



# ANNUAL REPORT 2018



AUSTRALIAN  
NETWORK  
ON DISABILITY

[www.and.org.au](http://www.and.org.au)

## ABOUT THIS **REPORT**

Our 2017-18 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 ability to welcome people with disability.



Sydney Roundtable

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## OUR VISION

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

## OUR MISSION

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

## OUR VALUES

Our values reflect the way we work with each other and with our members.

- 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.

## ABOUT US

The 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 social and economic contributors with skills and capabilities with skills and capabilities who are entitled to share in the economic, social, cultural and political wealth of Australia.

**We empower our network of members to be actively inclusive of customers and employees with disability.**

### Acknowledgment Of Country

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

### Accessibility

To reduce our impact on the environment, limited copies of this Annual Report have been printed. Accessible 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.

# CHAIR AND CEO'S REPORT

This past year has been quite remarkable. We've seen an unprecedented focus from employers on inclusion of people with disability. We've also seen a rise in the number of private and public sector employers that have formalised their commitment to inclusion of people with disability as part of their Diversity and Inclusion Plans. We welcome this positive environment, which has resulted in significant growth in our membership and unparalleled participation in our Stepping Into internship program.

Australia continues to have a strong economy and it's vital that people with disability share in our economic, social and cultural prosperity. While general unemployment is declining, high unemployment for people with disability is an entrenched problem that results in people with disability experiencing poverty and exclusion and employers missing out on skilled and talented employees.

Around 190,000 people with disability are assisted each year through the federally-funded Disability Employment Services (DES) program and approximately 30 per cent of people get jobs that last for six months or longer. People placed through the program have around a one-in-twelve chance of retaining their employment for a year.

We believe that the needs of people with disability and employers should be at the heart of a good employment support system. We participated extensively in consultations to improve the DES and worked closely with Disabled People's Organisations Australia and Inclusion Australia in this effort. However,

we were disappointed with the outcome. In our opinion, the reforms will not make it easier for people with disability or employers to work with providers who offer the best chance of success. The program doesn't articulate the services and supports that it provides to employers.

We're disappointed that unlike other disadvantaged jobseekers, there isn't an option for employers to engage with the Department of Social Services in an enterprise-wide approach to employment of people with disability.

Two positive outcomes from the DES reforms include the retention of the excellent JobAccess service and the changes to the previously named 'Job in Jeopardy' program to 'Work Assist' with easier-to-navigate eligibility criteria.

There are three actions we'd like to see the Federal Government take to improve employment of people with disability. Firstly, introduce an enterprise-wide approach to employment of people with disability so that large organisations can develop innovative projects. Secondly, provide one point of contact for employers, to make it easier for them to recruit skilled and talented people with disability. Finally, redress the disadvantage caused to people with intellectual disability, autism and learning disability by restoring adequate funding.

We're proud to have developed our innovative Employer Enablement Framework, which was piloted in the New South Wales project High Growth Jobs. The project demonstrated that when employers are engaged, equipped and willing to employ people with disability, and disability employment providers are focused on referring only suitable jobseekers that are a

good match for roles, people with disability get jobs and are retained. The capacity-building approach taken is a long-term, sustainable way to improve employment of people with disability. Following the success of the NSW project, we're pleased to be working with the Victorian Government to pilot the Framework in the rapidly growing Health and Social Assistance sector.

During a time in our history when there is a crisis of trust, it's important that our community, people with disability, employers and families believe that programs and projects that assist people with disability are based on partnerships and solid evidence of good practices that facilitate employment retention and inclusion.

The strongest evidence of access and inclusion for people with disability comes from our Access and Inclusion Index and we sincerely thank the 28 members who participated in the 2017/18 Benchmark Report. Of those who participated, eight completed for a second time and on average increased their maturity scores by almost 20 per cent. It was satisfying to know that members had leveraged their previous Access and Inclusion Reports to engage with colleagues and extend their progress.

Our Stepping Into internship program continues to grow in both scale and maturity. Members are adopting a strategic approach and creating stronger linkages between the program and their graduate recruitment intake. Since commencement, over 1000 university students with disability have participated in the program. We've commissioned a review and look forward to understanding more about the impact of the program on the careers of interns, as well as the influence of the program on supervisors and managers.

I sincerely thank our team of 17 employees across Canberra, Melbourne and Sydney. Their dedication, knowledge, commitment and skills ensured that we not only met, but exceeded our goals for the year. Our team is very proud to be doing deeply satisfying and meaningful work and we take pride in seeing our members make progress on their access and inclusion journeys.

Our team's performance is supported by our skilled and knowledgeable Board of Directors who donate their time and energy to guide our strategy, ensure strong governance and focus on delivering our mission to create a fairer and more equitable Australia for people with disability. We also sincerely thank our board members for their invaluable practical assistance and outstanding contributions.

Whilst we can all make a difference as individuals, together we can achieve so much more.



**Suzanne Colbert AM, CEO and  
Peter Wilson AM, Chair**



# A RECORD YEAR FOR MEMBER GROWTH

# 216

**MEMBERS AS  
AT JUNE 2018**

# 50

**NEW MEMBERS**

**Our members have a powerful role in contributing to an accessible and inclusive Australia where people with disability are valued as economic and social contributors.**

## **NEW MEMBERS**

We welcomed 50 new members during 2017-18, the largest increase in our history. We also celebrated our 200th member. Only ten organisations decided not to renew their membership, some due to merging of government departments. Pleasingly, we saw an increase in the proportion of members joining or continuing at Silver and Gold levels. Our total membership as at 30 June 2018 was 216.

## **MEMBER FEEDBACK**

During 2017-18, we sought feedback from our members about their membership experiences and outcomes. It's this feedback that will inform and drive our strategy.

Here's what we found out.

