

2026 Annual Report

Hospitality Disability Network WA Inc.

Hospitality Disability Network WA Inc.
Level 2/14 Ventnor Ave
West Perth WA 6005
PO Box 129, West Perth WA 6872



Contents

Introducing HDNWA	3
2025–26 at a Glance	4
Board Chair's Review	5
Operational Review	6
Financial Report	7
Corporate Governance	9
Operational Team Profile	11
What We Have Achieved So Far	13
Building Employer Confidence	15
More Than a First Job	18
Inclusive Tourism & Hospitality Initiative	19
Membership & Our Members	21
Inclusive Hospitality & Tourism Training	23
Building Confidence Through Training	25
Hospitality & Tourism Pathways Training	26
Passport to Your Career	27
Connecting Industry, Education & Community	29
Good News Stories: Lauren & Dean	31
Sustainable Future & Employment Impact	33
Thank You & Acknowledgements	35

HDNWA acknowledges the Traditional Custodians of the land, paying respects to the Aboriginal communities of Western Australia and their Elders, past, present, and emerging. We honour the culture and contributions of First Nations People.

We also recognise the rights and dignity of all, including those with disabilities and in the LGBTQIA+ community. HDNWA is committed to inclusivity, respect and empowerment, celebrating diversity and striving for equal opportunities for all.

© Hospitality Disability Network WA Inc. 2025

INTRODUCING HOSPITALITY DISABILITY NETWORK WA INC.

Hospitality Disability Network WA Inc. (HDNWA) is an industry-led organisation creating meaningful and sustainable employment opportunities for people with disability across Western Australia's tourism and hospitality industry.

Our operational team and volunteer Board come from tourism, hospitality and related industry backgrounds, so we understand how the sector works in practice. That industry knowledge helps us support employers to build disability confidence, identify suitable roles and create opportunities that work for both the business and the candidate.

HDNWA works with candidates and a select network of Employment Service Providers, acting as one point of contact for industry. We help simplify the process for employers, connect the right people and provide pre and post-placement support for our members and candidates to provide sustainable employment outcomes.

HOW WE WORK

Understand the industry

Our team and Board bring real tourism and hospitality experience, so we understand the pressures, expectations and opportunities within the sector.

Build employer confidence

We help businesses understand disability employment, identify suitable opportunities and create more inclusive workplaces.

Connect the right people

We work with candidates and a select network of Employment Service Providers to connect employers with people who are ready for work.

Support sustainable placements

We provide pre and post-placement support to help address challenges early and provide long-term employment.

OUR VALUES

Impact

We make a difference through meaningful employment.

Integrity

We are honest and fair. We do what we say we will do.

Challenge

We challenge bias and advocate for positive change.

Respect

We treat everyone as an individual, with courtesy and empathy.

2025-2026 AT A GLANCE

The past year has been one of significant activity, growth and change for HDNWA. Across the year, the organisation continued to support people with disability into sustainable employment, strengthen relationships with employers and providers, expand its engagement with schools and industry, and develop new training, membership and career pathway initiatives.

Completion of the ILC Building Employer Confidence program
The 85 employment outcomes comprise 80 delivered through ILC and five additional placements through Department of Communities activity. HDNWA also reported engagement with more than 200 businesses and more than 80 schools.

85
Employment placements supported across the year



200+
Hospitality and tourism businesses connected through the HDNWA network



80+
Schools engaged across Western Australia



120
Hospitality and tourism leaders reached through employer training



15+
Disability employment, NDIS and Inclusive Employment Australia providers connected

BOARD CHAIR'S REVIEW

Craig Menzies | Board Chair

It is with great pride that I reflect on another significant year for Hospitality Disability Network WA (HDNWA). This year has been one of achievement, growth and transition, reinforcing our important role in creating meaningful employment opportunities for people with disability across Western Australia's hospitality and tourism industries.

This year marks the conclusion of our four-year Building Employer Confidence program, which has strengthened connections between employers, employment service providers and people with disability.

Over the four-year ILC Building Employer Confidence project, we supported 267 employment placements, including 80 in its final six months. At completion, 70 of those final 80 placements were retained, representing an 87.5 per cent retention rate for that final period. These are achievements of which we can be enormously proud.

However, the true measure of our impact lies in the confidence, independence and opportunities that meaningful employment creates. Tyler's journey from Food and Beverage Runner to Duty Manager demonstrates what is possible when employers recognise potential, provide support and encourage career progression. His story reinforces why we must look beyond initial placements and focus on sustainable, rewarding careers.

Throughout the year, we continued strengthening industry relationships, expanding employer training and developing resources to help businesses confidently employ and support people with disability. Our growing membership network, online training programs and partnership with Tourism WA through Passport to Your Career are important steps towards a more inclusive industry.

As our funded program concludes, HDNWA enters an important new chapter. Building a sustainable future will require us to strengthen our membership offering, expand training and industry partnerships, and develop broader sources of financial and community support.

