

Inclusive research and strategic leader with 11+ years of design experience, specialising in embedding accessibility and inclusion across research, design, governance and organisational strategy.

Bio

National Inclusive Design & Accessibility Lead at Deloitte Digital, managing a multi-disciplinary team of 15+ consultants to deliver equitable experiences grounded in lived experience.

Unique cross-capability skillset spanning inclusive research, service design, UX and accessibility, with a track record of leading teams on high-impact strategic initiatives that drive organisational change.

Key achievements

Selection for the 2024 Inspiring Women Program:

Recognised as a leader in my Business Unit through selection for the Inspiring Women Program, a prestigious initiative that celebrates and elevates Deloitte's most respected female role models.

Leading Deloitte's National Inclusive Design & Accessibility Practice:

Lead the strategic growth of Inclusive Design at Deloitte, mentoring 15+ consultants, driving the inclusive design pipeline, and upskilling 100+ designers in inclusive research and accessibility practices.

Championing Inclusive Design at the executive level:

Led a multi-disciplinary team to develop a Vulnerable Customer Support Model that would protect vulnerable customers through a major tech transformation, collaborating at an executive level to drive top-down change and shift vulnerability considerations from an afterthought to a strategic priority.

Core competencies

Inclusive Research & Ethical Practice	Strategy, Policy & Governance
People Management & Team Development	Stakeholder Management & Communication
Design Operations & Process Excellence	Workshop Facilitation & Design Thinking
Strategic Business Acumen	Hands-on Design Expertise
Cross-functional Leadership	Data-Driven Decision Making
Communication & Storytelling	Emerging Technology & Innovation

Relevant Experience

DELOITTE DIGITAL • UX Manager | 2022 - Present

Responsibilities

- Senior subject matter expert and thought leader on **Inclusive Design, Inclusive Research and Accessibility**, collaborating across Business Units to build our clients' organisational maturity.
- Drive Deloitte Digital's pipeline (contributed \$9.8m in sales for FY25) through business development activities, including shaping of engagement approaches and strategy for proposals/RFPs, scoping extensions of existing engagements and developing trusted, long-term stakeholder relationships to identify opportunities and help clients achieve strategic business outcomes.
- **National Inclusive Design & Accessibility Lead**, driving strategic, organisational growth, mentoring and developing the team to deliver quality across engagements and supporting clients to drive inclusive design initiatives, strategy and research.
- Led the development of an accessibility accelerator, now embedded as standard practice across the design team.
- Established inclusive research methodologies and a national training series, setting the standard for centring lived experience across all research engagements.
- Coaching, mentoring and hiring consultants from junior to senior levels - balancing strategic career development with day-to-day delivery management while fostering an inclusive team culture.
- Leading multi-disciplinary teams across multiple client engagements, while managing scope, resourcing, timelines and shifting priorities to ensure quality delivery for our clients.
- Established an Inclusive Design Community of Practice, facilitating regular workshops, presentations and connect sessions to build a culture of inclusivity and drive continuous learning across the company.

Relevant client experience

- Led a multi-disciplinary team of Service Design, UX and Research specialists on an enterprise-wide tech simplification program, to deliver a set of strategic service blueprints and UX prototypes that reflect the desirable target state customer experience. This was the company's #1 strategic priority, and directly influenced executive decision making.
- Delivered thought leadership presentations for The Smith Family, HammondCare, RACV and Westpac, building client capability to advocate for inclusive design at the executive level.
- Led an Inclusive Research engagement for a Public Sector client, where we conducted research with 160+ typically under-represented participants across the educational ecosystem – including people with a disability, remote communities and digitally excluded individuals – to provide strategic and tactical recommendations as to how the client could mitigate the risk of a digital transformation to these individuals.
- Developed a UX Maturity Model for a Major Australian Bank, enabling the client to scale their design practice and embed inclusive practices from the outset.

Education & Relevant Training

AI Associate Accreditation
Salesforce
2025

Trauma-Informed Design Research
Jax Weschler
2023

UX UI Transform Course
Academy XI
2020 - 2021

Bachelor of Branded Fashion Design
Billy Blue College of Design
2012 - 2015

Toolkit

Figma	●●●●●
Figma Make	●●●●●
v0	●●●●●
Microsoft Copilot	●●●●●
Claude	●●●●●
Sketch	●●●●●
Atlassian Suite	●●●●●
Photoshop	●●●●●
Illustrator	●●●●●

References

Available on request

Relevant Experience

ELEPHANTS CAN DANCE • UX/UI Designer | 2021-2022

Responsibilities

- Delivered end-to-end digital solutions for medium and large enterprises, such as the Department of Customer Service, Legal Aid NSW, Tigerair, Royal Caribbean Cruises, [cu]health and Global Onboard Partners.
- Mentored, guided and contributed to the hiring of junior designers, working closely with the Design Director to nurture the team's professional development.
- Developed customer strategies that balanced user needs and strategic business objectives.
- Led research and utilised iterative design techniques to uncover insights and opportunities both within current and conceptual digital products.
- Stakeholder management and development of strong client relationships.
- Contributed to business development, building proposals and acquiring new clients, such as TAFE NSW.
- Led customer research to develop user personas, customer journey maps and refine UX prototypes, providing junior colleagues with guidance and support to develop capability.
- Wireframing, rapid prototyping and usability testing of design concepts.
- Led client presentations to justify design concepts through storytelling and therefore driving further development and client buy in.

PRIOR TO 2021...

6 years as a fashion designer at Camilla and Marc, Rachel Gilbert and Lover - leading design and production for high-end Australian labels. This foundation in human-centred design, combined with a drive to create more inclusive experiences, led me to UX and accessibility.