



Recruitment & Induction

Ensure that your organisation's recruitment and induction processes are inclusive of prospective Deaf and hard of hearing employees.



TIPS ON HOW TO
ADVERTISE JOBS



THE FLEXIBLE
APPLICATION PROCESS



REASONABLE ADJUSTMENTS
IN THE INTERVIEW



NATIONAL FOUNDATION FOR
Deaf & Hard of Hearing

RECRUITING PEOPLE WHO ARE DEAF OR HAVE HEARING LOSS

ADVERTISING JOBS



Make sure that your job advert lets prospective applicants know that you champion equality and diversity in the workplace and will support people with disabilities to fulfill their potential.

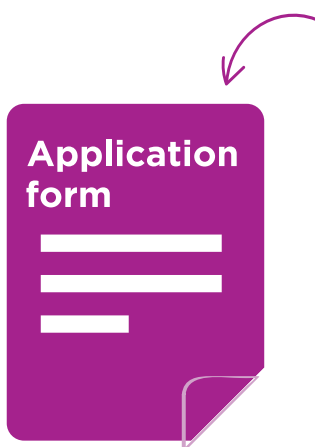
Here are our tips for reaching people who are Deaf or have hearing loss:

1. Display your Hearing Accredited Workplace Mark on your advert – this shows potential employees your commitment to supporting people with hearing loss.
2. Some people with hearing loss may prefer not to use the phone, so always provide an alternative contact method for people who want more information – for example, an email address or a mobile number for SMS messaging.
3. Brief any recruitment agencies you use on your ambition to recruit a diverse workforce, including people with hearing loss, and ensure they are familiar with the content of this guide.

THE APPLICATION PROCESS

To make your application process accessible for people who are Deaf or have a hearing loss, take a flexible approach:

1. Clearly state on the application form that you offer communication support at interviews, if required, including a sign language interpreter or speech-to-text reporter, including live captioning.
2. Ensure the application form is in plain English and avoids jargon so that it's more accessible for sign language users, for whom English is a second language.
3. Consider offering a job trial as part of the recruitment process. Work trials give applicants a chance to demonstrate their skills in a practical way, rather than having to go through a formal recruitment process that might be inaccessible to them. Employer Advisors at Workbridge can provide more information about offering job trials. For more information, go to: www.workbridge.co.nz/employer-information



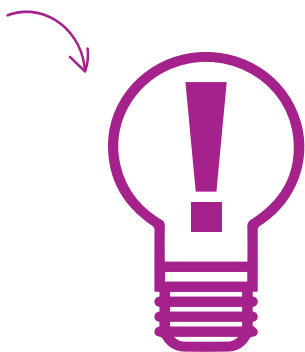


THE INTERVIEW

Denial of reasonable accommodation is defined as discrimination on the basis of disability under the Human Rights Act 1993. Employers are required to make reasonable adjustments to ensure that candidates who are disabled are not put at a substantial disadvantage during the recruitment process.

1. When you invite candidates to interview, ask them if they will require any adjustments on the day.
2. Make sure you're clear about what the interview will consist of, as this may help candidates to determine whether adjustments are needed. For example, let them know whether a group exercise, written test or presentation is involved.
3. Finding out about communication needs and ensuring any required adjustments are arranged ahead of the interview will give candidates who are Deaf or have hearing loss the best chance to demonstrate their ability for the position, and ensure they are not unfairly disadvantaged.
4. The adjustments required will vary from person to person – always ask. They could include, for example, providing communication support such as a sign language interpreter, or following tips (over page) to enable the candidate to lipread you.

When communication support is required, book the service as early as possible. Demand is extremely high.



TIPS TO MAKE INTERVIEWS ACCESSIBLE

Here are some general ways you can make your interviews accessible for people with hearing loss:

1. Make sure the lighting in the interview room is good so that the candidate can clearly see the interviewer's lips. The candidate should not be facing a window, as this puts the interviewer's face in shadow. Check with the candidate that the seating arrangement works for them.

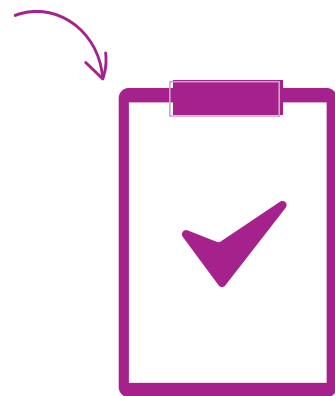
2. Give the candidate the interview questions on paper, just before the interview starts.
3. Remember that the candidate can't see your face to lipread you while you are writing notes.
4. If you're using a sign language interpreter, remember to address questions to the candidate, not their interpreter.

CAN I ASK THE CANDIDATE ABOUT THEIR HEARING LOSS DURING THE INTERVIEW?

Under the Human Rights Act 1993, you can not ask about a candidate's disability during the interview.

You should ask the applicant about their abilities to do the job, not about whether their hearing loss will mean they can't do it.

Keep in mind that, with support, hearing loss needn't be a barrier to people carrying out most jobs.



MAKING A JOB OFFER

Encourage successful candidates to let you know about any disability or health condition that may impact on their work when you make them a job offer – so you can make any required adjustments before they start.

Our survey of employees with hearing loss found that 54% have put off telling an employer about it. In addition, we know that many people who have hearing loss don't see themselves as having a disability. Make it clear that the support you provide includes workplace adjustments for people with hearing loss.

Please don't assume that a person with hearing loss knows what adjustments they might need. Ask them if they need any help with this – they may benefit from an Individual Workplace Assessment.



SUPPORT SERVICES

iSign is an interpreter service provided by Deaf Aotearoa:

www.isign.co.nz

If you require live captioning, AI Live can help with this service:

www.ai-media.tv

To learn more, check out 'services' on the Hearing Hub:

www.nfdhearinghub.org.nz/services



KEY THINGS TO CONSIDER AT INDUCTION

A thorough induction process is particularly important for employees who are deaf or have hearing loss. It's the ideal opportunity for practices to be set up to support someone, so they're embedded in the employee's and team's ways of doing things.



Repeat the message that your organisation values diversity and provides support for people with a disability or health condition that affects their ability to do their job.

This may encourage new starters to tell you about any hearing loss.



Offer an Individual Workplace Assessment to new starters who are deaf or have hearing loss, to identify what adjustments are needed.

Ensure employees are aware of subsidies and funding to cover the costs of adjustments in the workplace. A good place to start is www.supportfunds.co.nz



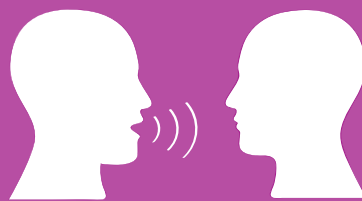
Once the employee has started, check that any adjustments made are working and if any more are needed.

If they are office based, make sure they are sitting in an area where there's not too much background noise.



Sign language users may need more time to go through written induction documents, because English isn't their first language. Ensure a sign language interpreter is available to assist them.

Phase the induction programme, so there's not a mass of information to go through in one session.



Give team members the opportunity to learn communication skills to support their new colleague – and other existing and future colleagues who may have hearing loss.



New employees with hearing loss may also be interested to know about other people with hearing loss within your organisation.

Informal staff networks or organised groups can be useful channels of communication for staff with hearing loss.



Helping you and your team to become more
inclusive of hearing loss in the workplace.

