



**Onboarding**

**Reasonable adjustments**

**- Activity**



# Activity: Reasonable adjustments - Onboarding stage

You are a manager at XY Legal Services, and you have recently hired a new IT Support Officer. Their responsibilities include:

- Providing IT support and troubleshooting for employees.
- Solving hardware and software issues.
- Setting up and maintaining user devices, software, and accessories.
- Responding to IT related enquiries and requests in a timely manner.
- Documenting and escalating issues as required.
- Contributing to the ongoing improvement of IT systems and processes.
- Working with the Chief Operating Officer to ensure smooth operations across the organisation.

During the recruitment stage, the new employee explained that they have communication access requirements. The new employee has shared the following communication preferences:

- The person finds it difficult to process complex spoken information. They prefer to receive clear written instructions.
- The person benefits from having closed captions available where possible.
- The person prefers to communicate with their team online rather than over the phone.
- At times, the person has difficulty using speech to communicate - in these instances, they type their messages into their phone and use the text-to-speech function.
- Sensory overload can impact the person's ability to concentrate and communicate, therefore the person is interested in working from home two days per week, as they feel this helps them to avoid distractions and maintain their wellbeing.
- The person would like to personally communicate this information to their team.

## Reasonable adjustments

Remote work is possible with your systems, but all of the other IT team members work onsite.

Remember that **reasonable adjustments** are any form of assistance or adjustment that is necessary, possible, and reasonable to reduce or eliminate barriers for an employee.

What are some reasonable adjustments that you might consider for this person at this stage of their employment lifecycle?



**Go to the next page to see some suggestions.**

## Possible reasonable adjustments to implement at the onboarding stage

- Offer regular check-ins throughout the onboarding process.
- Where possible, hold check-ins and meetings over video call platforms, with closed captioning enabled.
- Follow up formal meetings with minutes and informal meetings with an email confirming the key points discussed and agreed actions.
- Send instructions and set tasks/reminders in writing, using plain language and numbered steps for clarity.
- Match the person with a peer for day-to-day support.
- Discuss with the person when and how they will notify the team of their communication preferences.
- Offer to organise a Job Access assessment to identify possible barriers to access.
- Help the person to set up their workspace and technology according to their individual access needs.
- Explore remote working arrangements - if there is a valid reason why this will not be possible, explore options for making the office comfortable for people with sensory sensitivities, for example, you might consider changes to lighting brightness and colour, noise cancellation tools, quiet room availability, seating, and temperature control.

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.