

# Job Access

Driving disability employment

## Recruitment process review – summary report

Barrier-free application processes ensure all people, including those with disability, have an opportunity to demonstrate they are the best person for the job.

The aim of this activity was to take a practical approach to reviewing Public Service Commission QLD recruitment processes from the perspective of a potential candidate, with a view to removing barriers for candidates with disability. Following our recent discussion, your JobAccess professional adviser has developed suggestions for Public Service Commission QLD to consider. Suggestions serve as a guide only and for further information and good practice examples on disability and employment.

**1. Has a member of the HR/recruitment team applied for a role to see how the recruitment process works from a candidate's perspective? How did they find the process? Comments:**

## 2. Physical appearance and content of the website

	Suggestions to consider	ToolKit reference & resources
	<ul style="list-style-type: none"> <li>Develop a statement for inclusion on Public Service Commission QLD website such as: <i>'Employer embraces diversity and encourages applications from people with disability. We are committed to making reasonable adjustments to provide a positive, barrier-free recruitment process and supportive workplace.'</i></li> <li>Create a separate disability employment section on Public Service Commission QLD website Three examples of websites that highlight good practice: <b>Office of the Director of Public Prosecutions for Western Australia:</b> <a href="http://www.dpp.wa.gov.au/D/disability_employment.aspx?uid=4649-5718-4529-9921">http://www.dpp.wa.gov.au/D/disability_employment.aspx?uid=4649-5718-4529-9921</a> <b>St John of God:</b> <a href="https://www.sjog.org.au/working-with-us/disability-employment">https://www.sjog.org.au/working-with-us/disability-employment</a> <b>Australia Post:</b> <a href="http://auspost.com.au/about-us/diversity-inclusion.html">http://auspost.com.au/about-us/diversity-inclusion.html</a></li> <li>Include information about your organisation's diversity partnerships on your website</li> <li>Contact Vision Australia, Australian Network on Disability (AND) or Media Access Australia (MAA) for a full assessment of your website's accessibility: <a href="https://www.visionaustralia.org/business-and-professionals/tips-for-businesses">https://www.visionaustralia.org/business-and-professionals/tips-for-businesses</a> <a href="http://www.and.org.au/">http://www.and.org.au/</a> <a href="http://www.mediaaccess.org.au/">http://www.mediaaccess.org.au/</a></li> <li>Include a link on <b>your</b> website to the National Relay Service (NRS) for people who are deaf or have a hearing or speech impairment: <a href="http://relayservice.gov.au/business">http://relayservice.gov.au/business</a></li> </ul>	

3. Advertising vacancies		
	Suggestions to consider	ToolKit reference & resources
	<ul style="list-style-type: none"> <li>• Include a statement in job advertisements encouraging people with disability to apply for roles at your organisation and request any support or reasonable adjustments that may be required to fully participate in the recruitment process</li> <li>• Reference your company's reasonable adjustment policy in job advertisements</li> <li>• Advise candidates that information about your vacancies is available in alternative formats if requested</li> <li>• Open up employment opportunities for distribution to Disability Employment Service (DES) providers via the NDRC to access the broader talent pool that candidates with disability represent</li> <li>• Work with the NDRC to develop a recruitment campaign that offers exclusive roles for candidates with disability</li> </ul>	<p><b>Pages:</b> 24, 25, 58</p> <p><b>Activities:</b> Attraction</p> <p><b>Tip Sheets:</b> NDRC Vacancy service</p> <p><b>Templates:</b> Employer letter to recruitment firms, <b>NDRC diversity statement examples</b></p>

