



Onboarding

Introducing and welcoming a new team member who has communication access requirements - Handout

Welcoming a team member with communication access requirements

Providing a welcome to every new employee is important, because it:

- helps the new employee feel valued
- contributes to staff morale
- contributes to an open and inclusive workplace culture
- creates a positive workplace culture.

A welcome message is a good place to start. How you deliver this message will depend on your workplace practices and your new employee's preferences. It may be delivered in-person, over the phone, online or by email.

Your welcome message should:

- be personalised – if the message is based on a template, make edits so that it is customised
- communicate your welcome in plain language
- express genuine enthusiasm about the new employee starting
- give the employee basic information about the Employee Assistance Program (EAP), welcome days, payroll, etc.
- let the new employee know who to contact if they have questions.

The new employee will have an easier time settling in if the following points are set up prior to them starting:

- Logins, access cards, and other security measures
- Workspace, equipment and materials
- Schedule for the first day, week or fortnight
- A peer mentor/buddy assigned.

Introducing a team member with communication access requirements

Some people have communication access requirements that are visible, such as use of a communication device. Other people's communication access requirements may be less apparent, such as difficulties with understanding complex spoken language or reading complex written materials.

Either way, it is important that a person's team understands their communication access requirements and reasonable adjustments. **It is important that the person's team knows their preferred method of communication and whether that is email, text or in-person meetings.**

How should this information be communicated to the team?

You will need to discuss the following questions with your new employee:

What information will be shared:

- Which adjustments or requirements is the employee comfortable sharing and with whom?
- How would the new employee like other team members to refer to their requirements?
- Will the new employee or their manager take responsibility to share this information?

Who the information be shared with:

- Only the people who work closely with the new employee?
- The entire team?
- The entire department?
- External clients/stakeholders?
- No one?

When the information be shared:

- Before the employee starts?
- On their first day?
- After they have had time to settle in?
- How will the information be shared?
- In writing or face-to-face?
- Online or in-person?
- In a group setting or 1-on-1 with relevant people?
- In a formal or informal setting?

Remember: An employee's personal information is **private**. It should not be shared with anyone without their prior consent.

DRAFT

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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.