
Occupancy Expenses	2%
Marketing	2%

Our Board of Directors

Our sincere thanks to our Directors for their leadership, governance and strategic guidance through another year of strong performance.



Peter Wilson AM FCPA

Chair

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

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

Peter Wilson is a Director and also Immediate Past President and Chair of CPA Australia. He is also the Independent Member and Chair of the Australian Retail Credit Association and the Reciprocity and Data Exchange Association. Peter was Chair of the Australian HR Institute from 2006-20, and now chairs its National Certification Council.

He was appointed Chair of the Australian Network on Disability in May 2015.

He is a non-executive director of Vision Super and the Chair of the Victorian Institute of Strategic Economic Studies at Victoria University.

Peter is an Adjunct Professor in Management at the Monash Business School, Monash University, Melbourne, and is an accredited PhD Supervisor at the Latrobe Business School, Latrobe University.

Peter held senior executive roles in the Commonwealth and Victorian Treasuries, and group executive roles at ANZ Bank, Amcor Limited, and as CEO of Energy 21. He has held non-executive director appointments on Boards of Dalgety Farmers Ltd, Kimberly-Clark Australia, and the Commonwealth Safety Rehabilitation and Compensation Commission as Chair.

Peter Wilson was made a Member of the Order of Australia in 2005 for services to workplace relations and safety and community service and was awarded a Centenary Medal in 2004.



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 Finance Leader at IBM Australia. She is currently focused on Transformation across AP finance bringing new ways of working and Agile practices to all of finance. She has held various Controller and Division CFO positions including her most recent prior role as Group Financial Controller for IBM 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 not only in Australia but UK, US and other EU countries

where her focus was on Financial modelling and negotiations that lead to significant new outsourcing contracts with IBM and key clients.

Her deep Technology experience helps ensure she understands how core IT is to all businesses today to manage processes, reach clients and deliver services. Throughout her career she has continually engaged in diversity programmes and actions.



Ainsley Barahona Santos

GAICD

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

Committee: Technology Committee.

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

Ainsley is an experienced Director on for-purpose Boards. A graduate of the Australian Institute of Company Directors, prior Board appointments include Chair and Company Secretary of the Australian Association of Graduate Employers, and Director of Ship for World Youth Australia, Brisbane Women's Club, Enterprise Network for Young Australians and Global Society Foundation.

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



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.



Maryanne Diamond AO

GAICD

(appointed November 2019)

Skill Area: Government, Leadership, Networking, Nonprofit Experience.

Maryanne is the General Manager Stakeholder Engagement at the National Disability Insurance Agency (NDIA) and also the NDIA Disability Champion.

Maryanne is a person who has lived with disability all of her life. She is also a parent of an adult son with disability. Maryanne is passionate about people with disability as customers and as employees being able to exercise their rights like all Australians.

Maryanne has held a range of roles in Australia and at the global level for more than 25 years.

In June 2015, Maryanne was appointed as an Officer in the Order of Australia. In 2016 she became a graduate of AICD. Maryanne was awarded the World Blind Union Louis Braille Medal in 2016, and was a finalist of the Victorian Australian of the year in 2017. Recently, she was awarded the Monash University Faculty of Information Technology Distinguished Alumni Award for 2019.



Kevin Figueiredo

GAICD

Skill Area: Enterprise Risk, Safety, Health, Wellbeing, and Insurance.

Committee: Review and Remuneration Committee.

Kevin is the General Manager Risk and Safety for the Super Retail Group, with over 12,000 team members across Australia, New Zealand and China.

He previously worked for the Woolworths Group as General Manager Safety, Health and Wellbeing, for Westpac as the Head of Health and Safety and in various safety roles at Goodman Fielder. Kevin has previously served on the Board of the Woolworths Employee Credit Union.

He has a Bachelor's in Chemistry, a Masters in Safety from West Virginia University. He is a Graduate of the Australian Institute of Company Directors and a Fellow of the Australian Institute for Health and Safety.



Rosie McArdle

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

Committee: Review and Remuneration Committee.