I sincerely acknowledge the Australian Government, the Western Australian Department of Communities and Tourism WA for their continued support and investment. Thank you also to our members, industry partners, employment service providers and employers for their commitment to inclusive employment.

To our Managing Director, Marnie Howell, and the HDNWA team, thank you for your dedication and passion. I also extend my gratitude to my fellow Board members for their voluntary contributions and guidance.

Most importantly, thank you to the individuals and families who trust HDNWA. Your achievements and experiences continue to inspire our work.

As we look ahead, our ambition remains clear: to help more people with disability enter the workforce, develop their skills, remain employed and build meaningful, lasting careers.

CRAIG MENZIES
Board Chair





OPERATIONAL REVIEW

Marnie Howell | Managing Director

The 2025–26 financial year has been an important year for HDNWA, marking the conclusion of a significant chapter and the beginning of our next stage.

This year saw the completion of our four-year Information, Linkages and Capacity Building (ILC) Building Employer Confidence project. The program strengthened connections between employers and employment service providers and demonstrated that disability employment can be successful and sustainable.

In its final six months, the program supported 80 people into employment, achieving an employment retention rate of 87.5 per cent. These results reflect our commitment to creating the right employment matches, providing appropriate support and helping people build lasting careers.

Our work with the Western Australian Department of Communities has also strengthened employer confidence and capability. This has informed our face-to-face leadership training, new online Leadership and Frontline training programs, and revised Bronze, Silver and Gold membership model.

More than 120 hospitality and tourism leaders participated in face-to-face training during the year. Their feedback has helped shape practical, relevant training that responds to industry needs.

Through our partnership with Tourism WA, Passport to Your Career continues connecting young people, families and educators with career opportunities across hospitality and tourism.

We engaged with schools and began developing Edition 2 alongside members and industry partners, showcasing more workplaces, roles and career pathways.

We also maintained a strong presence at SkillsWest, employment expos, school events, industry forums and the International Day of People with Disability event at Optus Stadium, alongside DAWA and CCIWA. These activities created valuable opportunities for employers, jobseekers, educators and service providers to connect.

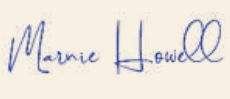
I thank our Board for its guidance, our team for their dedication, and our members for supporting HDNWA's purpose. I also acknowledge our funding partners, including the Australian Government Department of Health, Disability and Ageing, the Western Australian Department of Communities and Tourism WA.

Most importantly, thank you to the candidates and employees who trust us, and the employers who continue opening their workplaces to people with disability.

As we enter the next financial year, our focus is on strengthening employment pathways, expanding training and membership, building employer capability and ensuring HDNWA's long-term sustainability.

We have established a strong foundation and remain committed to helping more people with disability enter employment, develop their skills and build meaningful careers.

MARNIE HOWELL
Managing Director





TREASURER'S FINANCIAL REPORT

Jayson Mehnert | Treasurer

During the 2025–26 financial year, HDNWA continued to manage funding across several significant projects while maintaining oversight of the organisation's financial position.

The financial statements include four separate Profit and Loss statements. These reports provide a snapshot of income and expenditure for the 12 months from July 2025 to June 2026, with the previous year's result shown as 'Last Year Actual'.

Tourism Western Australia

During 2025–26, HDNWA received a $30,000 grant from Tourism Western Australia to support the development of the second edition of Passport to Your Career. This builds on the first edition of the Toolkit, which was developed with Tourism WA support in 2024.

Development of Version 2 continued throughout the year, including filming and content development across hospitality and tourism workplaces. The updated Toolkit was scheduled for release later in 2026.

Sundry Grants

No additional sundry grant income was received during the financial year. HDNWA generated $2,227 in training revenue during 2025–26. At the end of the financial year, $4,200 remained unspent within this area.

ILC Building Employer Confidence

HDNWA began receiving funding through the Information, Linkages and Capacity Building Building Employer Confidence and Inclusion in Disability Grant in the 2023 financial year. Across the funding period, HDNWA received:

2022–23	$292,127
2023–24	$228,188
2024–25	$273,828
2025–26	$286,205

HDNWA was granted permission to carry forward and utilise $43,968 in funding that remained unspent at the end of the previous financial year.

The ILC program concluded on 30 June 2026. At the completion of the program, $17,172 remained unspent and will be returned following acquittal and audit.

Western Australian Department of Communities

During 2025–26, HDNWA received $250,000 in funding from the Western Australian Department of Communities for Western Australia's Inclusive Tourism & Hospitality Initiative.

At 30 June 2026, $68,797 had been spent and $181,203 remained unspent. The project continues until 30 June 2027. Any funding remaining after that date is required to be returned following acquittal.

