



February 20, 2017 Customer Diversity & Inclusion

Historically diversity and inclusion strategies and programs have focused in the most part on the employee experience. However, organisations are starting to think about building greater levels customer inclusion into their business models, recognising the need to address the unique needs and perspectives of a diverse customer base and ensure that their products and services are accessible to all.

Customer inclusion can cover a broad spectrum of activity: from utilising technology to make products more accessible, to incorporating universal design and accessibility into product development; from community engagement, to creating products that respond to the specific needs of a customer's cultural background, gender, age, disability or social/economic demands.

Join us to hear from our panel of guest speakers, who will share their experience of customer diversity and inclusion.

- Juliet Bourke, Partner Deloitte Human Capital Consulting – sharing the latest research findings with the Australian Human Rights Commission on customer diversity
- Heather Denman, Customer Inclusion Manager, IAG
- Matt Bizilis – President, Salesforce

April 03, 2017 - Catalyst – Insights from the latest Catalyst Global Inclusion Research.

How do you define inclusion? Can you recall particular experiences at work when you felt included? Based on those, can you now describe what inclusion looks like?

Now think about instances when you felt excluded. How would you describe those experiences? Perhaps you're able to recall a specific story, image, or interaction that signalled exclusion. Chances are you'll remember feelings of exclusion more vividly than those of inclusion.

Yet, Catalyst's new research shows that employees' day-to-day experiences of inclusion and exclusion happen at the same time. This presents a dilemma for leaders. We must equip leaders with the skills, resources, and tools to manage the coexistence of inclusion and exclusion.

Join us for this engaging and insightful webinar where we hear from Emily Wakeling, Executive Director, Catalyst and Troy Roderick, Australian Catalyst Ambassador as they provide insights into Catalyst's latest research on Inclusive Leadership, how managers can learn new behaviours, and Catalyst's resources available to you.

Speakers:

[Emily Wakeling - Executive Director, Global Corporate Relations, Catalyst](#)

Emily Wakeling oversees Catalyst's relationships with its more than 800 corporate members. With an expanding team globally, she recruits, develops, and supports Catalyst member organisations to advance organisations' diversity and inclusion initiatives to make positive change for women and other diverse groups.

[Troy Roderick - Global Head of Diversity, Telstra and Catalyst Ambassador Australia](#)

Troy Roderick has specialised in Diversity & Inclusion for over 20 years. As Catalyst Australia's Executive Ambassador, Troy provides leadership and support to Catalyst supporter companies in



Australia committed to more inclusive cultures. In this role he frequently speaks to corporate and public audiences on topics including women's leadership and advancement, flexibility, inclusive leadership and engaging men.

June 05, 2017 - AGM/Guest Speaker Catherine Fox

Following the Annual General Meeting we will be having a fire side chat with Catherine Fox to discuss the topic of her latest book - Stop fixing women: why building fairer workplaces is everybody's business".

Catherine is one of Australia's leading commentators on women and the workforce. A journalist, author and presenter, she is regularly invited to address audiences around Australia.

After working in the financial services sector in Sydney and London, Catherine joined the Australian Financial Review. During a long career with the AFR she edited several sections of the publication, and wrote the Corporate Woman column and for Boss magazine before leaving to set up her own consulting business in 2012.

Catherine has written several books, including "Seven Myths about Women and Work" which was shortlisted for the Ashurst Business Literature Prize. Her latest book "Stop fixing women: why building fairer workplaces is everybody's business" was published in March 2017.

Catherine helped establish the annual Westpac/Financial Review 100 Women of Influence Awards and is on several advisory boards, including the Australian Defence Force Gender Equality Advisory Board.

July 17, 2017 - Cultural Diversity Showcase - Doing it Differently!

When around 30% of the Australian population was born overseas, simply having a culturally diverse workforce doesn't automatically translate into business benefits. To leverage the true value of cultural diversity you need to manage it effectively.

There are however, different ways of taking action to build culturally diverse organisations and our terrific line-up of speakers will share their unique approach to:

- recruiting and engaging refugees and asylum seekers in both the public and private sectors;
- building cultural capability – from ASX 100 leaders to frontline staff
- addressing a lack of cultural diversity in leadership and
- using data analytics to support the diversity strategy.

Cultural Diversity Showcase table hosts:

- Charis Martin-Ross, Head of Diversity and Sustainability, Allianz Australia
 - Christine Ung, Group Diversity and Inclusion Manager, The Star Entertainment Group
 - Sonja Braidner, Diversity Coordinator and Ania Keababjian, Fire & Rescue NSW
 - Jo Higgins, Organisation Architect, Insurance Australia Group (IAG) and Ash Nugent, Deputy CEO, CareerSeekers and Manar Radhi, Claims Consultant
 - Tamerlaine Beasley, Managing Director, Beasley Intercultural
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September 11, 2017 - Aboriginal & Torres Strait Islander: Building Pathways - Nurturing Future Indigenous Leaders

Speakers:

Nareen Young, Director, PwC Indigenous Consulting

Adam Davids, Learning & Development Director, CareerTrackers

Station Officer Bill Spek, Fire & Rescue NSW

Chair:

Sonja Braidner, Diversity Coordinator, FRNSW

Jo Higgins, Lead Business Partner, IAG

Across Australia we are seeing a number of progressive organisations take positive steps towards building a sustainable pipeline of future Indigenous leaders, creating employment and education opportunities which will empower future generations and close the gap that exists.

A panel of organisations shared what they are doing in the indigenous employment space, from graduate and entry level roles, through to senior level employment. They shared their learnings and key insights, and also talked about how they've worked to ensure this new talent joins an inclusive organisational culture, through policy and procedural change.

October 23, 2017 - Wellness and Inclusion Showcase: Wellbeing Through an Inclusion Lens

Our Table Hosts:

- Rachel Clements – Centre for Corporate Health
- Graeme Cowan – Creating Thriving Tribes
- Chrysa Aroutzidis – EAP – Davidson Trahaire Corpsych
- Sarah McCarthy – Pride in Diversity
- Lara Bisley – Smiling Mind

Juliet Bourke, partner at Deloitte, will open the Showcase and discuss how wellbeing is commonly talked about, but rarely understood or measured. More than one-third of executives in the Deloitte's Global Human Capital Trend survey rated wellbeing among their top five priorities, but fewer than one in ten thought they were dealing with it effectively. When organisations are able to measure wellbeing it means that they can make measurable improvements, monitor progress and return on wellbeing. Wellbeing is important to Deloitte – and it's important to Medibank. So they formed a partnership to develop the Wellbeing@Work Index. The Index measures wellbeing holistically across 4 indicators: Mind, Body, Purpose and Place.

November 20, 2017 - End of Year Function

Time: 16.45pm - 19.00pm

(Drinks & Canapés served)

Hosted by PwC, Lvl 17, One International Towers Sydney, Barangaroo

Our theme this year is 'A Celebration of a Successful Year in D&I'.



Our End of Year celebration is an opportunity for all of us to reflect on our year and what we have achieved, as well as the lessons learnt and the journey we still have ahead of us.

We are delighted to have as our guest speaker Patrick Kidd, CEO of Invictus Games 2018. The Invictus Games were created by Prince Harry as a way to use sport to inspire recovery, support rehabilitation, as well as generate a wider understanding and respect for wounded, injured and sick servicemen and women.

We will also be hearing from Tom Moore, CEO and Founder of WithYouWithMe, a veteran owned digital startup connecting ex-defence force talent to Australia's leaders. Their programs are changing the way that the veteran labour force is perceived by Australian industry.

We look forward to seeing you there!