OPENING

FRED LE TRAN:
Good afternoon, everyone, you are attending Scrum Australia online Lightning Talks Session Number Two. We are delighted to bring you this session using the beautiful technology of Cisco WebEx, supplied to you today by our friends at Telstra.

And unashamedly, I do work for Telstra and I've got a lot of my colleagues here today. Let me apologise, my connections are not terribly well. So, you probably can't see my face. And I can't see your face either. But let's not let technology ruin our day. We're here to connect and learn and listen to some great speakers this afternoon. Without me going any further, can I give a shout out to Jarrod. Is he in the call? Jarrod, are you there?

JARROD O'CALLAGHAN:
I'm in the call.

FRED LE TRAN:
I would like you to come up to the digital stage and do our Welcome to Country. Thank you.

JARROD O'CALLAGHAN:
Thank you very much, and thank you, everyone. I'd like to begin with the Acknowledgment of Country. In the spirit of reconciliation Scrum Australia acknowledges the Traditional Custodians of country throughout Australia and their connections to the land, sea, and community. We pay our respects to the Elders, past and present, and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

Hi everyone, my name is Jarrod O'Callaghan. I am a proud Arrernte, Luritja, and Warramungu man. I'm also a software developer for Innodev. Today is Global Accessibility Awareness Day. And it's given me a chance to reflect on my personal experiences and the importance of digital accessibility. I find it common for developers to make something which is clear to them and easy to use but difficult for others. And as a developer it's crucial to keep people at the forefront of software development. After all, I tell myself I'm making software for people to use.

I came from Alice Springs. I'm well aware of the difficulties that members of the Aboriginal community have while interacting with different systems. In many situations, people may have English as a second language, low literacy, or low English skills. Difficulties with digital interfaces are compounded by confusing and unintuitive designs.

I'm also aware of the struggles with digital accessibility within the disability community, specifically people with autism or Down syndrome. And I've found that it's crucial to understand the needs of a user group to make something that provides a good user experience for everyone. It can be difficult to create a perfect user experience for everyone and in my experience, accessibility isn't just an on/off toggle but a conscious and thoughtful approach to putting people at the centre of design. Thank you.

FRED LE TRAN:
Well said, Jarrod. You couldn't put it any better. I think I'd be redundant by next session. I would like you to be the host and emcee. Now, by the way, my name is Fred Le Tran and I'd like you to formally, I welcome you to this session again.

Today has been without - I guess, with all the great work behind the scenes, we are bringing you closed captions. And if I could have Dave Bell to maybe take some instructions. If you've it already I'm happy to bypass that. But Dave, you want to give a few words on how to access the closed captions to today's session?

DAVE BELL:
Yeah, sure. So, thanks, Fred. Now, there's two ways. You can use the WebEx assistant captions which we've got automatically turned on for everyone. Plus we also have our friends at Ai-Media who got a live caption set up for us.

So, David, I believe, we've got that link dropped in the chat, and so, if you wish to take part in the session that way, feel free to open that link and make use of that service. So, hopefully, that's good for everyone and we are good to go. Brady, I think I've got it but do you wish to add anything there in terms of how we can make this accessible?

BRADY MARCH:
No, that's great. Thanks, Dave. Yeah, so just a reminder, the link is for a separate streaming closed caption to open up in a different window or the bottom left corner closed caption logo will give you the native Cisco WebEx closed captions on the screen which you can move around and adjust font size for either of them to make it easier for you.

DAVE BELL:
Thank you. So, obviously, on Accessibility Day today it's wonderful to have our software also enabling us to connect with everyone here. So thank you.

FRED LE TRAN:
Thank you, Dave. And thank you, Brady. We have a packed agenda and I will try to navigate and make it feel informative, engaging, and connecting to our peers today. So, currently we're sitting at 51 participants. So, a shout-out to all those far and wide in our great land. I wonder if we've got anyone from overseas? We'd like to welcome them as well.

MIA HORRIGAN –
Stop setting up projects and start moving to a product based operating model

FRED LE TRAN:

Well, I'm gonna say that on behalf of Scrum Australia, welcome, everyone. Let's kick this off. We have three amazing topics and we have a group of amazing people to share those with you today. The first one we have to come to share with you is a fantastic speaker, Mia Horrigan. Mia is a founder of Z-E-M. I will not try to pronounce the whole name, but her company has been a fantastic friend of Scrum Australia over many years.

She is a partner for enterprise strategy and agility. She is an experienced enterprise Agile coach and a senior program manager with over 15 years of coaching senior executives, leading and implementing large program of work. She comes to you as a regular speaker at Scrum Australia conferences. And her topic today will be stopping setting up projects and start moving to a product-based operating model. Would you like to welcome Mia to the digital stage? Over to you, Mia.

MIA HORRIGAN:

Hopefully, you can all see my screen now. Thank you for the opportunity to talk to you today about setting up product-based operating models rather than just setting up projects. What sort inspired me with this talk today, knowing that it's Global Disability Awareness Day, is for those of you who that know me that well, on the weekends I am actually a blind guide for the Achilles running club.

So, this is an international club and you will often see us on the park runs across all of Australia. And if you see us in the yellow shirts, we're helping to guide the blind runners. So here, the main three runners and athletes that I work with are Jon, Leone, and Peter. And in talking to them, as you can imagine, over a 5 km run, we talk about a lot of things to do with accessibility and disability and they are always interested in what I'm doing in IT and particularly as an Agile coach.

So, when I was thinking about this talk and about setting up projects after projects and not really thinking about the humans that are gonna be working in those systems, I often think about the things that Leone and Jon and Peter have taught me as a blind guide. And essentially, when we're thinking about... and particularly from an Agile perspective and as Agile coaches working with leadership often, we need to think more about the whole system.

And in particular, the people, the human side of those systems and how that contributes to it. And often, sometimes, when you're setting up new organisational change, that can get lost, that human side of the system. Often we get a funding idea, that's great and we set up those project teams around it. As Agilists we know that that doesn't really help us solve the problems. We maintain those silo structures, the governance is still at the apex, and the decisions are flowing down from that hierarchy as a result.

And when the project is finished, it's disbanded. So, I was recently working with a large wholesale retail group. And they wanted to move to an Agile way and transform their organisation. And we started first looking at what's the best operating model for us to think about to do such a big change across their organisation. We knew that we wanted to go in an

Agile way because we knew that the traditional way that they were looking at projects just really wasn't working with them.

They're an ASX-listed company, they have a board, and they had a lot of things that just didn't land over the last couple of years. So, they were really open to looking at new ways of working.

When we talked to them about thinking about things from an Agile product management perspective rather than a project management perspective, it was really talking to them through that whole life cycle and that whole system of everything from their ideation, all the way through to their customer feedback and matrix and all those things in between. We highlighted that when we're just setting up projects as opposed to looking at a product view and an operating model to support that product view, if we're just looking at project, often the focus is really on that pink box.

It's the you know, the mechanics of the writing the user stories but we're still looking at fixed milestones and deliverables. And we're not thinking about the end-to-end and what it takes from the business as well as the IT if it is a systems change, to deliver these products. We want to look from the product lens. Because when we look at it from the product lens, it's the whole area about how do we make this valuable for customers.