Financial Position and Sustainability

HDNWA remains reliant on grant funding, with only a small amount of additional revenue generated during the year. Outside grant funding, the organisation received $27 in bank interest and $2,227 in training revenue.

As in previous years, the majority of HDNWA's expenditure related to staffing, with salaries and wages totalling $341,791 during 2025–26.

At 30 June 2026, HDNWA had $267,792 remaining in its bank account.

Events Subsequent to Year-End

There were no events subsequent to the end of the financial year.

JAYSON MEHNERT
Treasurer





CORPORATE GOVERNANCE

HDNWA is guided by an engaged volunteer Board comprising experienced professionals from the hospitality, tourism and related industries. The Board meets regularly to oversee the organisation's operations, provide strategic direction and support the operational team.

Our industry-led governance approach brings valuable practical expertise, strong sector connections and a shared commitment to inclusive employment.

HDNWA operates in a risk-aware environment, with project-specific steering committees established where appropriate to support effective oversight and informed decision-making.



Craig Menzies

Board Chair

Craig has been the Chairperson of the Hospitality Disability Network WA since July 2021, acting in an advisory role on the board. Appointed to the Board at its inception in 2018, he played a key role in the six months leading up to the launch in May 2019. Craig is a highly regarded venue, events, and catering manager with extensive experience both in Australia and internationally.

He currently holds the position of General Manager Catering at VenuesLive, overseeing operations at major venues like Optus Stadium. Craig's strong connections in the hospitality and tourism sectors make him a valuable advocate for HDNWA's vision of building disability confidence within the industry.



Jai McNaughton

Deputy Chair

Jai brings a diverse background across hospitality, tourism, disability services, and workforce development. With expertise in human resources, coaching, learning and development, and leadership, Jai supports HDNWA in building stronger and more inclusive workplaces.

Passionate about developing people and creating opportunities, Jai contributes valuable insight into how businesses can support diverse talent and foster cultures where everyone can succeed.



Ian Tsolakis

Board Secretary

Ian is the Employment Pathways Manager at Interlife, a social enterprise based in Western Australia and the visionary behind HDNWA. Formerly Crown Resorts' Group Disability Employment Manager he developed the CROWNability program and the five-pillar model for sustainable disability employment. Ian's deep understanding of both corporate and government employment sectors drives HDNWA's industry-based approach to inclusive hiring.



Jayson Mehnert

Board Treasurer

A Chartered Accountant for more than 30 years, Jayson is a Director, Chief Financial Officer and Group General Manager of the Hospitality Group. Collectively he is responsible for 6 accommodation and restaurant venues across WA. He previously worked at listed companies and at an accountancy firm. This experience informs his contribution as HDNWA's Board Treasurer.



Tracey Constable

Board Member

Tracey is a social impact and marketing strategist with more than 15 years of experience across the wellbeing, inclusion, and social enterprise sectors. As the founder of Inclusive Mamas Club and Self Made Spectrum, and Coordinator of Healthy Mind Menu, Tracey develops practical programs that support carers, parents, and workplaces to create more inclusive and mentally healthy communities.

With expertise in governance, social enterprise development, stakeholder engagement, impact measurement, and social value, Tracey brings a strong understanding of how organisations can create meaningful change. As a postgraduate of the UWA Centre for Social Impact and a Social Value and SROI Accredited Practitioner, Tracey supports HDNWA's commitment to strengthening inclusive employment practices and building more disability confident workplaces across Western Australia's hospitality industry.



John Parker

Board Member

John brings more than 15 years of hospitality human resources experience across Australia and New Zealand. With expertise in talent management, workplace culture, and organisational development, John provides strategic guidance to support inclusive workforce practices across the industry.

Through his leadership in hospitality HR, John helps HDNWA strengthen employer capability and create opportunities for people with disability to build successful careers.

OPERATIONAL TEAM PROFILE



MARNIE HOWELL

Managing Director

As Managing Director of the Hospitality Disability Network WA (HDNWA), Marnie leads a passionate team dedicated to creating inclusive employment pathways across the tourism and hospitality industries in Western Australia.

Since joining HDNWA in 2021, Marnie has brought a wealth of experience from her time as a Venue Manager at The Merrywell, where she was proudly nominated for AHA's Venue Manager of the Year. Her background spans a variety of roles both locally and internationally, giving her a deep understanding of industry needs.

Marnie is committed to showcasing how customised employment can deliver powerful results strengthening businesses while changing lives. She brings strong leadership, operational expertise, and an unwavering passion for inclusion to every part of her work.

CLAIRE FRANCIS

Inclusive Employment Project Coordinator

Schools, Industry Partnerships & Inclusive Training Engagement

Claire joined HDNWA in October 2023 to support the Tourism Navigator Grant, bringing over 20 years of experience in Travel and Tourism across the UK and Europe.

