



AUSTRALIAN  
NETWORK  
ON DISABILITY



# ANNUAL REPORT 2017

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



PACE mentee, Akshay Vallikkattil meets with mentor Tara Gregory at QBE Insurance Group.

## ABOUT THIS REPORT

Our 2016-17 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.

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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.

#### Acknowledgment Of Country

The Australian Network on Disability (AND) acknowledges 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 pdf and text versions of our Annual Report and financial statements are available on our website [www.and.org.au](http://www.and.org.au). If you require an alternative format please contact us at [info@and.org.au](mailto:info@and.org.au) or call 1300 363 645.

Cover image: Student, Georga Kemp, completed a Stepping Into Internship with NSW Department of Family and Community Services (FACS), read her story on page 12.

# CHAIR AND CEO'S REPORT

We are very proud to present the Australian Network on Disability (AND)'s 2016-17 Annual Report.

During the year we embraced opportunities to enhance our global connections by attending two international conferences; the Harkin Summit and the Zero Conference. The key messages from both these conferences affirmed that AND's services, programs, projects, training and publications are truly world class.

The aim of the Harkin Summit, attended by 31 countries and 70 private sector companies, was to accelerate the employment rate of people with disability globally. Senator Harkin highlighted that the best predictor for young people with disability having lifelong work is whether they had a 'summer job'. We are proud that AND members have been launching careers by providing summer jobs to university students with disability for more than 12 years through the Stepping Into Internship program.

The Zero Project aims to assist in creating a world without barriers by sharing innovative and effective solutions to inclusion of people with disability. Key messages at the Zero Conference, held in Vienna included: the power of partnerships, collaboration and storytelling; the importance of measuring impact; and the win-win of inclusion. Our participation in these global platforms reminds us of the important role that AND plays in contributing to system change. This is discussed in more detail on page 11.

The National Disability Insurance Scheme (NDIS) is committed to help Australians with disability live 'ordinary' lives. We believe the NDIS is necessary but will be insufficient without further reforms. The economic model is predicated on increased employment outcomes for people with disability. However, data from Australian Productivity Commission's Report on Government Services 2017, indicates that employment participation is declining. We know that many AND members struggle to effectively engage with the \$800 million per year Disability Employment Services Program (DES) administered by the Federal Department of Social Services.

Over the past year, we have participated extensively in consultations and discussions on the reform of the DES system. We were encouraged by early consultation papers which acknowledged employers as necessary and vital stakeholders in changing outcomes for people with disability.

In March, AND gathered a group of 12 focused members, who collectively employ over 400,000 people, along with the Business Council of Australia to meet with Assistant Minister Prentice. AND members and the BCA were frank in telling the Assistant Minister that the current system is letting employers and people with disability down. The Assistant Minister invited us to collaborate with our members to put forward a proposal that would better connect skilled and talented jobseekers with disability with suitable roles. Unfortunately, the reforms announced will not make it easier for large employers to recruit people

with disability in substantial numbers. AND has since proposed streamlined solutions to Government and we look forward to furthering discussions.

AND is proud of our members who are actively engaged in making their organisations more accessible and inclusive. For the first time, 22 members measured their performance using AND's Access and Inclusion Index. The Benchmark Report, launched at our 2017 Conference, yielded an average score of 47 out of 100. This average will be a useful guide for members to use to assess their own maturity. We sincerely thank the 22 members who invested their time and resources and created the result that other members can use. More detail is provided about the Index on page 4.

It has been a big year. As well as introducing the Access and Inclusion Index, we delivered on the High Growth Jobs project, significantly increased the number of participants in our Stepping Into Internship and PACE Mentoring programs, and launched a new and improved website. We also continued to strengthen our capacity to deliver services nationally and welcomed new organisations from across Australia. We now have members in every capital city.

Growth often presents new challenges and we take this opportunity to thank our team of dedicated staff whose knowledge, commitment and skills ensured that we continued to deliver expert programs and services throughout the year. They are genuinely engaged with our mission and take great pride in seeing members make progress on their journey to disability confidence.

Without doubt, the skills, knowledge and commitment that our directors bring to the AND board would be the envy of many organisations. Our directors are focused on strategy, excellent governance and long-term sustainability. They also provide invaluable practical assistance. We sincerely thank them all for their outstanding contribution.

AND members, board and team are united by our common purpose to create a fairer and more equitable Australia. A nation, where the employment participation of people with disability is on par with the rest of the population and one that supports people with disability to take their place as, social and economic contributors. We are enabled to do this deeply satisfying and meaningful work because of the investment and the commitment of our members. We sincerely thank you.



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



Photo caption: (L to R) pictured with the 2016 Access and Inclusion Benchmark report are: Mark McLane, Barclays, Mike Brett, Department of Human Services (DHS), Iain Shepherd, Westpac Group, Clayton Trevilyan, DHS, Suzanne Colbert AM, Australian Network on Disability and Peter Wilson, Australian Network on Disability.

## MEASURING FOR SUCCESS

One of our most significant achievements for the 2016-17 year was the launch of the Access and Inclusion Index. The Access and Inclusion Index was adapted from the Business Disability Forum (UK) world-renowned Disability Standard and designed in collaboration with members and the University of Melbourne's Centre for Workplace Leadership. It supports businesses to assess their performance against ten key areas:

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

**"We wanted to know where we stood in terms of access and inclusion. The Index was a useful way of identifying where our gaps were, so we can improve our performance in the future. It really guides your focus and gives you leverage to drive change,"**  
Bronwyn Scott, Disability Employment Leader, at HealthShare New South Wales.