### **Our members most value:**

- Roundtables and opportunities to connect with each other
- Help in developing their Access and Inclusion Plans
- Advice in developing or improving workplace adjustment policies and procedures

### **Our members also require support with:**

- Advice and information
- Building competence and capability
- Communications (internal and external) and storytelling
- Frameworks for recruitment and sourcing talent



7



67



57



85

## WHERE TO FROM HERE?

There's already a strong connection between our members' needs and the solutions we offer. Our aim is to build on this connection and make it easier for our members to achieve their access and inclusion goals in partnership with us.

Our future focus areas are to:

- Make it easy for our members to build their capability
- Support members to connect with others
- Assist members to check their progress

We will also:

- Increase engagement, influence and reach with Senior Leaders and Champions
- Provide tools, programs and support for recruitment and sourcing talent

## Our purpose is encapsulated by the following four pillars:

### BUILD

- Knowledge and understanding of the diversity of people with disability
- Capability to accommodate difference
- Confidence to welcome people with disability as employees and customers

### CONNECT

- Members to grow knowledge and share expertise
- Talented students with disability to inclusive employers through internships
- Support people leaders to share their knowledge and experience by mentoring people with disability

### CHECK

- Recruitment and selection processes are barrier free
- Organisational progress and identify strengths and areas for development

### PIONEER

- Develop ground breaking projects that create enhanced outcomes for employers and people with disability

# HOW WE BUILD

## **WORKPLACE ADJUSTMENT POLICY AND PROCEDURE**

Fundamental to an inclusive and accessible workplace is the development and implementation of a robust workplace adjustments policy. This practice allows organisations to attract and retain skilled and talented people with disability and seamlessly accommodate difference.

AND has built the development of a workplace adjustments policy and procedure into the early stages of an organisation's journey to disability confidence. We've guided members to create, review and improve their workplace adjustment practices across the full employment cycle. This approach has helped them clearly understand their responsibility to create a procedure that embeds inclusion into their organisational culture.

## **RECRUITMENT REVIEWS**

Our recruitment reviews support our members to understand and remove any unintended barriers in their recruitment and onboarding process for candidates and new employees. The review involves a desktop audit of an organisation's recruitment policies and procedures, as well as interviews with their recruitment team members to understand day-to-day practices. Based on these findings, we provide a detailed report with recommendations on how to remove barriers to ensure inclusive and accessible recruitment experiences.

During 2017-18, AND completed several recruitment reviews for members and for the organisations involved in our pioneering projects: High Growth Jobs, Talented Candidates, and the Victorian Employer Enablement Project.

## **ACTION PLANNING**

Access and Inclusions Plans, also known as Disability Action Plans or Accessibility Action Plans, are important public documents that outline an organisation's commitment to providing inclusive and accessible experiences to their people, customers and the community.

AND has assisted organisations to develop their Access and Inclusion Plans through leadership engagement, review of current practices, completion of a gap analysis, and workshops with key stakeholders to discuss and agree future priorities and commitments.



## LEARNING SOLUTIONS AND PUBLICATIONS

AND's learning solutions have been designed to build capability for individuals and teams to develop inclusive and accessible environments for employees, customers and stakeholders. Our learning resources include tailored face-to-face training, eLearning and publications.

Our face-to-face training continued to receive consistently high feedback across all training topics. The interactive delivery style provides skills and knowledge to confidently welcome and work alongside people with disability. 108 sessions were delivered during 2017-18, with the highest demand for the Disability Confident Managers and Workforces.

To support a blended learning approach and offer flexibility in the delivery of training, during 2017-18 we developed our first Disability Confident Managers eLearning module, which will be launched in late 2018.

Our publications are at the core of our work. They provide fundamental information relating to inclusion of people with disability. During 2017, we reviewed and updated our popular *Manager's Guide to Creating a Disability Inclusive Workplace*, which was released as a third edition in November 2017. Other available publications include:

- *Design for Dignity Retail Guidelines*
- *Design for Dignity Guidelines*
- *Sharing and Monitoring Disability Information in your Workforce*
- *Welcoming Customers with Disability*



# HOW WE CONNECT

Canberra Roundtable



## MEMBER ROUNDTABLES

Member Roundtables are informative and dynamic sessions, where members can encourage, challenge and learn from each other. Our members value the opportunity to connect and discuss the strategies and practices that have successfully advanced inclusion of people with disability.

During 2017-18, over 480 people attended our roundtables, which are held quarterly in Brisbane, Canberra, Melbourne and Sydney. Topics discussed included:

- Do targets help to enable employment?
- How to create mentally healthy workplaces
- Career development for people with disability
- Getting it right – perspectives on the onboarding process
- Innovative job design
- What makes a successful Disability Employee Network?
- Why access and inclusion is everyone's business
- What makes a successful Accessibility Action Plan?
- Ensuring accessible products and services
- Inclusion by Neurodiversity
- Journey to Disability Confident Recruiter

Roundtable discussions have opened many new pathways of thought and delivered innovative solutions to our network.

**We sincerely thank the following members for hosting and/or presenting at our 2017-18 roundtables:**

- ANZ
- Apple
- Ashurst
- Attorney General's Department
- Australian Museum
- Australia Post
- Cisco Systems Australia
- City of Sydney Council
- Clayton Utz
- Commonwealth Bank
- Compass Group
- Crown Resorts
- Department of Defence
- Department of Health
- Department of Human Services
- DFP Recruitment
- icare
- John Holland
- Level Crossing Removal Authority
- Life Without Barriers
- MAX Solutions
- NSW Department of Education
- Programmed
- Reserve Bank of Australia
- RMIT
- Telstra
- VIC Department of Health and Human Services
- VIC Department of Premier and Cabinet



# HOW WE CONNECT

## DISABILITY CHAMPIONS NETWORKS

AND invites members to appoint a senior executive to champion inclusion of people with disability within their organisation. Research proves that an organisation with an executive champion is more likely to make progress. Currently, 40% of Platinum, Gold and Silver members have appointed Disability Champions.