As Inclusive Employment Project Coordinator, she leads school engagement, industry collaboration, and inclusive training programs to strengthen workforce pathways into tourism and hospitality. Claire previously owned a tourism business and understands the importance of accessibility, disability confidence, and sustainable employment in local communities.

With experience in the disability sector and a genuine commitment to inclusion, Claire is passionate about helping businesses build diverse, future-ready teams through practical support and meaningful connections.

KIRRA DONNELLY

Inclusive Employment Project Coordinator

Candidate/ Provider Engagement & Creative Communications

Kirra joined HDNWA in 2024, bringing over a decade of experience in Employment Services, Community Services and Career Development. Her qualifications span Career Coaching, Community Services and Alcohol and Other Drug Counselling.

As Inclusive Employment Project Coordinator, Kirra leads candidate and provider engagement while managing HDNWA's creative communications. Her background includes working across mental health, disability, and justice settings supporting individuals to transition into inclusive, meaningful employment.

Kirra is driven by a deep belief in people's potential. She combines a strengths-based approach with strategic communication to ensure both individuals and businesses feel supported and inspired on their inclusion journey.

WHAT WE HAVE ACHIEVED SO FAR

From a simple idea to a leading industry network, HDNWA has grown significantly since 2016, creating real employment opportunities and a more inclusive hospitality and tourism industry across Western Australia.

2016

The idea for HDNWA originated from an industry-led disability network in Western Australia's hospitality and tourism sector.

2018

HDNWA became an incorporated association, governed by a board of industry professionals.

2019

Official launch of our pilot program by WA Deputy Premier and Minister for Mental Health, the Hon. Roger Cook MLA.

2020

Awarded a Lotterywest grant to advance sustainable long-term employment for people with disability.

2022

HDNWA received a Department of Social Services grant through the Information, Linkages and Capacity Building (ILC) funding round, one of 29 recipients from 284 applications.

2022

Celebrated our 150th candidate placed within our member network.

2023

HDNWA launched a toolkit to assist small and medium enterprises (SMEs) in the hospitality and tourism industry to employ people with disability.

2024

HDNWA received a Department of Social Services grant for the Tourism Local Navigator Pilot Program, delivered nationally.

2024

Celebrated our 250th candidate placed within our member network.

2024

Winner, Chamber of Commerce and Industry WA Diversity and Inclusion Awards – Small Business.

2024

Finalist in the AHA Awards (WA).

2025

Finalist in the National Disability Services Awards.

2025

Launched Passport to Your Career Toolkit (Edition 1).

2025

Celebrated our 350th candidate placed within our member network.

2025

Continued expanding school, industry and disability-sector engagement across WA.

2026

Completion of the four-year ILC Building Employer Confidence program.

2026

HDNWA reached 450+ employment outcomes since establishment. Final ILC retention: 87.5%.

2026

Launching Passport to Your Career Toolkit (Edition 2).

BUILDING EMPLOYER CONFIDENCE

FOUR YEARS OF PRACTICAL, INDUSTRY-LED SUPPORT

The four-year Building Employer Confidence project made disability employment easier for hospitality and tourism businesses to navigate, connecting people with disability, employers and employment service providers across Western Australia.

HOW WE TURNED INTENTION INTO EMPLOYMENT

01 UNDERSTAND THE ROLE

Work with employers to identify genuine vacancies, workplace expectations and the strengths a suitable candidate can bring.

02 CONNECT PEOPLE & SUPPORT

Match employers with suitable candidates, employment service providers and recruitment support through one trusted contact.

03 SUPPORT THE START

Coordinate recruitment and onboarding, clarify communication needs and assist with workplace adjustments.

04 STAY INVOLVED

Provide support after commencement, respond to challenges early and help people remain and progress in employment.

Stronger matching + clear expectations + ongoing support = more sustainable employment.

THE FUNDED PROJECT ENDED. THE IMPACT CONTINUES.

The project concluded on 30 June 2026. The relationships, workplace knowledge and employment pathways established through it will continue to guide HDNWA's work.

FINAL PERIOD • 80 PLACEMENTS • 70 STILL EMPLOYED • 87.5% RETENTION

FUNDING ACKNOWLEDGEMENT

HDNWA acknowledges the Australian Government Department of Health, Disability and Ageing for its support through the Information, Linkages and Capacity Building (ILC) Building Employer Confidence and Inclusion in Disability Grant.

4 YEARS OF ILC – BEC

Building Employer Confidence and Inclusion in Disability

332 Candidates interviewed



80 Placements in the final activity period



267 Candidates Placed



16 Service Providers



87.5% Employment retention rate



56 Member Employers

HOSPITALITY DISABILITY NETWORK WESTERN AUSTRALIA HDN



CASE STUDY

MORE THAN A FIRST JOB

From Food and Beverage Runner to Duty Manager: a genuine career pathway built on confidence, trust and opportunity.

