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ABOUT US

Purpose
Our purpose is to advance the equitable inclusion of people with disability in all aspects of business.

Vision
Our vision is to be recognised as the peak employer body helping to create a disability confident Australia.

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

Our Story
We began in 2000, as Employers Making a Difference Inc, now trading as the Australian Network on Disability. We are a not-for-profit organisation incorporated in NSW under the Associations Incorporation Act (1984).

We are Australia’s only member-funded organisation promoting and supporting businesses that encourage people with disability as employees, customers and suppliers.

Since we began, our skills and significance have been recognised by many private and public sector organisations. We are proud to say that we have been resourced by our members since January 2004, and our membership continues to grow.
It is my great pleasure to report to members yet another year of excellent performance and impressive accomplishments by AND.

Despite the very tough economic climate, we excelled in all aspects of our organisation. We exceeded even our own ambitious goals in the promotion of AND in the national media, and to organisations and individuals of influence. Our paper, *The economic benefits of increasing employment for people with disability*, was covered in mainstream media and referenced by senior government ministers, government departments and the Productivity Commission.

AND’s excellent work was acknowledged in its shortlisting for a prestigious AHRI Diversity Award (disability employment category). It is also my great pleasure to congratulate our CEO Suzanne Colbert who was inducted into Disability Employment Australia’s Hall of Fame, and who was also a finalist in the AFR Westpac 100 Women of Influence Awards for her unparalleled contribution to disability employment.

Of course, our advocacy work that involves lobbying, persuading and assisting all levels of government continues in earnest, including our submission to Minister Shorten’s discussion paper *Improving Employment Participation of People with Disability*. We congratulate the new Federal government on its election and we look forward to working together.

Our *Raising the Bar* annual conference continues to be a major event in the disability employment calendar, with this year’s event hailed by many as ‘the best ever’ with its diverse array of high-level speakers and topics.

The responses to our member survey demonstrated high overall satisfaction from our members with AND’s services. 74% of respondents reported that AND significantly or moderately helped their organisation to achieve their goals, and 80% said they were very likely to recommend AND to a colleague.

I believe the success of AND is a direct result of the engagement, commitment, and close working relationship of the three major stakeholders in our network.

The first is our board – a truly impressive group of skilled professionals representing our members, who determine the long-term direction of our organisation and who guide and advise us throughout the year. I would like to extend a warm welcome to the new board members this year: John Leith of 2discover; Paul O’Connor of Comcare; and Rania Saab of Legal Aid NSW.

I also offer our heartfelt thanks to our retiring board member Adrianne Kern of Text 100 for her valuable contribution to our network. I would like to take this opportunity to sincerely thank the entire board for their generosity of time and importantly, their generosity of spirit.

Secondly I would like to thank the AND staff, an equally impressive, dedicated and competent group led by CEO Suzanne Colbert. As well as managing the day-to-day administration of AND, they assist and guide our members whilst pioneering new programs and processes that help to change the culture of a nation. On behalf of the board and the members of AND, I would like to thank them for their dedication and determination. Their work is truly appreciated.

Finally, I would like to thank our members, who now exceed 125 forward-thinking organisations which collectively employ almost 10% of the Australian workforce. This group is leading a nationwide change by sharing information and ideas, and learning from each other (even when they are commercial competitors!). I congratulate them for their leadership in the field, which is demonstrated by their impressive achievements over the last year – listed on the opposite page.

The close co-operation and open working relationship between these three groups makes AND the inspiring and influential organisation that it has now become. I am confident that AND will continue its strong track record of being a game-changer for the employment of people with disability in Australia.

*John Bennett, OAM*
Our Members’ 2013 Achievements

» Samantha Palmer (Department of Health and Ageing and former AND board member) won the AHRI Diversity Champion HR Award and was also a finalist in the AFR Westpac 100 Women of Influence Awards

» Westpac Group won the AHRI Awards for LBGTI and Gender Equality

» Woolworths Limited won the AHRI Award for Disability Employment for their ‘What it DOES take’ program

» Fair Work Ombudsman and IBM Australia jointly won the AHRI Award for Inclusive Workplace of the Year

» Suncorp won the National HR Award for Best Workplace Diversity Strategy

» Compass Group won the National HR Award for Best Recruitment Strategy

» Coca-Cola Amatil won the National HR Award for Employer of Choice

» Commonwealth Bank of Australia won the National HR Award of Remesys HR Hall of Fame

“It was a great honour to be recognised in the AHRI Diversity Awards, and in large part, I owe this honour to all I have learned through AND, its services, and especially Suzanne Colbert’s advice.”

Samantha Palmer, Department of Health Diversity Champion

“The Australian Network on Disability has been a fantastic organisation to partner with to help us progress our ‘disability confidence’. They have provided commercially focussed advice and guidance and gone out of their way to introduce us to their extensive network of best practice organisations from whom we’ve learnt a huge amount.”

Matt Dowie Executive Manager – Diversity and Inclusion, Suncorp Group
Throughout the lead up to and launch of the National Disability Insurance Scheme (NDIS), we saw unprecedented support for the inclusion of people with disability in all sectors of Australian society. The NDIS will provide ‘reasonable and necessary’ support, as well as choice and control to around 410,000 people with disability.