So, what are the human people that we are developing this for? But then we also wanted to look at the operating model of the humans within that system that would be delivering this change. So, we looked at understanding that we needed a network of teams. This is a large organisation and obviously they have their organisational structure of how they work. But we were looking at implementing a framework for Scrum at scale.

And so we had to think about well, what is that team and network of teams of how the work will actually get done? Because we knew that the hierarchy would give them the structure but hierarchy actually makes it slow to make decisions. So, we wanted that operating model to really be able to make those fast decisions that they needed to make, get those feedback, and aligned to their vision and have a single prioritised backlog focused on products.

So that that way, we weren't just setting up teams and disbanding them, we actually had the whole system we're thinking about. And we knew that this would be more valuable. It would bring business and IT and the whole organisation close together because we would be planning, committing, and executing together. So, this was where we came up with moving from that project to a product-based model that was really going to look at the operational side of things. Because we wanted this to be an enterprise change, not just a change in a particular area.

This really linked that strategy of what the board needed to achieve to that detailed organisational design. Why a new operating model? They were growing rapidly and the model that they currently had just wasn't really meeting their business needs or supporting their people. They wanted to create that culture that really was aligned to their values. They also wanted to make sure they were getting a manageable workload.

They wanted something that they could scale and they had a lot of bottlenecks in their systems, which a lot of you would be familiar with, where you've got dependencies on specialist expertise in particular pockets of your businesses. They wanted to promote self-organisation and removing those silos that were there in the organisation. They wanted their

people to have those clear expectations on what was expected, what were the behaviours they need to align to and that also align to their values.

And they also wanted to make sure that they kept the good people and recruited and brought in good people with the right skills and capabilities to really achieve what they wanted to do in their growth targets. The operating model was obviously looking at how do we get that combination of that talent, that processes and capability to look at how the organisation works and the people worked together. It was that vital link from the company strategy to the organisational design that were missing. And that's where we came in to help them with that so that everything was aligned to help support the strategic priorities.

The operating model we came up with – obviously, we looked at the strategy and design and organisational design areas. So, from the strategy and design we looked at the strategic elements, the drivers of value, where do they want to play, the customer experience, the product ecosystem, how they want to win, how they think about that product life-cycle, and the cultures and values that they really wanted to have in their strategy and design. From the organisational design we needed to look at the structure and how decisions were made. We needed to make sure we got that clarity of priorities.

Really looking at people, processes, technology, those talent requirements, how the information flows. What sort of feedback loops and metrics and the cultural dimensions that would go beyond just communicating the values to actually being explicit about the behaviours. Because it was really a behavioural change that we needed across the organisation for this to happen. So the operating model that we came up with looked at the structure and the boundaries for how we were going to deliver those services and leverage that at scale.

Definitely defining the accountabilities particularly within an Agile framework and how that self-organisation would work. The talent and capabilities, combining those people and processes and technology together. Another thing that was really important was because they were moving from a project-based model where a lot of it was about the governance and there's reporting to the board and committees. That is still so very important. We had to look at how that operating model would help that.

We also wanted to look at the ways of working. So, rather than calling it Agile ways of working was the way that we want to talk about how we collaborated together. And we also wanted to look at the metrics so we could have strict, clear traceability from those strategic objectives to the priorities in the products that were being delivered. Obviously, the framework that we used to scale this across the different teams was actually looking at Scrum at scale.

We felt that this would be equally applicable in a business setting as well as an IT setting, so all worked together on that. What we were trying to do was really get that lean, Agile enterprise happening. So, looking at the strategic drivers, the outcomes, the investments that they needed to make. What's then gonna be their tactical objectives and how do they deliver that? That way you could see the clear line of sight from the organisational goals through to the strategic initiative you are working on.

Then the products and the teams and their Sprint level activities. And that was that transparency and visibility they just didn't have at the time. We also needed to show that the

system would all come together and that the guide rails or guardrails that the management at the executive level had in place could still work in that Agile environment.

We talked about the governance forum, so rather than fighting against the different governance that they had, we showed how, in this new way of operating, those governance forums and those guardrails that they wanted in place could still happen on that sort of daily basis with their teams and in their Sprints on a two-week basis to that program level looking at the products to that governance for the executive leadership and C suite that really were providing that vision goals every three months.

So, how did that work from the operational point of view? From the governance point of view, we were managing the leadership initiatives for the executive backlog. They had their own backlog and that had the strategic goals, their objectives, the operational changes and the strategic roadmap. We managed the organisational change through that program backlog. And this had a mix of the so-called project work and the BAU work that needed to be done. From that we then had a Teams product backlog, so we're looking at their combination of teamworks, Sprint work, BAU, capability developments and their improvements.

And then from the other piece of governance was the product owners who are looking at the value and prioritising the work at that level and making it clear that they had the capability for that and that the Scrum masters understood their boundaries where the organisation landed and where we needed to escalate, we had the concept because it was Scrum at scale of this chief Scrum master for those escalations.

Then we thought about the capability, so how the people, because a lot of the group were very concerned because most of their careers they had spent knowing that I, for example, you know, I start as a BA, then I become a senior BA, then I might become a project manager and I might become a team lead. And I go through the career path that way. Whereas with Agile it looked very flat and it is very flat to everybody.

So, people wanted to understand, well, how do I still progress in my career here but also how do I hone my skills in my specialist area? Because they didn't want to lose that. They were open to picking up new capabilities and cross-skilling but they also wanted to get a support mix. And so, how do we support people wanting to develop those new capabilities and how do we leverage off the senior SMEs that we already have in those capabilities? So, the cumulative practices were set up to look at those.

And we had leads for those but they weren't necessarily from a management layer per se. They all came from within the teams themselves because we had this concept that we didn't want our workers on the bench. We wanted our really specialist people who were actually in there working with the teams day-to-day, but they also had this additional hat of looking after that particular capability.

The continuous improvement was a big part of everybody's backlog. So, the teams made sure that they put those actions to the backlogs and the PO aligned those improvements to the operational investments that were being made. And if there were any escalations that needed to happen on the improvements, that was also visible in the executive leaders' program backlog as well.

We established the definition of done consistently, from the organisation point of view, for those quality standards and capability leads were integral in that. It didn't mean that teams

couldn't add to the definition of done but we just had a common understanding of what the quality standards were across that whole product grouping. That clear structures, that roles really helped and we looked at... we called them guilds, the capability leads from each of those.

We felt whilst we were doing Scrum at scale, a lot of other scaling frameworks use a very, very similar pattern. So, we had lots of people from the organisation who had come from different frameworks and philosophies, and they were able to clearly understand the different roles by using this framework and making that clear what the capability leads would be doing.

We also looked at team blueprints because there was a lot of 'what is the best way to do this'? The capability types where they're kind of a mix of skills that we needed. But people wanted to understand what kind of work types go into their product backlog. So, we did a lot of blueprints for them. This one that I'm showing you, obviously, is the IT team, and it's looking at the solution, the hypothesis, the user feedback, but also their BAU activities and talking about the framework that they'd be delivering that.

