

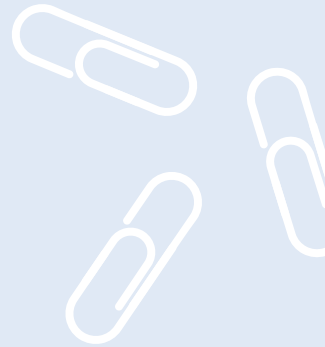


THANK YOU



Offboarding

**Exiting an organisation
- handout**



Exiting an organisation

An employee may leave a role because:

- they have resigned
- they are transitioning to a new position within the organisation
- they have been made redundant.

Here are some important considerations for making sure your organisation's offboarding process is accessible.

When the employee decides to leave

Can they find information about the resignation process independently?

This allows an employee to understand their options privately if this is their wish. The type of information they may wish to know before resigning includes:

- If they need to provide a resignation letter.
- How much notice they need to give - that this may depend on length of employment and contract / award terms.
- What leave balances may be paid out.

When the employee has given notice

Resigning can be a high-stress situation. It is important that as a manager you provide support, a psychologically safe environment, and clear information about the process.

You should discuss whether the employee's desire to resign is due to issues or barriers that could be resolved. Explore whether the employee would be interested in staying with the organisation if some reasonable adjustments or changes to their role were adopted.

If the employee still wishes to resign, discuss:

- the need to provide a resignation letter, if one has not yet been supplied
- any tasks that need to be handed over and what format the handover should be in
- the process for returning equipment

- details regarding final payments, including any leave to be paid out
- when and how other team members will be notified
- how the exit interview will be conducted and the option to bring a support person
- whether or not they would like a farewell event.

Make sure that the employee understands what has been discussed. Send a follow-up email with these details.

During any conversations, follow the adjustment for a good conversation from the 'Access requirements and reasonable adjustments' handout in the resource hub.

Online people management portals can pose barriers for people who use assistive technology, such as screen readers or alternative access technology. If your organisation uses a portal, consider alternative options for submitting resignation paperwork.

Review the 'Technology & Software Platform Accessibility' handout in the Resource Hub.

Exit interviews

Exit interviews give the employee an opportunity to provide feedback on their time at your organisation. The interview should include general questions about their experience, as well as specific questions regarding access requirements, including communication requirements and reasonable adjustments. This allows your organisation to continuously improve how reasonable adjustments are supported.

Send the interview questions in advance. This means that the person can process the information and prepare their answers and any suggestions ahead of time. This is particularly important for people who use a communication device.

Review the 'Inclusive Meetings and Interviews' handout in the Resource Hub.

You should discuss with the employee if they wish to receive future feedback about any issues they may have raised. This is an important element in the feedback loop.



When the employee has been asked to leave or their fixed-term contract is not extended

This process should always include advice from your People & Culture department. In addition to following the 'Inclusive Meetings and Interviews' handout, you should provide the person with:

- the option to bring a support person to their meeting
- a letter of termination or decision not to extend their contract
- information supporting their legal rights and access to Fair Work Australia
- access to your Employee Assistance Program, if applicable
- access to accessible career transition support, if applicable.

As with resignations, you will also need to tell the employee:

- whether any tasks need to be handed over and what format the handover should be in
- the process for returning equipment
- details regarding final payments, including any leave to be paid out
- when and how other team members will be notified
- how their exit interview will be conducted and the option to bring a support person
- whether or not they would like a farewell event.

Make sure that the employee understands what has been discussed. Send a follow-up email with these details and check in with the employee on their wellbeing in the following days.

Scope's Building Employer Confidence is made possible by an Information and Linkages Capacity Building Project funded by the Department of Social Services and the National Disability Insurance Scheme. This training has been co-designed with the valuable input of people with communication access requirements, pilot organisations and our valued partner, Thriving Communities Australia. Contributions from co-designers have directly influenced its design, ensuring it is informed, inclusive and reflective of diverse experiences. We recognise and appreciate the personal stories shared in shaping this impactful learning experience.

This information provides guidance on how to support communication in the workplace with people who have communication access requirements. It should not be relied upon in relation to employment law matters - independent advice should be sought.