When Tyler first connected with HDNWA in 2022, he was looking for an opportunity to build his confidence, gain experience in hospitality and see where the industry might take him.

He started at The Waverley Brewhouse as a Food and Beverage Runner and has since progressed through Pass and Expediting, Bar, Higher Duties and supervised management shifts, and is now working as a Duty
Manager.

For Tyler, one of the biggest changes has been his confidence.

> ***"I'm most proud of how much confidence I've gained. Being able to do this job and go as far as I've gone, I've been able to do so much more than I thought I would."***

A big part of Tyler's progression has been the way his Venue Manager, Chris Howell, has approached his development. Rather than deciding what success should look like for him, Chris has focused on building his skills gradually, understanding where his strengths are and giving Tyler a genuine say in where he wants to go next.

"We let him build the foundations first, understand the venue and the team, and then gradually take on more responsibility. That is how we develop managers generally, and Tyler has followed that same pathway."

For Chris, this is simply part of good management.

> ***"Good inclusion isn't about lowering expectations. It's about understanding the individual, being clear about what the role requires, recognising where they are already strong and giving them the support and opportunities to build the rest."***

Tyler's journey also shows what inclusive employment can look like in a medium-sized hospitality business when the right support sits around both the employee and the employer. For Chris, having HDNWA as one trusted point of contact has made that process much easier.

"Having one network makes a huge difference. I can talk to HDNWA about the role and what we need, and they can look across their network and connect us with suitable candidates from different providers."

The success of the relationship has also strengthened The Waverley Brewhouse's confidence to continue recruiting through HDNWA. Chris's advice to other hospitality and tourism businesses is simple:

"If I had one piece of advice for other SMEs in the industry, it would be to connect with HDNWA. You don't need to know everything yourself. You need to be willing to give people an opportunity and have the right network around you to help make it work."

INCLUSIVE TOURISM & HOSPITALITY INITIATIVE

DEPARTMENT OF COMMUNITIES

BUILDING EMPLOYER CAPABILITY

Helping hospitality and tourism businesses turn inclusive employment intentions into practical workplace action.

During 2025–26, HDNWA continued Western Australia's Inclusive Tourism & Hospitality Initiative with support from the Department of Communities. The focus was practical: improving employer confidence, identifying suitable roles and creating sustainable employment opportunities.

HOW HDNWA SUPPORTS EMPLOYERS

UNDERSTAND NEEDS

Identify workforce requirements and roles that match people's strengths.

CONNECT SUPPORT

Link employers with candidates, providers and recruitment support.

BUILD CAPABILITY

Support onboarding, workplace adjustments and inclusive leadership.

LONG-TERM EMPLOYER CAPABILITY

The initiative has informed HDNWA's employer training, flexible online learning, membership tiers and practical resources to help businesses embed inclusion across their teams.

FUNDING ACKNOWLEDGEMENT

HDNWA acknowledges the Western Australian Department of Communities for its support of Western Australia's Inclusive Tourism & Hospitality Initiative.

GOOD NEWS STORY

REAL OPPORTUNITIES, LASTING IMPACT

AHS HOSPITALITY & THE WESTIN PERTH

HDNWA's partnership with AHS Hospitality and The Westin Perth shows the Department of Communities initiative in action.

Working alongside Jodie and the AHS team, HDNWA helped identify housekeeping opportunities, prepare candidates, connect employment service providers and support onboarding.

Four people with disability secured employment in The Westin Perth housekeeping team. Beyond those outcomes, the partnership strengthened AHS's confidence in inclusive recruitment and created a model with potential for other accommodation sites.
The Autism Association of WA supported autistic jobseekers with interview preparation, workplace readiness guidance and ongoing assistance.

EMPLOYER CONFIDENCE BUILDS LASTING OPPORTUNITY

Bringing employers, providers and specialist supports together helps people build skills, independence and meaningful hospitality careers.



HDNWA MEMBERSHIP IS EVOLVING

In response to feedback from members and the changing needs of industry, HDNWA has developed a new tiered membership model.

The new Bronze, Silver and Gold structure gives businesses greater choice in how they engage with HDNWA while maintaining an accessible pathway into the network.

The model is designed to keep employers connected to employment opportunities while providing additional training, capability-building and support for organisations that want to deepen their commitment to inclusive employment.

Bronze keeps you connected.
Silver builds team capability.
Gold provides deeper partnership and leadership support.

BRONZE
Network Access

FREE

Best for staying connected.

- Member Updates
- Candidate pathway connection
- Network engagement
- Light-touch support
- Use of HDWNA membership badge

SILVER
Workforce Capability

$2,500 /per year

Best for building team confidence.

- Everything in Bronze
- Online staff training
- Online leadership training
- Access for up to 25 staff per year
- Light-touch rollout support
- Annual member check-in

GOLD
Partnership & Leadership

$4,950 /per year

Best for deeper support and leadership.

