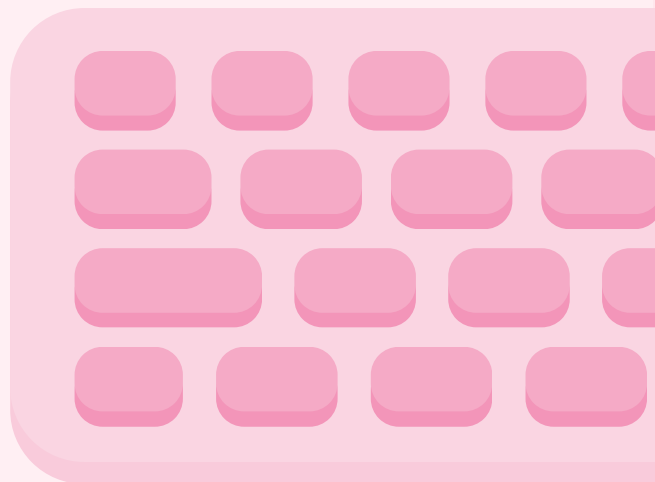


Attraction

Reasonable

Adjustments - Activity



Activity: Adjustments at the attraction stage of recruitment

You are a manager at XY Legal Services and want to recruit an information Technology Support Officer. You have identified the job responsibilities and essential criteria and prepared a job advertisement including the information below.

What you'll be doing:

- Providing information Technology support and troubleshooting to staff
- Solving hardware and software issues
- Setting up and maintaining user devices, software, and accessories
- Responding to IT-related inquiries and requests in a timely manner
- Documenting and escalating issues as required
- Contributing to the ongoing improvement of our IT systems and processes
- Working with the COO to ensure smooth operations

In this full-time role, you will be based primarily at our Melbourne. You will need to work 1 day per fortnight at our Pakenham office (approximately 60 mins drive).

What you need:

- Experience working in an IT support or helpdesk role, or related field
- Strong troubleshooting and problem-solving skills
- Excellent communication skills
- Ability to work independently and as part of a team
- Experience/familiarity with the following systems, or willingness to learn:
 - Salesforce
 - MS Office and Intune
 - NetDocuments
 - DocuSign
- Commitment to providing exceptional customer service

Bonus points if you have:

- A tertiary qualification in Information Technology or related field.



Now that you know the essential criteria, you can consider the adjustments that may be reasonable at this stage of the employee life cycle.

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.

Which of the following adjustments would be reasonable?

	YES	NO
Offer different options for contacting the organisation - e.g. phone and email, video conference and in-person.		
Provide contact details for a specific person in the organisation (rather than a generic email address or phone number)		
If the person needs to fill out a form as part of the application, provide alternative formats and/or offer support to complete the application.		
Provide information in plain language as a default option.		
Offer Easy English versions of written information.		
Offer translations of written information in different languages if required.		

Go to the next page to see our suggestions.

DRAFT



	YES	NO	Notes
Offer different options for contacting the organisation - e.g. phone and email, video conference and in-person.	X		
Provide contact details for a specific person in the organisation (rather than a generic email address or phone number).	X		
If the person need to fill out a form as part of the application, prepare alternative formats and / or offer support to complete.	X		
Provide information in plain language as a default option.	X		
Offer Easy English versions of written information.	X		When needed
Offer translations of written information different languages.		X	People who speak English as an additional language can have communication access requirements. However, for this position, it is reasonable to expect the candidate to have adequate English proficiency.

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.