The Access and Inclusion Index provides an organisation-wide systematic approach to ensuring people with disability can participate equally as employees, customers and stakeholders.

All AND members can use the Access and Inclusion Index to measure their progress. Additionally, members can choose to submit their self-assessment for evaluation

and benchmarking. In 2017 Twenty-two-member organisations participated in benchmarking. We sincerely congratulate IBM Australia, the Federal Department of Human Services and Westpac Group as achieving the top three maturity rankings. Members who participated applauded the tool as immensely helpful in their respective journeys.

**"It's measurable. There are real figures and real data to work from. I think it will be a powerful tool to help us move forward."**

Fiona Davies, National Manager Diversity and Inclusion, Life Without Barriers



## ABOUT US

### WHO WE ARE

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

### WHAT WE BELIEVE

We are driven by our belief that people with disability are social and economic contributors with skills and capabilities who are entitled to equitable opportunities in society. We also believe in the power of networks, relationships and collaboration to achieve change, to share knowledge and grow expertise.

## SUPPORTING business goals

we:



Support members to develop the behaviours, attitudes, systems and knowledge to successfully welcome and include with people with disability as employees and customers.



Facilitate networking events for learning and sharing information such as our annual conference, quarterly roundtable events and Disability Champions' lunches.



Provide an effective way to measure performance against goals and support improvement – Access and Inclusion Index.



Increase opportunities to connect with skilled and talented people with disability through innovative programs such as our Stepping Into internship program and PACE mentoring program.



Collaborate with members and partners to develop customised tools and specialist publications.



Facilitate learning and development in Disability Confidence, Welcoming Customers and Mental Health and Wellbeing.



Develop valuable projects that inform us about progressing the inclusion of people with disability as employees, customers and suppliers.

### HOW WE WORK

Our highly skilled Relationship Managers take time to listen, understand and work closely with members to develop and implement their customised plans to make progress on access and inclusion goals.

### MAKING AN IMPACT

The Access and Inclusion Index enables AND members to measure and understand how they are performing when it comes to access and inclusion. It also helps them to know what to do to make a long-term difference, and provides a systematic roadmap for improvement.

# BIG FIRMS SEEK OUT STAFF WITH DISABILITY

In October 2016, Teremoana (pictured), from Belmore, started work with Compass Group Australia, a leading contract hospitality and services company.

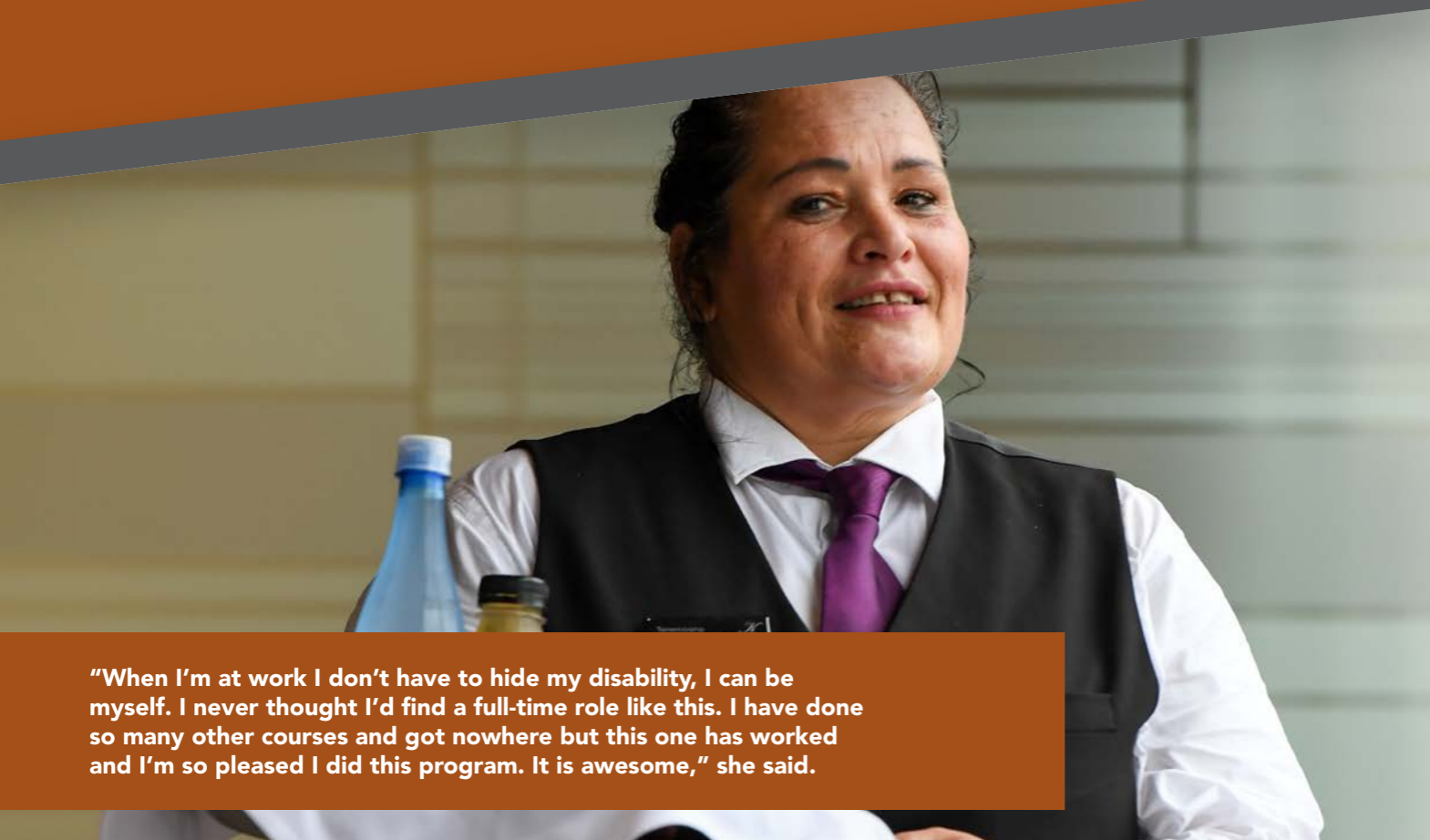
Teremoana's role came about through Compass Group's participation in an innovative project called High Growth Jobs Talented Candidates (HGJTC).