Champions' lunches are hosted by member organisations. They are co-chaired by the host organisation's Champion and Suzanne Colbert, Chief Executive Officer of AND. These events encourage and support new champions, and provide a forum to share successes, challenges and opportunities.

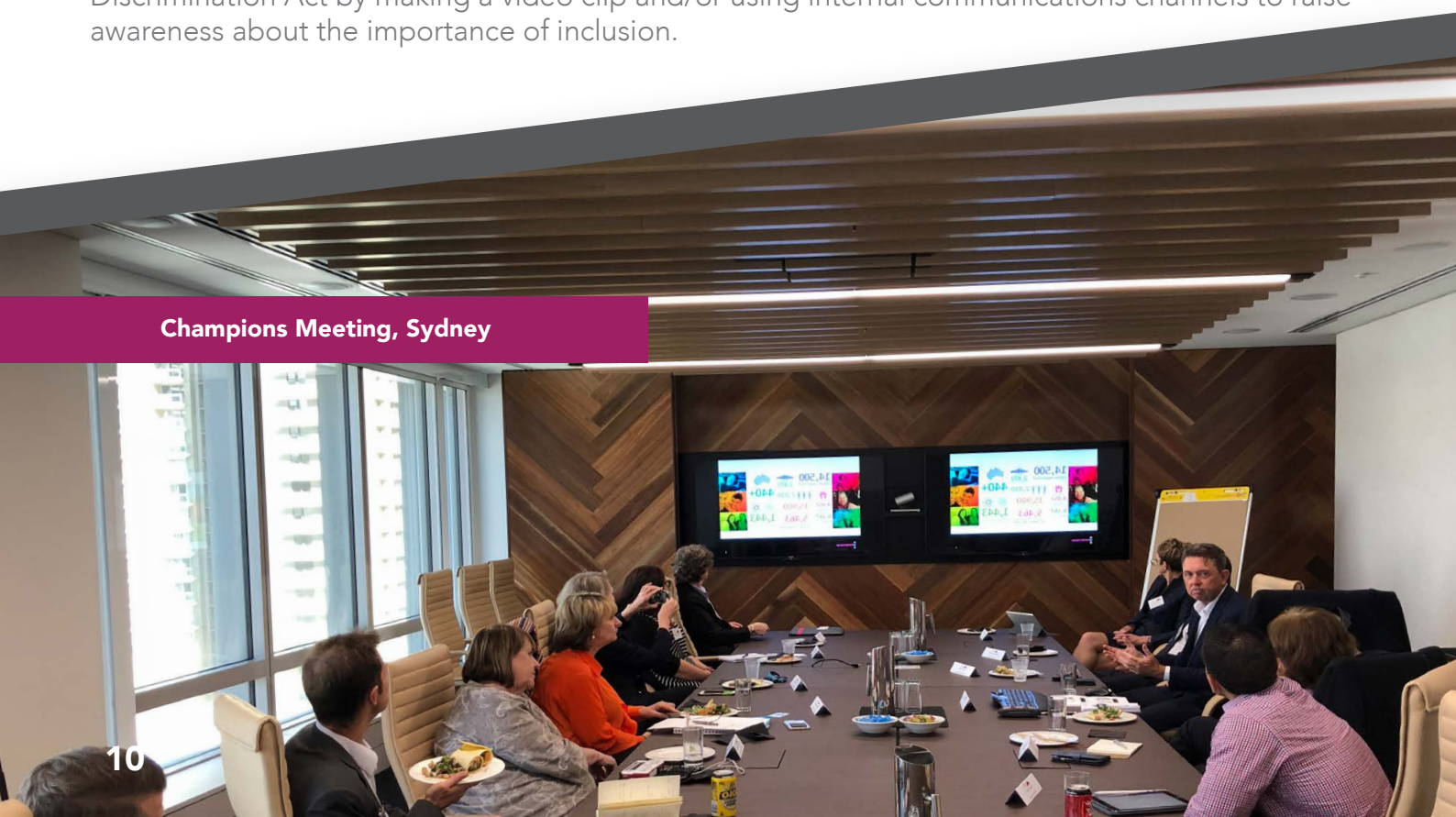
Our Canberra Disability Champions Network has been running for 10 years in 2018. During 2017-18, Comcare, Department of Defence and Department of Foreign Affairs and Trade hosted meetings that were each attended by over 25 champions.

Our first Melbourne Disability Champions' Network meeting was held in August 2017, which was hosted by ANZ Bank and attended by around 12 members. A second meeting hosted by Medibank in March 2018 had a similar attendance.

Sydney's Disability Champions Network met in November 2017, hosted by CBA, and in April 2018, hosted by QBE, with around 14 members in attendance.

Suzanne Colbert provides individual briefings to newly appointed Disability Champions. In February 2018, some of the Disability Champions marked the 25th anniversary of the Disability Discrimination Act by making a video clip and/or using internal communications channels to raise awareness about the importance of inclusion.

Champions Meeting, Sydney



# INTERNATIONAL CONNECTIONS

## ILO GLOBAL BUSINESS AND DISABILITY NETWORK

The ILO Global Business and Disability Network (GBDN) is a unique worldwide network of multinational companies, national employers' organisations, business networks and Disabled People's Organisations working in collaboration to promote inclusion of people with disability in the workplace. On 24 October 2017, for the first time ever, the ILO GBDN brought the national business and disability networks (NBDN) together to learn from each other and establish the way forward.

