

Welcome to NSW Public Service Commission's *Managing and Recruiting in the Age of Inclusion* Webinar

Hosted by Gail Le Bransky
Director, Disability Employment
NSW Public Service Commission

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INCLUSION

Acknowledgement of Country

I acknowledge that I am hosting and recording this webinar from the lands of the Gadigal people of the Eora Nation.

I also acknowledge the Traditional Custodians of the various lands on which you all work today and the Aboriginal and Torres Strait Islander people participating in this webinar.

I pay my respects to Elders past, present and emerging and celebrate the diversity of Aboriginal and Torres Strait Islander people.



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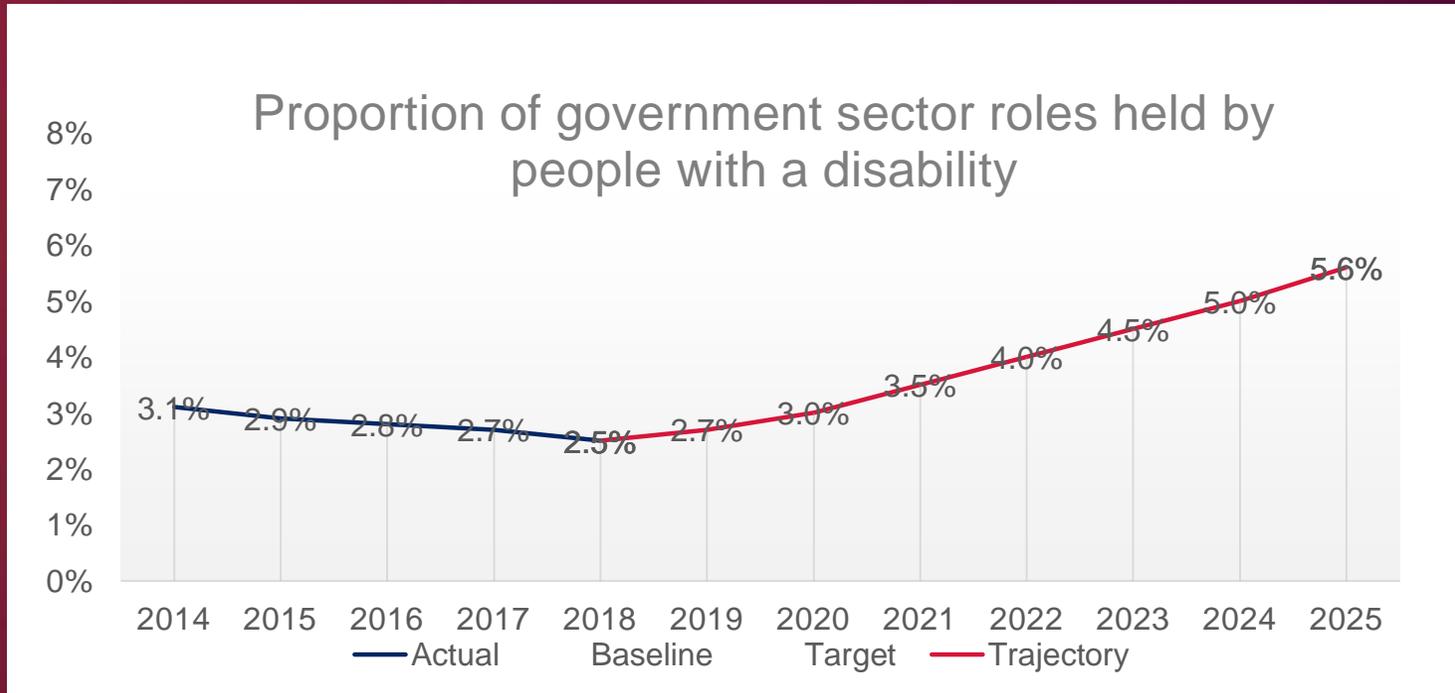
Session Overview

1. The NSW Premier's Priority – A World Class Public Service
2. Public Sector disability employment
3. The Hiring Managers Toolkit
4. Improving recruitment outcomes for people with disability
5. NSW Council for Intellectual Disability (CID) discuss the *More Than Just a Job* program

NSW Premier's Priority

Currently people with disability working across government is at 2.5%.