The project, funded by the NSW Department of Family and Community Service commenced in 2015 to increase the employment of people with disability in growth industries. Three growth industries were selected, Food and Accommodation Services, Health and Accommodations Services and Knowledge. AND designed the project using an evidence based framework and worked with Social Ventures Australia to develop a Monitoring and Evaluation Framework. SVA will complete the evaluation in late 2017



**On the 14 November, The Hon. John Ajaka MLC, in his role as the former Minister for Disability Services, attended a special roundtable to celebrate the first candidates successfully securing permanent roles.**

Photo: (L to R) Rosie McArdle Compass, Natasha Caflish Compass, Kara Lee HGJTC Compass employee, The Hon John Ajaka MLC, Erin Carey MAX Employment, Steven Horner Westpac, Toni Wren AND



**"When I'm at work I don't have to hide my disability, I can be myself. I never thought I'd find a full-time role like this. I have done so many other courses and got nowhere but this one has worked and I'm so pleased I did this program. It is awesome," she said.**

## PROJECT DESIGN

The project started with the employers by building their confidence to employ people with disability and worked backwards by preparing and matching jobseekers to identified jobs.

Rosie McArdle Compass Group Australia Executive Director HR and Risk, said "It has been an intrinsic motivator for line leaders which you can't pay or train for."

The project ended on 31 August 2017.

There were four main components:

**Engage:** Understand business hiring needs and identify suitable roles.

**Equip:** Break down barriers through removing barriers to the recruitment process, supporting the implementation of workplace adjustments and providing disability confidence training to key personnel.

**Deliver:** AND worked with selected Disability Employment Services who took time to understand the roles and then effectively selected and matched suitable candidates.

**Review:** Ongoing reviews ensured the good match and supported candidates in their new roles.

## HGJTC OUTCOMES AS AT 30 JUNE 2017:

# SIX

organisations and three employment service providers filled 28 roles. A total of 39 placements across eight organisations were made by end August 2017.

# 82%

retention rate was achieved with 80% of jobseekers achieving six months or more in their roles.

# NEARLY 290

managers and supervisors, from across the six employers, developed skills in disability confidence during close to 30 training sessions conducted by AND.

# EIGHT EMPLOYERS

Increased their capacity to recruit and retain people with disability. Six improved their recruitment policies and five developed workplace adjustment policies for the first time.

# CONNECTING BUSINESS TO BUSINESS

## NEW MEMBERS

We welcomed 24 new members during 2016-17. A total of 18 organisations decided not to renew their membership, some due to merging of Government departments. Total membership on 30 June 2017 was 176.



## MEMBER ROUNDTABLES

Member networking and sharing information and covering new and topical information is fundamental to our work. During 2016-17 between 25-50 people attended each of our quarterly roundtables in Canberra, Melbourne and Sydney. We also introduced half yearly roundtables in Brisbane.

Discussions included: The United Nations Convention of the Rights of People with Disability; Career Development for Employees with Disability; AND's Disability Confident Recruiter program; Challenges and Solutions in Recruitment and Selection and Welcoming People with Disability. There were many rich discussions that enabled members to work through challenges in a collegiate environment.

## WEBINARS

To help our members who can't always leave their desks, we commenced quarterly webinars. Topics included Information Sharing; Access and Inclusion Index; Disability Confident Recruiter Program and, Secrets to an Inclusive Workplace: Bringing Walgreens to Woolworths. In addition to the live webinars with time for questions and answers, the recordings and presentations are available in the Member Area of our website.

Approx. 130 members attended the webinars and another 54 people viewed the recordings in the Members Area of our website.

## DISABILITY CHAMPIONS

Champions Meetings provide an opportunity for senior executives to share information about their successes, challenges and opportunities. In 2016-17 our Canberra Champions led the way with truly rich discussions that were motivating and encouraging and led to several new ideas that were implemented.

# INTERNATIONAL CONNECTIONS



## HARKIN SUMMIT

The inaugural Harkin Summit was an invitation only event hosted by the Harkin Institute and led by Senator (Retired) Tom Harkin. Senator Harkin was a proponent of the Americans with Disability Act and has been an advocate for people with disability for over 40 years.