The NDIS launch has fulfilled an important milestone in Australia’s journey towards providing Australians with disability, and their families, an equitable share in our country’s economic, social and political wealth, and has created a platform for raising awareness. As a result of the increased profile of disability, more corporate boards are ensuring that their management is taking steps to facilitate inclusion of people with disability as employees, customers and stakeholders. The increased requirement for corporations to make public statements regarding their inclusion of people with disability has placed this issue firmly in the spotlight as one that can either detract from an organisation’s reputation or enhance it.

The new business case for employment of people with disability focuses on attracting talent, enhancing reputation, moderating risk, and responding to rights. 158 countries have signed the United Nations Convention on the Rights of Persons with Disability, therefore global organisational reputation is becoming increasingly hinged on this important issue.

The need for organisations to be responsive and to work towards seamless inclusion of people with disability has led to the UK Business Forum on Disability’s development of Business Disability International. While many global and Asia-Pacific corporations are implementing business practices that exceed the requirements of local jurisdictions and are applying global standards and programs, they often do not extend these efforts to their Australian operations.

We welcome the Business Disability International initiative as an opportunity for the Australian operations of global corporations to become increasingly engaged, and to replicate their company’s outstanding global disability initiatives within Australia.

In Australia, where there is no government-mandated ‘employment standard’ for the inclusion of people with disability, AND is working with members to develop and refine an ‘Access and Inclusion Index’ which provides guidance on effective practice. Much of this has been learned through the AND-executed Australian pilot of the UK Disability Standard developed by the Business Disability Forum. As an employer organisation, our aim is to work with our members to develop practical approaches that welcome employees and customers with disability. Our role is to build our members’ capability for inclusion, as we believe that anticipating and seamlessly accommodating people with disability is more about an organisation’s capability than attitude. Many Australian businesses have a positive attitude towards inclusion, but fall short on capability.

We have four key areas of focus: firstly, to create impact; secondly, to be the employer voice; thirdly, to maximise our reach; and finally, to operate to a high standard of governance and sustainability.

Recently, we conducted a survey of members so that we could gain an understanding of how we are currently supporting our members, as well as identify our members’ areas of interest. 94% of respondents indicated that they were very or somewhat likely to recommend AND to a colleague, business associate, or friend. The reasons why included:

» AND is an extremely useful resource for employers
» AND offers high-quality specialist service
» The support provided and accomplishments achieved
» Expert advice provided and helpful information
These characteristics are also the essence of our board members, chaired by the remarkable John Bennett OAM. The AND board is diverse, skilled and focused. In a world of competing priorities where time is our most significant gift, I sincerely thank them for their generosity, wisdom and commitment.

If Australia is to change its record of being listed near the bottom of the OECD ladder in terms of employment of people with disability, we must raise the voices of employers and people with disability. I commend our members for committing to building their disability confidence and contributing to a more inclusive Australia. Together we can make a difference.

Suzanne Colbert, AM
2013 Achievements – Year at a Glance

» We gained widespread mainstream media attention from our Dec 2012 International Day of People with Disability press release that predicted a $40 billion economic boost if more people with disability were employed in Australia.

» We undertook a record number of customer surveys, property access reviews and Accessibility Action Plans for our members

» Our Stepping Into... internship program placed 76 students with disability over the year, and expanded to new cities

» Our PACE mentorship program offered over 60 mentoring opportunities for jobseekers with disability around the country

» We launched two new publications, available in print and html formats:
  » Revised Welcoming Customers with Disability with an updated design and content
  » Beyond Recruitment: A Guide to Developing and Retaining People with Disability in Your Organisation

» AND made a formal submission to government in response to former Minister for Employment and Workplace Relations Bill Shorten’s public consultation on proposals

CONSOLIDATING OUR TRACK RECORD THROUGH...

» We held five Champions’ meetings throughout the year

» AND facilitated an intimate member Roundtable with Department of Employment on ‘Government Employment Services 2015’

» We conducted 16 Roundtable meetings for members in Sydney, Melbourne and Canberra

» We launched an online discussion forum for Disability Employee Networks to enable them to share information easily

» Our CEO Suzanne Colbert was featured on ABC TV’s prestigious 7.30 Report and in other high-level media outlets

» The number of hits on our website doubled over the last year

» AND welcomed into our Sydney office a delegation from Thailand, whose visit was facilitated by the Department of Education and Department of Industry.

“AND conducted a comprehensive and very useful independent review of the accessibility of some of our stores, which we used as background material for our 6th Disability Action Plan. I am delighted with AND’s insights about customers with disability and their helpful and professional approach.”

Bert Ciavarra, Manager, Disability Programs, Telstra

A delegation from Thailand visits the AND office to share best practice experiences
» AND was a finalist in the AHRI Diversity Awards in the category of Disability Employment

» Our CEO Suzanne Colbert was one of three Australians inducted into Disability Employment Australia’s Hall of Fame

» Suzanne Colbert was a finalist in the Australian Financial Review and Westpac 100 Women of Influence Awards, in the Diversity category

» Suzanne Colbert joined the following panels:
  » City of Sydney’s Inclusion (Disability) Advisory Panel
  » National People with Disability and Carer Council
  » NSW Department of Premier & Cabinet Leadership Network Group

» We reviewed a record number of Reasonable Adjustment Policies, and the Reasonable Adjustment Passport was drafted with pilot implementation sessions underway

» We hosted two students from Macquarie University who were studying ‘Employing People with Disability’ to undertake internships in our office

» At the end of 2012, AND relocated office to bright new premises at Wynyard, in Sydney’s CBD. We have now been one year in our new office and the plants are flourishing!

