

RETAIL INDUSTRY ROLES

This tip sheet has been created in co-design with people with disability and representatives of the Retail Industry. It is intended to support employers to hire, retain and grow employees with disability within their business or organisation.

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RECRUITMENT

TIP

WHY DOES THIS MATTER?

Offer a Supported Wage for people with disabilities.

This provides employees with a disability the opportunity to enter employment and build skills, knowledge and experience without additional pressure.

Provide online application options as well as alternative methods for those who may need them.

A strengths-based approach provides different channels for all applicants to have the opportunity to show their abilities through the recruitment process.

Avoid group interviews, which can be intimidating for some people, and use alternative methods of assessing applicants.

Quite often group interviews have 'activities' that don't relate to skills needed for the position. This can create added pressure.

Ensure that interview questions are inclusive and don't discriminate against people with disabilities.

If the questions aren't inclusive, candidates can be uncomfortable from the start. More importantly they may assume that the workplace won't be inclusive and you could miss out on the best candidate for your organisation.

Provide clear job descriptions.

This will ensure applicants understand exactly what they're applying for and prevent time-wasting on both sides.

Provide accommodations prior to onboarding, such as a tour of the workplace or additional time to complete paperwork.

This will help people feel included, supported and part of the team and not 'a hassle'.

Many retail organisations will accept applications via multiple channels. However, may not have a 'follow up' process in place for online applications. This is something to consider.

– Retail Industry Representative

Effectiveness, efficiency and feedback of interview techniques should be regularly reviewed and updated by organisations. If a potential employee is uncomfortable with a group interview, we would encourage them to contact the employer prior and discuss if any alternatives can be offered.

– Retail Industry Representative

Many companies have increased their inclusive hiring practices and taken steps to improve their interview questions. However it's important to ensure employers are encouraging individual conversations and not expecting all people with disability to be the same.

– Retail Industry Representative

If an employee discussed this early in the process it may be possible. It's not something we currently do, however it is something we could consider in the future as best practice.

– Retail Industry Representative



RECRUITMENT continued

TIP

Be transparent about the wage and other compensation offered for the role.

WHY DOES THIS MATTER?

People may feel pressured to accept a position for a role that doesn't pay what they expected, and wouldn't have applied for had they known. This also prevents time-wasting with people pulling out late in the recruitment process.

Wages are currently discussed during the interview not prior, this is something we could consider in the future.

– Retail Industry Representative

ONBOARDING

TIP

WHY DOES THIS MATTER?

Provide JobAccess information during the induction process to ensure everyone has equal access to job accommodations.

This supports to create an inclusive workplace and ensures all people have the opportunity to complete their job without additional discomfort.

Employees can discuss with their employer or manager the need to apply for JobAccess. Employers could definitely look to include information or a brochure on JobAccess and support available during induction.

– Retail Industry Representative

Make sure the workplace is accessible for everyone, and provide support to understand any necessary paperwork.

This helps employees with disability feel comfortable, rather than a burden.

Provide individualised support for each worker, taking into account any specific needs they may have.

People with disability are the expert in their disability and individual situation. Ask them what supports they need and provide a comfortable environment for them to ask for support when/where needed.

Ensure that the wage is fair and commensurate with the work performed.

Employers risk losing employees if they are not provided with a fair wage. It can also create stress and force employees to overwork.

We personally have an enterprise agreement, but whether an employer has an EVF or follows a 'Modern Award' it's important to regularly review this against position descriptions and duties.

– Retail Industry Representative

Connect new employees to the community, offering support to learn about the workplace and its surroundings.

This helps people feel important, wanted and included.

Encourage Casual Conversion to make new employees feel welcome.

People don't always know this is an option and some employers actively avoid telling staff, creating a 'toxic workplace'.

Casual Conversion is embedded into our current recruitment and best practices, we would encourage other employers to do the same.

– Retail Industry Representative

EVERYDAY PRACTICES

TIP

WHY DOES THIS MATTER?

Train employees to interact positively with customers, and manage customer expectations.

Treat customers/people equally, and with respect.

We run regular staff awareness training on this, and encourage staff to speak to their manager if they have any questions.

– Retail Industry Representative

Develop a plan for dealing with abusive customers, especially when the store is low on stock.

Having a plan in place allows people not to stress about the 'what if', allowing them to be more comfortable if a situation does arise.

We train our teams in de-escalation techniques and do our best to manage the risk and likelihood of events occurring.

– Retail Industry Representative

Offer flexibility in scheduling, including shift days and times, to accommodate employees with disabilities.

This allows people with disability to work when they are at their best and at most suitable time for their needs (for example when they take medications and have side effects).

We offer casual, part-time and full-time roles to be as flexible as possible. Smaller retailers may not be able to, but we would encourage it where and whenever possible.

– Retail Industry Representative

If possible, situate the workplace near public transport.

Transport can be an issue for people with disability. This also increases the number of potential employees and customers.

Offer a variety of roles and departments to accommodate diverse skill sets and abilities.

This allows employees to get a feel for a role before permanently changing. It also allows for interests to be pursued.

As a larger employer we are able to offer cross department training and promotion. This creates a great culture and helps with employee retention.

– Retail Industry Representative

Encourage employees to develop friendships with one another.

This builds an inclusive environment, where all feel included and can reduce rates of bullying and harassment within workplaces.

Where possible we don't offer temporary short-term roles. If we do, we will always include information the role is temporary without guarantee of extension.

– Retail Industry Representative

Ensure that the workplace is secure and provides job security for employees.

This promotes employee engagement by allowing them to plan their lives. If roles are temporary be upfront so that people can make an informed choice about working with you.

CAREER DEVELOPMENT

TIP

WHY DOES THIS MATTER?

Provide opportunities for career growth.

Helps staff to feel valued and heard so they know they're more than just a number. It also helps with retention.

We offer retail traineeships, graduate programs and management training options.

– Retail Industry Representative

Offer skills development across areas and encourage employees to learn new skills.

Some people with disability might not feel comfortable asking for growth and development opportunities.

We will quite often train staff across multiple departments for their own skill development as well as to best support the team and meet current business needs.

– Retail Industry Representative

Offer self-driven opportunities that don't require qualifications or specific skills.

Opportunities that don't require qualifications or certain skills allow people to give a task a 'go' without needing to commit to gaining (and paying) for qualifications they may not wish to continue with.

Create leaders, not just managers, and encourage cross-over departments.

Having supportive managers who uplift employees to lead helps create a positive work environment and culture for all.

Regular catch up's with staff, asking for staff feedback and input can be a great and simple way to support staff to feel valued.

– Retail Industry Representative

Career development doesn't have to mean a promotion. Offer opportunities for cross department training or external workshops and courses.

This allows all employees the opportunities to learn new skills, especially those not looking for a promotion.

We offer incentives and travel as rewards for meeting targets and agree this can be a great, simple way to show staff they are valued and respected.

– Retail Industry Representative

Offer rewards programs for employees, both in-store and online.

Employees are more likely to 'give more' and stay with a company if they feel valued.

Partner with charities and organisations, such as food trucks and SecondBite, to support the community.

This allows for opportunities to grow and build the capacity of staff and the community. It also allows the business to connect with the community who could become their customers.

We partner with several charities and not for profits and find it is a fantastic way to interact and build the local community.

– Retail Industry Representative