AND, CEO Suzanne Colbert AM was joined by board members, Peter Wilson AM, Stephanie Gunn and Kevin Figueiredo. Members, Nicole Vongdara from PWC and Damir Kucan from Crown Resorts (pictured) were also delighted to attend.

The Summit reinforced that AND's employer focused services, programs, publications and partnership approaches are world class. The common challenge amongst the participating countries continues to be creating scale and sustainability which will accelerate the employment of people with disability globally.



## ZERO CONFERENCE

The Zero Project, an initiative of the Essl Foundation, focuses on the rights of people with disability globally. This year's research centred on the issue of employment and, vocational education and training. AND's Samantha Dancey represented AND at the event in Vienna in February 2017. "AND was acknowledged as an innovator and our programs were commended."

The Australian Government's Department of Social Services was awarded a 'Zero Project Project Innovative Policy 2017' for the JobAccess program.

# AUSTRALIAN CONNECTIONS



## MEETING WITH ASSISTANT MINISTER FOR DISABILITY SERVICES JANE PRENTICE MP

On 3 March 2017, 12 AND members and the Business Council of Australia (BCA) met with Assistant Minister for Disability Services Jane Prentice MP to provide their input into the new Disability Employment Services (DES) contract due in March 2018.

Mrs Prentice said the roundtable discussion was central to the Government's focus of engaging with employers to consider how to improve DES and promote the benefits of employing people with disability.



## GEORGA'S INTERNSHIP PROVIDES A STEP INTO EMPLOYMENT

Georga Kemp, 24, was studying a Bachelor of Visual Communication Design at the University of Newcastle when she received an email from her disability liaison unit about Stepping Into™.

"At the time, I wasn't enjoying what I was doing at university. I needed to get back on track and work out what I wanted to do," said Georga.

One year and two Stepping Into internships later, Georga is working on a large-scale project for the NSW Department of Family and Community Services (FACS) on an extended contract.

"FACS has been amazing in terms of how they accommodate me. But they haven't overcompensated, which I think is a good thing. They know about my disability, they check in to make sure I'm doing OK, but they're comfortable knowing that if I need anything, I'll tell them," said Georga.

Georga, who was born with moderate to severe hearing loss, doesn't believe that her disability has been a barrier to employment. However, receiving the adjustments she requires to work effectively has been an issue in the past. "I've come up against barriers in previous roles. I think sometimes people forget about my disability," she explained.

FACS made sure that the necessary adjustments were in place before Georga started her internship. This included a phone with adjustable volume that was compatible with her hearing aid and a shared understanding about communication etiquette. The Department also made sure that Georga had the support she needed throughout the program.

Now that she's completed university, Georga's short term goal is to finish her contract and continue working in a related field. Long term she'd like to move into marketing or business. Georga's advice for students considering applying for the program is "Just go for it. It's a great opportunity and I think everyone should give it a go."

### STEPPING INTO GOES FROM STRENGTH TO STRENGTH

In 2005 Stepping into Law was piloted in Sydney with 7 university students winning paid internships with 4 firms. Since then AND has facilitated 758 internships across many disciplines and in all capital cities in Australia (figure correct to June 30 2017).

Over the Winter 2016 and Summer 2016-17 programs, 178 students completed internships. This is a 33% increase on the previous financial year. To date it is known that 41 students (32%) were offered ongoing employment while they study or after they have completed their studies.

### WHAT OUR MEMBERS SAID FROM WINTER AND SUMMER 2016/17

# 98%

of supervisors said they would participate again if an opportunity arose.

# 91%

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

# 31%

of interns were offered additional employment opportunities beyond the internship.

**The Australian Network on Disability's Stepping Into program is a paid internship program that connects talented university students with disability with AND members.**

# CAPACITY BUILDING

AND's vision is to create a disability confident Australia, and our learning solutions and bespoke consultancy, have been designed to achieve this. They include training programs, tailored information sessions, e-learns and webinars.

## DISABILITY CONFIDENT RECRUITER

Disability Confident Recruiter was AND's first accessible e-learn and is part of the Disability Confident Recruiter program. The e-learn component is completed by recruiters after their organisation has completed the 'Discovery' phase of the program and removed barriers that prevent job applicants with disability from participating on an equitable basis. Four organisations completed the program in 2016-17, the NSW Department of Family and Community Services, Epic Assist, DFP Recruitment and the National Disability Insurance Agency.

**"Interesting, not your standard, old school information.  
Gets you thinking and seeing from a different perspective."**

## TRAINING AND DEVELOPMENT

AND's face to face training equips participants with an understanding of accessibility and inclusion in the workplace.

The interactive and engaging delivery style provides practical learning outcomes including: awareness of what disability is; using inclusive language confidently and understanding the value of inclusive behaviours, systems and attitudes in creating an inclusive workplace environment. It supports attendees to progress their skills and knowledge to be able to confidently welcome and work alongside people with disability.

The most popular training session was Disability Confident Managers and Workforces. Other topics covered included: Mental Health and Wellbeing for Managers and Workforces; Welcoming Customers with Disability; Disability Confidence for Recruiters.

**"Dealt with practical issues and strategies to address them.  
Relaxed, informative approach."**

In 2016-17, AND delivered:

**118** training sessions across Australia;

**71** to Government departments (Federal, State and Local government agencies); and

**47** private sector members

# CONSULTANCY

AND's consultancy services give members access to intensive support to help with specific projects. For example, the development of Accessibility Action Plans (AAPs), member specific learning solutions and e-learns, dignified access, and policy and procedure implementation.