» Our fourth annual national conference Raising the Bar in May at the Sydney Hilton was well-attended and stimulated vibrant discussion with an emergent theme of the importance of employers as key stakeholders
Networks

Through building strong networks, our members and supporters can combine forces to advance the inclusion of people with disability in the workplace.

Member Roundtables

Our member Roundtable meetings are a chance for members to share and leverage their challenges and experiences, and to inspire and motivate participants with success stories.

Previously known as Disability Special Interest Groups (DSIGs), meeting attendance has grown over this year across Canberra, Sydney and Melbourne. The topics included teleworking, mental health, and strategies for effective employee networks.

The structure of the meetings generally consists of an initial presentation by a member which highlights best practice strategy, policy and outcomes. This is then followed by an update of activities at AND and in the broader disability space. The meeting concludes with a (Chatham House rule) roundtable discussion when members share their success stories, challenges, and their current programs. This acts as a prompt for others in determining effective programs, solutions and next steps.

Sydney

The four well-attended 2013 meetings were kindly hosted by NSW Department of Finance and Services, Department of Human Services, Sparke Helmore Lawyers and Suncorp. Topics included: Making Progress Through Procurement; Barriers to Employment Through Recruitment and Selection Reviews; Key Policies and Procedures; Disability Confident Recruiter.

Canberra

Four meetings were held in Canberra throughout 2013 which were generously hosted by the Departments of: Finance and Deregulation; Education, Employment and Workplace Relations; Sustainability, Environment, Water Population and Communities; and Human Services. A number of topics were presented including: NAB’s Disability Strategy, Disability Employee Networks and Reasonable Adjustment Policies; Mental Health and Wellbeing; Assistive Technology; and Employment of People with Disability.

Melbourne

Attendance at our Melbourne Roundtables has grown thanks to many new members. We drew inspiration from the great degree of collaboration in each session. Topics included Teleworking, Mental Health, and Effective Communication Access, and we acknowledge the inputs of presenters and hosts that included Westpac, ANZ, NAB, Cisco and Deakin University.

Universities

Our Roundtables for university members continue to have good attendance and positive feedback. Hosted by University of Sydney, these meetings allow our university members to discuss topics relevant to their environment. Topics included Disability Action Plans, Disability Employee Networks, Stepping Into… Program, Redeployment, and Working with Disability Employment Services.

AND’s Jason Barker with Alicia Afuang (NRS) and Diane Utatao (Australia Post) at a Sydney Member Roundtable meeting.
Champions

AND’s Disability Champions encourage and support their organisation to implement inclusive practices for people with disability in the workplace.

Our Champions are senior executives with outstanding leadership qualities and a genuine regard for inclusion of people with disability. They play a vital role in creating organisational change to drive progress on welcoming people with disability as employees, customers and stakeholders.

The senior executive Champions attend working lunch meetings in order to share their achievements and challenges with other Champions. These meetings are hosted by our members and facilitated by our CEO Suzanne Colbert. Five Champions meetings took place this year in Sydney and Canberra. These meetings also allow Champions to network with like-minded people, facilitate referrals and introductions, and to foster a supportive environment to discuss issues related to disability in the workplace. Meetings also afford Champions the opportunity to share experiences as to how they can internally support their disability strategies.

Training

The training arm of our services has continued to grow, with members embracing the opportunity to use our training services as part of their membership package, as well as non-member organisations building new skills. To meet the demand for this service, our Relationship Managers Jenny Watts-Sampson and Amy Lovegrove, who both have a Certificate IV in Training and Assessment, have delivered training throughout Australia to assist organisations to become more inclusive workplaces.

Throughout the last year, we have undertaken substantial training projects for the Department of Agriculture, NAB, Department of Sustainability, and ANU. We were very proud to provide training in ‘Welcoming Participants with Disability’ to the National Disability Insurance Agency in all of their launch sites. We also undertook training for the Australian Law Reform Commission, to assist them in their Inquiry into Legal Barriers for People with Disability.

The most popular training sessions for our members are Mental Health and Workforce Wellbeing, and Disability Confidence for Workforces. Our webinars and lunch-time sessions are also growing in popularity as members engage in ‘Lunch and Learn’ sessions to build disability confidence within their organisations.

In the coming year, Jenny and Amy will travel throughout the country meeting with our members and providing training.

“I’ve always found the Champions meetings to be extremely worthwhile. Through discussion with other members you see issues and opportunities from all angles — not just our own. The meetings helped me gain a deeper understanding of the issues and challenges regarding employment of people with disability, which means I can better shape leadership on the issue.”

John Twine, Vice President, Industries, IBM Australia & NZ Executive, and Sponsor for PwD
Facilitating internships

Stepping Into…Program

The Stepping Into… internship program has continued to grow, with more employers embracing the opportunity to engage talented students in their workplaces.

Over the last financial year, we have placed 76 students in internships with our members, following 287 applications. Internships were offered in the professions of law, human resources, marketing and communication, IT, assurance, education, finance/accounting, architecture, policy and social science.

Participating members in 2013 included the government departments of Agriculture, Education, Social Services, Industry, and Communications. Participating private sector members included Stockland, Westpac, Spark Helmore and Henry Davis York.

Feedback from students and employers indicates that they find the program to be of significant value, which often leads to concrete outcomes. 11 students were offered further employment after their internships, and a further five gained employment or positions in graduate programs as a direct result of their internship.

