# Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>About Us</td>
<td>03</td>
</tr>
<tr>
<td>Chairperson’s Report</td>
<td>04</td>
</tr>
<tr>
<td>Chief Executive’s Report</td>
<td>05</td>
</tr>
<tr>
<td>Endorsements</td>
<td>07</td>
</tr>
<tr>
<td>Supporting Inclusion Through</td>
<td>08</td>
</tr>
<tr>
<td>Networks</td>
<td>08</td>
</tr>
<tr>
<td>Training</td>
<td>09</td>
</tr>
<tr>
<td>Influencing for Change Through</td>
<td>10</td>
</tr>
<tr>
<td>Facilitating Internships</td>
<td>10</td>
</tr>
<tr>
<td>Mentoring</td>
<td>11</td>
</tr>
<tr>
<td>Growing Our Partnerships Through</td>
<td>12</td>
</tr>
<tr>
<td>Advising</td>
<td>12</td>
</tr>
<tr>
<td>Engaging with The Arts</td>
<td>13</td>
</tr>
<tr>
<td>Building Our Profile Through</td>
<td>14</td>
</tr>
<tr>
<td>Events</td>
<td>14</td>
</tr>
<tr>
<td>Communications</td>
<td>15</td>
</tr>
<tr>
<td>Publications</td>
<td>15</td>
</tr>
<tr>
<td>Building The Future Through</td>
<td>16</td>
</tr>
<tr>
<td>Defining Standards</td>
<td>16</td>
</tr>
<tr>
<td>Strong Financial Performance</td>
<td>17</td>
</tr>
<tr>
<td>Corporate Governance</td>
<td>18</td>
</tr>
<tr>
<td>Committee of Management</td>
<td>18</td>
</tr>
<tr>
<td>AND Members</td>
<td>22</td>
</tr>
</tbody>
</table>
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, and therefore our membership has grown in leaps and bounds. We are proud to say that we have been resourced by our members since January 2004.
I am very proud to report another outstanding year of significant progress and major achievement for the Australian Network on Disability (AND).

Both our reach and our reputation continue to grow. The launch of the Deloitte Access Economics paper *The economic benefits of increasing employment for people with disability* has increased our stakeholder reach. The paper is being used as a reference by government, has featured in multiple publications and has come to the attention of the Reserve Bank.

Projects such as the Arts NSW ‘IDEA’ project have been developed as a result of our capability to engage employers as well as to run efficient and effective projects.

Our CEO Suzanne Colbert has been appointed to the National People with Disability and Carer Council (NPWDCC), an advisory body to Minister Macklin, and is also on the Department of Education Employment and Workplace Relations (DEEWR) Disability Employment Service Framework Review Reference Group. These two bodies provide high level advice on both policies and programs at the federal level of government.

As part of that appointment to the NPWDCC, we have been asked to contribute to Australia’s National Disability Strategy (to 2020) in the area of employment - which is a great honour. Suzanne has also been asked to participate in a DEEWR group that will revamp government funded JSA and DES services in 2015.

We have built our member networks in Sydney, Canberra and Melbourne and have good attendance at member network meetings. These meetings also generate collaborative projects which allow us to break down barriers and achieve results for our members. We are generally the first organisation that our members approach for information, advice, and projects relating to the employment and retention of people with disability - a stated goal of our organisation.

In the 2011-2012 financial year, we reached our goal of 95% member retention. We increased our Melbourne-based members by seven, which is in line with our Strategic Plan. We also reached our goals for new members: 12 new Bronze members, and 11 new Gold or Silver members (eight new and three upgrades).

We grew our consultancy income significantly. Most importantly, each time we take on new consultancy projects we increase our capabilities.

I’m particularly proud of our financial achievements over the past year, as we achieved our ambitious financial goals for 2011-12 and our most successful financial result ever! We increased our revenue by 15%, and went from a retained deficit to a surplus for the first time since accruing the unused proportion of membership payments. We have also substantially improved our cash position and have three months operating costs as cash available. It has been hard earned, and I congratulate Suzanne on this outstanding result.

We have had some changes to the board this year with our Treasurer Tony Egan leaving the board, as well as Max Boudan and Samantha Palmer. I would like to personally thank them all for their valuable contribution to AND. I would also like to take this opportunity to thank the whole board for their continuing support - particularly as this year was incredibly difficult for me personally. I especially thank Belinda and David who stepped into the chair for me at very short notice.