## ACCESSIBILITY ACTION PLANS

An AAP or Access and Inclusion Plan (AIP) is a public document used to outline an organisations approach to diversity and inclusion. In 2016-17 AND supported organisations to develop robust and measurable plans through provision of workshops, consultation with key stakeholders, support to engage the whole of business, and identification of gaps in current processes.

## WORKPLACE ADJUSTMENT

Workplace adjustment policy and procedure is a foundation stone to creating an inclusive workplace. In 2016-17, AND supported members by facilitating workshops with key stakeholders to help organisations retain valuable employees who may acquire disability as well as support them to employ new skilled and talented candidates with disability.

## RECRUITMENT REVIEWS

AND's recruitment review looks at members recruitment process from application to induction. AND supported members in 2016-17 through identifying unintended barriers and making recommendations on how to make processes barrier free and inclusive for people with disability.

## BESPOKE LEARNING AND DEVELOPMENT SOLUTIONS

AND regularly develops bespoke learning and development solutions specific to the needs of our members. In 2016-17, this has been through developing content for e-learns, and tailoring training for groups with more specific learning objectives.

## DIGNIFIED ACCESS (PHYSICAL AUDIT OF PREMISES)

In 2016-17 AND launched a partnership, with Design for Dignity. This enables us to support members to ensure safe, dignified and equitable access as well as compliance with the Disability Discrimination Act 1992 and Disability (Access to Premises – Buildings) Standards 2010.

## PUBLICATIONS

AND is Australia's leading content creator in relation to inclusion of people with disability for a business environment. Our publications are developed in consultation with people with disability, our business networks, regulators and thought leaders. They include:

- **Design for Dignity, Retail Guidelines, 2016 (free)** - Design for Dignity Retail Guidelines, provide an understanding of how to make the shopping experience for people with disability more independent, pleasurable and dignified. Microsite and PDF.
- **Design for Dignity Guidelines (free)** - The Design for Dignity Guidelines, produced by Lendlease in partnership with Westpac and AND received a Australian Human Rights Commission Business Award in 2016. They outline the principles for designing urban precincts 'beyond compliance.' PDF and accessible word document.
- **Sharing and Monitoring Information (free)** - Sharing and Monitoring Disability Information in your Workforce Guide assists people to seek information from employees while complying with the Disability Discrimination Act. Microsite and PDF.
- **Manager's Guide: Disability in the workplace (for purchase)** - The Managers' Guide includes information to assist managers and supervisors to effectively manage employees with disability throughout the entire employment cycle. Print and HTML format.
- **Welcoming Customers with Disability (for purchase)** - Welcoming Customers with Disability continues to be one of our most popular resources. Print and HTML format.

# BUILDING SKILLS THROUGH MENTORING

When Ria Guha, first heard about the Australian Network on Disability (AND)'s Positive Action towards Career Engagement or PACE Mentoring program, she was looking for an opportunity to break out of the university bubble and experience what it is like to be in the workplace.

The 21-year-old from Pennant Hills in Sydney is studying design at the University of NSW. The university's Disability Services section gave her some information about the program, which connects students and jobseekers with disability, with mentors in their professional field of interest.

Ria was matched with Stevie Rooney, Brand and Marketing Communications Manager at QBE Insurance Group. Stevie's expert knowledge and enthusiasm for supporting a mentee meant that over the 12-week program, the two of them could set goals and work towards achieving them.

"Ria and I connect with our shared interest in advertising. With the knowledge I have from my career, I give her advice on what she should focus on moving forward, and some of the tools she should develop as she goes through her university degree," said Stevie.

**"Coming into this program, my main goal was to get more familiar with what the workplace is from somebody who is very experienced. I wanted to see the types of things I can do with my degree, and what steps I could take to see what else is out there," said Ria.**

## SETTING THE PACE FOR INCLUSION

**The PACE Mentoring program has grown significantly from 18 matches across six members in the initial cohort in 2013. During Spring 2016, eight members participated with 66 mentee/mentor matches and 60 completions. In Autumn 2017, seven members participated with 103 mentee/mentor matches.**

## WHAT OUR MEMBERS SAID

Autumn 2016 and Spring 2016 mentors from ANZ told us about their experience:

# 89%

of mentors said they believe PACE has contributed to their own and their team's awareness of their diversity and inclusion initiatives (other responses indicated 'maybe').

# 96%

of mentors said they would participate in PACE again.

# 68%

of mentors said they would stay connected with their mentees

# 100%

of mentors said the program met their expectations.

# PROMOTING DISABILITY CONFIDENCE

## OUR BIGGEST EVER CONFERENCE

AND's 9th Annual National Conference in May, the first in Melbourne, was held at the Melbourne Cricket Ground and welcomed 220 members and guests (photo on back cover).

Popular keynote speaker Mark McLane, Global Head of Diversity and Inclusion at Barclays, travelled from London to talk about their highly successful diversity and inclusion initiatives. Barclays aims to be the most accessible FTSE 100 company.

The event was wrapped up by Disability Discrimination Commissioner, Alastair McEwin, who reminded guests of the impact individuals can have on creating an accessible and inclusive Australia.