Rosie is Executive Director, People and Safety, 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 their approach to diversity delivers significant benefit to its current and future employees, its customers and clients, and has been externally recognised on several occasions.



Samantha Palmer

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

Samantha is currently on placement from the ABS to the WA Government Communities Department where she is Deputy Director-General Governance, Integrity and Reform.

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

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

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



Donna Purcell

GAICD

(leave of absence in 2020)

Skill Area: Customer accessibility/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 strategies and providing advice to increase access and inclusion for customers and employees with disability. She also co-chairs the Enable Employee Network.

In 2020, Donna was seconded to the Australian Human Rights Commission to lead a disability employment project.

She has also recently been awarded a 2020 Churchill Fellowship to undertake disability employment research overseas in 2021.

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 in 2016.

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 passionate about equal access to justice and has worked with Legal Aid NSW

and the family law courts to remove barriers for people with disability. 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.



Ainslee Scott

(appointed November 2019)

Skill Area: Audit and Risk, Financial Management, Governance, Human Resources, ICT.

Ainslee is Director Corporate Service of NSW Ombudsman. She joined the Executive team of the NSW Ombudsman in June 2019. She has the responsibility for the Ombudsman's Corporate Services division, which includes financial management, human resources, ICT, procurement and other varied support functions. Additionally, she provides strategic advice to the NSW Ombudsman on business process improvements, including governance and risk management practices.

Prior to joining the Ombudsman, Ainslee held a number of executive and senior positions across both the public and private sectors, including the Australian Curriculum Assessment and Reporting Authority (ACARA), NSW Treasury, TransGrid and Colonial First State. She has a strong and diverse background in accounting, strategic and corporate planning, governance, project management and business transformational change.

Ainslee has an Executive Master's Degree in Business Administration (MBA) from the Australian Graduate School of Management, is a member of Australian Institute of Company Directors (MAICD), is a fellow certified practising accountant (FCPA) and a member of Women On Boards.



Travis Tyler

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

Committee: Technology Committee.

After two decades of honing his skills across all aspects of Retail Banking, Travis Tyler is helping reshape the Australian Banking Landscape as the CPMO of Neo Bank 86 400. Working with a world class team and armed with a passion for building services that truly help customers take control of their money, Travis is well positioned to support Australian Network on Disability to deliver on its mission in a technology enabled world.

AND Members

Awards

Congratulations to the following members and allies recognised for their achievements in FY2019-20:

Members

ABC News app

Winner, Government App of the Year, Centre for Accessibility Australian Access Awards 2019

ABC JJJ app

Finalist, Government App of the Year, Centre for Accessibility Australian Access Awards 2019

Australian Bureau of Statistics

Finalist, Inclusion in Public Sector Employment, ACT Chief Minister's Inclusion Awards 2019

ANZ Australia

Winner, Corporate App of the Year, Centre for Accessibility Australian Access Awards 2019

Coles – Online Shopping

Winner, Corporate Website of the Year, Centre for Accessibility Australian Access Awards 2019

Commonwealth Bank

Finalist, Inclusion in Private Sector Employment, ACT Chief Minister's Inclusion Awards 2019

Department of Agriculture

Finalist, Inclusion in Public Sector Employment, ACT Chief Minister's Inclusion Awards 2019

Department of Communications and the Arts' Disability and Carers Steering Committee

Finalist, Inclusion in Public Sector Employment, ACT Chief Minister's Inclusion Awards 2019

Department of Finance

Winner, AHRI Graeme Innes Disability Employment Award 2019

The Diversity Team, Department of Health

Finalist, Inclusion in Public Sector Employment, ACT Chief Minister's Inclusion Awards 2019

Diversity and Inclusion Policy, Australian Public Service Commission

Finalist, Inclusion in Public Sector Employment, ACT Chief Minister's Inclusion Awards 2019

Donna Rowbotham at Department of Defence

Finalist, Inclusion in Public Sector Employment, ACT Chief Minister's Inclusion Awards 2019

Feedback, Behaviour, Investigations and Assistive Technology Team at Department of Defence