- Everything in Silver
- Access for up to 100 staff per year
- 1x in- person leadership workshop per year
- Priority support
- Annual planning discussion
- Discounts on training and workshops

OUR MEMBERS

A growing network of industry leaders committed to inclusive employment across Western Australia's hospitality and tourism sector.

200+ BUSINESSES IN OUR NETWORK

OUR MEMBERS INCLUDE:

- ✓ Hotels and accommodation providers
- ✓ Restaurants, cafés and bars
- ✓ Tourism and visitor experiences
- ✓ Function and event venues
- ✓ Industry suppliers and service providers
- ✓ Training, education and employment partners

VIEW OUR MEMBERS

Explore the full list of HDNWA members on our website.

INCLUSIVE HOSPITALITY & TOURISM

Building Confidence in Disability Inclusion

WHAT'S COVERED

Increased Confidence
Interactive training that builds skills and awareness so your team feels confident supporting people with disability in the workplace.

Stronger Culture
Build a workplace where every team member feels supported, valued, and able to contribute, improving morale and service quality.

Practical Tools
Give your team simple, actionable strategies they can use immediately, including inclusive communication and accessible service approaches.

Inclusive Tools
Practical tools and strategies to support inclusive communication, accessibility, and confident workplace interactions.

KEY OUTCOMES

✔️ Increased confidence supporting guests and colleagues with disability.

✔️ Improved teamwork and service delivery

✔️ Practical steps to support diversity and inclusion goals

✔️ A more inclusive and welcoming brand reputation

For more information

SCAN ME!

Hospitality and Tourism are built on creating welcoming, memorable experiences. But for guests and team members with disability, inclusion is not always guaranteed. That is why we have developed this interactive training.

Let's Create a Culture of Confidence and Inclusion.
Bring this training to your venue or group and start building a more inclusive future one team at a time.

manager@hdnwa.org.au

hdnwa.org.au

INCLUSIVE TRAINING

BUILDING DISABILITY CONFIDENCE

Flexible training for HDNWA member employers and teams.

HDNWA provides options to build disability confidence, strengthen recruitment and onboarding practices, and foster welcoming workplaces across hospitality and tourism.

THREE WAYS TO BUILD CONFIDENCE

IN-PERSON LEADERSHIP
Interactive employer workshops using discussion, real-world examples and practical inclusive workplace strategies.

ONLINE LEADERSHIP
Self-paced learning for supervisors, team leaders and emerging managers focused on recruitment, culture and inclusive teams.

ONLINE FRONTLINE
Self-paced learning for frontline hospitality and tourism employees focused on communication and day-to-day inclusion.



LEARNING THAT CAN REACH THE WHOLE TEAM

Member training can be accessed online or in person to suit different roles, teams and learning needs.

BUILDING CONFIDENCE THROUGH TRAINING

Building employer confidence requires more than creating employment opportunities.

Managers and supervisors also need practical knowledge and confidence to recruit, onboard and support employees with disability.During 2025–26, HDNWA delivered disability inclusion and employment training to more than 120 hospitality and tourism leaders.

The training covered:

- Disability confidence
- Inclusive recruitment
- Workplace adjustments
- Onboarding and communication
- Workplace support
- Managing workplace concerns
- Employment retention

120+
Leaders Trained

3.7 → 4.3
Confidence increase

Pre and post-training surveys showed average confidence in hiring a person with disability increased from 3.7 out of 5 to 4.3 out of 5 following training.

The training also gave HDNWA valuable insight into the areas where employers continue to need practical support.

Participants particularly valued real-life examples, case studies, practical hiring strategies and information about workplace adjustments and support available through HDNWA.



*Tourism WA 2025 Career Guide

HOSPITALITY & TOURISM PATHWAYS TRAINING

PREPARING PEOPLE FOR REAL WORK

A practical training pathway for people with disability exploring hospitality and tourism careers.

Pathways to Hospitality and Tourism supports participants to understand different jobs, practise workplace skills, build confidence and prepare for real employer expectations.

WHAT PARTICIPANTS BUILD

EXPLORE THE INDUSTRY

Discover roles, workplaces and career opportunities.

WORKPLACE CONFIDENCE

Develop communication, teamwork and awareness of expectations.

PRACTICAL READINESS

Prepare for job applications, interviews and real work.

INDUSTRY LINKS

Connect learning with employers and potential opportunities.

FROM EXPLORATION TO OPPORTUNITY

1 EXPLORE
2 LEARN
3 PREPARE
4 CONNECT
5 GROW

Pathways training complements HDNWA's employer engagement and employment-provider network.

INVESTING IN OUR INDUSTRY'S FUTURE

HELPING THE NEXT GENERATION

See hospitality and tourism as a career full of possibility.

A career begins with knowing what's possible. Through Passport to Your Career, HDNWA is helping young people with disability and the people guiding them discover the remarkable range of jobs and pathways across tourism and hospitality.