### Highlights

- Launch of AND's inaugural Access and Inclusion Index Benchmark Report.
- Overview of the new model of Disability Employment Services.
- Presentations from 17 expert speakers.
- Panel discussions about current employment initiatives and workplace adjustment practices across the public, private, and non-profit sectors.
- Workshops focussing on recruitment, employment models and using the Access and Inclusion Index to measure for success.

## ENHANCED WEBSITE AND USER EXPERIENCE

Our new accessible website was launched in March 2017. It was designed by Taste Creative and developed by not-for-profit website specialists, Fat Beehive. Vision Australia's Digital Access team conducted a full accessibility review to The Web Content Accessibility Guidelines (WCAG) AA standard. The fresh look supports site users to meet their access and inclusion goals, through easy access to up-to-date information, tools and resources.

In 2016-17, the number of unique visitors to our website increased by 25.5%.

## WHAT OUR DELEGATES SAID

"As a recently appointed Disability Champion in my organisation I have been finding my way as to how I can make best use of the role. The conference has given me motivation and ambition to progress our organisational capability in becoming a more inclusive organisation. I have much more clarity on how I can be impactful."

"It was a really great event. I learned a lot about disability (filled 2 notepads with ideas and thoughts to implement!!) I look forward to attending this event every year and building my network."

The conference was enabled by 15 generous sponsors, including Major Sponsors, the Australian Government Department of Social Services and Attorney-General's Department to whom we are very appreciative.

## NEWSLETTER AND BULLETIN

Containing the latest research, case studies, blogs, events and resources relating to disability and business, our monthly newsletter goes out to more than 2000 members and industry contacts. In addition, a member only bulletin, summarises the week's news.

## DISABILITY CONFIDENCE REPORT

Launched at our annual International Day of People with Disability (IDPwD) cocktail party on Friday 2 December, the 2017 Disability Confidence Survey report showed a passive approach to welcoming people with disability.

The report is based on a survey of 500 (minimum) SME's and aims to generate awareness and start a conversation with the Australian business community about accessibility and inclusion for people with disability.



While 82% of respondents believe they have some customers with disability,



42% have not acted because they have not received any request to do so;



and a further 24% don't know what action can be taken.

## IDPWD COCKTAIL PARTY

Tony Dee, star of Channel 4's 'We're the Superhumans' campaign joined Disability Discrimination Commissioner, Alastair McEwin, at our annual IDPwD celebration which was held on Friday 2nd December and generously hosted by Commonwealth Bank at their Darling Quarter offices in Sydney.

## OUR MESSAGE IN THE MEDIA

Suzanne Colbert AM, featured in 60 online and print publications and radio and television interviews since last August. This included BBC Business, ABC News 24, The Guardian, HuffPost Australia, News Limited, ABC Radio National, Sydney Morning Herald and The Age.

## INCREASING OUR REACH THROUGH SOCIAL MEDIA

AND's online and social media presence continues to grow. In June 2016, we had:



**3822** likes of Facebook  
**33%** increase from 2016



**4423** followers on Twitter  
**22%** increase from 2016



**1663** followers on LinkedIn  
**17%** increase from 2016

## INCREASING ENGAGEMENT THROUGH MULTI-MEDIA

This year, AND developed numerous promotional and educational videos as part of our recent shift in focus to video content as part of our digital marketing strategy. Alongside commissioning animated 'explainer videos' for our Access and Inclusion Index and Design for Dignity Retail Guidelines, we also produced a series of educational videos as part of the training package we delivered for Uber's UberASSIST program.

Our promotional videos released this year collectively received more than 6000 views.

## STRATEGIC GOALS AND SUCCESS INDICATORS

<b>SHARED PROGRESS</b> (Grow engagement to achieve sustainable change in member organisations)	<ul style="list-style-type: none"><li>• Provided Australia’s first benchmark score on the Access and Inclusion Index.</li><li>• Reported on the Disability Confidence of SMEs through the Disability Confidence Survey Report.</li><li>• Reviewed the PACE Mentoring Program and developed a Monitoring and Evaluation Framework</li></ul>
<b>SHARED KNOWLEDGE</b> (Ensure our expert knowledge is current, tailored and well communicated)	<ul style="list-style-type: none"><li>• Our refreshed and redesigned website resulted in increased visits to the public site as well as the members only area.</li><li>• A record number of face to face training sessions were facilitated with members and non-members</li></ul>
<b>INFLUENCE CHANGE</b> (Harness employer voices to provide system solutions which improve policy and practice)	<ul style="list-style-type: none"><li>• Facilitated comprehensive consultations with AND members in Sydney, Canberra and Melbourne to developed comprehensive recommendations and member endorsed papers on increasing employment of people with disability for the purpose of Disability Employment Services (DES) reform.</li><li>• Made submissions into state and territory governments on improving employment outcomes for people with disability in the public and private sectors.</li></ul>
<b>BUILD KNOW-HOW</b> (Design purposeful services, programs and projects that create impact and break new ground)	<ul style="list-style-type: none"><li>• Delivered on the ground breaking High Growth Jobs Talented Candidates project in NSW which linked 39 skilled and talented people with disability into jobs in Knowledge, Health and Community Assistance and Food and Accommodation services achieving a 82% retention rate.</li></ul>
<b>STRONG LEADERSHIP</b> (Good governance, sustainability and accountability to achieve our objectives)	<ul style="list-style-type: none"><li>• Launched new strategic plan and collaborated to refresh organisational values.</li><li>• Introduced a performance dashboard to efficiently track progress against strategic plan.</li><li>• Embedded new management structure with commencement of Marketing and PR Manager and Senior Relationship Manager.</li></ul>

# FINANCIAL PERFORMANCE

We are most appreciative to PKF Audit and Assurance Limited for undertaking 2016-17 Financial Audit for AND.

