# ‘HOBAN Recruitment achieves Disability Confident Recruiter Status’ Video - Transcript

Video: 4 minutes 38 seconds.

**Description:**

Blank screen with HOBAN logo and caption: Experts in staffing solutions fade in. Display text of HOBAN’s website address – HOBAN.com.au. Upbeat music plays.

**Audio:**

Upbeat background music plays.

**Description:**

Emma Gough, Manager – Recruitment Projects (RPO) appears face-on, in front of HOBAN business banner. Scene changes to side shot of Emma, with HOBAN banner still in background. Name and job title fade out from screen. The side shot then reverts back to a face-on shot of Emma, with HOBAN banner still visible in background – reading ‘Temporary Staff, Permanent Recruitment’.

**Voiceover:**

At HOBAN we recognize each person for their capability not their disability. It enables us to position ourselves as knowledge experts and trusted recruitment partners with our clients. We look forward to ensure their recruitment processes are inclusive and accessible for all applicants. We also want to make sure that every candidate has a fantastic experience through the recruitment process.

**Description:**

Trudy MacGregor – National Business Support Manager appears face-on in front of HOBAN banner displaying HOBAN, temporary staff, permanent recruitment. Display switches to a computer screen with the Australian Network on Disability website showing Tina Smith training progress of one hundred percent completion. The video then reverts back to a side-on shot of Trudy with the HOBAN banner again visible in the background.

**Voiceover:**

The DCR training has increased our understanding of the different types of disabilities and the types of adjustments that our candidates and clients may need to participate fully in the application and assessment process. The implementation of a dedicated email address and one, three hundred number for candidates to discuss their adjustment requirements has already seen an increase in engagement of people with disability and we’ve seen an increase in confidence across our teams.

**Description:**

Michelle Olivares – Continuous Improvements Support appears in front of HOBAN banner displaying HOBAN logo and – temporary staff, permanent recruitment. Cut to Michelle sitting at the desk with Lucie Geappen, in front of a computer screen. Highlighting a printed document and pointing out information on the screen. Cuts back to Michelle seated in front of HOBAN banner, with a face-on shot then jumping to a zoomed out shot showing more of the room – displaying the HOBAN banner. The camera is then close to the left side of Michelle with the HOBAN banner displayed in the background which then cuts to the next member of staff.

**Voiceover:**

Every time we create an application form for a client it’s bespoke and it’s tailored to meet their requirements. However, completing DCR encourage us to review our current line of application questions. Are we using best practice here? Are we phrasing our questions in a way that candidates feel comfortable to respond if they wish to do so? We want to ensure candidates feel comfortable letting us know that they identify having disability and not only that, but also letting us know if there are any adjustments required throughout the recruitment process of in the role should they be successful. We want to ensure that our application process is encouraging and welcoming to all interested applicants.

**Description:**

Natasha Corbett – Operations Manager for Victoria appears in a face-on shot in front of the HOBAN banner with no visible text.

**Voiceover:**

I learned a lot more about the different types of disabilities and awareness of the adjustments that might be required for each individual.

**Description:**

Tina Smith – Manager Accounting and Finance appears after cut from Natasha in a face-on shot with the HOBAN banner visible in the background, displaying – temporary staff, permanent recruitment.

**Voiceover:**

I found the training very easy to follow and the assessment confirmed my understanding.