When we started working with the business side as well we started to do a similar blueprint for them. This is an example of the procurement blueprint we put together. Obviously, they're looking at procurement, contracts, vendor communication, legal – very different work types that they're doing. So obviously, the capabilities that needed to be developed there were very different as well.

We had contract management, product management was in here, risk management. With HR teams – we looked at their work types and again, their capability types and so forth through all the different business teams to get them comfortable. The marketing team – that was a really interesting one because there's a lot happening in social media and it changes daily. That was a very vibrant team and they obviously need a mix of skills.

And they're probably one of the first groups to really embrace this way of working in a marketing space. So, it was a really good example of where it was truly humming in a business point of view. We had a lot of working with the teams looking at their skills and capabilities and mapping what their different skills are, what they brought to the table and what sort of things they liked to do versus things they were good at but they don't really like to do them, and stuff that they just weren't interested in.

And that helped us identify where we could pair, where we could have leads on different things, where we needed some capability building and so forth. Each of the teams kind of did that blueprint as well. So, I know that I'm nearly out of time. When we're bringing together that model, we really thought more about the behaviours and how the people interact and we felt these four primary behaviours were the real key to achieving their aims operationally of getting fast to market, lowering their cost and lowering their risk.

So, the things that we really focused on in that operating model and the maturity assessments that we did were self-organisation, Agile values, the sprinting, the mechanics of how the process worked, but also that building that continuous learning culture. We measured that in a tool called Agile IQ. In conclusion, we just found that just setting up project teams just wasn't really working for them. When you just set up a project you're only changing it at the team level. The rest of the organisation is still operating in the traditional way.

To really change the whole system, you need that top-down as well as bottom-up approach and also that sideways approach to bring that management layer along with you. Much like what the Gartner research is talking about over the last couple of years, most of the CEOs and CIOs are looking at moving to product-based models. Because they know from an operational perspective, that's actually gonna help them as a modern organisation, really be able to deliver their strategy.

And at the heart of that system, building any operational model, you really need to think about the people and the network of how the people will work together and that's where you can truly take an organisation from pockets of doing it well to truly an enterprise agility where this just becomes their way of working.

So, it's very passionate for us about working and thinking about humans because at ZXM, we set ourselves a big target of trying to help improve the working lives of over a million people by 2025. If you want to contact me, I've put my details down there. But there's lots of things on our blog. Just setting yourself big goals. Going back to John, Leonie and Pete, you know, they've actually set themselves a goal of the Hawaii marathon in December 2022.

The reason for Hawaii is they don't have a time limit on finishing the 42K's. So, there's four guides that go with each of our athletes over there. So, that's a big goal that we've set off and when thinking about developing human systems, accessibility, and who you're developing this for, you probably have those inspirational people in your organisation or your network. You know, these are the people that I think about when I'm thinking about those things, too. Thank you very much for letting me share.

FRED LE TRAN:
Thank you very much, Mia. A virtual round of applause to our speaker. Thank you, everyone. If I could add, Mia, if you do end up in Hawaii in 2022, as a small reward for finishing the marathon, I'd like you to go and take rolled ice cream on the beaches of Waikiki. That's a tip.

MIA HORRIGAN:
I will look forward to that. Apparently, as a guide, it still counts that I did the marathon. And that's what I'm holding on too.

FRED LE TRAN:
Whether you do it or not, if you get a chance to go there, everybody, rolled ice cream. It is to die for. OK, questions for Mia? Any questions for Mia, please? We've got a couple of minutes. Maybe one or two questions? Whoever wants to ask Mia.

SPEAKER:
(UNKNOWN) So Mia, what are the success criteria or metric to measure if this product-based delivery office model will work from time to time?

MIA HORRIGAN:
Yeah, so the metrics that we really concentrated on was the time-to-market. Because that was the biggest problem that they were having. Also their feedback from users. Obviously, their market share would obviously go up if they had happy users, so we did obviously look at their market share price but from the user's point of view, we had a big project that I don't want to sort of name it too much, but they spent $2 million on a particular small project, they showed it to people at the actually, sorry, $20 million - they showed it to people at the end of it.

And they'd go, Yeah, but that won't fit. We wouldn't use that." So, they had forgotten about that user side of things. So, having that product and that user side. So, it was going to be did we get things faster to market? Did we bring our users along on that journey? And did we end up with a better value outcome that our users actually wanted? Which ultimately translated into our share price keeps going up.

Because sorry in retail, their share price went up anyway because of COVID because they're in the food, liquor, and hardware business, so it probably wasn't a fair measure in COVID times. But that was certainly the measure that we set at the beginning of the journey.

FRED LE TRAN:
I am tempted to call out their name but I won't. I'll reserve that. But thank you, Mia. The callout for us is to start thinking about setting our projects, moving away from a typical, traditional project into a much more product-based operating model. So, all those beautiful insights.

MELINDA HARRINGTON

Choice and Control, how Hireup's Empowering Vision aligns with Agile Principles

FRED LE TRAN:

Let's move along to our next speaker that we have scheduled this afternoon. And I would like to introduce to you, Melinda Harrington. Melinda is a self-described Agilist, Scrum master and Agile Coach. She began her project management career creating award-winning software for children with disabilities and passionately believes that we can always improve the way we work. She reinforced this by regularly volunteering and by being a support worker. She currently works as an Agile Coach in Hireup product team.

Melinda has presented at Scrum Australia before, in 2017, and it is a pleasure to welcome her back. She will be presenting to you a topic called Choice and Control, how Hireup's Empowering Vision Aligns with Agile's Principles Driven Culture. So, I would like to welcome Melinda to the digital stage. Welcome, Melinda.

MELINDA HARRINGTON:

Hi. Thank you. And thanks, Mia, for that great presentation. I loved the way you started with the humans, it's been great. OK. And also, Dave's gonna help with the slides, so we'll see how that goes. If we can just move on to number two. Excellent. OK. So, I'm gonna ask everybody to use the chat feature during this Lightning Talk. I have actually just learned that you can actually make the chat a bit bigger, which helps 'cause the screen's quite small.

So, you can drag it. I won't be able to see if you did that or not. But what I can tell is I'm gonna ask you just to practise, if you could put your name in the chat. Put your name in the chat and then hit return, just to practise and make sure that everybody has figured out how to use the chat. Because we're gonna use it a lot. Yay! We've got a couple of them, hang in there. OK, that's great. Terrific. Awesome.

We're getting that... great. Yeah, and we'll get copies of the slides out to you afterwards as well because I know people have been asking for that. OK, we can move on to the next slide, please. The takeaways that I want you to get from this, there's three. I'd like you to first of all, understand what it is that Hireup does, I'd like you to understand some of the principles of the NDIS, and then to explore how Hireup, the NDIS and Agile principles align. OK, on to the next one.

I'll get back to Hireup in a minute but first of all I'm just gonna talk about start-ups in general. One of the things you might have noticed is when start-ups kind of come on the scene and you don't know what it is that they do, you'll usually get a bit of an analogy. So, it would be something like Wag is like Uber but for dogs. I don't know what that is at all. That just might be your screen. OK, Wag is like Uber but for dogs. Just to be clear, in this case the dogs aren't driving, OK. It's an app for dog walkers.