AND strengthened its relationship with universities by participating in university career events in Melbourne, Sydney and Canberra. Program graduates and employers participated in employer and student panels, providing a forum for employers to discuss relevant topics with students, such as reasonable adjustments and skills for work.

For summer 2013–14, we will be offering a record number of internships in Sydney, Canberra, Melbourne, Dandenong, Gosford, Brisbane and Perth. The Stepping Into… program continues to be AND’s most popular membership service, as it attracts talent to member organisations and builds a diverse and disability confident workplace.

Stockland Reaps Benefits

Stockland has a reputation as one of Australia’s most progressive property investment and development organisations, and its diversity and inclusion agenda is just as forward-thinking. Stockland has been an enthusiastic participant in our Stepping Into… internship program over the last four years, and usually takes on board five students every summer.

Stockland’s Diversity Coordinator, Lorraine Ward, points out that the company’s Diversity & Inclusion vision is led ‘from the top down’, with support across all sectors of the organisation. This builds a more inclusive workplace enabling greater diversity of thought, more informed decision making, and ultimately better business outcomes.

“We’ve had a lot of success with the program,” says Lorraine. “Stepping Into… is a great opportunity for both the student and employer. It allows time for the student to put in practice what they have studied at university, and it gives the employer enough time to give suitable and quality projects for them to be involved.

To date, we’ve had more than fifteen students join us with many extending beyond their initial four weeks. Ultimately, I’d like to see the program as a potential pipeline for these students to become permanent employees.”
Mentoring

In late 2012, we launched our new mentoring program PACE – Positive Action towards Career Engagement. PACE has gone from strength to strength with more AND members participating and reaping the benefits.

IBM once again generously sponsored the mentoring program which allowed us to expand the program to offer over 60 mentoring opportunities for students and jobseekers with disability across the country.

Commonwealth Bank continued to support the program and provided 25 employees the opportunity to share their skills and experiences with jobseekers with disability. Other 2013 participants were ANZ, Department of Immigration and Citizenship, Legal Aid NSW, Mission Australia and NAB.

The benefits of PACE which we have noted throughout the year include the increased disability confidence of mentors and their organisations, as well as raised confidence of the mentees as they embark on their careers.

The program provides first-hand experience to mentors, which enables them to understand diversity and the barriers people with disability often face within the workplace. PACE supports our members’ Diversity Strategy and provides opportunities to showcase the skills and talents of people with disability within their organisation.

PACE is open to all of our members, and we look forward to growing the program with their support. Throughout 2014, AND will be working with members such as Max Employment and Mission Australia to source more jobseekers who will be encouraged to participate in the program.

“[My mentor] Tania was an absolute professional with a good sense of humour and a great skillset. I learned things you just can’t get from a classroom. I was given access to business facilities which were not only a great learning experience, but also extremely interesting for any tech-head.”

John Welshby, mentee at IBM

“We as people, employers and the community need to focus more on the abilities of people to do the job, rather than their disability. There is so much assistance and equipment available which assists them in doing the job for which they’re qualified, and it’s easy enough to implement small accommodations.”

Tamara Hilton, mentor from CBA
Advising

In the last year, we experienced an increased demand from our member organisations and major Australian companies for our consultancy services. The majority of this advisory work was aimed at the inclusion of customers with disability, as well as reviews of recruitment and reasonable adjustments processes. We also actively review and adapt our consultancy services to ensure that we meet our members’ requirements for relevant services.

Property access reviews of shops and stores

AND assisted several members with accessibility reviews of their retail outlets this year. Whereas traditional access reviews merely measure compliance with Australian Standards, the AND review also looks at the service experience, accessibility of in-store marketing and technology, and store layout for people with disability. Businesses often implement changes after our reviews, improving the shopping experience for a wider market segment.

Accessibility Action Plans: The focus of Accessibility Action Plans has moved from minimising the risk of complaint under the Disability Discrimination Act, to the current focus of prioritising people with disability as customers. We assisted several members through the comprehensive process of developing their plans this year. We also hold follow-up meetings to further develop actions for product development to target customers with disability. In the year ahead, we will align our practices in disability action planning to our new Disability Standards areas of focus, which will assist in engaging all aspects of an organisation in including people with disability.

Customer surveys:

We have undertaken surveys of consumers with disability in the banking, supermarket, and telecommunications sectors. These surveys help organisations to identify barriers experienced by customers with disability, and give both statistical and personal feedback about service issues. This enables the company to make changes to better serve the needs of a more diverse customer base.
Website reviews: The focus of our reviews has extended beyond assessing recruitment pages and moved into online shopping and customer-focused parts of businesses’ websites. Our reviews identify where the website is losing business from people with disability, and whether members’ systems for training IT staff and website testing have been adequate. Our comprehensive reviews guide members in streamlining their websites to ensure optimum accessibility for all users.

Managing and Supporting staff with Intellectual Disability: Over the last year, four agencies provided opportunities for 13 trainees who also undertook a Certificate II in Business Administration. The trainees gained new skills, improved self-esteem and a sense of inclusion. Supervisors enhanced their own people management skills. AND coordinates the recruitment and selection process, provides training and guidelines for supervisors, facilitates stakeholder meetings and reviews the program on completion. The program has been an overwhelming success, with 70% of trainees being offered ongoing roles in their workplaces after graduation.

