

Disability Inclusive Mindset in Recruitment

Give
everyone
a fair go



Disability inclusive mindset

Having an inclusive mindset involves shifting the way we think and the things we do so that we are more inclusive. Minor changes to the way we think can have a big impact on making everyone, including people with disability, feel included. Here are some tips to help move you to an inclusive mindset more often:

Be mindful

Being mindful involves bringing out attention and awareness to our thoughts, being in the moment without applying judgement of prejudices. Noticing our thoughts mean we can start to shape our decisions more deliberately.

Look for opportunities to involve others

Ensure that people with disability and diverse background are involved in discussions and decision-making processes.

Be flexible

Be willing to change the way you do things to make them more accessible and to invite participation from others.

Say 'yes'

Say yes to new opportunities. Focus on solutions rather than problems. Understand that barriers can lead to opportunities to be innovative and work together.

Be a champion

Lead by example, raise conversations about inclusion, listen to people with disability and incorporate their feedback. Take responsibility for involving others.

So, how do we not only demonstrate but implement the organisation's inclusive mindset in the recruitment process?

Recognising the importance of equity in the recruitment process will get you part of the way.

Equity is looking to provide resources, opportunities and adjustments to recruitment systems based on individual circumstances, in order to offer equal opportunity to meet an equal outcome.

Throughout this resource, examples of common reasonable adjustments that can support organisations to demonstrate their inclusive mindset and provide equitable opportunities for candidates with disability will be provided. It's important to recognise that some people with disability will not require any adjustments, or if they do, they will not necessarily require the adjustments outlined in this resource. This resource should be used as a guide to help organisations consider the different adjustments candidates with disability may request and more importantly, allow hiring managers to open their minds to the different ways the recruitment process can be held to ensure a dignified and equitable experience is achieved.



Adjustments in recruitment

If a person with disability chooses to share information about their disability before attending an interview, it's important to speak openly and create a sense of safety and comfort to understand what adjustments they may need. Always ask, never assume as everyone with disability will have different needs. To build confidence, it helps to understand what adjustments may be required for different types of disability. You can find this information below:

Candidates who are wheelchair users or have low mobility

- Ensure the physical environment is free of obstructions and that the interview location chosen allows for easy access to accessible transport options or parking, lifts, accessible bathrooms, clear and level pathways, easy to open or automatic doors and wide doorways
- Provide directions to accessible entry/exits and ensure clear signage and way-finding is present in larger buildings
- Be flexible regarding interview times and allow for additional travel time where required
- Provide your contact details to the candidate so they are able to connect with someone on the day if assistance is required
- Check the accessible bathroom to ensure it is accessible for its purpose

Candidates who are blind or have low vision

- Ensure all written information is available and provided in accessible format and where appropriate can it be accessed beforehand
- Provide specific instructions about the building layout and navigation to the building prior to the interview
- Offer for someone to meet the candidate in the lobby or outside the building to guide them to the interview location
- Provide clear verbal instructions on room layout and location of required objects (eg. Water, chair).
- If the candidate needs a taxi after the interview, offer to call one, and walk them out to meet it
- If a candidate would like to be guided, stand on their right and touch the back of your hand to theirs. They will take hold of your upper arm and let you lead. Walk at a moderate pace and communicate stairs and other changes in the environment as you walk
- Do not touch or interact with a candidate's guide dog while it's working
- If you'd like to shake hands, simply ask if you can
- Ask questions that enable a candidate to express how they would do a task using assistive technology or adapted methods
- If completing tests are required, ensure they are available in accessible formats

Candidates who are Deaf or hard of hearing

- Ensure questions are available in written format and where appropriate can be accessed beforehand
- Ask the candidate if an Auslan interpreter is required and if they need assistance to arrange this. If so, JobAccess can provide support for interviews
- Make sure your lips and face are always visible. Speak clearly without yelling or over pronouncing
- If a candidate attends the interview with an interpreter, continue to make eye contact and speak directly to the candidate when asking questions
- Ask questions that enable a candidate to express how they would do a task using assistive technology, adapted methods or through demonstration
- Be patient and give the candidate time to process and respond to questions. Rephrase questions if required
- If completing tests are required, ensure they are available in accessible formats

Candidates who have speech impediments

- Ensure questions are available in written format and where appropriate can be accessed beforehand
- Provide the option to submit answers in written format or with the help of a communication device if required
- Be patient and give candidates time to process and respond to questions
- If the candidate says something you can't understand, politely ask them to repeat it and if you still can't understand, ask them to write it down to enable them to communicate accurately
- Repeat phrases back to the candidate where needed to check understanding (e.g., 'So what you're saying is...')
- Ask questions that enable a candidate to express how they would do a task using assistive technology or through demonstration

Candidates who have intellectual disability

- Ensure questions are available in written format and where appropriate can be accessed beforehand.
- Conduct the Interview in a quiet place and avoid disruptions
- Offer to take breaks as required
- Provide questions one at a time and in a logical order
- Use short sentences, and Plain English
- Allow candidates time to process questions and rephrase questions where needed
- Be patient and give candidates time to respond to questions
- Repeat phrases back to the candidate where needed to check understanding (e.g., 'So what you're saying is...')
- If a candidate attends with a carer or support person, continue to make eye contact and talk to the candidate

Candidates who are neurodiverse

- Provide information about the interview format and questions in advance
- Consider providing the candidate with the interview questions before the interview day
- On the day, clarify the interview structure and process and keep instructions clear and concise
- Conduct the interview in a quiet place and avoid disruptions
- Allow the candidate to bring and refer to written notes
- Provide adequate time for the candidate to respond to questions
- Ask direct, closed ended questions where possible
- Be aware that candidates may take the literal meaning of questions (e.g., ‘how did you find your last job?’ “Well, I started by looking online”). Be open to asking questions in different ways. (e.g., ‘What did you like about your last job?’)
- Repeat phrases back to the candidate where needed to check understanding (e.g., ‘So what you’re saying is...’)
- If a candidate attends with a carer or support person, continue to make eye contact and talk to the candidate

Candidates who have a mental health condition/disability

- Provide the candidate the opportunity to relax and de-stress before the interview commences
- Educate yourself on how to recognise the signs of mental health issues
- If someone chooses to share their mental health concerns during an interview show support, encourage them to be open and do not let the information provided bias the decision
- Provide adequate time for the candidate to respond to questions and allow for the candidate to restart their response if required
- Understand and articulate your organisations supports and approach to mental health in the workplace
- Showing empathy and creating a safe environment will assist the candidate to feel comfortable and perform at their best