AND CEO Suzanne Colbert AM and representatives from 13 NBDNs from all over the world as well as from the Ibero-American Network of Inclusive Companies shared their status, challenges, successes and future plans. There was lively exchange of methodologies and challenges, as well as identification of points for collaboration in the future. The meeting particularly focused on supporting recently established and potential new NBDNs in developing countries.



## HARKIN SUMMIT

On 2-3 November 2017, the second Harkin International Disability Employment Summit was held in Washington D.C. The Summit convenes high-level representatives and grassroots implementers from around the world. Representatives from business, disability advocacy, government, education, foundations and NGOs came together to identify and create strategies to increase employment opportunities for people with disability.

AND Deputy CEO Amy Whalley attended the Summit and heard Senator Harkin set the goal to double the employment rate of people with disability in the next 10 years. The Summit also heard from other well-known keynote speakers, including: Jenny Lay-Flurrie, Chief Accessibility Officer from Microsoft, Dr Jim Yong Kim, President of the World Bank Group, and Darren Walker, President of the Ford Foundation. The Summit provided an opportunity to connect with leaders from around the globe and share examples of the great work happening here in Australia.





Florent Lore and Lachlan Burr, BHP Billiton

*"Just do it! Don't be afraid of failure because you can use it as an opportunity to grow skills, ability and character."* Lachlan Burr

## LACHLAN ESCAPES HIS COMFORT ZONE AND REAPS THE REWARDS

ECU student Lachlan Burr was looking to get out of his comfort zone when he applied for a Stepping Into internship with mining giant BHP Billiton, and his courage paid off.

The usual summer jobs he'd taken in the past made him feel his career expectations were limited and that his disability was a hindrance, but a positive experience within the supportive environment at BHP turned that around. Now, Lachlan can be excited about what awaits him post-university.

"In a supportive environment, with clear guidelines and careful supervision, I learnt that a strong work ethic and the ability to learn quickly can reward you with good work relationships," Lachlan said.



Embracing every opportunity to push himself, Lachlan worked within complex team environments, including resource engineering and project management. Travelling to and touring mine sites was a particular highlight of his time at BHP.

An important lesson Lachlan learned early in his internship was that everyone makes mistakes; the key was to see them as an opportunity to develop.

"I wanted to learn and grow from my mistakes and improve, where I could," he said.

Looking back, Lachlan's proud of the relationships he built during his time with BHP and that he's made the most of every opportunity it gave him. He's even joined BHP's Toastmasters Club as a way of developing his public speaking skills while continuing his studies.

When it comes to options after university, Lachlan's confident his internship experience will give him the edge he needs.

"University may give you the theory for working in the real world, but practical work experience will separate you from the many other people."

Long term, Lachlan has his sights set on a graduate role with BHP, but he'll also be working to develop his skills within not-for-profit organisations in order to give back to local communities.

## CONNECTING TO TALENT THROUGH STEPPING INTO

**Stepping Into is an internship program that connects talented university students with disability with our member organisations.**

- 190 students participated in Stepping Into during 2017-18
- 70 students were matched with 25 members during winter 2017
- 120 students were matched with 39 members during summer 2017-18

The summer intake was the largest in Stepping Into's 13-year history. We're working on an impact evaluation of the program, which will be published in December 2018.

## WHAT OUR MEMBERS SAID FROM WINTER 2017 AND SUMMER 2017-18

83%

of supervisors said the program increased their disability confidence and awareness of the skills and talents of people with disability

95%

of supervisors said they would participate again if an opportunity arose

94%

of interns said the experience helped them to prepare to enter the workforce

## CONNECTING THROUGH MENTORING WITH PACE

AND has been facilitating mentoring programs since 2002 and formally launched the Positive Action towards Career Engagement, or PACE mentoring program, in Spring 2013. The program has seen many successful mentoring matches and outcomes for both mentors and mentees. By the end of June 2018, there had been a total of 730 completed matches since the program commenced.

We established an Advisory Group of members to assist with a review of the program, which was completed in October 2017. The review recommended changes to the funding model and to extend the program from 12 to 16 weeks. It also recommended introducing a new Monitoring and Evaluation Framework to measure mentors' disability confidence and mentees' employability skills, pre- and post-participation. These changes were implemented for the Autumn 2018 program.

Thirteen members participated in PACE during 2017-18: Accenture, ANZ, Ashurst, Attorney General's Department, Australian Public Service Commission, Bupa, Cummins, CBA, Lendlease, Office of National Assessments, Programmed, QBE and Victoria Police.

- **66 jobseekers with disability were mentored in spring 2017**
- **100 jobseekers with disability were mentored in autumn 2018**

*"Mentoring through the PACE program was a very rewarding experience. It provided a great opportunity to share my knowledge and experiences and I learnt a lot from my mentee."* – Spring 2017 Mentor

*"Just a wonderful thing to be a part of and I would recommend it to anyone."* – Autumn 2018 Mentor

*"Being able to do a mock interview with my mentor [was most useful]. I hadn't done an interview for a long time and when I did I never really prepared for it because I dreaded it, but I found that in this situation I kind of had to face my fears."* – Spring 2017 Mentee

## CONNECTING THROUGH SOCIAL MEDIA



**4517**  
**18%**

likes on Facebook  
increase from 2017



**4982**  
**12%**

followers on Twitter  
increase from 2017



**2274**  
**36%**

followers on LinkedIn  
increase from 2017

# AND'S 10TH NATIONAL CONFERENCE

Our 10th Annual National Conference returned to Sydney on 15 May 2018. It was followed by a special-interest workshop, kindly hosted by Westpac, about Disability Employee Networks (DEN) led by our international keynote speaker Kate Nash OBE.

Feedback received from conference attendees was overwhelmingly positive, with Kate Nash's contribution as keynote speaker noted as a highlight by many. Feedback from the public and private sector discussion groups about their experience using our Access and Inclusion Index was also extremely positive.