Engaging with the Arts

Through the NSW Arts and Disability Partnership, AND has been working with cultural institutions and significant NSW arts organisations to promote and increase the work experience and employment opportunities for people with disability. The initiative, Inspiring Disability Employment in the Arts (IDEA), runs for two years, 2012–2014, and aims to create a lasting legacy for people with disability in the arts.

The project’s focus has been on understanding the possible opportunities and developing the business case for inclusion of people with disability. AND’s support has included access reviews (buildings), and workplace analysis across the business. We have also provided advice on disability action plans, and delivered Disability Confidence Training for Human Resources Professionals. The project aims to support the sector in providing work opportunities for people with disability.
Events

Our 4th annual National Conference, *Raising the Bar*, was held on 15 May 2013 at the Sydney Hilton, and effectively built on the momentum of our three previous conferences.

The conference featured inspiring and innovative organisations that are making a difference to the inclusion of people with disability. The event was attended by over 120 HR professionals, diversity professionals and other business executives. Our MC was author and media commentator Jane Caro, whose keen engagement encouraged a high level of interest from participants.

Speakers included:

» The Hon. Bill Shorten MP, Minister for Employment & Workplace Relations (by video)
» Graeme Innes AM, Disability Discrimination Commissioner
» Craig Wallace, Chair, People with Disability Australia
» Helen Cooke, MyPlus Consulting UK
» Troy Roderick, Telstra
» Sue Jeffery, ANZ Direct

We acknowledge our kind sponsors that included WorkFocus Australia, AiMedia, Woolworths Limited, CRS Australia and Australian Communication Exchange.

The conference was preceded by a day of well-attended workshops facilitated by AND on 14 May. We were fortunate to host UK consultant Helen Cooke from MyPlus Consulting, who conducted a half-day workshop on the topic of Graduate Recruitment: Attracting People with Disability. AND facilitated the afternoon workshop Creating a Disability Inclusive Culture, at which a number of our member organisations gave presentations about their progress in this area.

Our Gala Dinner in the evening topped off two fantastic days of discussion and exchange. Hosted by the highly entertaining motivational speaker and author Sam Cawthorne, the participants were regaled by his inspiring tales and coaxed into a hearty sing-a-long by the evening’s end.

“It was an excellent conference and we all certainly got a lot out of it. It’s now a permanent fixture in the diary of our GM People & Culture!”

Julie Yorke, Yooralla

“It made me feel excited. It was a wonderful way to spend two days. I look forward to sharing this with my organisation.”

Conference participant
Communications

Increased media presence

AND’s profile has grown significantly in the media over the past year, with numerous appearances and citations across print, radio, TV and online.

For International Day of People with Disability on 3 December 2012, we released data from our commissioned Deloitte Access Economics report in our media release: $40 billion economic boost predicted if more people with disability employed, which generated significant media coverage across all media platforms. Our research findings continued to be cited by government departments and in media reports throughout the year — reflecting our growing reputation as a game-changing organisation that generates newsworthy research.

Our media presence was maintained throughout 2013, with appearances by our CEO Suzanne Colbert in mainstream media outlets including ABC TV’s 7.30 Report, ABC Radio’s flagship news and current affairs program AM, commercial radio, and a number of HR publications. We also contributed a number of opinion pieces to ProBono Australia’s newsletter/website, which were often reproduced across other media platforms.

Website improvements

The improved design of our website (re-launched in late 2011) has proved popular with users, with the number of ‘hits’ on our website doubling over the last year. Throughout 2013, we streamlined the member listing pages and the resources section of our website, to ensure optimum flow and organisation of information. We also added new sections that highlight our policy work and our success stories.

We further developed the Members Only section of our website, with regular postings of valuable and specialised resources. We implemented a discussion forum on our website, where our member employee networks can engage in various topics, and can share information and experiences so that less experienced members do not have to re-invent the wheel.

Newsletters

Our monthly electronic newsletter has grown in popularity and content, with a refreshed look and feel, and the incorporation of video and regular items such as Question of the Month. In a year full of changes to government and disability initiatives, we used the newsletter to update our members about policy changes and what this means for members. Articles about mental health initiatives continue to be the most popular content.

Social networking

Our presence on Twitter continues to grow, with over 1700 followers, which is up 600 from last year. We post high-quality news stories and share information with many other organisations and individuals in the sector. Our organisation’s Facebook page continues to grow, with the number of followers multiplying by ten over the last year too. We have made great progress in building an online community, where people post relevant items on our page, pose questions, and re-post our articles. We have further established our presence on LinkedIn, and will be using it to build our new network for alumni of our Stepping Into… internship program — whereby employers and jobseekers can connect with each other.
Publications

AND proudly launched two new publications this year, and further developed html versions and our capacity for customisation with an organisation’s own branding, CEO’s message, and industry-specific information. Our slate of publications is now in a healthy and updated state, and we therefore anticipate increased growth in income from this revenue stream in the coming year.

The new publication, *Beyond Recruitment: a Guide to Developing & Retaining People with Disability in Your Organisation*, was launched at our May conference. This 48-page A4 guide is aimed at trainers and human resources teams, and provides detailed information that assists in removing unintended barriers in training forums, meetings, facilities, materials and processes. It aims to help create inclusive workplaces in which all people have a chance to reach their full potential. In the short period since publication, we have sold over 500 print copies, and provided seven html versions for major government departments and companies.

In early 2013, we also launched the third edition of *Welcoming Customers with Disability*, with updated design and user-friendly content. The A5 booklet equips customer service staff with the skills to respond effectively to customers with disability.