Created with Tourism WA support, our toolkits turn real workplaces and real career experiences into accessible resources that make it easier to explore an industry where different strengths, interests and ways of working are valued.

TWO EDITIONS. MORE WAYS TO EXPLORE.



ORIGINAL EDITION



EDITION 2

WHAT YOUNG PEOPLE CAN DISCOVER

1. **REAL PEOPLE & JOBS**
   Profiles showing what work looks like across hotels, cafés, events, attractions and tours.
2. **A ROLE THAT FITS**
   A Career Fit Quiz to explore different environments and interests.
3. **WAYS TO GET STARTED**
   Work experience, volunteering, training, traineeships and other pathways.

A RESOURCE FOR THE PEOPLE SHAPING CAREER CHOICES

STUDENTS

Discover careers that reflect their interests, strengths and ambitions.

TEACHERS & EDUCATORS

Bring real industry roles into career conversations and planning.

PARENTS & CARERS

Explore possibilities and help young people take the next step.

VIEW THE TOOLKITS HERE:

CAREER AWARENESS TODAY. A STRONGER INDUSTRY TOMORROW.
Explore the toolkits, real job-role videos and Career Fit Quiz: hdnwa.org.au/toolkit

ELIZA ON ABC RADIO

SHARING REAL EXPERIENCES



A powerful opportunity to hear directly from someone with lived experience.
During the year, Eliza joined ABC Radio to discuss inclusive employment, hospitality and tourism career pathways, and Passport to Your Career. Her involvement extended HDNWA's reach and reinforced the importance of real voices in career conversations.

" Real voices help future jobseekers see what is possible."

PASSPORT TO YOUR CAREER – EDITION 2

Building on the original toolkit, Edition 2 expands peer-led workplace videos and career information, showing what different hospitality and tourism roles involve and the skills employers value.



FUNDING ACKNOWLEDGEMENT

HDNWA acknowledges Tourism WA for its support of Passport to your career: Tourism and Hospitality Editions 1 and 2.

PEOPLE. OPPORTUNITY. HOSPITALITY & TOURISM.

CONNECTING INDUSTRY, EDUCATION & COMMUNITY

Building relationships that open doors to inclusive employment.

During 2025–26, HDNWA connected with schools, employers, service providers, government and communities through career expos, presentations, local jobs meetings and industry forums.

KEY ENGAGEMENT ACTIVITY

CAREER EXPLORATION

SkillsWest, school expos, presentations, Tourism WA and TAFE engagement.

EMPLOYER CONNECTIONS

Industry meetings, member events and tourism/hospitality networks.

COMMUNITY PARTNERSHIPS

Local government, disability employment events and cross-sector collaboration.

SECTOR COORDINATION

Four DINO and four Workforce Australia Local Jobs meetings.

KEEPING THE CONVERSATION GOING

Every conversation is an opportunity to connect people with support, build employer confidence and promote hospitality and tourism careers.

OUT AND ABOUT ACROSS WA

Snapshots of HDNWA engagement across Western Australia.



INTERNATIONAL DAY OF PEOPLE WITH DISABILITY

Co-hosted with DAWA and CCIWA at Optus Stadium; more than 200 attendees.



SkillsWest and career expos



Schools and educators



Industry networking



Community connections

GOOD NEWS STORY

LAUREN'S NEXT CHAPTER

A milestone in HDNWA's inclusive employment journey.

350TH PLACEMENT



Lauren had been thriving at Optus Stadium before taking the next step in her career through a referral to Courtyard by Marriott Perth.

Elli Trueman from Maxima worked closely with Lauren to build her confidence, prepare for role expectations and support the transition. Manager Gaurav and the Courtyard team created a welcoming, low-stress introduction to the workplace.

Marriott International, a founding HDNWA member since 2019, provided an inclusive opportunity supported by effective coordination between the employer, family and service providers.

> *"Lauren is doing well and brings great energy to the team. She's a valued team member, and it's clear she cares deeply about her role.*
>
> **— Gaurav, Courtyard by Marriott Perth**

GOOD NEWS STORY

DEAN'S JOURNEY

From school work experience to a chef apprenticeship.

Dean always dreamed of becoming a chef. School work experience at Joondalup Resort confirmed his passion and showed him what a welcoming workplace could look like.

After Year 12, HDNWA worked with Dean, his family and the resort to plan the transition to employment. This included guidance on onboarding, workplace adjustments and support connections.

Dean returned as a paid casual kitchen hand while his apprenticeship was finalised. He is now enrolled at TAFE and thriving in his chef apprenticeship at Joondalup Resort.



DEAN'S PATHWAY

School work experience → Supported transition → Paid role → Chef apprenticeship

THE BIGGER PICTURE

Early experience, employer commitment and coordinated family support can turn career aspirations into lasting employment.