Finally, on behalf of the entire board I would like to thank and congratulate the whole team of AND led by Suzanne, Wilma and Jason. They have done a magnificent job in most difficult circumstances and I sincerely appreciate their tireless effort.

John Bennett, OAM
Never before has the inclusion of people with disability been so prominent on the social, political and economic agenda. The Government’s impending National Disability Insurance Scheme - an ‘insurance style’ care and support system - has received substantial support across many sectors. Considering that one in three people either has disability or is close to someone with disability, this is not surprising. With trial sites commencing in July 2013, there will be greater demand on the entire community to be more welcoming of people with disability as employees and customers.

At our May conference, we launched our paper *The economic benefits of increasing employment of people with disability*, prepared by Deloitte Access Economics. The paper’s intention was to quantify the cost of Australia’s poor track record of inclusion of people with disability in the workplace, and to demonstrate the economic impact of this. The Australian Network on Disability (AND) has always been a strong proponent of the business case for inclusion of people with disability. With an ageing workforce, fewer school leavers and declining employment participation rates, it is important that we assist employers to tap into this underutilised talent pool and increase the economic independence of people with disability.

The recurring theme across Australian organisations is that they are positive about welcoming skilled and talented people with disability. However, our experience indicates that large organisations need solid frameworks, effective policies and procedures, and relevant programs in order to create inclusive and diverse workplaces.

During 2012 we have grown our membership, expanded our programs and successfully executed substantial projects.

Wilma Stevens led the AND pilot of the Disability Standard established for business by the Employers’ Forum on Disability (UK). Thirteen of our members participated in the pilot of this standard, which measures disability confidence across 10 areas. This was a substantial undertaking for the participating members, and we sincerely thank them for all their hard work. We all learned a great deal from the exercise, and this will shape our future activities. We sincerely appreciate Wilma’s commitment and extensive experience in benchmarking, which has been invaluable.

It is pleasing to report that many of our members are taking a more robust approach to the development and the governance of their Disability Action Plans. Quite a few of our members now have plans, and staff member Jason Barker has done a fantastic job in facilitating these, as well as developing additional consultancy resources to support the plans.

We were indeed fortunate to have the pro bono services of Ms Ann Pitkeathly from Roads and Maritime Services (an AND member), to review the long term outcomes of the Stepping Into internship program. Ann’s retrospective review of students who participated in the program 2006-2010 indicated that the program closes the gap between tertiary students with disability and those without. Ann’s review makes several recommendations in order to facilitate continuous improvement, and we have begun incorporating these recommendations into the program. Program Manager Jenny Watts-Sampson and Program Co-ordinator Caroline Kwong continue to do a fantastic job in growing the program and extending its geographical reach.

Ann also conducted a review of AND’s facilitation of the Willing and Able Mentoring program and concluded that there is a strong need for increased reach and relevance to our members. An expanded mentoring program will therefore be launched in 2013.
Providing mentoring to people with disability along their career journey is beneficial for the mentor and the mentee and is a fantastic way for organisations to build the disability confidence of individuals. We will work towards integrating this in every leadership development program for supervisors and frontline managers.

Through Arts NSW, AND has been engaged to work with NSW’s major arts and cultural institutions to explore employment and work experience opportunities in this sector for people with disability. This is the first time a project of this nature has been undertaken. We look forward to developing innovative approaches which will result in five employment outcomes and 10 work experience outcomes which will leave a legacy for participating organisations as well as people with disability. This project is being led by the very capable Amy Lovegrove.

Working closely with our members provides us with opportunities to identify areas that require a more streamlined approach. In 2012 we commenced working on the development of a ‘Reasonable Adjustment Passport’. This passport will potentially be used by an employee to share key information about their Reasonable Adjustments with their employer, and could be used when transferring to a new role or when a new manager is appointed. This will make it easier for managers to best support and manage a person who needs workplace adjustments, as well as making the communication process easier for the employee.

AND also brings a unique perspective to sector discussions on policy and programs that are dedicated to increasing the inclusion of people with disability. Our input has been sought by the Department of Education Employment and Workplace Relations for their Reference Group on the Disability Employment Services Performance Framework and the Employment Services 2015 Reference Group.