The main source of income for AND is membership and other vital services including programs, projects, training and consultancy. Expenses reflects expanding nature of AND with increase in employee benefits and other development costs. During the 2016-17 Financial Year, AND achieved a financial surplus of \$182,168.

INCOME (\$2,559,044)	2016-2017
Membership	41%
Training & Consultancy	15%
Projects	12%
Events	9%
Programs	21%
Publications	1%
Other income	1%

AND has a strong cash position (\$1,414,603) with a net increase in cash and cash equivalents of \$256,733 over the course of the year. This solid financial position enables AND to further advance and increase its membership related benefits to fulfill AND's mission and vision.

The following tables outline AND's income and expenses position for the 2016/2017 financial year. These should be read in conjunction with the full Financial Statements for the year ended 30 June 2017.

EXPENSE (\$2,376,876)	2016-2017
Service Delivery Costs	8%
Employee Benefit Costs	69%
Administration costs	15%
Occupancy Expenses	5%
Depreciation	2%
Marketing	1%

# CORPORATE GOVERNANCE

The Australian Network on Disability (AND) 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 Chair of the Australian Human Resource Institute (AHRI). He was appointed Chair of the Australian Network on Disability in May 2015. From October 2017 Peter has taken up roles as Director, President and Chair at CPA Australia. Peter is also a Director of Vision Super and the Victoria Teachers Mutual Bank. He is also Chair and President of the World HR Federation (WFPMA). He led the Business Council's program to mentor senior executive women, is an Advisory Council member of the Harvard Business Review and is Adjunct Professor in Management at the Monash Business School in Melbourne. He authored the book "Make Mentoring Work" in 2012 and 2015. Peter held senior executive appointments at ANZ, Amcor and the Federal Treasury, and as CEO of the Energy 21 Group.

## 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.

# CORPORATE GOVERNANCE

(CONTINUED)

## 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

**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 Chairman 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 (appointed in June 2017), 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, Belinda has held senior HR roles at Qantas, Commonwealth Bank, AMP and Colonial State Bank. While at AMP, she led the development of the Work, Family and Diversity strategies.

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 and is also on the board of the Woolworths Employee Credit Union.

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

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

## STEPHANIE GUNN

**Skill Area:** Engagement and change management, Service delivery improvement and process redesign.

Stephanie is the Acting Deputy Chief Executive Officer of the Participant and Planning Group at the National Disability Insurance Agency which is responsible for participant experience in their engagement with the NDIS.

Steph joined the NDIA in 2012 when she was responsible for the establishment of the core operational requirements for the Scheme.

Prior to the NDIA, Stephanie worked at a senior executive level in a number of commonwealth agencies including Department of Health and the National Blood Authority.

Stephanie brings many years experience as a senior officer within the Commonwealth and has extensive change management experience in working with the commonwealth, state and territory governments including direct service delivery responsibilities.

## SAMANTHA PALMER

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

Samantha is the ABS's Diversity and Inclusion Champion and GM of People, Culture 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.

## 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 customer, clients and accordingly, shareholders.

## DONNA PURCELL

**Skill Area:** Diversity and Inclusion and Access Consulting.

Donna works at Commonwealth Bank in the Group Customer Advocacy Team. Her role includes developing and leading the implementation of CBA's Accessibility and Inclusion Plan and providing advice to increase access and inclusion for customers and employees who have a disability. In July 2015, Commonwealth Bank funded Donna to undertake a one-year secondment to the Human Rights Commission working on the National Inquiry into Employment Discrimination against older Australians and Australians with Disability.

Prior to joining Commonwealth Bank, her career included management positions in human resources, marketing, fund raising, community and public relations and volunteer management across the private, community and government sector. She is also a Director on the Board of Northcott Society. She is a certified Access Consultant and has also held several HR roles within the not-for-profit sector. Donna has also been a Don't Dis My Ability Campaign Ambassador for 2013, 2014, 2015.

## 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 and Finance, Digital Transformation and People Leadership.

With a background in Finance, Product Management, Operations and Digital Travis has acquired skills to lead cross-functional teams to deliver customer centric outcomes. In his current role as General Manager, Consumer Digital, Westpac Group, Travis is responsible for strategy, sales and services, plus enterprise delivery of digital projects, digital security and digital operations.

Over the last 5 years Travis has led several initiatives to ensure inclusive services are not only top of mind but built into the Digital process. This has resulted in accessible services by default rather than exception

# AUSTRALIAN NETWORK ON DISABILITY MEMBERS 2017

Members of AND include large multinational corporations, small to medium enterprises (SMEs), government departments and not-for-profit organisations.

In combination, they employ over one million Australians.

## PLATINUM MEMBERS

Our Platinum members are the organisations that founded AND.