**Description:**

Kylie Heffernan – General Manager then appears in frame with a side-on shot, in a meeting room with a laptop in the background. The camera then zooms out to show another staff member seated on the left of Kylie. The footage cuts to a display clip of the ‘Reference Checking Process’ shown on a computer screen, also displaying the HOBAN logo. This then cuts to a shot of a HOBAN Hi-Vis vest draped over the back of a seat at one of the desks. The shot then jumps back to footage of the HOBAN website, while someone is scrolling through the page – showing locations and accessibility points for each location. The video then cuts back to a shot of Kylie in the meeting room, with a side-on shot. There is another cut to two staff seated at their desks viewing documents on their screens. The next shot is of a male staff member seated at a desk talking on the phone, while looking at his computer screen. This then cuts to Kylie and her colleague seated in the office in a zoomed out frame of the meeting room. The footage cuts to the elevator control panel, zooming in on the disability button in the bottom right corner showing brail. This then jumps to moving footage of the HOBAN logo located in the offices lobby, transitioning to a wider view displaying the HOBAN, Clicks, INDEX and Beddison group logo’s. The video then cuts back to Kylie and colleague in the meeting room until it cuts over to Scott in the next frame.

**Voiceover:**

I think I was more, you know, surprised about the amount of things that we really have to change. Documents that were updated, like, we absolutely rewrote our entire reference check process. Our site safety checks were now looking for accessibility, where previously it was just about is it a safe work environment for people? So that’s added that and complimented that as well. From a recruitment perspective we’ve just opened up to a whole new world of candidates and you know, in a candidate-tight market it’s important for us to be able to access the best possible candidates suited to the role. So we noticed we were getting more applicants through that were great to be able to put forward to our clients that had in most cases invisible disabilities that they deemed themselves not suitable to be able to work, or may have felt that there were barriers in the recruitment process.

**Description:**

Scott Roberts – National Bid Manager & Principal HR Consultant appears face-on, left of centre in video with the HOBAN banner displayed on the right – featuring the HOBAN logo with text displaying Temporary staff, Permanent recruitment.

**Voiceover:**

Since embarking on the DCR program what we’ve gained is a greater understanding of disabilities in the marketplace we probably had to narrow of view before. What it’s meant from my role perspective is when designing programs and processes for our clients we’re ensuring that they’re more accessible and inclusive for everyone. What it’s meant from our client’s perspective is that they’re able to make fair and reasonable adjustments for anyone who’s looking to apply for their roles and then their job opportunities are open to absolutely everyone in the population.

**Description**:

Lucie Geappen – Project Consultant then comes to frame in a face-on shot, seated in front of the HOBAN banner, displaying the HOBAN logo and temporary staff, permanent recruitment. Cutting to a close up of Lucie, still seated in front of the HOBAN banner, with text still displayed – however the logo is now cut off. This then jumps to an upward, and slightly side-on angle shot of Lucie with the HOBAN banner still visible in the background.

**Voiceover:**

In order to achieve our goals we put together a HOBAN DCR team and that team was specifically looking at you know, how to introduce those procedures and guidelines and make sure that we had everything covered. While we already had a number of procedures in place we hadn’t anticipated how we would need to adapt to ensure that we met all the necessary guidelines. For example, we had to make a number of changes to the website that we have, to make sure that we were meeting those guidelines.

**Description:**

The video then cuts to a side-on shot of Ben Giltrap – Group Marketing Lead seated in a meeting room, in front of a framed picture (on the wall). The footage then cuts to a female staff member reading through the HOBAN website – scrolling through the home page, job search page – then cuts to a close up of the HOBAN website on the screen with location and accessibility details shown. Jumping back to the side-on shot of Ben seated in the meeting room. This shot then fades out to the closing screen.

**Voiceover:**

There are some great tools out there that enable you to create an accessible website and change a currently inaccessible website and you can see all its flaws and all the things in the code that a lot of people aren’t aware of. The tools available online are quite good at giving you an understanding of what it might be like to navigate the online world if you have a vision impairment, and it’s tough. It’s really, really difficult and I’m very proud to say that the HOBAN website is accessible for any job seeker. And we’re very proud of it.

**Description:**

Fade-in of dark screen with Australian Network on Disability (AND) featuring Disability confident recruiter – November 2018-19 displayed. On the right is the HOBAN logo, while underneath; in the middle of the screen is the HOBAN website link: hoban.com.au. This is displayed for 7 seconds, fading out at the end.