



Onboarding

Reviewing onboarding procedures - Handout

Reviewing onboarding procedures

Why can the onboarding process be challenging for people with communication access requirements?

- People with low literacy may have difficulty reading and understanding complex information contained in forms and documents.
- Online induction software and platforms may have interface design features that are inaccessible.
- People with communication access requirements may need to use assistive technology that is not compatible with onboarding software or operating systems.

Review the ‘Technology & Software Platform Accessibility’ handout in the Resource Hub to ensure your organisation’s systems are accessible.

Use this checklist to review the accessibility of your onboarding procedures

	YES	NO
New employees visit the workplace before their commencement date to identify any access barriers. Any required workplace adjustments are documented and agreed to.		
Onboarding materials are available in plain language.		
Easy English versions of written material are provided when required.		
Written materials include visual aids – such as diagrams, flow charts, and pictures to supplement complex information.		
Written information contains bullet points or numbered lists to highlight key points.		

Onboarding materials are available in a range of formats – such as printed materials, soft/electronic copies, and audio recordings to accommodate different learning preferences.		
Face-to-face meetings are offered so that employees and their employer can complete the paperwork together.		
An existing staff member is assigned to support a new employee through the onboarding process, with regular check-ins scheduled.		
Support is offered in line with the new employee’s preferences regarding meeting mode, frequency, etc.		
Training sessions are interactive and allow time for questions and clarification.		
The process for requesting reasonable adjustments is explained in onboarding material.		
A safe environment is created for new employees to ensure they feel comfortable discussing their access requirements.		
There is clear signage around the workplace to help new employees navigate easily.		
New employees are consulted about if, how, and when information about their adjustments and preferences are shared with their team.		
Individualised support plans are developed based on each new employee’s specific needs.		
Regular check-in meetings are scheduled with new employees.		

For more information

- [Creating an accessible and inclusive induction](#)

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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.