HELPING BUILD A SUSTAINABLE FUTURE

Long-term community and industry support helps create more opportunity, confidence and inclusion for people with disability in hospitality and tourism.

WE ARE NOW A

DEDUCTIBLE GIFT RECIPIENT (DGR)

Effective 29 October 2025 | Donations of $2 or more may be tax deductible.

WAYS TO SUPPORT HDNWA

DONATE TODAY

Your contribution helps HDNWA create inclusive workplaces and sustainable careers across WA.

Scan to donate

hdnwa.org.au/about/donate/

CONTAINERS FOR CHANGE

Direct refunds from eligible containers to HDNWA.

C11739968

Scan for member code

Use our number at a refund point

MORE THAN EMPLOYMENT

The real outcomes extend beyond the first day in a job.

420+

EMPLOYMENT OUTCOMES SINCE 2019

200+

HOSPITALITY AND TOURISM BUSINESSES IN OUR NETWORK

HDNWA's role is to create meaningful employment opportunities while strengthening employer capability, retention, confidence and long-term career progression.

OUR WORK SUPPORTS

REAL OPPORTUNITIES

Matching people to genuine hospitality roles.

SUPPORTIVE TEAMS

Working with employers and providers beyond commencement.

BUILDING CONFIDENCE

Helping people and employers succeed at work.

BRIGHTER FUTURES

Helping employees build skills and progress.

THANK YOU

To the businesses, organisations and individuals who have supported HDNWA throughout 2025–26, thank you.
Your collaboration and commitment help create genuine opportunities for people with disability in Western Australia's hospitality and tourism industry.

OUR MEMBERS & INDUSTRY SUPPORTERS

Recognising the organisations who have contributed to a more inclusive industry.

- Accor
- Adventure World
- AHA
- ahs hospitality
- ALH
- AVC
- Byford Country Club
- Café Mojos
- Clancy's Fish Pub City Beach
- Comestibles
- Country Comfort
- Crown Perth
- Eagle Bay Brewing Co
- Entertainment Enterprises
- Esplanade Fremantle
- Funlab
- Green Door Wines
- Healthy Mind Menu
- Hilton
- Hospitality Group Training
- Hospitality Pty Ltd
- Hyatt
- IHG
- Joondalup Family Centre
- Joondalup Resort
- Landsdale Farm
- Last Slice Group
- Lawley Bakery
- Lion Co
- Loco General
- L'talian
- Marriott International
- Mindarie Marina
- Mondo Butcher
- Oasis at Newman
- Optus Stadium
- Pan Pacific
- Parker Group
- Perth Convention Centre
- Perth Racing
- Perth Zoo
- PICA
- RAC Arena
- Ramada Vetra Blu
- Refresh Juice
- Risq Small Bar
- Silk Hospitality Pty Ltd
- SKÅL International
- Sneakers and Jeans
- SPL
- SSP
- Swan Care
- TFE Hotels
- The Old Synagogue
- The Waverley Brewhouse
- VenuesWest

TO OUR CANDIDATES, EMPLOYEES & FAMILIES

Thank you for trusting HDNWA, sharing your journeys and showing what is possible.

WITH GRATITUDE

We are grateful to the people and partners whose time, expertise and support make our work possible.

OUR BOARD

Thank you to our volunteer Board for their leadership.

- Craig Menzies — Chair
- Jai McNaughton — Deputy Chair
- Jayson Mehnert — Treasurer
- Ian Tsolakis — Secretary
- John Parker — Director
- Tracey Constable — Director

OUR TEAM

- Marnie Howell — Managing Director
- Claire Francis — Inclusive Employment Project Coordinator
- Kirra Donnelly — Inclusive Employment Project Coordinator

EMPLOYMENT & SUPPORT PROVIDERS

We thank our collaborative partners:

- Ability Action
- Ability WA
- APM
- Autism Association
- CoAct Visibility
- Edge Employment
- Maxima
- Status
- Workpower

GOVERNMENT & FUNDING PARTNERS

- Australian Government Department of Health, Disability and Ageing — ILC Building Employer Confidence project
- Western Australian Department of Communities — Inclusive Tourism & Hospitality Initiative
- Tourism Western Australia — Passport to Your Career

UNIVERSITY PARTNERS & INTERNS

OUR UNIVERSITY PARTNERS

- Edith Cowan University (ECU)
- University of Western Australia (UWA)

OUR INTERNS

- Ali Al Mashhad
- Amarjeet Kaur
- Setareh Azimi Monfared
- Kavindi Amarsingha
- Maddison Menezes

ADDITIONAL SUPPORTERS

Hospitality Pty Ltd — Office Support • David Fowler — Power Creations • Hyper IT • Brigette Sheen — Specs Unica



Hospitality Disability Network WA Inc.
Level 2/14 Ventnor ave
WEST PERTH WA 6005
PO Box 129, West Perth WA 6872