

DRAFT

**Building Employer Confidence**

# **Inclusive meetings and interviews - Handout**

# Inclusive meetings and interviews

## Why are inclusive meetings and interviews important?

Inclusive meetings and interviews allow a person to present and communicate in a way that works best for them. This is particularly important in interviews, because it is the first opportunity to make a good impression.

## Before the meeting/interview

1. Have you sent clear, concise information about the interview process? This should include:
  - What to expect
  - Who will be present
  - Any adjustments available.

Written information should be sent in an accessible format, considering font size, font type, colour contrast, and screen reader access.

2. Have you sent interview questions or the meeting agenda in advance? This provides an opportunity for the person to process information and prepare their contributions ahead of time. This is particularly important for people who use a communication device.
3. Have you scheduled the meeting or interview in advance with enough notice?
4. Have you checked if the person requires information in plain language or Easy English? Has this been provided?
5. Has enough time been allocated for the interview or meeting? You may consider adding additional time.

6. For in-person meetings and interviews, have you considered whether the meeting space is accessible. This includes:
  - The entry to and movement around the space
  - Availability of accessible toilets
  - Availability of a hearing loop
  - Proximity to accessible public transport and/or parking
  - Whether the meeting space an adequate size to accommodate all attendees, including anyone using a mobility aid (if the space is large, you may need to offer amplification options)
7. For online meetings/interviews, have you:
  - thought about the technology platform being used and whether it is accessible
  - offered clear links and instructions for downloading (consider providing videos or Easy English guides which explain how to access the systems)
  - checked that the person has access to technology for online meetings?
8. Have you asked all participants if they require any reasonable adjustments?
9. Have you provided examples of what you can offer? For example:
  - additional time
  - written instructions
  - assistive technology such as screen readers, text-to-speech software or communication boards
  - frequent breaks.
10. Have you prepared visual supports for people who would benefit from them? For example:
  - diagrams
  - charts
  - written prompts
  - photos of people or places.

11. Have you arranged an Auslan interpreter or [language interpreter](#) if needed?
12. If the meeting is being catered, have dietary requirements been considered? For example, some people with disability need texture-modified foods that are soft.

### During the meeting/interview

1. For online meetings/interviews:
  - Have you turned on closed captioning?
  - Have you identified everyone's communication methods?
  - Be flexible – allow people to choose their preferred mode of communication, depending on the nature of the job, for example, written responses, drawings, demonstrations, speech, assistive technology, speech generating software.
  - Consider the use of chat functions, collaborative whiteboards or documents when necessary.
2. Have you asked how the person will indicate if they want to ask a question during the interview.
3. Are you being respectful of different communication styles and methods? For example:
  - allow enough time for the person to prepare their message - don't interrupt or speak for them.
  - if you haven't understood what the person is saying, ask them to repeat their message – don't pretend to understand.
4. Have you identified everyone's communication preferences? Make sure you check with the individual. Someone who uses a communication device might prefer the group to wait for them to prepare a message before progressing the conversation. Others may be happy for the conversation to continue, coming back to them when they are ready.
5. Have you used plain language, avoiding jargon and complex terminology?

6. Have all participants had time to contribute their thoughts and respond to questions? Avoid rushing or interrupting someone when they are preparing their responses.
7. Have all participants understood what was discussed and the next steps required?

### After the meeting/interview

1. Have you sent a summary of the notes or meeting minutes?  
Remember, all written information should be provided in plain language as standard.

### Remember

Successful inclusive meetings and interviews are dependent on all participants following best practice. Consider providing training to team members on communication access tools and strategies and raising awareness of communication access requirements and accommodations.

Promote a culture of respect and inclusion in your organisation. Lead by example. Provide access to opportunities for employees to develop their understanding of communication access requirements and communication strategies. Address any issues immediately.

### More information:

[Communication access toolkit for online meetings](#)

[Hosting accessible and inclusive in-person meetings and events](#)

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.