We have sold 1300 print copies and three html versions, and we have achieved publicity for the booklet in a number of retail industry publications.

In 2013, we also launched the html version of *Manager’s Guide: Disability in the Workplace*, with improved design and organisation of information. The A4 publication assists supervisors in effectively managing employees with disability throughout the entire employment cycle, from initial recruitment to leaving employment. We have already supplied five html versions to major financial institutions and government departments.

The AND suite of publications now includes:

» *Beyond Recruitment: a Guide to Developing & Retaining People with Disability In Your Organisation*

» *Manager’s Guide: Disability in the Workplace*

» *Welcoming Customers with Disability*

» *Employers Guide to Partnering with Disability Employment Services*
Endorsements

“AND has worked with ANZ this year to help us build capability of our external recruitment providers, to review our internal recruitment processes and help our product and channel managers understand the opportunity to make our products and services more accessible to customers. This has been enormously helpful as we progress towards achieving the goals of our Accessibility & Inclusion Plan.”

Fiona Vines, Senior Manager Inclusion Program, ANZ

‘Membership with AND has provided a terrific source of support and advice as the Department of Immigration and Border Protection progresses the disability agenda. AND’s staff are passionate and experienced and are a great resource, which is critical to organisations that are still emerging as leaders in this area. Insights offered by AND have been instrumental in building disability confidence across our agency.’

Nicki Whitehead, Department of Immigration and Border Protection

“By working with AND, we feel assured that our new Accessibility Action Plan reflects best practice, and that our diversity policies are inclusive and up-to-date. AND’s advice ensures that our HR team can confidently offer all staff the same opportunities to flourish and reach their full professional potential in the workplace.”

Holroyd City Council
Defining Standards

Throughout 2013, we continued to work with members who participated in our pilot of the Business Forum on Disability UK’s Disability Standards — the only global measurement framework that sets the benchmark for best practice on disability.

Ten of our members (across private and public sectors) piloted the UK Tool in 2012, and provided constructive feedback following input of data and receipt of their respective Evaluation Reports. We worked with these members throughout 2013 to further develop the format of an Australian version of the tool and subsequent Benchmark Report. With their input, an Australian set of questions and format has been prepared, which will be named Australian Access and Inclusion Index.

A three level approach is proposed:

Level 1: Disability Confidence Index: a survey of 10 key questions.

Level 2: A ‘Starting Out’ online self-assessment tool that would assist in developing an action plan.

Level 3: A ‘Deep Dive’ self-assessment tool with more detailed questions with review of evidence conducted by AND, and a benchmark score provided as feedback.

We plan to launch this project (subject to sponsorship) at our May 2014 conference, and we anticipate an enthusiastic response to the first Australian Access & Inclusion Index.
Financial Performance

Once again, we were fortunate to have PwC undertake our Financial Audit in 2013. During the 2012–13 financial year, there was a less than 1% increase in income ($4,531), with total income being $1,102,509. Expenditure increased by 8%, resulting in a modest surplus of $4,888 with a Total Retained Surplus of $57,270.

During the 2012–13 year we added to our staff headcount, increasing our capabilities to ensure we continue to deliver member services in a timely and effective manner.

AND recognises membership revenue as income on a monthly basis. This means our Financial Statement shows significant deferred revenue which accounts for the unused proportion of membership income. AND is committed to providing our members with a high level of accountability, and the full Financial Statements can be requested by emailing info@and.org.au.

Income Distribution 2013

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Expenditure 2013

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Committee of Management

The Committee of Management is responsible for governance and strategic direction. There are three office bearers (Chair, Secretary and Treasurer) and up to ten members of the Committee.

The Committee members do not receive any remuneration, and they hold office until the conclusion of the Annual General Meeting following the members’ election. Should a vacancy occur during this period, a new member may be appointed to fill that vacancy until the next Annual General Meeting. Six board meetings were held in the financial year 2012-2013. We welcomed three new board members this year: Rania Saab; Paul O’Connor; and John Leith.

Details of office bearers and members are as follows:

John Bennett OAM, Chairman

John is one of the founders of Employers Making a Difference, Inc. He is a Principal and Director of Engineering of Benbro Electronics Pty Ltd.

John has extensive expertise in the employment of people with disability, both within his business and as a member of the advisory committee of Job Centre Australia and former board member of Shore Personnel. He is also involved at the committee level across a range of community organisations and charitable foundations.

David Davies, Secretary

David Davies is a partner in Sparke Helmore’s Workplace Relations and Safety team. 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 former chairman of the Australian Employers Network on Disability, David has a keen interest in discrimination issues. A significant area of David’s practice is bullying, harassment, and discrimination. David appears regularly in court on these issues. He is an expert advocate and regularly appears as counsel before the Australian and NSW Industrial Relations Commissions.

Clients have praised David for his timely delivery of high quality work and the consistency of his advice on exposure to risk and liability. 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 UWS.

Bronwyn Grantham, Treasurer

Bronwyn Grantham is currently Global Business Services, Financial Controller (CFO) for IBM across Australia and New Zealand. Prior to this appointment in 2013, she was Business Controls and Risk Manager for IBM A/NZ.

Bronwyn is a CPA and has over 16 years of experience with IBM, joining after completing a Bachelor of Commerce at Melbourne University. Her initial roles at IBM helped build her accounting and planning foundation skills that she still relies on today. She executed various Finance Professional roles in London, and returned to IBM in a pricing role where she helped IBM and its customers with the financial structure of services contracts. As the Programme Pricing Lead, she played an instrumental role in significant negotiations across complex international deals and the resulting contract signings. She also has enjoyed the role of Finance Manager for an outsourcing contract in the UK and SWG Financial Controller here in A/NZ.