Finalist, Inclusion in Public Sector Employment, ACT Chief Minister's Inclusion Awards 2019

Infosys

Finalist, AHRI Graeme Innes Disability Employment Award 2019

Life Without Barriers

Finalist, AHRI Inclusive Workplace Award 2019

Settlement Services International

Winner, AHRI Inclusive Workplace Award 2019

South Australian Government in partnership with Vision Australia and the Royal Society for the Blind (SA)

Finalist, Human Rights Awards, Government Award 2019

Swinburne University of Technology – AccessAbility Careers Hub

Finalist, Zero Project Accessibility Awards 2020

University of Sydney – uni 2 beyond

Winner, Zero Project Accessibility Awards 2020

VIC Department of Health and Human Services

Finalist, AHRI Graeme Innes Disability Employment Award 2019

VMIA

Finalist, AHRI Elizabeth Broderick Workforce Flexibility Award 2019

Woolworths Group

Finalist, AHRI Allan Fels Mental Health Award 2019

Member Representatives

Fiona Davies, Life Without Barriers

Winner, AHRI HR Diversity Champion Award 2019

Rosemary Kayess, UNSW

Winner, Human Rights Awards, Human Rights Medal 2019

Gerry Neustatl, ABC

Finalist, Accessibility person/organisation of the year, Centre for Accessibility Australian Access Awards 2019

Harleen Oberoi, City of Sydney

Finalist, AHRI HR Diversity Champion Award 2019

Colin Radford, VMIA

Winner, AHRI CEO Diversity Champion Award 2019



Platinum Members

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



Gold Members

- Accenture
- Alstom
- ANZ
- Apple
- Arup Group
- Attorney-General's Department, Federal
- Austrade
- Australia Post
- Australian Digital Health Agency
- Australian Taxation Office
- Bendigo and Adelaide Bank
- BHP
- BNP Paribas
- Brotherhood of St Laurence
- Bupa
- City of Canada Bay
- Coles Group
- Commonwealth Bank
- Crown Resorts
- Cummins South Pacific
- Deakin University
- Department of Agriculture, Water and the Environment, Federal

- Department of Defence, Federal
- Department of Education, Skills and Employment
- Department of Health, Federal
- Department of Industry, Science, Energy and Resources, Federal
- Department of Infrastructure, Transport, Regional Development and Communications, Federal
- Department of Parliamentary Services, Federal
- Department of The Prime Minister and Cabinet, Federal
- Edith Cowan University
- George Weston Foods Limited
- Hanes Australasia
- 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
- National Indigenous Australians Agency
- nbn
- nib
- Northern Territory Government
- NSW Department of Communities and Justice
- NSW Department of Customer Service
- NSW Department of

Planning, Industry and Environment

- Parliament of Victoria
- Qantas Airways
- QLD Department of Housing and Public Works
- QLD Department of Transport and Main Roads
- Scentre Group
- State Insurance Regulatory Authority
- TAFE NSW
- Tasmanian Government
- Telstra
- Tertiary Education Quality and Standards Agency
- Transport Accident Commission
- Uber Australia
- UnitingCare Queensland
- University of Melbourne
- University of Southern Queensland
- University of Sydney
- VIC Department of Environment, Land, Water and Planning
- Victoria Police
- Victorian Public Sector Commission
- Woolworths Group
- WorkSafe Victoria
- Zoos Victoria



Silver Members

- Ability Options
- Achievement Cleaning Services
- ACT Chief Minister, Treasury and Economic Development Directorate

- AGL
- Allianz Australia
- Australian Bureau of Statistics
- Australian Criminal Intelligence Commission
- Australian Federal Police
- Australian Institute of Health & Welfare
- Australian Museum
- Australian Public Service Commission, Federal
- Australian Securities & Investments Commission
- Australian Security Intelligence Organisation
- Brisbane City Council
- Bureau of Meteorology
- Carlton & United Breweries
- City of Greater Dandenong
- City of Port Phillip
- City of Whittlesea
- City of Yarra
- Civil Aviation Safety Authority
- Clayton Utz
- Clean Energy Regulator
- Comcare
- Commonwealth Ombudsman
- Country Fire Authority
- Court Services Victoria
- Cumberland Council
- Deloitte Australia
- Department of Finance, Federal
- Department of Foreign Affairs and Trade, Federal
- Department of Social Services, Federal
- Department of Veterans' Affairs, Federal
- Employers Mutual Limited
- Endeavour Energy
- Ernst & Young
- Gilbert + Tobin Lawyers
- HSBC