## Conference by numbers:

**216** delegates from 97 organisations attended.

**30** delegates attended the DEN workshop following the main conference.

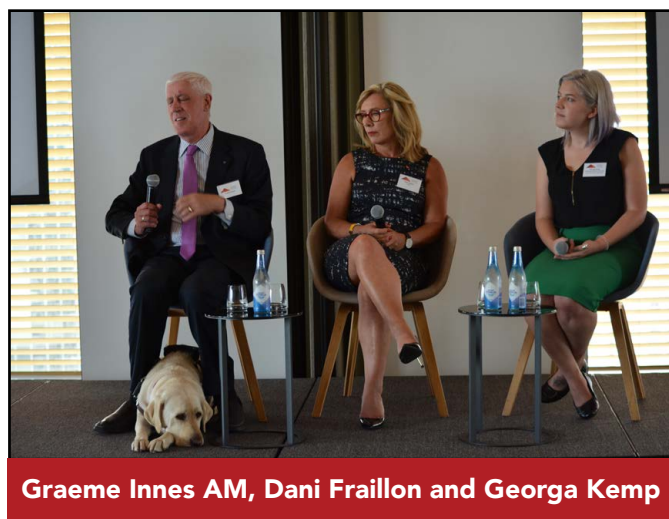
**21** expert speakers shared their knowledge and experience.

**12** Disability Champions attended.

**10** generous sponsors helped make the conference a success.

*"The conference exceeded my expectations. I came away inspired and full of new ideas to take back to my workplace."*

*"I've been to four and it was the best one yet by far."*



## ANNUAL COCKTAIL PARTY

Our annual Cocktail Party, generously hosted by EY in its state-of-the-art Sydney Centre, was a great success. Held in recognition of International Day of People with Disability, the event also marked a significant milestone for AND, with IAG named as its 200th Member.

Over 100 guests were treated to a highly engaging panel of speakers, insights into the current state of disability confidence among Australian businesses, and outstanding entertainment from The Voice contestant, Lara Nakhle.

# HOW WE CHECK



Photo caption: (L to R) Peter Wilson AND, Jodi Phillips ATO, Clayton Trevilyan DHS, Suzanne Colbert AND, John Lennox ATO, Meg Dalling ANZ, Michelle Butterly ANZ, Mike Brett DHS

In its second year, our Access and Inclusion Index has continued to provide essential benchmark data and quality roadmaps for organisations to advance their access and inclusion practices.

The Access and Inclusion Index provides an organisation-wide systematic approach to ensuring people with disability can participate equitably as employees, customers and stakeholders. This online self-assessment tool

highlights an organisation's strengths and maturity and provides practical insights on accessibility and inclusion across 10 key areas of business:

- Commitment
- Premises
- Workplace Adjustments
- Communications and Marketing
- Products and Services
- Information Communication Technology (ICT)
- Recruitment and Selection
- Career Development
- Suppliers and Partners
- Innovation





## THE ACCESS AND INCLUSION INDEX

AND members can choose to submit their self-assessment to us for evaluation and benchmarking. In 2017, 28 members used the Access and Inclusion Index to build understanding, check progress and benchmark performance. The top three performers were the Federal Department of Human Services, Australian Taxation Office and ANZ.

Members who participated applauded the tool as immensely helpful in their respective journeys. The self-assessment results have also been valuable in measuring and informing actions within Access and Inclusion Plans.

*"I'd definitely encourage other organisations to participate. While it takes a lot of work, there's a lot to be gained regardless of where you are on the maturity scale."* – Meg Dalling, ANZ

*"The Index has helped us prioritise some areas where we could make some real difference."* – Clayton Trevilyan, Federal Department of Human Services

# HOW WE CHECK

## DISABILITY CONFIDENT RECRUITER

AND's Disability Confident Recruiter (DCR) program helps organisations identify and remove unintended barriers to inclusive recruitment. It builds an organisation's confidence and capability to attract and support skilled candidates with disability.

To achieve DCR status, organisations complete a 'Discovery' phase, during which they remove barriers which prevent job applicants with disability from participating on an equitable basis. Following the Discovery phase, everyone in the organisation who participates in recruitment completes an eLearning module. An annual review is conducted by AND to confirm continued accessibility.

By 30 June 2018, nine organisations had completed DCR and were awarded the DCR badge, and another 15 were in progress.

The DCR program represents a strategic opportunity for organisations to attract and support talented jobseekers with disability and demonstrate their commitment to inclusive recruitment.



Managing Director of MAX Solutions Deborah Homewood and Suzanne Colbert





## **ACTION PLAN AUDITS**

For organisations that have Access and Inclusion Plans in place, AND has provided mid-term or end-of-plan audits to check progress and measure outcomes. The audit report confirms the organisation's progress and outlines areas for further focus and prioritisation. This independent review is a useful tool for organisations to check they are getting it right and making progress towards greater inclusion of people with disability.

## **PREMISES REVIEWS**

AND's Premises Review supports organisations to review the physical environment from a different perspective, ensuring access is provided in a safe, dignified and equitable way. Our skilled Relationship Managers undertake an assessment of premises and prepare a report with key findings. The report gives an organisation the information it needs to create inclusive environments for team members and customers.

AND continued to partner with Design for Dignity to support this service offering and advance innovative practices in relation to accessible and inclusive environments.



# PIONEERING PROJECTS

## HIGH GROWTH JOBS, TALENTED CANDIDATES

High Growth Jobs, Talented Candidates (High Growth Jobs) was an innovative project developed and delivered by AND in partnership with Social Ventures Australia. It was funded by the NSW Department of Family and Community Services as part of the Employment Enablement Strategy to increase employment of people with disability. The project was completed in August 2017.