But what makes it similar to Uber is that dog owners can book dog walkers to the app and pick the walker that is the closest to them. OK, next slide. So, we are now going to play a game and the game is called start-up mash-up. And what I want you to do in the chat window

– not just yet – is to brainstorm the weirdest, coolest, most entertaining, crazy example of a fake start-up.

And it's gonna be something like Wag is like Uber for dogs, but something even more creative than that. But there's one other little piece of information that I want to tell you is don't hit return because you don't want to give away your idea. So, type it and then hold for a second. I can't see you all so I'm just gonna have to guess when you're kind of done. But everybody type a super-creative idea for a start-up that's like, crazy. And I'll give you a few seconds to do that.

OK, I hope they're there, hit return. And then we should see a whole bunch of them.

Or two... keep going, keep going. Rent to swim in someone else's pool. I'd actually use that. Functional dogwear. We have an alien Uber service for dinner delivery. Date, cheese, and wine... very nice. Functional dogwear Machine learning to decide what to eat. Oh my gosh, so there really is a pool thing in New York City. OK, cool. So, what we're gonna, a one foot shoe shop. Yeah, OK. Rent karaoke night equipment... nice. Cool.

Create your own emoji... I like that. So, if everybody has done it, what we're going to do is you're gonna vote for the one that you like. So, just type in - it can't be yours. Type in someone else's that you think was really cool. So, everybody can just have a vote for the idea that was the coolest. OK, we've got one vote for create your own emoji. Need more voters. Yep, create your own swimming pool, one foot shoe shop. Functional dogwear, rent-a-swim, rent a karaoke night. Create your own emoji. One foot shoe shop.

Machine learning to decide what to eat. Rent-a-swim. OK. This is very scientific because it's really hard to count. Rent-a-swim and create your own emoji. Let's go with rent-a-swim and create your own emoji. Huge apologies if you weren't actually the winners but move on to the next slide. Let's give them a round of applause, that can be virtual if it needs it to be. And the really cool thing for the winners is you get eight story points. OK, eight story points. That you can use however you want. OK, yay for the winners of that round.

OK, moving on to the next slide. So, Hireup is a real start-up. We're an NDIS registered online platform for people with disability to find, hire, and manage support workers who fit their needs and share their interests. OK, so we're going on to the next slide 'cause I'm gonna give you another challenge. This is a real one. In the chat window, can you tell me what Hireup is like? Hireup is like blank for blank.

So, what's the analogy for what it is that Hireup does that you can come up with? Everyone in the chat window. And you can go ahead and hit return, you don't have to wait so you can do. Hireup is like blank. There we go - flexibility for choice of a support group. Cool. Tinder... great! Thanks, Catherine. Air Tasker... OK.

Another vote for Air Tasker... OK, cool.

Cool. And one stop shop for the public. Air Tasker. OK, we've got a lot of Air Tasker likers, OK, which is pretty cool. If we could move onto the next slide.

OK, so yeah, most of them were in the Air Tasker world, which is great. But there is a super critical distinction, so I'm gonna give that away. If we can just move on to the next slide where the super critical distinction is. So, the big distinction is that at Hireup our support

workers are actually employees. So, a lot of the time when people talk about analogies for what Hireup does we tend to go to the gig economy, which absolutely makes sense, because from a platform perspective, we're like that.

But the one fundamental difference is that support workers are actually employees and they're not contractors. So, that means that the Hireup people follow the Disability Services Industrial Award and that means the support workers get all of the protections that employees get. So, our support workers are treated better because they're actually employees, as opposed to people in the gig economy.

So yes, Stephanie just got it. Menulog has very recently made a change like that, where they have said, We want to hire people as employees as opposed to contractors." So, it's very similar to what Menulog has just done. Hireup's been like that from the ground up. We've always had our support workers being employees. Next question – next slide as well. What does this have to do with Agile? OK, I will get to it but first, we're gonna play another game. OK, next slide. The game we are gonna play is called JavaScript or '90s boy band?

It's a really quick game you're gonna have to be in your chat windows again. The way that this game works is I'm gonna put - well, actually, Dave is gonna put up a word or phrase and you're gonna have to guess whether it's related to JavaScript or a '90s boy band. OK, don't Google. And if you get it right, keep track because we wanna know who wins, OK. So, Dave, show us the question. Nsync... OK, so, in the chat tell us is Nsync JavaScript or a boy band?

OK, I think we're ready for the answer. Dave. It's a boy band! Yay! So, if you got that right, give yourself a point. OK, and keep track 'cause there's no way I can keep track of all of these. Alright, we're on to number two. Enyo... is this JavaScript or a '90s boy band?

Cleaning product? Yeah I think it might be. (LAUGHTER) Alright, let's reveal it... what is it? It's a JavaScript framework. OK, give yourself a point if you got that right. Now, the third and final one is C-Note. JavaScript or '90s boy band? (LAUGHS)

Alright, extra credit for the $100 bill. Let's see what the answer is. It's a '90s boy band... hoot, hoot! OK, so who got all three right? Just tell us in the chat if you got all three right. Don't be shy. That's pretty good. Anyone get three out of three? Fun quiz. Jeremy, winner... winner, OK. So yeah, Jeremy gets three story points, and anyone else, even if you didn't tell me that you got all three right.

We can move on to the next slide. The winner's definitely Jeremy and there's probably some quiet people in there as well who get story points. Three story points to everybody. Take two - you can have two story points if you got two right and in fact, I'll even give you one if you got one right. OK, cool, moving on to the next one. What is the NDIS? OK, so of course, a lot has been written about the NDIS. What I'm giving you right now is from a podcast called 'The Nation Changed'. If you want a great idea of what the NDIS is about and the history, that's a great place to start.

So, let me give you this one. Rather than disability service providers being paid by state governments to support individuals, people would money from the government directly to spend with providers that they choose. This was a crucial change - it meant power would rest with the people and not the providers, giving people with disability choice and control, two things they'd never had before. And this is from Bruce - Bruce, I don't know how to say his last name and it being quoted by Kurt Fearnley, who is the guy that did the podcast.

OK, on to the next slide. Now, we're gonna play the same game but this one's for real. You're gonna have to guess NDIS or Agile. NDIS or Agile. So, the first question is – choice and control. In the chat, is it NDIS or is it Agile? OK, we've got a couple of NDIS. We've got some votes, mostly NDIS. Mostly NDIS.

And the answer is... yes, NDIS. OK, so, most of you got that. Choice and control is one of the goals in the NDIS and also, it was in the slide before. So, you're paying attention, which is great. If you got that one right, give yourself a point. Keep track, we're going on to number two. This is a massive, massive cultural change and organisational change." NDIS or Agile? In the chat... NDIS or Agile?

Let's have the answer. NDIS. And I know, yes, of course, we say this all the time about Agile but this is actually a direct quote from Jenny Macklin, who's an MP. It was a massive, massive cultural change and organisational change. OK, moving on to number three. Adaptation becomes more difficult when the people involved are not empowered or self-managing." NDIS or Agile?