The target is to increase this to 5.6% by 2025 – so let's getting working!



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The Social Model of Disability

- The impairment is the medical condition that leads to disability.
- The 'disability' is the interaction between people living with impairments and the barriers caused by the physical, attitudinal, communication and social environment.
- The physical, attitudinal, communication and social environment barriers must change to enable people living with impairments to participate in society equally with others.



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Three pillars of NSW government disability employment

1

The Marketplace

Attract and increase retention of people with disability through inclusive recruitment and career progression

2

The Workforce

Create a culture of inclusion across the NSW public sector workforce

3

The Workplace

Increase the participation of employees with disability by providing accessible ICT and physical workplace environments



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The Hiring Manager's Toolkit

- The Toolkit was developed to help increase your confidence around the process of employing people with disability
- It covers how you can adjust recruitment environments, such as interviews or assessments
- It provides practical tools to assist and improve workplace practices when onboarding
- It is available to read by visiting Public Service Commission website: www.psc.nsw.gov.au



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Hiring Manager's Toolkit: Interviewing and Onboarding



- ✓ Interviews and assessment can be changed under **Rule 26, GSE Act 2013**
- ✓ Onboarding should ensure new starters and their teams have had necessary training
- ✓ Consider becoming an accredited **Disability Confident Recruiter**



Have you completed the Public Service Commission's Disability Awareness e-Learning modules?

If not, complete it now at the PSC website www.psc.nsw.gov.au

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Hiring Manager's Toolkit: The Laws

Direct and indirect discrimination

- **DIRECT** disability discrimination is when you are treated unfairly because of your disability
- **INDIRECT** disability discrimination is when a requirement that is the same for everyone unfairly affects people with disability
- **Disability Discrimination Act 1992 (Cth)** and the **Anti-Discrimination Act 1977 (NSW)** are both applicable to employees and managers in NSW government
- The **Australian Human Rights Commission** and **Anti-Discrimination Board of NSW** provide guidance about adjustments and advice on employing people with disability



NSW Public Service Commission Recruiting Right Program

Presenter: Tessa Pittendrigh

Principal Advisor, Public Service Commission

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Background and Approach

- In 2018 Lynelle Briggs, AO was engaged to conduct the *Review of NSW Public Service Recruitment Reforms*.
- Aim was to better understand the different experiences of the hiring manager, human resource practitioner and candidates across four disability streams:
 - Intellectual
 - Mental Health
 - Physical
 - Sensory
- Develop practical tools to help support hiring managers and human resource practitioners to improve the recruitment process

Experience Principles



Universal Design

Design for everyone. Policies, processes, events, media, technology and tools you create, need to be accessible for everyone. This will reduce my need to disclose.



Be proactive not reactive

There are many facets of my experience to consider. When making decisions, consider dependencies and potential impacts.



Ask me!

Don't make assumptions. I know what I need. If you ask, you provide me with the opportunity to tell you myself.



Trust is a two-way street

If there is a problem I will speak up, providing I feel safe. Create a safe container. Enable and empower me to speak up.



Don't over-do it! Get the balance right

Too much focus on me feels like a burden but no focus at all can have negative impacts.



Flexibility

My needs may vary, day to day. Empower me to work in the ways that work for me. Equip my manager to make this happen.

Inclusive Recruitment

- Role requirements not always reviewed
- Accessible assessments should be offered
- No flexibility with interview day, time or format
- Need for meaningful feedback to candidates
- Workplace adjustment requests are at the discretion of the hiring manager - often not granted



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Conversation Framework: Lenses for decision-making

Interpersonal

Relationships and team dynamics

Enablers

Tools, technologies and support



Physical space and access

Getting there and around

Emotional wellbeing

Feelings day to day

Preparing the ground :

Enabling disclosure through Experience Principles

Universal Design

Be proactive, not reactive

Ask Me!