I am also privileged to be a member of the National People with Disability and Carer Council, which provides advice to Minister Macklin and Parliamentary Secretary Jan McLucas.

 Whilst many are looking to the National Disability Insurance Scheme as the major strategy to bring about change to the lives of people with disability, we must remember that at its peak, the scheme will cover around 400,000 people - a mere 10% of people with disability. The remaining 90% of people with disability will continue to seek economic security through employment, and aspire to participate in all aspects of our society.

AND is fortunate to have board members who are exceptionally capable as individuals, and who make up a formidable team led by John Bennett, OAM. I sincerely thank John and all the board members for sharing their expertise and their time with AND. Their leadership is fundamental to the organisation’s success.

I am fortunate to work with a fabulous team at AND. Our Relationship Managers, Wilma, Jason, Jenny and Amy bring a diversity of skills and experiences that strengthen our capabilities. Caroline Kwong as program co-ordinator of the Stepping into ... internship program is a fantastic asset to the organisation and has inspired students to apply and succeed. None of this could be achieved without the support of our highly organised office manager, Leonie Doorey.

We commend our members for committing to building their disability confidence and a more inclusive Australia. AND is regularly contacted by people with disability and their families, who all express how heartened they are that employers are coming together to create change. Together we can make a significant difference.

Suzanne Colbert, AM
“Our experience with AND has been extremely positive at every level and the depth of support has been seamless. AND has built a professional and trusted business advisory partnership with our organisation, and Jason has made the development of our disability plan a robust and positive experience that has generated interest across the organisation.

AND also provides sound subject matter and expertise relevant to the business environment in which Australia Post operates. Our participation in the AND network has exposed us to a wealth of knowledge, allowing us to gain valuable insights and to connect to external stakeholder groups for consultation and feedback.”

Australia Post

“AND has provided us with guidance, ideas, moral support and advice at all levels, from the operational to the strategic, as we continue on our journey to becoming an employer of choice for people with a disability.

We also get great value from the linkages with other agencies via AND. We are all at different stages on the journey and we benefit from the experience of others and their willingness to share their successes (and occasional failures) with us. AND’s professional and inspirational staff are also a great pleasure to work with.”

Phil Glyde, Disability Champion and Deputy Secretary, Department of Agriculture, Fisheries & Forestrys
Networks
Over the past year we have expanded our networks of disability special interest groups in Sydney, Melbourne and Canberra, and our disability Champions networks also continue to flourish. Through building strong networks, our members and supporters can combine forces to advance the inclusion of people with disability in the workplace.

Disability Special Interest Groups
AND’s Disability Special Interest groups allow new members to learn from more experienced members, be inspired by their success stories, and understand their challenges. Through presentations and the active sharing of success stories and barriers, our members have established a community of professionals who are working towards inclusion of people with disability in all aspects of their business.

Special Interest Groups are held quarterly and are open to all members. Participants include large government departments and private sector organisations that enjoy the chance to share their experiences on topics ranging from their disability strategies, ways to manage ill health and an ageing workforce, disability inclusion, to web accessibility and capacity building.

Recognising that universities have unique operating environments and quite different drivers for the inclusion of people with disability, we began facilitating regular University Special Interest Groups in 2012. We invited university Equity and Diversity Officers to come together to share their progress, help identify areas of potential development, and to share common ground. The presentations have covered topics such as recruitment models, disability action plans and wellness recovery action plans. Our meetings have been kindly hosted by UTS and University of Sydney, have been well attended and are developing strong momentum.

Champions
AND’s Disability Champions encourage and support their employer 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 are generally a CEO or report directly to the CEO. 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 and breakfast meetings in order to share their achievements and challenges with other employers. These meetings are hosted by our members and facilitated by our CEO Suzanne Colbert, and take place regularly in Canberra and twice a year in Sydney. These meetings also allow Champions to network with like-minded people, facilitate referrals and introductions, and to foster a supportive environment amongst employers 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.

Champion events are also a great opportunity for AND to provide the group with an overview of AND’s activities and to inform them of the latest information and research.

We also learn from these meetings. By increasing our understanding about the obstacles to inclusion of people with disability in the workplace, we are then able to inform policy and decision makers, and to generate solutions.