OK, let's see the answer. Agile. This is actually out of the Scrum guide. And number four... "Innovation, quality, continuous improvement, contemporary best practice and effectiveness." Is this Agile or NDIS?

OK, let's see the answer here. NDIS. That is right out of the NDIS operational guideline, right. OK, and number five. The best architectures, requirements, and designs emerge from self-organising teams."

I might have given you an easy one there. OK, we're seeing a lot of Agile. Remember, you have to keep track. Keep track of how many of these you're getting right. OK, we're showing you the answer, yes, of course. The best architectures, requirements, and designs emerge from self-organising teams." It's right out of the Agile manifesto. I think you all got that one. Number six, dignity of risk. Dignity of risk. Agile or NDIS?

OK, I think we can see the answer. Yep. NDIS. The dignity of risk is about respecting the rights of people with disability to assess the risks associated with their decisions and actions. Now, we've only got two more left So, I hope you're keeping track. Give them the environment and the support they need." NDIS or Agile?

OK, let's call it. And the answer is... Agile. Build projects around motivated individuals. Give them the environment and support they need, and trust them to get the job done." OK, this is the very last one. Number eight. Make safety a pre-requisite. NDIS or Agile?

OK, this is the last one. Let's see it. Yeah, I took it right out of Modern Agile. So, it is in fact from Agile. And the winner is... did anybody get eight? Tell me in chat if anybody got eight.

Nobody got seven?

Anybody get six? Woo hoo – Steph and Charmaine. So, we have two sixes, round of applause. We will give you - it looks like we've got Kamal as well. So, all three of you. Give them, everybody, a big round of applause. And you are gonna get - listen, you know - oh, you might have it as well, another Steph. Let's do it. Let's give you 20... 20 story points. 20 story points for everybody that got six. And you know, everybody else can have story points as well.

OK, cool. Now, next up, the slide. That was hard. Why was it hard? Well, it's hard because - the good thing is there is actually quite a bit of consistency across these things. Next slide as well. It's hard to figure out which one of these because there are so many analogies that we can actually draw. So, even though I'm giving you credit for the actual source, in most cases, they could have very easily fit into either of these sources.

So, in summary - OK, first of all, I do hope, next slide, you have a clear understanding of what Hireup does. Our purpose is to enable the pursuit of a good life for everyone. OK, so that's at Hireup. And then there's also, I think you'll have, in the next slide, more of an idea of the principles of what the NDIS is and are. NDIS is striving "to enable people with disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports." The kind of thing that those of us Agiles can really get behind.

And of course, we have the manifesto and building projects around motivated individuals. Give them the environment and support they need and trust them to get the job done." So yeah, in short, I think we're all on the same page. Thank you very much. You did a great job on the quizzes. And that's it from me.

FRED LE TRAN:
Thank you, Melinda. And a round of applause to that very, very informative and fun speak. I have to say, Melinda, whenever I hear 20 story points, I run away. I challenge them. I wouldn't want 20 story points to do. But, anyway, congratulations and good luck on Hireup's journey to make a difference to all of us. Once again, thank you very much, Melinda, for sharing with us an insight into what Hireup is doing, and that little game and a couple of your storytelling this afternoon.

DAVE BELL:
Yeah. I might go next. So, I really learned about ATP today, so thank you for that. I've got a question for Melinda. So, Melinda, do you have any tips on building inclusive practices and also getting the right technology in place so people can work together?

MELINDA HARRINGTON:
That is why I loved your ATP. It's just ask, just find out what somebody else needs and wants is just so important. I mean, obviously, we have a fully accessible office from a physical disability standpoint, which really helps, for some of the people that I worked with, just being able to have, obviously, to have an accessible bathroom.

Those things, the beginning, can you physically access the building. But then it's about all the meetings. Do Post-its work or not work? Does virtual work or not work? It's like asking the person. I mean, that's it, I just love it.

CATHERINE SEAL, NIKI PETOUSIS, BRADY MARCH & DENISE MARDIKIS
<u>Disability inclusion in Agile work environments</u>

FRED LE TRAN:
To take us home now, I have the great pleasure of introducing the Telstra Fab Four. But before I do that, I want to share with you some insights on TelstrAbility, which is made up of a team of passionate Telstra champions who want to create a culture and workplace where accessibility and disability is normalised. We want to be advocates and innovators who work together to attract diverse employees to join Telstra and to create a smooth and inclusive recruitment and onboarding process, empowering managers and peers to disability, to be disability confident and ultimately become one of Australia's organisational leaders in the disability inclusivity – a big word for me to pronounce.

Now, today, with the Telstra Four, I have the pleasure of introducing to you, in no particular order, we have Catherine Seal, who is a Change Manager to an Agile Coach with a long-standing interest in digital accessibility and inclusion. She's part of the employee reference group on TelstrAbility. I also have the great pleasure of introducing Niki Petousis, who is a certified Agile Coach and Scrum Master with extensive experience in industry. She's a person who lives with a category one disability, and she's been a supporter and contributor to TelstrAbility for many years.

This year, she stepped up to take a lead role, and we look forward to some amazing work from there. Followed by Brady March, who is an Agile Coach with over 20 years' experience in information technology. He is also a part of the TelstrAbility group. He has worked with a disability for his entire career, and he's passionate about advocating for people that need it and heling others to empower to advocate for themselves.

And finally, we have Denise Mardikis. She is member of the TelstrAbility group, as well as being Accessibility Champion at Telstra. Denise is a registered nurse and secondary school teacher. The Fab Four would like to present you with some amazing content. And in the order you will hear will be Denise, Niki, Brady - oh, sorry, will be Catherine, Denise, Niki and Brady. So, over to you, fantastic people.

CATHERINE SEAL:
Thanks, Fred, and thanks for the great introduction. And also, thank you to the previous speakers and also to Jarrod for the welcome to country at the start. We'd just like to add to Jarrod's welcome with an acknowledgement. We are coming to you from Guringai country in New South Wales, and also from Wurundjeri in Victoria. I'm just looking at my notes. And we also wanted to give a particular acknowledgement for Aboriginal people with disability, as well as Aboriginal people who are carers and advocates for people with disability.

By way of introduction, we really wanted to make this session reflective of the idea that the whole is greater than the sum of the parts, so won't be detailing individual achievements, or our disabilities or neurodiversity's in this introduction, but I do want to say, between the four of us and between the wider TelstrAbility team, we have an incredible range of lived experience of disability and neurodiversity.

We also have, in our group, we have carers, and allies and lots of Telstra employees who have a professional interest in accessibility, and diversity and inclusion. So, we just, together,

make one awesome team and we're kicking goals all over the place. So, just as important, we have a range, as our lived experiences, we also have a range of talents and skills that we bring to the table. As Fred mentioned, some of us are coaches, we've got a chapter lead, one is a graduate and we all come from diverse professional backgrounds prior to our current roles.

