



10TIPS

for Inclusive Onboarding



Inclusive onboarding ensures all new employees, including those with disability, feel welcomed, prepared, and supported from day one. It sets the foundation for long-term success by removing barriers, providing appropriate support, and creating a sense of belonging.

These tips will help you develop an onboarding process that works for everyone and promotes a truly inclusive workplace culture.

1. Start Early, Plan Ahead

- Reach out to new hires before their start date to discuss any adjustment needs.
- Provide clear information about the onboarding process, timeline, and expectations.
- Send accessible documentation and forms in advance to reduce first-day stress.

2. Prepare the Workspace

- Provide clear accessible wayfinding to reduce first-day stress.
- Create an accessible workspace with appropriate ergonomic equipment or any assistive technology in advance.
- Test all systems and technology to ensure they work with assistive devices.

3. Customise the Journey

- Offer flexible onboarding schedules and formats (in-person, virtual, hybrid).
- Allow for different learning styles and paces.
- Provide information in multiple formats (written, visual, audio).

4. Build Support Networks

- Assign a trained buddy or mentor for ongoing support.
- Introduce the new hire to the Disability Employee Network (DEN) and any other Employee Resource Groups (ERGs).
- Establish clear points of contact for different types of support.

5. Structure the First Week

- Break down information into manageable chunks.
- Include regular breaks and quiet time in the schedule.
- Provide a visual timeline of key milestones and activities.

6. Make Information Accessible

- Provide documentation in accessible formats.
- Include captions and transcripts for video content.
- Create clear, simple checklists for essential tasks.

7. Foster meaningful connections

- Prepare the team with disability confidence training.
- Create structured opportunities for team interaction.
- Respect individual preferences for social engagement.

8. Clarify Expectations

- Provide written role descriptions and performance expectations.
- Explain workplace culture, norms, and unwritten rules.
- Outline communication preferences and protocols.

9. Establish Regular Check-ins

- Schedule regular one-on-ones with managers.
- Plan periodic reviews of workplace adjustments.
- Create opportunities for feedback and questions.

10. Think Long-term

- Create a 90-day plan with clear milestones.
- Plan for ongoing training and development.
- Build in regular opportunities to review and adjust support needs.

Effective inclusive onboarding is an investment in employee success that pays dividends in increased retention, productivity, and engagement.

Get in touch with Australian Disability to learn more about how you can create an onboarding process that welcomes and supports all employees.