Based on consistently positive feedback from our Champions about the benefits from these networks, we are confident that this aspect of our activities will continue to grow in the coming years.
Training

As part of AND’s efforts to promote the inclusion of people with intellectual disability in the workplace, we worked closely throughout the year with multiple federal government departments through the APS’s Traineeship for People with Intellectual Disability. The traineeship provides opportunities for people with intellectual disability, who otherwise would not be able to compete for APS roles on the basis of merit.

The traineeship involves the completion of a Certificate II in Business Administration delivered by the Canberra Institute of Technology. Applicants needed to meet eligibility criteria including being aligned with a Disability Employment Service and meeting the definition of Intellectual Disability.

Two years ago, the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) led the way with five trainees. This year, the program has expanded to four departments: the Department of Health and Ageing, FaHCSIA, Department of Defence and AusAID.

As project manager, AND contributed to the development of resources such as a Supervisors Guide, participated on the recruitment panels, designed and conducted the work skills assessment and provided training to supervisors on managing and supporting people with intellectual disability. AND now continues to facilitate quarterly stakeholder meetings to ensure ongoing learning and support.

AND looks forward to future collaboration with APS departments on this innovative project, with a number of government departments already flagging their intent to take on trainees in 2013. Involvement in the project illustrates how collaborative efforts and innovative programs can make a real difference - clearly enabling AND to meet its vision of creating inclusive workplaces for all.

"Bringing Members of the AND Network together in Melbourne really helps share knowledge and best practice. It is a unique opportunity to find solutions that help include people with disability in our business."

Tim Fawcett, General Manager Government Affairs & Policy, CISCO presenting at the September Melbourne Special Interest Group on the topic of “Teleworking and People with Disability: Technology, Policy and Managerial Resistance".

Australian Network on Disability 09
Facilitating internships

The Stepping Into… internship program experienced its biggest year of growth to date, with an increase in awareness, participant attraction rates and outcomes.

Stepping Into… offers paid internship opportunities to university students with disability, who may otherwise find it difficult to secure professional work experience. Participating organisations gain greater awareness of best practice for recruiting and managing people with disability in the workplace, and an improved understanding of some workplace barriers they experience. The organisations are often adequately impressed with the intern to offer them permanent employment.

Highlights

We received over 200 applications this year, which resulted in 58 successful placements across Sydney, Canberra, Melbourne, Brisbane and Adelaide. We arranged internships in the professions of law, accounting, finance, ICT, engineering, nursing, policy, human resource and marketing.

Participating members in 2012 included government departments DEEWR, FaHCSIA, Department of Infrastructure & Transport, and Roads & Maritime Services. In the private sector, participating members included Stockland, PwC, Lend Lease and AGL.

This year, AND strengthened working alongside universities to gain support for the program, and built a network of contacts at more than 30 universities by liaising with their Disability Support Officers and Career Advisors. AND increased its presence on university campuses by participating in their career events in Sydney, Melbourne and Canberra.

We hosted our first University Roundtable event in Sydney, inviting our key university contacts to an open discussion forum to share their experiences and thoughts on the program. The event was also an opportunity for us to thank our supporters and allies at the universities for their ongoing efforts and support for the program.

Reviewing & Refreshing

This year, the program’s seven-year development was independently reviewed by Ann Pitkeathly, Principal Advisor Diversity at the Roads and Maritime Services. The program also underwent a facelift, incorporating a new logo and a fresh look to better engage our target audience. The rebranding has extended to our Facebook page which continues to attract followers.

Looking ahead

For the summer 2012-13 intake, we have already attracted 90 applications with internship opportunities offered by 18 of AND’s members across Sydney, Melbourne, Canberra, Adelaide, Brisbane and Perth. The Stepping Into… program continues to be AND’s most popular membership service in attracting talent to their organisation and building a diverse and disability confident workplace.
“The CSO has offered me valuable legal experience and mentoring in a professional and extremely supportive environment. The experience has increased my confidence and my ability to handle my disability in the workplace. I particularly appreciated Respect Day, where diversity is celebrated, as it speaks volumes about the CSO’s attitude toward those with differences.”
Stepping Into student intern 2012, Holly Williamson

“In being a paralegal at the CSO is always a busy and challenging experience, which requires a lot of patience and some heroic qualities. Holly’s skills and confidence developed very quickly over the four months, to such an extent that she was able to successfully fulfill the role of sole provider of paralegal services some days, and even to train other paralegals. Holly’s enthusiasm and easy manner made her very popular in the group and she has made some life-long friendships. We hope she will come back to work with us again in the future”.
John McDonnell, Crown Solicitor’s Office

Mentoring
We facilitate mentoring initiatives for job seekers with disability, so that they may develop their skills and confidence which will assist them in their job search and personal development. The programs also aim to provide mentors with a rewarding and developmental experience.