4. Disability Employment Services		
	Suggestions to consider	ToolKit reference & resources

	<ul style="list-style-type: none"> <li>• Distribute your employment opportunities to local Disability Employment Services (DES) via the NDRC</li> <li>• Establish relationships with Disability Employment Services (DES) and promote your organisation's commitment to employing people with disability <ul style="list-style-type: none"> <li>○ Hold an information session for DES providers on how to work with Public Service Commission QLD</li> <li>○ Develop a recruitment information sheet for DES providers to reinforce key messages about how to apply for a job with Public Service Commission QLD</li> </ul> </li> <li>• Draft an 'open letter' for distribution via the NDRC to all DES providers outlining Public Service Commission QLD's commitment to employing people with disability</li> </ul>	<p><b>Pages:</b> 43, 45, 46, 58</p> <p><b>Activities:</b> Partnerships</p> <p><b>Tip Sheet:</b> Working with DES providers</p> <p><b>Template:</b> DES open letter</p>
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5. Application process		
	Suggestions to consider	ToolKit reference & resources
	<ul style="list-style-type: none"> <li>• If online assessments are used as part of the application process, ensure they are accessible or consider offering alternative options or by-passing these for candidates with disability if requested. Promote your willingness to do this.</li> <li>• Add free text boxes to your organisation's online application process: <ul style="list-style-type: none"> <li>○ Do you require any support or reasonable adjustments to participate in an interview with us? If yes, please provide further details so we can assist.</li> <li>○ Are you linked to a Disability Employment Service provider? If yes, please provide contact details. We may contact your provider to support your application further.</li> </ul> </li> <li>• Provide an email address or contact number/person to allow candidates to discuss support and / or accessibility requirements, ask questions or to request alternative methods for lodging an application</li> <li>• Include information on how to apply for a job at Public Service Commission QLD for inclusion in the careers section of your organisation's website</li> <li>• Add a line in the application acknowledgment email encouraging candidates to ask for any support or reasonable adjustments that may be required</li> <li>• Review your privacy policies and ensure they accommodate the effective management of disclosure</li> </ul>	

6. Position descriptions		
	Suggestions to consider	ToolKit reference & resources

	<ul style="list-style-type: none"> <li>• Make position descriptions or essential information about your roles available in alternative formats on request</li> <li>• Complete a job analysis to break-down requirements for roles when developing position descriptions</li> <li>• Consider job re-design or customised employment options for people with more significant levels of disability</li> <li>• Ensure that position descriptions avoid using internal jargon, that they focus on inherent requirements and selection criteria are clear</li> </ul>	<p><b>Pages:</b> 16, 23</p> <p><b>Template:</b> Job requirements guide</p>
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## 7. Screening, interviewing and selection

	Suggestions to consider	ToolKit reference & resources
	<ul style="list-style-type: none"> <li>• Introduce a guaranteed interview and/or application review approach for candidates with disability who meet the inherent requirements of the role</li> <li>• Ensure recruiters ask questions at interview that focus on the candidate's ability to meet inherent job requirements and use behavioural style questions that consider transferable skills</li> <li>• When arranging interviews over the phone, add standardised questions asking all candidates if any support requirements or reasonable adjustments are required to participate in the interview process</li> <li>• Include a map and/or written instructions when providing directions for the interview location</li> <li>• Add a line in the interview confirmation email encouraging people to disclose any support requirements or reasonable adjustments that may be required</li> <li>• Provide interview questions ahead of time to allow candidates with disability to prepare as this may aid in their ability to perform well at interview</li> </ul>	<p><b>Pages:</b> 17, 18, 19, 27, 28, 29, 30, 31, 32, 33, 52</p> <p><b>Activities:</b> Communication, selection, disclosure</p> <p><b>Tip sheets:</b> Communicating with people with disability, interviewing people with disability</p>

	<ul style="list-style-type: none"> <li>• Be flexible in assessing a candidate’s suitability for a role e.g. a practical, on-job assessment that allows a candidate to actively demonstrate their skills and abilities instead of a behavioural-style face-to-face interview</li> <li>• Reduce the number of people involved on interview panels as some candidates may not interview well with a large panel of people</li> <li>• Waive psychometric/skills assessments or explore if these are available in alternative formats</li> <li>• Include a member of the NDRC team on the interview panel to support recruiters while they develop confidence and competence in managing applications from people with disability</li> <li>• Consider disability awareness training to build confidence and competence in recruiting candidates with disability</li> <li>• On offer of employment, discuss and document any reasonable adjustments candidates with disability may have</li> </ul>	
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8. Reasonable adjustments		
	Suggestions to consider	ToolKit reference & resources
	<ul style="list-style-type: none"> <li>• Develop a reasonable adjustment policy and checklist using the information and templates in the NDRC Employer ToolKit</li> <li>• Use the JobAccess Workplace Adjustment Tool as a resource for ideas on how to make a workplace more accessible for people with disability.</li> <li>• Include a link to JobAccess on your organisation’s intranet as a resource for staff: <a href="http://www.jobaccess.gov.au">http://www.jobaccess.gov.au</a></li> </ul>	<p><b>Pages:</b> 16, 35, 36, 37, 48,</p> <p><b>Activity:</b> Workplace flexibility</p> <p><b>Templates:</b> Reasonable adjustment policy &amp; checklist</p>