What we all have in common is that we're passionate about inclusion and we're committed to making this talk today as accessible and as inclusive as possible. So, aside from the captions, which we're proud to bring you today, we've also decided to ditch the PowerPoints and we'll audio describe any significant visuals that crop up. So, if Brady starts turning cartwheels or anyone else does a sight gag, we'll make sure that we audio describe that so everybody knows what's going on, and that will also be handy for anyone who is struggling to dial into the WebEx and see the visuals.

OK, so, I'll kick off by quickly audio describing myself. So, I have short dark hair, which I think it's dark chocolate, bittersweet chocolate to be precise, that was the description on the box. I'm wearing glasses, I've got fair, sort of Scottish/Irish skin and freckles. I'm wearing a navy top and my background is one of the Telstra values, we make it simple. The reason I chose this value is that it's my belief that accessibility and inclusion don't have to be massively complicated things to get right. They don't happen by accident, that is true.

But, I think, with a bit of good will, planning and ATP, that's the acronym that we'll introduce to, it is not really that complicated. So, just to explain ATP. We love our acronyms at Telstra and this was courtesy of Amy Whalley from Australian Network for Disability and it stands for ask the person. So, what it means, it just really reflects the idea that the expert in accessibility and inclusion is actually the person who has the disability. It also reflects the idea that disability is a very broad church, so it includes all sorts of degrees of disability, but also a great variety.

So what we are learning through TelstrAbility is that we are learning a lot, getting educated on each other's challenges as well as being able to share our own experiences. It is also true that just because you know one person with a particular disability doesn't necessarily mean that you know everything about that. So, someone who's got a hearing impairment might have different adjustment needs to someone else with the same disability. So what I'd like to now is hand over to Denise, who is going to set some context and speak about the why of inclusion. So, over to you, Denise.

DENISE MARDIKIS:
Thanks everyone. Thank you Catherine. So, yes, I'm Denise Mardikis, and I'll be talking about the benefits of a business that employs people that live with a disability or multiple disabilities, as well as giving you some stats about living with a disability relating to employment. And so, first, I'd like to tell you that I'm working from home in my lounge room. I have a desk with two monitors and a laptop.

My background is the Telstra value – show we care – it's in shadows of green with a logo. And I've got long, dark brown hair, brown eyes and very much more rounded face post-COVID-19 lockdown. I don't know if others can relate. So, one in five people in Australia have a disability. And that's one in three people have a disability or are close to someone who does.

So that could mean people that are living with someone who have a disability, again, being a carer, as Catherine mentioned, it could be a friend, it could be a lot of things. 48% of

working-age people. So when I talk about working-age people, I mean people aged 15 to 64-years-of-age. They have a lower employment rate compared to 80% of those who do not have a disability. 41% of employed working-age people with disability work part-time compared with 32% that don't have a disability. So you can see that most people do clearly struggle to find work and can be unemployed for longer periods of time.

And so, something that's really, really close to me, being a graduate, is that graduates with a disability take 61.5% longer to gain full-time employment than other graduates. And so, to me, that's a large discrepancy, it's very disheartening. I think about the time that we spend at university or they spend at university, working hard to gain the degree or Masters and then finding closed doors to employment. They have the talent, they have the expertise required, but they have the obstacle of employers possibly thinking that it may cost too much money to employ people that live with a disability or that they probably are not productive, which is really unfortunate because we know they have the talent.

So, all these statistics are all backed up by research and there's plenty more. The links will be provided at the end if you're interested to find out more. So, the benefits to an organisation that employs people that live with a disability and treating them in a dignified, accessible and inclusive way, and I want to point out dignified, and accessible and inclusive way, aside from building your reputation and brand, organisations that are seen to visibly and actively recognise and uphold the rights of people living with disability is consistent with Agile principles and Scrum pillars.

And after all, today, this is a Scrum community. You would understand your customer base better, thereby mitigate risk. An added bonus is expanding your potential talent pool and retaining good people. Workplace adjustments cost absolutely nothing or close to nothing, yet the benefit of employing people that live with disability includes improving retention of qualified employees, increasing worker's productivity and eliminating the cost of training a new employee. We also know that when you have engaged employees, productivity increases, so that does mean a company's bottom line is much, much better.

So, to me, that base adjustment is just a no-brainer. And that, again, a huge error of a company that is not human-centred or consumer-centric means that they lose a big portion of the end-user base, affecting customer's bottom line. Because, after all, as I mentioned, there is a good proportion of society that does live with a disability.

Because people with disability may avoid an organisation and dissuade others because of an organisation's negative diversity reputation. The fact people with disability are often treated less favourably because of an organisations' negative diversity reputation. This also means it would affect their revenue and so forth. So, this is why I'm happy, so happy and energised to have this platform, to talk about disability and accessibility like Scrum Australia, and to be able to show how important it is to include people that live with a disability.

So, thank you very much for listening to me. I'll hand over to Niki Petousis now, that will talk about what it means to be a diverse, accessible and inclusive in the workplace. Thank you.

NIKI PETOUSIS:
Thanks, Denise, and hi, everyone. My name is Niki Petousis, and as you can see, I've got another Telstra value behind me, which I adore, which is called: we are the change makers. And I believe, when we are diverse, and accessible and inclusive, that's when the change and

magic really happens. I've the pleasure of working alongside some of the people on this call, as well as others in the industry.

And I am one of the TelstrAbility Leads, which is a real honour. I am here to share today about what does it mean to be diverse and accessible or an inclusive workplace. So when you think about accessibility as the concept of whether a product or service can be used by everyone and how they encounter it, in a work context, this means that we'll be provided, people can be provided with means to participate but without barriers and hurdles.

These sorts of things could cover things like wheelchair access to your building, through to making sure your internal systems are able to be used equally by employees, such as captions or voice operated tech. If you break the word inclusive down and look at the first two letters, the IN, 'in', you think about it, it means you're invited, you're involved and you're being equally or given that equal access that may not be there.

And remember, not all disabilities are visible, which is why inclusion has to be something that is so prevalent and important. Inclusion is actually the practice of ensuring all people feel that sense of belonging, and that this means all people, regardless of abilities, have the right to be respected and valued as members of teams and communities. Above all, they feel welcome and invited, but it makes it possible for you to be your authentic self and bring your whole self to work, which is something that is really important.

So, in a practical sense, inclusion could be creating an environment of safety where people can speak up about what they need, where people are included in casual social interactions, things like this. And it's a lot more than that, but one of the best ways to demonstrate it is to show you a video that we were really lucky that we got to make last year through TelstrAbility and Telstra, for International Day of People with Disabilities. Dave, would you be kind enough to play our Telstra video, please?

DAVE BELL:
Great. And tell me if you can't hear the audio, I'm going to click play, it should be fine. Thank you for telling me.

(CAPTIONED VIDEO PLAYS)

NARRATOR:
Connect icon is clicked. Video calls from five office workers appear on screen.

SPEAKER 1:
How did I get my current job?

SPEAKER 2:
Ah, I was headhunted.

SPEAKER 3:
I applied for my job in a competitive recruitment process.

SPEAKER 1:
I applied, went through the normal process as everyone else and I won the actual role by being the best candidate.

SPEAKER 4:
Do people with disability need an easy job? Absolutely not.

SPEAKER 2:
I guess that depends on the people but I'd say people without a disability might need easy jobs as well.

