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DRAFT



Recruitment

Reasonable adjustments
- Activity

Activity: Reasonable adjustments at the recruitment stage

You are a manager at XY Legal Services, and you are advertising for an IT Support Officer. Here is the position description you have published:

IT Support Officer

Who we are:

XY Legal Services is a full-service law firm based in the Melbourne CBD. We are proud to provide high-level, client-focused legal services to our clients and community.

What you'll be doing:

- Providing IT support and troubleshooting to users
- 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 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 CBD headquarters. 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
 - DocuSign
- commitment to providing exceptional customer service

Bonus points if you have:

- a tertiary qualification in Information Technology or related field.

What we offer:

- An excellent salary and benefits package
- A supportive and well-equipped work environment
- Opportunities for training, development, and growth

Now you will need to 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
Call each person that applies to ask if they have a disability that affects their communication so you can better prepare.		
Offer the interview questions ahead of time.		
Ask questions in plain language for a person with communication access requirements, and complex language for all other applicants.		
Offer for the person to attend the interview with a support person.		
Offer different modes for the interview – e.g., in person, over the phone, online.		
Ask the person what adjustments they need.		
Offer breaks during the interview.		
Allow the person to elect a support person to respond on their behalf during the interview.		
Allow extra time during the interview for the person to process information and prepare their response.		

Go to the next page to see our suggestions.



	YES	NO	Notes
Call each person that applies to ask if they have a disability that affects their communication so you can better prepare.		X	It is against the law to ask an applicant if they have a disability, unless it relates to the position they are applying for (e.g., a position requiring lived experience). Conversations should focus on the adjustments that are required.
Offer the interview questions ahead of time.	X		People with communication access requirements may need additional time to process information and prepare their responses, particularly if they use a communication device.
Ask questions in plain language for a person with communication access requirements, and complex language for all other applicants.		X	Plain language should be used as a default, as it can be helpful for all and harmful to none.
Offer for the person to attend the interview with a support person.	X		A support person may provide physical, personal, and/or emotional support to the candidate. The support person should not represent or speak for the candidate but may provide supports that help the candidate perform at their best.
Offer different modes for the interview – e.g. in person, over the phone, online.	X		Flexibility allows a person with communication access requirements to be in an environment in which they can perform their best.



Ask the person what adjustments they need.	X		When contacting an applicant, you might say something like: ‘We want to make sure our environment allows everyone to be at their best. Are there any adjustments we can make to help you be at your best in this interview?’
Offer breaks during the interview.	X		Breaks allow the person to regroup physically and cognitively. Breaks should be of reasonable length and at reasonable intervals.
Allow the person to elect a support person to respond on their behalf during the interview.		X	The support person should not represent or speak for the candidate. They may relay the message that the person communicates using their communication method – for example, eye gaze board.
Allow extra time during the interview for the person to process information and prepare their response.	X		Remember that a person who uses a communication device will need extra time.

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.