

DRAFT

Building Employer Confidence

**Technology and software platform
accessibility - Handout**

Technology and software platform accessibility

Why is it important to consider the accessibility of technology platforms and software?

The accessibility of the platforms you use impacts how easily people can:

- find out about your job vacancies
- apply for the job
- move through the application process
- complete onboarding
- carry out their day-to-day work.

What technology needs to be accessible in a workplace?

- Your organisation's website
- Human resources and people management systems
- Training and learning systems
- Financial management and accounting systems
- Customer management systems
- Document management systems
- Internal communications, such as your intranet and emails

Use this checklist to reflect on the accessibility of your technology platforms.

	YES	NO
Attraction stage		
We advertise jobs on more than one platform – for example, company website, external job websites, social media.		
We allow future employees to contact us over different modalities – for example, phone, email, webchat.		
Recruitment stage		
We support candidates to find and submit any required online pre-employment checks if required – for example, providing quick reference guides with screenshots.		
We support candidates to complete any online pre-employment learning or induction material if required – for example, meeting to complete activities together.		
We check in throughout the process to ensure the candidate is not overwhelmed and is confident requesting support.		
All stages		
We offer accessibility features, such as closed captions, in online platforms.		
Our software and platforms are compatible with common assistive technologies, such as screen readers, text-to-speech software, and alternative input devices such as switches or keyboards.		
We think about the accessibility requirements of all users when we develop or select technology platforms/software.		
We have followed Web Content Accessibility Guidelines when assessing our online platforms.		
We have chosen software/platforms that have built-in accessibility features, such as options for adjusting text size and contrast, keyboard shortcuts, and alternative navigation methods such as voice commands.		

Building Employer Confidence

	YES	NO
All stages (continued)		
We make sure accessibility features are well documented and easy to turn on and customise.		
We have chosen online interfaces that are intuitive and user-friendly, with clear labels, icons, and navigation menus.		
We monitor updates and new releases to make sure our systems continue to meet accessibility requirements.		
We offer alternatives if our systems are not accessible to people with communication access requirements.		
When we develop systems, we incorporate inclusive design principles from the start.		
When we develop systems, we involve people with disabilities in the design and testing phases.		
We provide written/online information in different formats such as Easy English, audio recordings, videos, visual diagrams, and large print.		
We offer training and support to current and future employees on how to use our technology platforms effectively, including accessibility features.		
We provide channels for current and future employees to give feedback on the accessibility of our technology platforms/software.		
We action the feedback we receive through these channels.		

Helpful links:

- [Universal design online](#)
- [Accessibility features and meeting controls](#) - see Table 1
- Tech design services - see [Enterprise Monkey](#)
- Consider embedding an **accessibility widget**, to allow users to adjust the content of the website themselves - see [Accessibly](#)
- Make sure that your technology platforms and software meet **accessibility standards and guidelines**, such as the [Web Content Accessibility Guidelines \(WCAG\)](#) for web-based content and applications.

DRAFT

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.