Trust is a two way street

Flexibility

Don't over do it!
Get the balance right

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Persona: Curtis

Disability: Sensory/Vision (not disclosed)

Something I would say: “Don’t make a big deal out of it, I’ll figure it out”

Journey: Seeking an entry level role in government

About me

My name is Curtis and I am 24 years old. I have a degree in psychology and business and have completed a number of internships. I live with a friend from school and have been working since I was 16. Whilst I have difficulty with my vision, I have always been very independent.

I would love an entry level role in government as I think government would provide me with better support with my disability. I don’t like people making a big fuss about my disability and I often play down its impacts on my ability to complete tasks such as job applications. I am concerned that if I do disclose my disability when applying for a grad role in government, that I might not be considered for the role. Hence, I haven’t been disclosing my disability and I am finding the assessment quite difficult.

I don’t have an issue with disclosing, but I just don’t know who to talk to in the government that can give me the right information. I really want to apply the skills I have learnt at university and I want to help people and make a difference.

Pain points

- Doesn’t know who to talk to about disclosing and adjustments
- Proactive in seeking but is unable to move past assessment stage
- Lack of information and awareness of how his disability can be catered for
- Lack of visibility of disability in advertisements/role descriptions
- Doesn’t feel competitive due to his disability

Motivations to engage

- Feel valued
- Use his skills he has acquired at University
- Show how proactive he is and that his disability does not hinder what he is capable of
- Wants to make a difference and work with people

The NSWPS can help me?

- Someone to have a conversation with him about career and mobility
- Clearer advertisements/role descriptions highlighting how disability is catered for
- Point of contact identifiable to discuss accessibility adjustments
- Where to find someone I can talk to
- Menu about adjustments
- What can be offered to support me –tell me how you can help?
- Fear to speak out- as he believes his disability might be seen as too hard to cater for

Consideration and Needs

- Needs to know that disclosing won’t inhibit his chances of being considered for a role
- Wants to be seen for what he is capable for and not defined by his disability

Seeking



Advertisements

Internal EOIs

I have worked within the PS and also NGOs. Wanted to return to the PS because there seem to be more opportunities



Applying



Application forms

Psychometric testing

The application said that they support people with disability. I decided to be open about my physical disability on the application – a first for me.



Interview



Processes

Talent pool

I was asked about what adjustments I needed for the interview, for travel and for work.



Offer



Formal letter

Verbal offer

Rejection letter

After being offered the position I spoke with the manager before starting work. He said 'let us know what you need. We'll be led by you.' It was exactly what I needed to hear.



Induction & ongoing



Onboarding

DENs

Induction

There is another officer in the team who is in a wheelchair. The team has learnt a lot through working with him. They have been welcoming and thoughtful and little things show that they 'get it'.



Ongoing

I feel empowered. I feel I was chosen for the job for the skills I have. I know that I'll have a long and accomplished career, even if my mobility gets worse. I go home each day feeling good.





Scenario

Henry needs a new Admin Officer in his team. He's working with Judy, his HR Business Partner to recruit someone.

Expectation

To deliver recruitment that is: *fair, inclusive, accessible, flexible*

Design and Seek

- Henry reviews the Admin role description to ensure it **accurately reflects the role requirements**
- Judy asks Henry what he needs in the team, and for the role needs (reflection/discussion)
- Judy confirms who will do what in this recruitment such **as primary contact point** and who will provide feedback.
- Judy discusses the importance of candidate care with Henry including what's in the job ad and a timeline

The advertisement for this job was upfront that they support people with disability. I was a bit nervous, but they made me feel comfortable. They had a clear process in place in place and knew what they were doing.

Assess

- Henry asks Judy for some ideas about different **ways to assess candidate**
- Judy advises accessible assessment options. They also discuss potential alternate assessment methods, if adjustments are requested.

I'd like to have reasonable adjustments and allowances upfront, not just have them in policy. They should have to actively do it

Interview

- Judy discusses the two **requests for accessibility adjustment** with Henry and they confirm actions required.
- Judy provides Henry with a template to capture feedback
- Henry makes notes during the interview to capture **relevant and constructive feedback**
- Henry provides timely feedback to applicants who request it

I was not successful, and the feedback didn't address why I wasn't the most suitable candidate. The whole process left me feeling the outcome was predetermined and my options limited because of my hearing.