Throughout the project, AND worked with eight large employers from three industries to increase their capability to recruit and retain employees with disability. These were: Accor Hotels and Compass Group from Food and Accommodation Services; Fujitsu, IAG and Infosys from the Knowledge sector; and Life Without Barriers, Australian Unity and Uniting from Health and Social Assistance.

As a result of the project, 39 jobseekers with disability achieved employment with more than double the average Disability Employment Service retention. Employers also engaged more deeply with the inclusion agenda and built their capability to recruit and retain employees with disability.

## VICTORIAN EMPLOYER ENABLEMENT PROJECT

Based on the success of the framework developed for the High Growth Jobs project in New South Wales, we were invited to deliver the Victorian Employer Enablement Project (VEEP). The project was funded by the Victorian Government.

Barwon Health, Bupa and the Royal Children's Hospital committed to the project with the aim of building their confidence and capability to hire, retain and promote people with disability. These three organisations employ approximately 30,000 people between them and are part of the Health and Social Assistance industry – Victoria's largest and fastest growing employing industry.

VEEP will continue through to December 2019.





Attendee at our 2018 National Conference

# FINANCIAL PERFORMANCE

Sincere thanks to PKF Audit and Assurance Limited for undertaking our 2017-18 Financial Audit.

AND's main sources of income is through membership and programs. Total income for 2017-18 was \$2,852,478 which was an increase of 10% from the previous year. We achieved surplus of \$403,190 which strengthened our financial sustainability and will allow technology investment to improve efficiency and improve the way we provide information to members.

AND has a strong cash position (\$2,385,550) with a net increase in cash and cash equivalents of \$970,947. The increase in cash was in part, as a result of government funded projects.

The following tables outline AND's income and expenses for the 2017-18 financial year and should be read in conjunction with the full Financial Statements for the year ended 30th June 2018.

<b>INCOME (\$2,871,418) 2017-18</b>	
Membership	44%
Programs	26%
Training & Consultancy	10%
Projects	10%
Events	8%
Publications	1%
Other Income	1%

<b>EXPENSE (\$2,468,288) 2017-18</b>	
Employee Benefit Costs	63%
Administration costs	15%
Service Delivery Costs	12%
Occupancy Expenses	5%
Marketing	3%
Depreciation	2%

# END OF AN ERA

John Bennett OAM, a founding Board Member of AND, resigned from the Board at the 2017 Annual General Meeting, bringing an end to an era.

John Bennett and his brother Steven Bennett were founding Board members of the AND – initially known as Employers Making a Difference. Steven was chair from 2000 through to May 2005 and John was chair from 2007 to 2015. When John resigned from the board at the 2017 AGM, it was the end of an era.

At an 'End of An Era' dinner attended by Steven and John and current and former board members, John reflected on how far AND has come since it was incorporated in September 2000. "What AND has become is more than we could ever have imagined."

John and Steve wanted to tell other employers about the benefits of employing people with disability and make it easier. The success they had experienced in their business, Benbro Electronics, in employing people with disability led them to winning the Prime Minister's Employer of the Year Award in 1998, 2003, 2005 and 2006.

Suzanne Colbert reflected on the enormous contribution the Bennetts have made to the inclusion of people with disability and the famous quote by Margaret Mead that sustained the board and team in the early days:

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



Photo: 1998 Prime Minister's Employer of the Year Award group photo.



Photo: Suzanne Colbert presents retiring Board member John Bennett with an award to say thank you for making a difference.

John reflected on how far AND has come since it was incorporated in September 2000. "What AND has become – we just couldn't have imagined," he said.

AND celebrated its 200th member in November 2017. All large organisations that together, employ approximately 1,530,525 Australians, which is 12.44% of the Australian workforce.



# CORPORATE GOVERNANCE

AND's Board of Directors is responsible for governance and setting the strategic direction. There are three office bearers (Chair, Secretary and Treasurer) and ten members of the Committee.

Sincere thanks to the Board for their robust leadership and governance, guiding AND through a year of considerable change and strong performance.

## PETER WILSON AM, CHAIR

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

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

Peter is President & Chair of the Australian Human Resource Institute Limited and CPA Australia Limited. He was appointed Chair of the AND Board in May 2015.

He is currently a Director of Bank First and also 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 and 2015 and delivered the 2014 Kingsley Laffer Oration at Sydney University.

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 UTS 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.

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

At the core of what Bronwyn enjoys is bringing businesses, individuals and teams together to find mutually beneficial solutions and outcomes. Her passion for working with diverse clients and teams started with the various professional contract roles in and around London and furthered with an extensive pricing career at IBM. Through the pricing roles Bronwyn helped IBM and its customers financially structure services contracts in Australia, UK, US and other EU countries resulting in significant signings of large outsourcing contracts and multi country deals. Other recent roles include Software Group Financial Controller, Business Controls and Risk Manager, Controller/CFO of Global Business Services Division.



## RICHARD BARNETT

**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.

## JOHN BENNETT OAM (retired in November 2017)

**Skill area:** Business Management and Innovation.

In 1986 John started Benbro Electronics with his elder brother Steven. In 1998 Benbro was announced as both State and National Winner of the Prime Minister's Employer of the Year Award in the small business division. As a direct result, John and Steve, along with Suzanne Colbert, formed Employers Making a Difference, now the Australian Network on Disability.

Benbro won the Prime Minister's Employer of the Year Award again in 2003, 2005 and 2006 when they were inducted into the "Hall of Fame".

John was Chair of the Australian Network on Disability for seven years. He is a Justice of the Peace in NSW and in January 2007, John was awarded the Order of Australia. He retired in February 2015.

## BELINDA CURTIS

**Skill Area:** Human Resources.

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

Belinda has 20 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.