- Australian National University (ANU)
- Compass Group
- IBM Australia Ltd

- McDonald's Australia Pty Ltd
- Sparke Helmore Lawyers
- Sydney Children's Hospital Network
- Westpac Banking Corporation

## GOLD MEMBERS

- Accenture Pty Ltd
- ACT Chief Minister's Department
- ANZ
- Attorney-Generals Department, Federal
- Austrade
- Australia Post
- Australian Bureau of Statistics
- Australian Taxation Office (ATO)
- BHP Billiton Coal
- Brotherhood of St Laurence
- Bupa
- Coles Group
- Commonwealth Bank (CBA)
- 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 Employment, Federal
- Department of Foreign Affairs and Trade, Federal
- Department of Health, Federal

- Department of Human Services, Federal
- Department of Immigration and Border Protection, Federal
- Department of Industry, Innovation and Science, Federal
- Department of Infrastructure and Regional Development, Federal
- Department of Social Services, Federal
- Department of The Prime Minister and Cabinet, Federal
- EPIC Assist
- George Weston Foods Limited
- HealthShare NSW
- Icare
- Kmart Australia Limited
- Legal Aid NSW
- Lendlease Corporation
- Life Without Barriers
- Medibank
- National Australia Bank
- National Disability Insurance Agency (NDIA)
- North Sydney Council
- Northern Territory Government
- NSW Department Family and Community Services

# MEMBERS 2017

(CONTINUED)

## GOLD MEMBERS (continue)

- NSW Department of Industry
- NSW Department of Justice
- NSW Department of Planning and Environment
- PricewaterhouseCoopers (PwC)
- Qantas Airways Ltd
- Stockland Corporation Ltd
- Tasmanian Government
- Telstra Corporation Limited
- Transport Accident Commission
- Transport for NSW
- Uber Australia Pty Ltd
- University of Sydney
- VIC Department of Economic Development, Jobs, Transport & Resources
- VIC Department of Justice & Regulation
- Willoughby City Council
- Woolworths Limited
- Worksafe Victoria

## SILVER MEMBERS

- Ability Options
- AGL
- Australian Federal Police
- Australian Fisheries Management Authority
- Australian National Maritime Museum
- AustralianSuper
- Brisbane City Council
- Bureau of Meteorology
- Carnival Australia Pty Ltd
- City of Greater Dandenong
- City of Port Phillip
- City of Yarra
- ClubsNSW
- Comcare
- Deloitte Australia
- Department of Finance, Federal
- Department of Parliamentary Services
- Department of the Environment and Energy, Federal
- Department of Veterans' Affairs, Federal
- DFP Recruitment
- Employers Mutual Management Pty Ltd
- Ernst & Young Services Trust
- IP Australia
- Macquarie University
- Manpower Group
- MAX Solutions
- Melbourne Water
- Microsoft Pty Ltd
- NSW Crown Solicitor's Office
- NSW Department Finance, Services and Innovation
- NSW Department of Education and Communities (DEC)
- NSW Department of Premier and Cabinet
- Office of National Assessments
- Paxus
- Programmed
- QBE Insurance Group Ltd
- Queensland Treasury Corporation (QTC)
- Reserve Bank of Australia
- Suncorp Group
- Sydney Water
- The Treasury
- VIC Department of Health & Human Services
- VIC Department of Premier & Cabinet
- Victoria Police
- Yarra Trams
- Yarra Valley Water

## BRONZE MEMBERS

- ACTU
- Artius Managed Services
- Ashurst
- Australian Broadcasting Corporation (ABC)
- Australian Competition and Consumer Commission
- Australian Criminal Intelligence Commission (ACIC)
- Australian Film, Television and Radio School
- Australian Financial Security Authority
- Australian Human Resources Institute (AHRI)
- Australian Human Rights Commission
- Australian Public Service Commission (APSC)
- Australian Red Cross
- Australian Securities Exchange (ASX)
- Berry Street Victoria
- Break Thru People Solutions
- Campbell Page
- Castle Personnel Services Ltd
- City of Sydney Council
- City West Water
- Clayton Utz
- Commonwealth Ombudsman
- Cumberland Council
- Deaf Society of NSW
- Deakin University
- Department of the House of Representatives
- Diversity Council Australia (DCA)
- Enabled Employment
- Fair Work Ombudsman
- Food Standards Australia New Zealand (FSANZ)
- ITCRA
- John Holland Pty Ltd
- kmo
- L'Oreal Australia
- Macquarie Group Services Australia Pty Ltd.
- Maxima Group
- Media Access Australia
- Mercy Health
- Murray Darling Basin Authority
- National Library of Australia
- NSW Ombudsman
- NSW Public Service Commission
- Optus
- ORS Group, The
- Penrith City Council
- People with Disability Australia Inc (PWD)
- RMIT
- Royal Australian Mint
- Safe Work Australia
- South East Water
- St Laurence Community Services Inc.
- Swinburne University of Technology
- Taste Creative
- Telecommunications Industry Ombudsman Ltd (TIO)
- Thomson Geer
- Training Services NSW
- Transdev Australasia Pty Ltd
- University of New South Wales (UNSW)
- University of Technology, Sydney (UTS)
- University of Wollongong
- Victorian Managed Insurance Authority
- Vision Australia
- Women with Disabilities Victoria
- Work Solutions Gippsland Pty Ltd
- Workfocus Australia

## SMALL APS

- Cancer Australia
- National Health and Medical Research Council



Delegates enjoy a break at the Australian Network on Disability Conference: Enabling Change, Creating Impact 2017, held at the MCG

# HOW TO CONNECT WITH US

**1300 363 645**

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ANDisability



[australiannetworkondisabilitysydney](https://www.youtube.com/channel/UCu8vK1uW1uW1uW1uW1uW1uW)



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