Onboard

- Henry asks the successful candidate about their needs, and if any workplace adjustments are required. He also discusses flexible work arrangements with them.
- Judy makes any necessary workplace adjustments before the Admin Officer starts

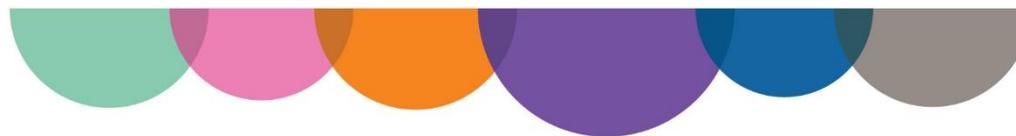
After being offered the position I spoke with the manager before starting work. He said 'let us know what you need. We'll be led by you.' It was exactly what I needed to hear.

When I was interviewed for the role, I told them that I required workplace adjustments. They were supportive and everything was approved. It was a seamless experience, with the focus on my skills and what I'll bring to the role. We are already talking about developmental goals. It is in no way limited by my physical disability.





Council for
Intellectual Disability





Ben Alexander



Adele Tashkin

Who we are

Council for Intellectual Disability (CID) is a disability rights organisation led by people with intellectual disability.

For more than 60 years we have been working to ensure a community where all people with intellectual disability are valued.

What is More Than just a Job?



For Business

An inclusive workplace can benefit your business.

More Than Just A Job offers free information and training in how to support someone with intellectual disability in the workplace.



Council for Intellectual Disability

For more information
Call 9211 16 11 or
email info@nswcid.org.au

www.nswcid.org.au



For Me

Do you want to find a job you like?

Do you want to get better at speaking up?

We train people with Intellectual disability.

The training will help you speak up to get a job you like.



Council for Intellectual Disability

For more information
Call 9211 16 11 or
email info@nswcid.org.au

www.nswcid.org.au



For Staff

Want to support people with intellectual disability to find **meaningful** work?

We train staff to increase the confidence and skills of people with intellectual disability.



Council for Intellectual Disability

For more information
Call 9211 16 11 or
email info@nswcid.org.au

www.nswcid.org.au

Research has shown that people with disability want a job to:

1. Earn money
2. Feel proud I am working
3. Be more independent
4. Make friends and socialise
5. Feel more confident
6. Learn new skills (Riches & MacDonald, 2016)

Jess video – see other attachment (play video slide 6)

Do not have this slide in the presentation – play the video provided and then go to slide 7.

MWM - Jess video

Why work matters for me and my peers



Why hire a person with intellectual Disability?

- Reliable
- Productive
- Affordable
- Good for
business



Job Creation or Job Carving



Job Creation or Job Carving

Workplace needs...

Focus on the person's skills, strengths and abilities.

Match the needs of the business with the strengths of the individual.

Where to start when creating a new role

Job Creation

- Make a list of tasks in the workplace that often get missed
- Look at the gaps in your day to day business that an employee could fill
- Ask possible employees to list their skills and interests
- Match employee with tasks of interest
- Create a checklist of tasks to form a job description

Working with people with intellectual disability



Communication Tips

- Get to know the person and how they best communicate
- Use everyday language
- Break down ideas into smaller parts
- Ask the person what might help them to understand
- Allow time for the person to think about and respond to your information or question
- Ask open questions to check that the person understands
- You may need to repeat the information
- Non verbal communication may help
- Images or easy read may also help

Inclusive Interviews

- All job advertisements in Easy Read
- Give candidate copy of questions
- Ask if you are going to fast or slow
- Never rush
- Have a break in the middle, this help people to think and collect themselves
- Leave time for questions at end

Stay in touch



1800 424 065
info@nswcid.org.au
www.nswcid.org.au

FOR MORE INFORMATION

NSW Public Service Commission

Website: www.psc.nsw.gov.au

Disability Employment: www.psc.nsw.gov.au/theageofinclusion

Hiring Manager's Toolkit: <https://www.psc.nsw.gov.au/workplace-culture---diversity/disability-employment/recruiting-people-with-disability/recruiting-people-with-disability>

Email: disabilityemployment@psc.nsw.gov.au

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