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DRAFT



Recruitment

Inclusive application procedures - Handout

Inclusive application procedures

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

Offer more than one way of submitting an application

Online application portals can pose barriers for people who use assistive technology, such as screen readers or alternative access technology.

Consider alternative options to applying for the job. Depending on the nature of the job, can documents be sent by email or posted, or delivered in-person?

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

Consider alternative methods of assessment

Interviews can be high-stress situations that rely on verbal communication and may not be an environment that allows all candidates to show their full potential.

Consider alternative methods of assessment that allow candidates to demonstrate their ability in practical ways, such as:

- situational exercises
- skills tests
- work samples.

Make sure interviews are inclusive and accessible

Interviews that are accessible and inclusive mean that all candidates can share their employable skills and qualities in a way that works for them.

Interview questions

You can ask:	You can't ask:
How a person's communication access requirements might relate to doing the job, e.g. 'One of the requirements of the role is to communicate effectively with key stakeholders. Please tell me how you will achieve this.'	What the person's diagnosis is (if they have one) or why they have communication access requirements, e.g. 'Why do you use a communication device?'
What support or adjustments might enable the person to do their job	Personal questions about the person's health and lifestyle, e.g. 'Do you see a speech pathologist?'

If needed, breaking questions down into smaller parts that are easier to process can be helpful.

Consider the use of a variety of open-ended vs closed questions.

- Open-ended questions allow candidates to share relevant experiences and skills, however they require additional time and cognitive effort to respond.
- Closed questions limit the candidate's response, however some people with communication access requirements prefer closed questions as they are easier and more efficient to answer.

After the interview

Provide contact details of the interviewer (or other relevant person at the organisation) so that the candidate can ask for feedback or more information about the role.

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.

It is the responsibility of individuals and/or organisations using the contents of these artefacts to ensure their application meets relevant legal, regulatory and industrial requirements and/or the requirements of the relevant policies and instruments of their organisation.