SPEAKER 5:
(A man messages) Different disabilities have their own challenges so I'd say no. Depends how much work you're willing to put into the role.

SPEAKER 2:
How should I work with you?

SPEAKER 1:
As a human being. As a colleague. The same way you'd work with anyone else.

SPEAKER 4:
With respect and if you ask me what I need I'll tell you.

SPEAKER 2:
However you work best. I'll let you know if I'm struggling with anything.

SPEAKER 1:
Should I jump in if I see you needing help with someone?

SPEAKER 4:
Hey, don't forget not all disabilities are visible and it's just common courtesy to ask if someone needs help.

SPEAKER 1:
I'd prefer that you asked, because it's annoying when people assume that I can't do things.

SPEAKER 5:
(The man messages) maybe offer first or if they ask, most people will try themselves before asking for help.

SPEAKER 1:
Can I work to a deadline? Yes. (LAUGHTER)

SPEAKER 4:
What's the difference between being accessible and being inclusive?

SPEAKER 1:
Accessibility is providing the person with the same user interaction as everyone else.

SPEAKER 4:
Being inclusive means "I invite you in" You're part of the crew and that's what Telstra makes you feel like that you're just part of the crew.

NARRATOR:
The white and purple Telstra logo appears on a mottled pink and orange background.

(VIDEO ENDS)

NIKI PETOUSIS:
Thanks, Dave, it was awesome. I just want to make mention that the world we live in in Agile and Scrum plays such a pivotal role in inclusivity and diversity. Just remember the magic that we can help create by opening up opportunities and breaking down barriers. I'm going to hand over to Brady March now, who's going to talk to you about what inclusivity means in an Agile organisation. Thanks for listening, everyone.

BRADY MARCH:
Thank you, Niki. That video was a lot of fun to film, and so, I enjoyed being part of that. Hi, my name is Brady, I am an Agile Coach in Telstra. I'm a bloke in his early 40s. I have long hair that you can't see at the moment. And I'm wearing a big thick woolly jumper, because it's a cold day in Melbourne and I'm in the middle of getting my ducted heating replaced, which I probably should have done before the cold weather set in.

And I'm here to talk to you about what inclusion means in an Agile organisation. So, people often express concern around working in an Agile team when working with a disability. But the Agile principles and core values actually really strongly support tailoring your working environment and practices to help all members of the team operate at their best. If you consider the core value of individuals and interactions over processes and tools, it tells us to put the focus on making sure information is shared, not on how we share it, but about finding the way or ways that work best for the team to make conversations valuable.

Respond to change over following a plan empowers us to continually adjust that way we're working together, what supports we have around us, et cetera. It actively encourages to throw away the norms of workplace interaction and embrace changing the environment around us to better support the whole team. Remember, inspect and adapt doesn't only apply to the work we're doing it, but also to how we're do it.

When we think about our principles, people make the mistake of thinking that the principle of the most efficient and effective method of conveying information to and within the development team is face-to-face conversation. It means that stand-ups and sticky notes are the only way you're allowed to communicate in Agile.

This principle actually says the opposite. If you consider against that the principle of building projects around motivated individuals, giving them the environment and support they need

and trusting them to get the job done, and that regular intervals the team reflects on how to become a more effective, how to become more effective and then attunes and adjusts its behaviour accordingly, you start to see that Agile actually encourages every team at all levels to look at the how they work and adapt it to ensure that they're doing things in the best way for them.

Adjusting the way we engage with each other or what working environment we have around us is built-in as a deliberate and continuous part of Agile. So, the next time you're setting up a team charter or running a retro, take the time to consider the different needs of the team, how you can collectively change to support them.

Make the team change customer focus, where the team is the customer. And remember, the person with the most experience in something is the person that lives with it every day. I'm going to throw back to Catherine. And she's going to take us through some specific examples around them. Thanks, Catherine.

CATHERINE SEAL:
Thanks, Brady. So, we do have - I think we've still have a bit of time. So, Brady did touch on how you can adapt Agile practices to suit whoever you have in the team. We have, also, put together a resource with some of the ideas that we've used at Telstra, but also, that we might have encountered at other organisations.

So, we'll provide the link to that. And the idea of that is that it will be an interactive resource or a growing resource, so people can contribute ideas to that and we will sort of keep that open until we have the actual session, the workshop at the Scrum Australia conference in December. And so, some of the things that we'd like to talk about or that we can talk more about are some onboarding tools that we have developed.

So, one thing that the coaches developed early on was a checklist for Scrum Masters for welcoming new members to the team, and that includes a bit of a conversation guide that you can have with a new team member. And it covers things, it just aims to normalise conversations around needs, like adjustment needs. So, we don't actually talk about getting people to declare or disclose their disability as a precondition for getting assistance, but just talk about adjustment needs, generally.

And that could be things like, I need to leave at 4:00 to pick my child up from school," or, "I need people to have their cameras on so that I can lipread.", anything like that. We've also put some other things in there, so discussions of pronouns, for example, just to normalise that conversation when you welcome a new member to a team. So, yeah, so that was just one thing that we put in place to help just normalise these conversations when a new person joins the organisation. Another one which, Niki, you might like to talk about is how we can use a social contract or charter to promote inclusion.

NIKI PETOUSIS:
Yeah, sure. So, in the social charter, just building on what Catherine said, we've got areas where, if people want to talk about things they are able to do, in the sense, they're working, say, Monday to Thursday and Friday is a nonwork day, again, we're just normalising the conversation, but the social contract is a great space to start the conversation, and it is all about creating that safety and what the team needs.

So, for someone like me, who has a disability that is not visible, I might ask that we use electronic Post-it notes as opposed to physical Post-it notes. And that way, I'm sharing with the team that this is going to work better for me, so it's opening up the dialogue and conversation. Brady and Denise, feel free to chime in at any stage, by the way. Brady, did you have any experience with yourself as well, in a social contract setting?

BRADY MARCH:
Yeah, I did. Thanks, Niki, I was just trying to come off mute. I've had experience a couple of different times, both personally for my own needs and also, back when I was Scrumming for a team. I will talk about that one. That was something that I haven't really thought about, I was always very big on accessibility and inclusion, but I maybe wasn't as aware as I should have been and our working space used to be a reasonable way away from our project room where we had our wall set up and all that sort of thing.

So it was close to a five-minute walk, it was a massive building, close to a five-minute walk if you're a pretty quick walker like me. And about two weeks in after a particular team member had joined us, she actually took me aside and asked if we could move the stand-ups, because she had mobility issues. And it was taking her nearly 15 minutes just to get from her desk to where we were running the stand-ups, and then another 15 minutes back.

So what was a 15-minute stand-up for us was a 45-minute stand-up for her. That's 45 minutes out of her day just to get from her desk to stand up and back again. Really simple things like that. That change didn't have to be change from the way we operate as a team, it was literally just a case of being aware that maybe standing up in our desk area was going to be more accessible for everyone than having to go and wander over to our project room.

So, looking at all your ceremonies, looking at the way you are interacting, where you are interacting and all that stuff, you just want to tailoring it to the individuals rather than following a script that has been handed down.

