



Review recruitment processes

**Empowered and confident:
disabling the barriers**

In January 2018 the Public Service Commission (PSC) commissioned Job Access to undertake a review of its current recruitment processes from the perspective of a potential candidate. The aim of this activity was to take a practical approach with the key outcome being a greater understanding of the barriers facing those with an impairment during the recruitment phase.

The following provides the PSC's lessons learnt from the process, the Commission's actions and potential takeaways for those in the sector.

Physical appearance and content of the website

Suggestions	PSC sector take-away actions
Develop a statement for inclusion on Public Service Commission Queensland website.	PSC currently in discussions on including a w-o-g statement on the Gov2Gov and QSS - SmartJobs website.
Create a separate disability employment section on Public Service Commission Queensland website and include: <ul style="list-style-type: none"> information on diversity partnerships include a link on website to the National Relay Service (NRS) for people who are deaf or have a hearing or speech impairment. 	PSC currently investigating the expansion of the Inclusion and Diversity page on Gov2Gov and the PSC website. <i>Take-away – consider reference on our website in the section regarding recruitment / employment.</i>
Undertake full assessment of website accessibility.	PSC currently in discussions with Gov2Gov and QSS - SmartJobs website. <i>Take-away – consider undertaking a similar review on internet and intranet platforms outside Gov2Gov and SmartJobs.</i>

Advertising vacancies

Suggestions	PSC notes
Include a statement in job advertisements encouraging people with disability to apply for roles at PSC and request any support or reasonable adjustments that may be required to fully participate in the recruitment process.	Change in diversity information data in lead in paragraph. Requesting consideration of a statement to be included on SmartJobs for all PSC jobs. As part of review of PSC PDs have I&D statement encouraging applicants. <i>Take-away – similar inclusions and consider referencing your reasonable adjustment policy</i>
Advise candidates that information about vacancies is available in alternative formats if requested.	PSC currently in discussions on this point.



	<i>Take-away – consider accessible versions being readily available of all recruitment documents.</i>
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.	PSC will look to include this opportunity as part of their normal recruitment advertising process – distribution will not be isolated to NDRC. Additionally, PSC developing list of appropriate DES providers for this purpose as well as an event to showcase DES suppliers. <i>Take-away – consider recruitment processes include automatic distribution to DES providers.</i>
Work with the NDRC to develop a recruitment campaign that offers exclusive roles for candidates with disability.	PSC noted the suggestion, as per the implementation plan there are a number of long term actions to be considered in this space plus considering alternative ways to increase recruitment other than exclusivity.

Disability employment services

Suggestions	PSC notes
Establish relationships with Disability Employment Services (DES) and promote your organisation's commitment to employing people with disability <ul style="list-style-type: none"> Hold an information session for DES providers on how to work with Public Service Commission Queensland Develop a recruitment information sheet for DES providers to reinforce key messages about how to apply for a job with Public Service Commission Queensland 	DPC and PSC hosted an event promoting disability employment with Job Access. PSC developing list of appropriate DES providers for this purpose as well as an event to showcase DES suppliers.
Draft an 'open letter' for distribution via the NDRC to all DES providers outlining Public Service Commission Queensland's commitment to employing people with disability.	PSC currently considering this action in line with its current readiness in relation to this action. <i>Take-away – consider agency readiness and if appropriate take action.</i>

Application process

Suggestions	PSC notes
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.	PSC currently in discussions with QSS – SmartJobs website.
Add free text boxes to your organisation's online application process: <ul style="list-style-type: none"> 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. 	PSC currently in discussions with QSS - SmartJobs website.

<ul style="list-style-type: none"> 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. 	
<p>Include information on how to apply for a job at Public Service Commission Queensland for inclusion in the careers section of your organisation's website.</p>	<p>As part of the PSC JD template review consider including information on I&D.</p> <p><i>Take-away – consider as part of your agencies JDs.</i></p>
<p>Add a line in the application acknowledgment email encouraging candidates to ask for any support or reasonable adjustments that may be required.</p>	<p>PSC currently in discussions with QSS – SmartJobs website.</p>
<p>Review your privacy policies and ensure they accommodate the effective management of disclosure.</p>	<p>PSC currently reviewing relevant policies. Request confirmation of privacy policy from QSS – SmartJobs.</p>

Position descriptions

Suggestions	PSC notes
<p>Make position descriptions or essential information about your roles available in alternative formats on request</p>	<p>PSC currently including this as part of the PD description review with a minimum of two formats being made available. This is also being discussed with QSS – SmartJobs</p> <p><i>Take-away – consider as part of your agencies JDs and advertising.</i></p>
<p>Complete a job analysis to break-down requirements for roles when developing position descriptions</p> <p>Consider job re-design or customised employment options for people with more significant levels of disability</p>	<p>This suggestion is outside of this process, however this topic is being considered as part of the Recruitment and hiring managers capability / awareness resources.</p> <p><i>Take-away – consider as part of your hiring manager training or similar.</i></p>

Screening, interviewing and selection

Suggestions	PSC notes
<p>Introduce a guaranteed interview and/or application review approach for candidates with disability who meet the inherent requirements of the role</p>	<p>PSC noted the suggestion, as per the implementation plan there are a number of long term actions to be considered in this space plus considering alternative ways to increase recruitment other than exclusivity.</p>
<p>A number of suggestions were provided to guide:</p> <ul style="list-style-type: none"> 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 When arranging interviews over the phone, add standardised questions asking all candidates if any support requirements or 	<p>PSC developing a short guide as part of the recruiter / hiring manager resources for publication on the website.</p> <p><i>Take-away – consider as part of your hiring manager training or similar.</i></p>

<p>reasonable adjustments are required to participate in the interview process</p> <ul style="list-style-type: none"> • Include a map and/or written instructions when providing directions for the interview location • Add a line in the interview confirmation email encouraging people to disclose any support requirements or reasonable adjustments that may be required • 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 • 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 • Consider disability awareness training to build confidence and competence in recruiting candidates with disability • Waive psychometric/skills assessments or explore if these are available in alternative formats. 	
<p>Reduce the number of people involved on interview panels as some candidates may not interview well with a large panel of people</p>	<p>PSC reviewing relevant policy to see the potential conflicts with existing policy requirements and determine whether a variation is appropriate.</p> <p><i>Take-away – consider as appropriate.</i></p>
<p>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</p>	<p>PSC noted. Will be considered as part of the long term recruitment initiatives.</p> <p><i>Take-away – consider as appropriate.</i></p>

Reasonable adjustments

Suggestions	PSC notes
<p>Develop a reasonable adjustment policy and checklist using the information and templates in the NDRC Employer ToolKit.</p> <p>Use the Job Access Workplace Adjustment Tool as a resource for ideas on how to make a workplace more accessible for people with disability.</p>	<p>PSC currently developing resources specific to reasonable adjustment and impairment.</p>
<p>Include a link to Job Access on your organisation's intranet as a resource for staff: http://www.jobaccess.gov.au</p>	<p>PSC providing link to Job Access and other like providers as part of sector-wide resources.</p> <p><i>Take-away – consider as appropriate or link through the PSC resources.</i></p>