Bronwyn enjoys bringing businesses together to find mutually beneficial solutions. She enjoys travel and outdoor fun on weekends.
Frank McManus

Frank recently held the position of Senior Vice President and Director of People Resources for McDonald’s Australia and HR Lead for Africa and Pacific, and was responsible for developing and guiding the company’s strategies on human resources, industrial relations, talent management, and executive development.

Frank had 35 years experience with McDonald’s both in Europe and Australia. He started his career working in its restaurants in Germany. Frank retired in 2010 and now supports his wife Keryn, who became a franchisee of two McDonald’s restaurants in Sydney.

Adrianne Kern

Adrianne has over 20 years’ public relations and marketing communications experience across a number of industries and is Text 100’s Managing Consultant for Australia. Her corporate experience has included developing ‘big ideas’ that have resulted in award-winning campaigns and strategies for clients such as IBM, Commonwealth Bank, Telstra Mobile, Optus, Mitsubishi Electric, Microsoft Corporation, Yahoo7, Siemens, Cisco and others.

Her award-winning corporate campaigns include: the 2009 PRIA State Awards for Excellence for ‘business to business marketing’ for Kronos; the 2006 PRIA National Gold Target Award for best ‘business to business’ campaign for IBM; and the 2005 PR Week Asia Award for best ‘corporate campaign’ for AAPT. She also led the locally and regionally award-winning launch of the Windows XP campaign for Microsoft Australia.

CSR campaigns such as Telstra’s Mobile Etiquette and Phone Safe Drive Safe campaigns won local PRIA and international IPRA awards.

Adrianne has a combined BA (Hons) degree in English Literature and Theatre, and a Grad. Dip in Communications. She is also a Board member of the PRIA Registered Consultants Group. Adrianne will be retiring from our board, and we gratefully acknowledge her contribution to our work.

Kevin Figueiredo

Kevin is the General Manager Health, Safety and Wellbeing and is on the Executive Leadership Team at Woolworths Limited. Woolworths Limited is one of Australia’s largest employers, employing over 190,000 people, and serving over 26 million customers per week through its retail network of over 3000 Stores.

Prior to Woolworths, Kevin worked for Westpac as the Group Head of Health, Safety and Wellbeing and in various Safety, Health and Environmental roles at Goodman Fielder.

He has a Bachelor of Arts in Chemistry and Master of Science in Safety Management from West Virginia University in the US and is a member of the American Society of Safety Engineers and the Safety Institute of Australia.

Kevin has over 15 years experience in safety management in Airport Safety, Food Manufacturing, Logistics, Retail Operations and Banking. He is also on the Board of the Woolworths Employee Credit Union.
Belinda Curtis

Belinda has worked in human resources for over 15 years in a range of HR and Organisational Development roles with responsibility for leading diversity, OH&S and engagement strategy.

Belinda is currently People and Performance Director at Tip Top and has held senior HR roles at Qantas, Commonwealth Bank, AMP and Colonial State Bank. Whilst at AMP, she led the development of that organisation’s Work & Family and Diversity strategies.

Belinda has held leadership roles in EEO and Diversity professional networks and began her career as an Occupational Therapist with the Commonwealth Rehabilitation Service.

Richard Barnett

Richard is National Sales Director for Paxus, one of Australia’s largest IT recruitment organisations. Paxus is a division of Adcorp, the largest recruitment services group in South Africa, with 90,000 candidates working at any time.

Paxus supplies IT staff to many of the country’s leading corporate and Government organisations. Paxus aims to be a ‘disability confident recruiter’ and has been a member of Australian Network on Disability since 2003.

Richard has been on the AND board since 2008, has been actively involved in marketing AND’s services to new members, and has successfully assisted with lobbying at State Government level to increase workforce participation by people with disability in this sector of the workforce.

He also brings 4 years experience as part of a corporate global diversity council to the AND board.

Rachel Slade

Rachel Slade is responsible for delivering sustainable productivity improvements across The Westpac Group — taking productivity to the next level by placing a firm focus on process from end to end.

Rachel has held a number of roles within Westpac since she joined the company in 1999. Key roles included Head of Group Strategy, General Manager Mergers & Acquisition, Head of International Trade and Payments and most recently Head of Diversity and Flexibility for The Westpac Group.

Prior to joining Westpac, Rachel worked as a financial services strategy consultant with Andersen Consulting.

Throughout her career in both consulting and at Westpac, Rachel has focused on creating and executing successful strategies to drive business transformation.

Rachel holds a Bachelor of Economics (Hons) from Macquarie University, is a graduate of the Australian Institute of Company Directors and a graduate of the Harvard Business School’s Women’s Leadership Program. She also serves as a director on the board of the Global Banking Alliance for Women, is a member of Women on Boards and a former executive committee member of Women in Banking and Finance.

Rachel joined the board in November 2011.
Rania Saab is a solicitor employed by Legal Aid NSW. She was born with a moderate to severe hearing impairment and has a passion for levelling the playing field for people with a disability. She has been an advocate for people with a disability for ten years. Through her work as a solicitor, she advocates for equal access to justice. She has worked with Legal Aid NSW, the courts and the community to set up processes and practices to make the legal system accessible for people with disability.