NIKI PETOUSIS:
Thanks for that.

FRED LE TRAN:
Thank you very much, everyone. Is there any more content to go, guys?

CATHERINE SEAL:
We were just going to mention that the importance of creating a network of support. So, TelstrAbility, I don't know if Denise wanted to say anything additional to close out on that, but I think you've all seen how we work today.

FRED LE TRAN:
Well done, everyone. Thank you Catherine, Niki, Brady and Denise.

SHELVIA:
Sorry, Fred, I have a question.

FRED LE TRAN:
Yes, call out your question.

SHELVIA:
Thanks so much. I really appreciate the share, especially the video. It makes me proud to be

part of Telstra. I wanted to know, we were… I'm interested in seeing how I could contribute to whatever project you are working on right now. What is the best way to kind of offer my help, I suppose?

CATHERINE SEAL:
Yeah, so everyone at Telstra, we've got a Teams channel and we have a sync up once a month. It's very organic. I mean, it's obviously, everyone's got a day job, and this is something that we do in addition to our day jobs. So, as well as being a support community, we get involved in initiatives like this, and everyone is welcome.

Everyone at Telstra is welcome to come along and contribute. So, TelstrAbility is for people with disabilities, but it's also for allies, and carers and anyone else who has an interest in this space. So, happy to add you, Shelvia.

SHELVIA:
Thanks so much.

FRED LE TRAN:
You can find those lovely people in our internal channels. So, Thank you very much for that. I believe we've got two questions from Dave. Do you want to call those out, Dave?

CATHERINE SEAL:
Yeah, and sometimes you do have to thrash it out. So, in TelstrAbility, obviously, we're got all sorts of disability. So what might work for one person in TelstrAbility, might not work for somebody else. And I think being able to have those conversations, like don't treat disability as the elephant in the room if it's an awkward topic to talk about.

So, yeah. So, I have actually posted the link to the Trello board where we've got a few ideas, but I welcome more. And it's not an end state, I think, inclusion. It's something that we can always do better and we can always like we're going to make mistakes along the way, but we can always learn from those mistakes and just become better over time.

MARTIN:
Guys, I'm on my mobile phone and I can't use the chat to ask a question, so I just thought I might ask.

CATHERINE SEAL:
Sure.

MARTIN:
It's a two sides of a coin question.

The first one is, if I was your fairy godmother, what's the one wish you would ask for when it comes to disability? And then, secondly, on the other side is, what do you think disability has done that could have been done better in trying to create the awareness that you are talking to?

CATHERINE SEAL:
We did actually run a workshop with our team. And I'm trying to remember, Niki, what came out, but I think it was that people with disabilities, the biggest frustration was being underestimated. And this is probably reflective in the stats, the employment stats, that people, employers and people in a business don't always appreciate what people with disability have

to offer in the workplace, and either don't employ them in the first place, or don't challenge them or don't promote them.

So that is probably, in terms of a fairy godmother wish. In terms of what's been done well, does anyone else want to take that one?

NIKI PETOUSIS:
Sorry. You know what, one of the biggest things, and this gets called out regularly, is, "See me, not my disability. Have a look at who I am and what I can do." And I'm going to give a very personal example here. I have that amazing blue handicapped parking permit. And it's hilarious, when I park in any car park, how much abuse I get.

Because people, because they physically can't see my disability, the judgement kicks in and the behaviour, I'm seeing a few hands go up. And it's really interesting, because I think, God, if you looked and you saw I was using one hand to put all my shopping in the car and you had the decency to ask, do you need some help?"

We don't get those stickers for nothing and they're quite horrendous, normally, our accidents that get us there. But in a work sense, don't ask me what I can't do, encourage me to see what I can do. And that ATP, just remember that, because it's gold. And then, yeah, I'll throw it to someone else for second.

FRED LE TRAN:
Very wise words there, Niki. And Martin, if you were my fairy godmother, I want an extra Tim Tam biscuit in a pack of 13. (LAUGHTER)

So, on that note, I know, Martin, you're on the line. With a few minutes remaining in our session, I like you to share with us any news or updates for Scrum Australia.

MARTIN:
Yeah, I think we're... We're obviously coming out of the pandemic, but there is always the fear of the third wave and vaccination levels aren't as strong as they could be. So we're trying to determine when best to meet together physically, and being conscious of the fact that Agile Australia is just about to do so.

So we're feeling like November/December. And I think, when we do come back, I think we're going to be a bit more minimalistic rather than, like big conference centres, et cetera, because we want to make sure that the risk we're taking… And also, I think people want to go back to basics. If someone is complaining about, I didn't have enough… There wasn't honey to make my tea, I had to use sugar." I mean, I'm going to be probably saying, We shouldn't be as worried about that, we should just be trying to get back together." So I think...

KAZ KEARNS:
Martin, it was the vegans. The vegans were not happy with their menu, that was the main problem.

MARTIN:
I mean, I think, we have to fulfil vegans. The honey and the sugar one, that kind of got me. But what I would say, is we're going to try to figure out a way, how we do it is going to be a bit more celebratory of coming back. And probably, whatever parts of the past that we can

kind of shrug off, we'll use then, as an excuse to do so. And I feel that there's a great opportunity to kind of celebrate coming together in a way that was different than before.

So we're thinking about November/December, thinking about what type of venue. And the other thing that I... these Lightning Talks are going really well. To see people like yourselves talk with passion and giving people an opportunity to understand that a Lightning Talk introduces you to a concept and maybe learning more about it is that you're interested in. So, I would like to, and we're also realising that the level of passion in doing them, we've got plenty of interest.

So, what I would like us to also consider is that, is there anybody who started to feel like they would like to present on a topic, who were not part of… Originally, the reason we were doing this was because people who were accepted, and this was a dependency on them submitting for a CTC or CEC, we wanted to give them the credit they were looking for.

But if there is anybody out there that would love to start talking on any topic but wasn't part of a submission process for a conference 18 months ago, just reach out, we'd love to hear from you on this. And things changed over 18 months, so we want to adapt with it. So, just reach out and just ask, and we will just try and figure out when rather than no.

FRED LE TRAN:
Thank you, Martin. As you know me, I love a celebration or two. So I will be there with bells on if the invitation is in the mail. Looking forward to that, everyone.

MARTIN:
I heard you're sponsoring the beer.

FRED LE TRAN:
I am sponsoring the beer. It's kind of come out of my good mate Andy. You know Andy? Andy and I are that close. Anyway, so we're about to close on 2:00, and thank you for staying and being patient with us. I just want to give a good plug out to the next session, session 3 of our Lightning Talks. It will be happening on 21 June, 2021, and we have three amazing speakers, Renee Craven, Sam Bowtell, Santosh Neupane. Get involved, sign up, go to scrum.com.au. See you in June. Goodbye, everyone.

MARTIN:
Thank you, guys, great talks.

NIKI PETOUSIS:
Thanks, all. Keep safe. Keep agile.

CATHERINE SEAL:
Thanks all.

FRED LE TRAN:
Bye.

DAVE BELL:
Thanks everybody.

DENISE MARDIKIS:
Bye.