IBM once again graciously sponsored the Willing and Able Mentoring (WAM) Program for IT students and provided mentoring opportunities for undergraduates undertaking degrees in IT and Business Studies. IBM mentors volunteered nationally with mentees matched up in Sydney, Melbourne and Canberra.

AND have also teamed with Commonwealth Bank (CBA) to launch their inaugural Diversity Support Mentoring pilot program. In the first phase, ten university students with disability were paired with CBA mentors. In the second phase, Commonwealth Bank partners provided mentoring opportunities to people from Vision Australia, Northcott Disability Services and Spinal Cord Injuries Australia. Feedback from both programs has been extremely positive.

This program has provided us with a successful mentoring model to expand upon. At the end of 2012, AND will launch the new mentoring program PACE – Positive Action towards Career Engagement - which aims to provide members with more options and greater alignment with their business.

There will be two 3-month programs running each year for members to participate in, commencing from March 2013. Mentees will be sourced from different geographic areas and study disciplines, depending on the scope of our contributing members.

AND will continue working with its members to provide jobseekers with a range of skills, experience and advice through mentoring, while also providing the mentors a satisfying and capacity building experience.
Advising

AND increased its consultancy work on specific disability related projects throughout the year. We have advised organisations on their Disability Action Plans and consulted on one-off projects aimed at stimulating employment opportunities. We also assessed organisations on their disability confidence and their readiness to accommodate people with disability in relation to customer services, property and employment.

Disability Action Plans: AND assisted several members to develop their Disability or Accessibility Action Plans. Drawing on the most effective strategies learnt from our member base over more than a decade of operation, we provided assistance ranging from document review to development of business baselines and plan production.

Property: AND assisted many members in comprehending accessibility issues in relation to their premises or facilities. We undertook onsite reviews and prepared written reports which highlight areas which do not meet current building standards or can represent barriers or risks to people with disability.

Customers: In order to realise the benefits of better serving people with disability, organisations are required to understand how their products and services are accessed by people with disability. In 2012, we undertook website accessibility reviews, mystery shopping exercises, staff disability confidence surveys, banking accessibility surveys and a range of other activities to assist members in identifying and removing barriers to customers with disability.

“AND has provided advice and guidance in relation to best practice disability initiatives. We have found the advice of great value in assisting us to achieve our goals.”

National Australia Bank
Engaging with the arts

AND has begun work with Arts NSW in an exciting project that promotes a culture of employment inclusion for people with disability in the arts and cultural sector. Arts NSW and the Department of Ageing, Disability and Home Care, have come together for a two-year NSW Arts and Disability Partnership (2012 – 2014).

The AND program, named Inspiring Disability Employment in the Arts (IDEA), began in July 2012. IDEA offers cultural and state significant arts organisations in NSW access to the expertise of the Australian Network on Disability. IDEA offers them the ability to join a collaborative approach to increasing employment and work experience opportunities for skilled and talented people with disability. The project also provides participating organisations with the chance to review their current approaches and support for employees who have an illness, injury or disability.

Following exploration and consultation with each organisation, an agreed industry approach will be taken with the project jumping into full swing early 2013.
**Events**

Raising the Bar 2012, AND’s 3rd Annual National Conference, was held on 16 May 2012 at the Sydney Hilton, and built on the momentum of our previous two Raising the Bar conferences.

The 2012 conference focussed on innovative organisations that are making a difference to the inclusion of people with disability. The event was attended by over 120 HR professionals, diversity consultants and other business executives. It was hosted by media personality Wendy Harmer.

Speakers included:

» The Hon. Jenny Macklin MP, Minister for Disability Reform

» Kate Nash OBE, Diversity Expert (UK)

» Case Studies from Woolworths, Australian Tax Office and Department of Human Services

» Paul Cutrone, Sparke Helmore Lawyers

» Stephen Sedgwick, Australian Public Service Commissioner

» Andrew Erratt, Executive Leader for Corporate Responsibility, CISCO

» Lucy Macali, National Manager, JobAccess

Our conference sponsors included the Department of Families, Housing, Community Services and Indigenous Affairs, Max Employment, the NSW Department of Families and Community Services, The Australian Communication Exchange, Workfocus Group and the Sydney Catchment Authority.