- Hunter Water
- IAG
- IP Australia
- Kmart Australia
- Latrobe City Council
- Macquarie University
- ManpowerGroup
- MAX Solutions
- Melbourne Water
- Mission Australia
- Northcott
- NSW Crown Solicitor's Office
- NSW Department of Education
- NSW Department of Premier and Cabinet
- NSW Ministry of Health
- Programmed
- QBE Insurance Group
- QLD Department of Education
- Queensland Health
- Queensland Public Service Commission
- Queensland Treasury Corporation
- Rabobank
- Reserve Bank of Australia
- Rest Super
- RMIT University
- Roche Australia
- Russell Kennedy Lawyers
- Sanofi
- Services Australia
- Special Broadcasting Service
- State Trustees
- Stockland
- Strathfield Municipal Council
- Suncorp Group
- The Treasury, Federal
- University of Canberra
- University of Melbourne Student Union
- VIC Department of Health

- and Human Services
- VIC Department of Jobs, Precincts and Regions
- VIC Department of Justice and Community Safety
- VIC Department of Premier and Cabinet
- VIC Department of Transport
- VIC Department of Treasury and Finance
- Vicinity Centres
- V/Line
- WA Department of Communities
- Yarra Trams



Bronze Members

- Access Health & Community
- Ai-Media
- 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
- Charter Hall
- City of Sydney
- Civilex
- Colin Biggers & Paisley
- CSIRO
- Deaf Society
- Dentons
- Department of Home Affairs, Federal
- Department of the House of Representatives, Federal
- DFP Recruitment
- Digital Transformation Agency
- Diversity Council Australia
- DLA Piper
- DXC Technology
- Emergency Services Telecommunications Authority
- Energy Safe Victoria
- Fair Work Ombudsman
- Food Standards Australia New Zealand
- For Life
- Griffith University
- Hays
- HealthShare NSW
- Heidrick & Struggles
- Herbert Smith Freehills
- HOBAN Recruitment
- Hudson
- Indeed
- IVE Group
- John Holland
- JPMorgan
- kmo
- Ku-ring-gai Neighbourhood Centre
- Laing O'Rourke
- L'Oréal Australia
- Macquarie Group
- MatchWorks
- Maxima
- MCT Care
- MedHealth
- MEGT Australia
- Mercer Australia
- Mercy Health
- Michael Page
- MidCoast Council
- Ministry of Social Development, New Zealand
- 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
- Northern Sydney Local Health District
- Nous Group
- NSW Ombudsman
- NSW Public Service Commission
- NSW State Emergency Service
- NSW Treasury
- Office of National Intelligence
- NSW Office of the Children's Guardian
- Optus
- Parks Victoria
- Paxus
- Penrith City Council
- People with Disability Australia
- Preston Rowe Paterson
- PricewaterhouseCoopers
- Queensland Corrective Services
- Rail Projects Victoria
- Royal Australian Mint
- Safe Work Australia
- Scope Global
- Settlement Services International
- Shell Australia
- South East Water
- Swinburne University of Technology
- Telecommunications Industry Ombudsman
- The Ethical Consulting Group
- The Royal Women's Hospital
- The University of Queensland
- TheirCare
- Thomson Geer
- Transdev Australasia
- Transport for NSW
- University of New South Wales
- University of Technology Sydney
- VIC Department of Education and Training
- Victorian Electoral Commission
- Victorian Managed Insurance Authority
- Vision Australia
- West Moreton Health
- Women with Disabilities Victoria
- WPC Group
- Xero
- Yarra Valley Water



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ON DISABILITY

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