# CORPORATE GOVERNANCE

(CONTINUED)

## STEPHANIE GUNN

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

Stephanie is the General Manager, Partners in Community at the National Disability Insurance Agency which is responsible for the implementation of the National Disability Insurance Scheme.

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 employers, its customers, clients and accordingly, shareholders

**SCOTT ORPIN** (appointed in January 2018)

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

Scott Orpin 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**

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

Donna works at Commonwealth Bank in the Group Customer 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. Donna established CBA's Enable Network, which now has over 500 members.

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.

Prior to joining Commonwealth Bank, her career included management positions in human resources, marketing, fund raising, community and public relations and volunteer management. 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.

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.

# AUSTRALIAN NETWORK ON DISABILITY

Members of AND include large multinational corporations, small to medium enterprises (SMEs), government departments and not-for-profit organisations. In combination, they employ over 1.5 million Australians.

## PLATINUM MEMBERS

Our Platinum members are the organisations that founded AND.

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

## GOLD MEMBERS

- Accenture
- ACT Chief Minister, Treasury and Economic Development Directorate
- ANZ
- Apple Pty Ltd
- Attorney-Generals Department, Federal
- Austrade
- Australia Post
- Australian Bureau of Statistics
- Australian Museum
- Australian Taxation Office
- Bendigo and Adelaide Bank
- BHP Billiton Coal
- Brotherhood of St Laurence
- Bupa
- Cisco Systems Australia
- Coles Group
- Commonwealth Bank
- Crown Resorts
- Cummins South Pacific Pty Ltd
- 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 and Regional Development, Federal
- Department of Jobs and Small Business, Federal
- Department of Social Services, Federal
- Department of the Prime Minister and Cabinet, Federal
- George Weston Foods Limited
- HealthShare NSW
- Hollard Insurance Co
- icare
- Infosys
- KPMG Australia
- Legal Aid NSW
- Lendlease
- Level Crossing Removal Authority
- Life Without Barriers
- Medibank
- National Australia Bank
- National Disability Insurance Agency
- nbn co limited
- nib Health Funds
- Northern Territory Government
- NSW Department of Family and Community Services
- NSW Department of Industry
- PwC
- Qantas Airways Ltd
- QLD Department of Housing and Public Works
- State Insurance Regulatory Authority
- Stockland Corporation Ltd
- Tasmanian Government
- Telstra Corporation Ltd
- Transport Accident Commission
- Uber Australia Pty Ltd
- UnitingCare Queensland
- University of Melbourne Student Union
- University of Sydney
- VIC Department of Economic Development, Jobs, Transport & Resources
- VIC Department of Environment, Land, Water and Planning
- Victorian Public Sector Commission
- Woolworths Group
- Worksafe Victoria

# MEMBERS 2018

## SILVER MEMBERS

- Ability Options
- AGL
- Australian Criminal Intelligence Commission
- Australian Federal Police
- Australian National Maritime Museum
- Australian Public Service Commission Federal
- Australian Securities and Investments Commission
- AustralianSuper
- Brisbane City Council
- Bureau of Meteorology
- Carnival Australia Pty Ltd
- City of Greater Dandenong
- City of Yarra
- Clayton Utz
- Comcare
- Cumberland Council
- Deloitte Australia
- Department of Finance, Federal
- Department of Parliamentary Services, Federal
- Department of the Environment and Energy, Federal
- DFP Recruitment
- Employers Mutual Management Pty Ltd
- Endeavour Energy
- Ernst & Young
- Gilbert + Tobin Lawyers
- Hunter Water Corporation
- IAG
- IP Australia
- John Holland Pty Ltd
- Kmart Australia Limited
- Macquarie University
- Manpower Group
- MAX Solutions
- Melbourne Water
- Microsoft Pty Ltd
- Mission Australia
- North Sydney Council
- Northcott
- NSW Crown Solicitor's Office
- NSW Department of Education
- NSW Department of Finance, Services and Innovation
- NSW Department of Premier and Cabinet
- Office of National Assessments
- Paxus
- Programmed
- QBE Insurance Group Ltd
- Queensland Treasury Corporation
- Rabobank
- Reserve Bank of Australia
- RMIT
- Suncorp Group
- The Treasury, Federal
- VIC Department of Health and Human Services
- VIC Department of Premier and Cabinet
- Victoria Police
- Willoughby City Council
- Yarra Trams



## BRONZE MEMBERS

- ACTU
- Administrative Appeals Tribunal
- APSCo Australia
- Australian Radiation Protection and Nuclear Safety Agency
- Artius Managed Services
- Ashurst
- Australian Broadcasting Corporation
- 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 Victoria
- Break Thru People Solutions
- Campbell Page
- Cancer Australia
- Castle Personnel Services Ltd
- Centre for Inclusive Design
- City of Port Phillip
- City of Sydney Council
- City West Water
- Commonwealth Ombudsman
- Deaf Society of NSW
- Deakin University
- Department of the House of Representatives
- Department of Veterans' Affairs, Federal
- Diversity Council Australia
- Fair Work Ombudsman
- Food Standards Australia New Zealand
- Hays
- Hoban Recruitment
- IVE Group
- kmo
- Konekt Employment Services
- L'Oreal Australia
- Macquarie Group Services Australia Pty Ltd.
- Matchworks
- Maxima Group Incorporated
- MEGT (Australia) Ltd
- Mercer (Australia) Pty Ltd
- Mercy Health
- Michael Page International (Australia) Pty Ltd
- 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
- Nous Group
- NSW Department of Justice
- NSW Ministry of Health
- NSW Ombudsman
- NSW Public Service Commission
- Optus
- ORS Group
- Penrith City Council
- People with Disability Australia Inc
- Preston Rowe Paterson Sydney Pty Limited
- Royal Australian Mint
- Safe Work Australia
- Scope Global
- Settlement Services International
- South East Water
- State Trustees Limited
- Swinburne University of Technology
- Taste Creative
- Telecommunications Industry Ombudsman Ltd
- Thomson Geer
- Transdev Australasia Pty Ltd
- Transport for NSW
- University of Melbourne
- University of New South Wales
- University of Technology, Sydney
- University of Wollongong
- VIC Department of Treasury and Finance
- VicRoads
- Victorian Managed Insurance Authority
- Vision Australia
- Women with Disabilities Victoria Inc
- Work Health Group
- Yarra Valley Water