The conference once again received overwhelmingly positive feedback.

“I thought it was fantastic - a good line up of speakers. The panels were a really good way of sharing knowledge and including story telling. I have come back inspired with lots of fresh ideas to do even more in the accessibility space. Thank you AND!”

“The conference had a great mix of global, national, local and personal. This made for great networking in addition to the excellent content. Thank you”
Communications

Our new website

In late 2011, we launched our new website with an improved design and navigation. The new site meets AA compliance with WCAG 2.0 accessibility guidelines and has a cleaner and more contemporary look and feel. Feedback indicates that the website is user-friendly with good accessibility. User visits have more than doubled over this year to almost 5000 visits per month.

Newsletters

Our monthly electronic newsletter continues to receive positive feedback. The newsletter promotes the successes of our members, and provides information on research, developments, and government initiatives. It also aims to promote interest in our products and services, and to drive traffic to our website. Each newsletter is also promoted through social media outlets to maximise the audience.

Social Networking

The AND presence on Twitter continues to grow, with 1180 followers at the time of reporting, which is about 50% more than last year. Twitter provides an excellent way to inform followers of breaking news in relation to disability, and to drive further traffic to our website, our Facebook page and LinkedIn profile, which all have great potential for networking and prospecting for new members.

Over the past year, we have migrated our 450+ Facebook fans from our (now obsolete) personal profile to our new Facebook Page, which is a more effective way for organisations to maintain a professional presence on Facebook. The Page facility allows us to build a community where people can interact in their own voice, and to actively connect with other people and organisations in the disability sector.

Publications

The AND suite of hard copy publications now includes:

» Manager’s Guide: Disability in the workplace
» Welcoming Customers with Disability
» Employers Guide to Partnering with Disability Employment Services

During the year, we commenced development of a new publication which explains how to hold effective teleconferences, and how to produce accessible documents, presentations and eLearning. There is currently not a stand-alone resource in this area that can guide HR teams, trainers, event co-ordinators and ICT staff. We are very happy to have the National Australia Bank as the major sponsor of this publication.

In the year ahead, we will update and refresh the Welcoming Customers with Disability guide and make this available in HTML. This will mean it can be accessed electronically rather than distributed as a paper-based guide.
Defining Standards

AND’s Senior Relationship Manager, Wilma Stevens visited the UK Employers’ Forum on Disability (EFD) in London during April to learn more about the Disability Standards Tool. This tool is the world’s only business-led benchmark on disability and many of our members have expressed interest in having a similar assessment tool. Designed by the EFD in 2004 and brought on-line for the 2012 assessments, it is a measurement framework that sets the benchmark for best practice on disability.

The Disability Standard consists of the online self assessment tool with an option to follow up with third-party evaluation which is then included in a formal Benchmarking Report.

Organisations assess their performance in 10 categories:

1. Commitment
2. Know-how
3. Adjustments
4. Recruitment
5. Retention
6. Products and services
7. Suppliers and partners
8. Communication
9. Premises
10. Information and communication technology (ICT)

AND sought volunteer members for a pilot trial of the Disability Standards Tool, and 15 member organisations signed up. The pilot aimed to seek feedback from members on their self assessment experience from an Australian disability perspective. This feedback will determine whether AND will license the tool from the Employers Forum on Disability UK or whether there is a need to develop a tool specific to the Australian environment.

Seven public sector and five private sector members eventually participated in the pilot. After an introductory workshop, participants uploaded their information over the following three months. The responses submitted are currently being analysed by disability experts at AND who will prepare a tailored report evaluating each organisation’s performance.

Piloting members convened in October across Sydney, Melbourne and Canberra to provide feedback on their initial experience with the tool and self-assessment. They will reconvene early in 2013 to provide overall feedback following review of their individually tailored reports. Participants’ feedback will form the foundation of how the self assessment and evaluation process will progress in Australia.
Strong financial performance

In 2012 we were fortunate indeed to have PwC provide their expertise to conduct a pro bono Financial Audit. A surplus of $88,366 was achieved - the best financial result that we have attained to date. As a result of this, we are pleased to report that we have returned to a positive equity position, for the first time since moving to an accrual accounting method in 2009.