Rania is a Director with Deafness Forum of Australia, an organisation that represents and promotes the interests and wellbeing of people who are Deaf or hearing impaired or have a chronic ear disorder. Rania is also a mentor with Hear For You, an organisation that provides a mentoring program which gives guidance and support to hearing impaired teens at a vitally important stage of their lives. The organisation delivers workshops that provide career advice, a positive outlook, and the skills to cope with the challenging adolescent years.

Paul O’Connor

Paul O’Connor is the CEO of Comcare, the Australian federal agency responsible for work health and safety and workers compensation in the Commonwealth jurisdiction. Paul has extensive experience in safety promotion, risk management, insurance and accident compensation in Australia, the United States and Asia, both in the public and private sectors.

Paul is passionate about the need to improve workplace health and safety and helping people return to health, work and independence following injury.

John Leith

John Leith established 2discover recruitment and consulting in 2004 due to his belief that good recruitment firms are serious about service, deliver top talent and are true business partners with clients and candidates.

John worked as a management consultant in the UK’s HR arena, and was responsible for the overall management of outsourcing projects from client engagement through to operational delivery. He is a thought leader and advocate for sustainable people practices that build strong cultures and contribute to an organisation’s bottom line.

John is active in the diversity space, working closely with Northcott Disability and the Human Rights Commission on the Mature Age Workforce Strategy. 2discover supports a range of community organisations and charities. John was appointed to the AND board in 2012.
The number of AND members has remained steady over the past year, with a current total of 126 members. There have been some membership changes with the merging of government organisations. We anticipate growth in membership for 2014, as we fulfill our goal of reaching more organisations and assisting them in building their disability confidence, creating barrier-free work environments and a level playing field for skilled and talented people with disability.

Members as of November 2013:

PLATINUM MEMBERS

» The Australian National University
» Benbro Electronics Pty Ltd
» Compass Group
» Children’s Hospital at Westmead
» IBM Australia Ltd
» McDonald’s Australia Ltd
» Sparke Helmore Lawyers
» The Westpac Group

GOLD MEMBERS

» ACT Chief Ministers Office
» ANZ
» Attorney-General’s Department
» AusAID
» Australia Post
» Australian Customs & Border Protection Service
» Australian Federal Police
» Australian Taxation Office
» Coles Supermarkets
» Commonwealth Bank
» CSC Australia Pty Ltd
» Cummins South Pacific Pty Ltd
» Department of Agriculture
» Department of Defence
» Department of Finance
» Department of Employment
» Department of Foreign Affairs and Trade
» Department of Health
» Department of Human Services
» Department of Industry
» Department of the Prime Minister and Cabinet
» Department of Social Services
» George Weston Foods Limited
» Manpower Services Australia
» National Disability Insurance Agency
» NSW Department of Ageing, Disability and Homecare
» NSW Department of Attorney General and Justice
» NSW Department of Trade & Investment
» PwC
» Safety, Return to Work and Support Division
» Stockland
» Telstra Corporation
» Transport for NSW
» Vodafone
» Woolworths Ltd

SILVER MEMBERS

» AGL
» Australian Federal Court
» Brisbane City Council
» City of Greater Dandenong Council
» Coca-Cola Amatil
» Comcare
» Department of Communications
» Department of Immigration and Border Protection
» Department of Infrastructure & Regional Development
» Disability Services Commission (WA)
» Henry Davis York
» Housing NSW
» Legal Aid NSW
» Lend Lease
» Macquarie University
» National Maritime Museum
» National Australia Bank
» NSW Department of Education and Communities
» Origin Energy
» Paxus
» Suncorp
» University of Sydney
» VIC Department of Human Services
» Victoria Police

BRONZE MEMBERS
» 2discover
» ABC
» Austrade
» Australian Competition and Consumer Commission
» Australian Financial Security Authority
» Australian Human Rights Commission
» Australian Human Resources Institute
» Australian Public Service Commission
» Australian Red Cross
» Australian Securities Exchange (ASX)
» AustralianSuper
» BEST Employment
» Carnival Australia
» City West Water
» CrimTrac
» Deakin University
» Dejan SEO
» Department of Finance and Services NSW
» Department of Veterans’ Affairs
» Diversity Council Australia
» Ernst & Young
» Fair Work Ombudsman
» Holroyd City Council
» ITCRA
» Life Without Barriers
» Macquarie Group Limited
» Max Employment
» MEGT
» Mission Australia
» National Library of Australia
» National Museum of Australia
» National Relay Service
» NSW Department of Education & Communities – State Training Services
» NSW Department of Premier and Cabinet
» NSW Public Service Commission
» NSW Ombudsman
» Open Minds
» Penrith City Council
» PWD Australia
» Randstad
» Reserve Bank of Australia
» RMIT
» Royal Australian Mint
» St Laurence Community Services
» Slater and Gordon Ltd
» Swinburne University of Technology
» Sydney Opera House
» Text 100
» The Centre for Volunteering
» The ORS Group
» University of New South Wales
» University of Technology, Sydney
» University of Western Sydney
» University of Wollongong
» WorkFocus Group
» Work Solutions Gippsland
» VIC Department of State Development, Business and Innovation
» Vision Australia
» Yarra Trams
Electronic copies of the report, as well as the financial statements, are available by request info@and.org.au
This Annual Report is also available in text only format.

Cover art Dreaming by Leone Harris www.leoneharris.com