## WORK-LIFE BALANCE AND FLEXIBLE WORKING ARRANGEMENTS

The wellbeing of employees is our highest priority. A healthy work-life balance is crucial for managing health and relationships that contribute to productivity and performance. We have introduced personal self-care plans to facilitate conversations and support work-life balance.

Our flexible working arrangements are vital to successful recruitment and retention and lead to greater productivity through increased job satisfaction

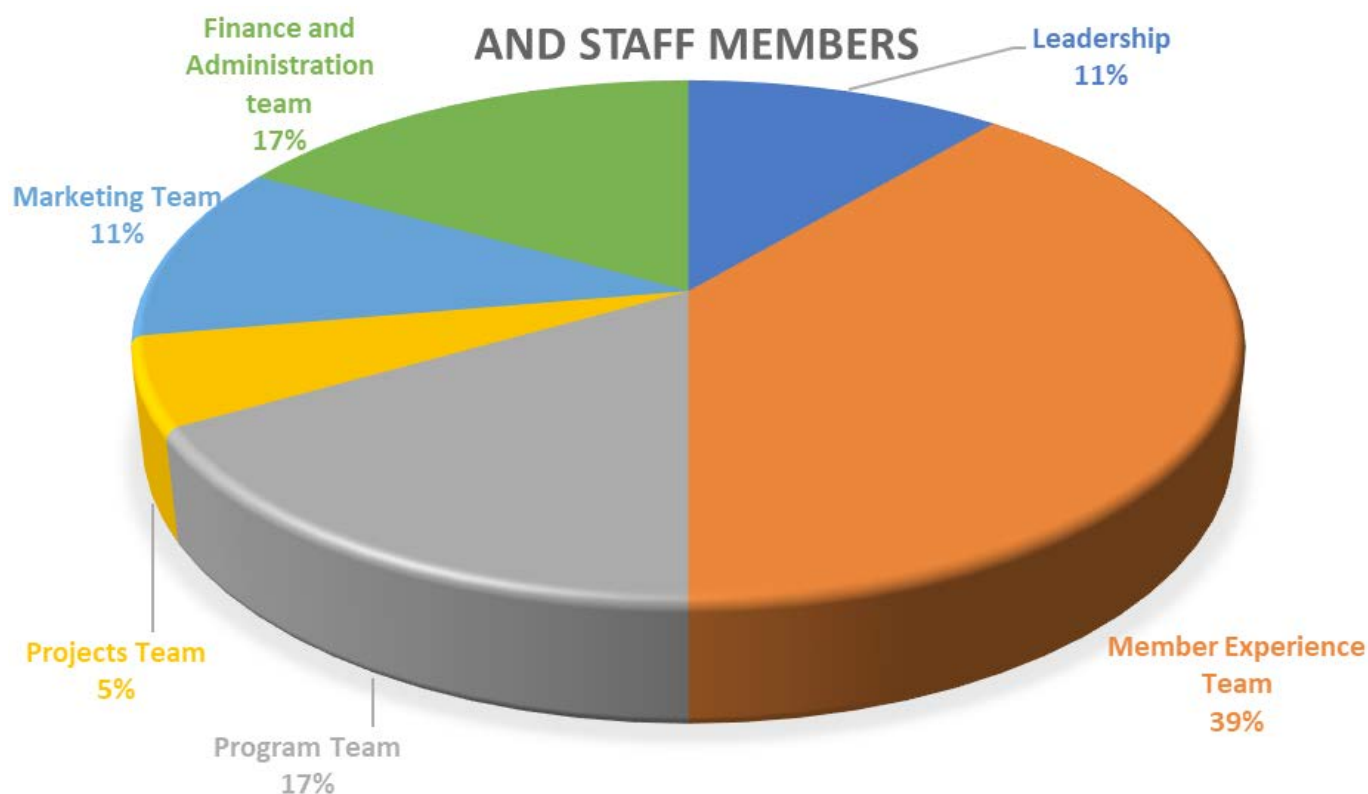


Photo: Some members of our team, Catherine Winter, Emily Sparling, Stephanie Littlewood and Toni Wren

# OUR TEAM

Suzanne Colbert AM is our founding Chief Executive and leads a team of 18 permanent employees across three locations in Australia. Sydney has a team of 12, Melbourne has a team of four and one team member is in Canberra.

Deputy CEO Amy Whalley and Senior Relationship Manager Samantha Dancey support the Programs Team and Member Experience Team. Our Programs team of three is led by Isabel Heiner. The Member Experience Team consists of five Relationship Managers and one Member Liaison Officer. The Projects team, led by Toni Wren, manages high-impact projects, such as High Growth Jobs and the Victorian Employer Enablement Project. The Marketing team of two manages our website, communications and events. In the Administration team, there are three full-time team members and one contractor.





2018 National Conference

# HOW TO CONNECT WITH US

**1300 363 645**

[www.and.org.au](http://www.and.org.au)

[info@and.org.au](mailto:info@and.org.au)



ANDisability



[australiannetworkondisabilitysydney](https://www.youtube.com/channel/UCaUWtYUWtYUWtYUWtYUWtYU)



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