Since 2009, membership revenue has been recognised as income on a monthly basis. This means our financial report shows significant deferred revenue, which accounts for unused proportions of membership income. Over the year we had a 15% increase in revenue and a 2% increase in expenditure.

During the year we substantially increased and strengthened our cash position. With membership continuing to build, we are confident we will maintain a healthy financial performance into 2013.
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.

Each Committee member holds office until the conclusion of the Annual General Meeting following the member’s election. Should a vacancy occur during this period, a new member may be appointed to fill that vacancy until the next Annual General Meeting. The Committee members do not receive any remuneration and meet approximately every two months. There were eight meetings held in the financial year 2011-2012. Board members undertook a training session in February delivered by the Australian Institute of Company Directors on Governance and Financial Performance for Not for Profit Boards.

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.

Tony Egan, Retiring Treasurer

Tony Egan is Treasurer of IBM in Australia/New Zealand. He is also Chairman of the Board of Trustee Directors for the IBM Australia Superannuation Fund and IBM New Zealand pension plan. Prior to this appointment in 2008, Tony was Financial Controller of the Business Process Outsourcing Business Unit for IBM A/NZ.

Tony joined IBM as a high school leaver in 1976 and took up a finance traineeship while completing a part-time Bachelor of Commerce degree at the University of New South Wales.

In the past 10 years he has held a number of senior roles in Finance and Sales Operations.
across the Asia Pacific region. Tony is a CPA, GAICD and also holds a Graduate Diploma in Education from the University of New England.

Tony retired from the Board in May 2012, and we gratefully acknowledge his contribution.

**Bronwyn Grantham - Treasurer**

Bronwyn is currently Business Controls and Risk Manager for IBM Australia/New Zealand. Prior to this appointment in 2011, she was financial Controller of the IBM A/NZ Software Business Unit.

Bronwyn is a CPA and has over 15 years experience with IBM joining after completing a Bachelor of Commerce at Melbourne University. After building her accounting and planning foundation, Bronwyn took some time away from IBM to travel and experience various finance professional roles in London. She returned to IBM Australia in a pricing role where she helped IBM and its customers financially structure services contracts. This role led her back to the UK and involved increasingly complex and international deals as the commercial pricing lead where she played an instrumental role in significant signings of large outsourcing contracts.

Bronwyn enjoys bringing businesses together to find mutually beneficial solutions. Bronwyn took up the position of Treasurer on AND’s board in June 2012.

**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, The Commonwealth Bank, Telstra Mobile, Optus, Mitsubishi Electric, Microsoft Corporation, Yahoo!7, 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.
Kevin Figueirdo

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, 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.

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.

Samantha Palmer

Samantha Palmer oversees People, Capability and Communication for the Australian Government’s Department of Health and Ageing. She is also honoured to be the Department’s Disability Champion, advocating for and supporting staff with disability since 2009 and contributing to disability confidence across the Australian Public Service.

The Department has more than 4000 staff with almost 5% identifying as having disability. Samantha instigated and led the development of the Department’s innovative People Strategy 2010-2015: Performance through People and is a member of the Department’s People Committee, Audit Committee, Change Program Board, and Bullying and Harassment Working Group.

During her time as Disability Champion, Samantha has been a driving force in the establishment of the Network for Staff with Disability, the implementation and improvement of the Disability Action Plan, the delivery of enhanced facilities for staff and increased education, awareness and support for staff with disability.

Samantha has a Master of Public Administration from the University of Queensland (1995) and a Bachelor of Business (Communication) from QUT (1990). She edited the Public Interest quarterly journal for the Institute of Public Administration Australia Queensland 2003-2006.

Samantha retired from the Board in September 2012 and we heartily thank her for her contribution.
Richard Barnett

Richard is General Manager for Paxus, one of Australia’s largest national recruitment organisations for the IT sector. Paxus is a division of the IT services company, CSC, which employs over 100,000 people globally.

Paxus makes over 5,000 staff placements in Australia each year, for many of the country’s leading corporate and government organisations. Paxus has been a member of the Australian Network on Disability for nine years and actively promotes the organisation’s aims internally and across Paxus’ wide client base. Richard has been with Paxus since 1988 in a variety of senior management roles, and currently manages a $150m annual recruitment budget. He is also the Australian representative on CSC’s Global Diversity Council.

Max Boudan

Max is the National Key Priority Groups Manager at MEGT Australian Apprenticeships Centre. He has over 10 years experience in the recruitment industry and has extensive experience in assisting people with a disability in gaining meaningful employment outcomes.

In addition, Max has eight years experience within the Vocational Education and Training (VET) Sector. Max’s current role involves raising the profile of Australian Apprenticeships within the general community with a particular focus on increasing participation of people with a disability within Australian Apprenticeships.

Max retired from the board in March 2012 and we gratefully acknowledge his contribution.

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.
We are pleased to report that 20 new organisations joined AND during the financial year and three existing members upgraded their membership. We retained 108 members of the 114 members with whom we commenced the financial year, thereby achieving a 95% member retention rate. The growth in membership facilitates our goal of reaching more organisations and assisting them in building their disability confidence, creating barrier free work environments and participating in programs that create a level playing field for skilled and talented people with disability.

Members as of November 2012:

**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
- ACT Department of Parliamental
- ANZ
- AusAID
- Australia Post
- Australian Federal Police
- Australian Taxation Office
- Commonwealth Bank
- CSC/Paxus
- Department of Agriculture, Fisheries and Forestry
- Department of Defence
- Department of Finance and Deregulation
- Department of Education, Employment and Workplace Relations
- Department of Families, Housing, Community Services and Indigenous Affairs
- Department of Foreign Affairs and Trade
- Department of Health and Ageing
- Department of Immigration and Citizenship
- Department of the Prime Minister and Cabinet
- Department of Resources, Energy and Tourism
- Department of Climate Change and Energy Efficiency
- Department of Human Services
- Department Industry, Innovation, Science Research and Tertiary Education
- KPMG
- Manpower Services Australia
- NSW Department of Ageing, Disability and Homecare
- NSW Department of Attorney General and Justice
- PwC
- Roads & Maritime Services NSW
- Stockland
- Telstra Corporation
- Tip Top
- Vodafone
- Woolworths Ltd

**SILVER MEMBERS**
- AGL
- American Express International
- Australian Federal Court
- Brisbane City Council
- Cisco Systems Australia Pty Ltd
- Coca-Cola Amatil
- Comcare
- Department of Broadband, Communications and the Digital Economy
- Department of Regional Australia
- Department Sustainability, Environment, Water, Population & Communities
- Disability Services Commission (WA)
- Henry Davis York
- Housing NSW
» Legal Aid NSW
» Lend Lease
» National Maritime Museum
» National Australia Bank
» NSW Department of Education and Communities
» Railcorp
» Sydney Opera House
» UBS AG
» University of Sydney
» VIC Department of Human Services

BRONZE MEMBERS
» 2discover
» ABC
» Attorney-General’s Department
» Allens Arthur Robinson
» AMES
» Australian Competition and Consumer Commission
» Australian Human Rights Commission
» Australian Public Service Commission
» Australian Red Cross
» AustralianSuper
» BEST Employment
» Buzz Products
» Cancer Council Queensland
» Carnival Australia
» City West Water
» CrimTrac
» CVGT Australia Ltd
» Deakin University
» Dejan SEO
» Department of Finance and Services NSW
» Department of Infrastructure and Transport
» Department of Veterans’ Affairs
» Diversity Council Australia
» Environment and Sustainable Development ACT
» Ernst & Young
» Fair Work Ombudsman
» Holroyd City Council
» ITCRA
» ITSA
» Life Without Barriers
» Macquarie Group Limited
» Max Employment
» MEGT Australian Apprenticeships
» Mission Australia
» National Library of Australia
» National Museum of Australia
» National Relay Service
» NSW Department of Premier and Cabinet
» NSW Public Service Commission
» NSW Ombudsman
» Penrith City Council
» Positive Life NSW
» PWD Australia
» Questacon
» Randstad
» Reserve Bank of Australia
» RMIT
» Royal Australian Mint
» Slater and Gordon Ltd
» State Transit Authority
» Swinburne University of Technology
» St Laurence Community Services
» 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
» WISE Employment
» WorkFocus Group
» Work Solutions Gippsland
» VIC Department Business and Innovation
» Vision Australia
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 Untitled by Rachelle Rodriguez, from Studio Artes - an independent, not-for-profit organisation offering creative programs to adults with disabilities. www.studioartes.com.au