

# Applicant information for candidates with disability

## Adjustments in our recruitment process

## Accessibility

At Coles, we encourage and support the employment of people with disability, and we're committed to building a team that's representative of the local communities we're part of.

During the recruitment process, we know we might need to make some adjustments to allow candidates to perform at their best; including offering alternative formats to the recruitment process.

### What to expect when applying

Our recruitment process depends on the specific role you're applying for. Here's a general overview of our three main processes, but please keep in mind that these may differ on the role you apply to, but we're here to support.



### Retail Team Members

- 1. Application:** Submit your application to either a job ad or an expression of interest online.
- 2. Personality assessment:** This quick online assessment will take no longer than two minutes.
- 3. Interview:** Depending on the role, you'll either have a face-to-face interview, a video interview, or both.
- 4. Pre hire checks:** You will be asked to upload your working right documents online via a portal, for the team to verify. For Customer Service Agent roles, you will complete driving and police checks.
- 5. Offer & Onboarding:** We'll let you know what our decision is either way. If you're successful, we'll get in touch with the exciting news of your offer.

### Retail Leadership and Bakers

- 1. Application:** Search for roles and submit your application online.
- 2. Phone Screen:** You'll be asked a few questions regarding your experience and approach to determine your suitability.
- 3. Interview:** We will be in contact to arrange an interview with the relevant managers, which could be face-to-face or video call. Depending on the role there may also be a 2nd interview.
- 4. Pre hire checks:** You will be asked to upload your working right documents online via a portal, for the team to verify. As well as completing a basic employment verification check.
- 5. Offer & Onboarding:** We'll let you know what our decision is either way. If you're successful, we'll get in touch with the exciting news of your offer.

### Store Support Centre (Corporate)

- 1. Application:** Search for roles and submit your application online.
- 2. Phone screen:** We will set up a time to discuss the position and your suitability.
- 3. 1st Interview:** You'll meet some of the team and learn more about the role and life at Coles. The interview may be face to face or video call.
- 4. Assessment task:** Depending on the position you may be required to complete an online assessment task.
- 5. 2nd Interview:** You will meet additional leaders or key stakeholders and ask any final questions.
- 6. Pre hire checks:** You will be asked to upload your working right documents online via a portal, for the team to verify. As well as completing a criminal history and employment verification check.
- 7. Offer & Onboarding:** We'll let you know what our decision is either way. If you're successful, we'll get in touch with the exciting news of your offer.

# Adjustments through the recruitment process

We invite candidates to request an adjustment to participate fully through the recruitment process. We're here to support you by ensuring candidates with disability are offered a fair, equitable and supportive recruitment experience.

## Application

Application forms invite every candidate to advise if they identify as a person with disability, and if they require an adjustment to participate in the recruitment process. Candidates with disability can email the [Inclusive Recruitment team](#) or include adjustment information on their application form. If you need support to apply online, please contact our preferred employment providers Disability Works Australia ([www.dwa.org.au](http://www.dwa.org.au)) or Max Solutions ([www.maxsolutions.com.au](http://www.maxsolutions.com.au)).

## Assessment

Our online assessments can accommodate the needs of candidates with disability. We invite candidates to contact [inclusionrecruitment@coles.com.au](mailto:inclusionrecruitment@coles.com.au) for support and to determine suitable adjustments to the online assessment.

## Interview

We aspire to provide dignified access to all candidates attending interviews in our stores, sites and store support centres. We can provide candidates access features and barriers of each location, if requested. We offer alternate interviews (phone or face to face) for those that cannot complete video interview, due to their disability. We assist relevant supports to attend the interview stage, including Auslan interpreters and employment support workers.

## Pre-hire checks

We understand candidates who identify as having disability, may require additional time or support to obtain and provide relevant documentation as part of the pre hire check process.

## Offer & Onboarding

We can contact candidates via their preferred method to make the offer and provide induction materials in alternative formats. Additional support, adjustments and/or time can be provided to candidates with disability, when completing the onboarding steps.

## We're here to help

If you need support or an adjustment at any step, during our recruitment process, please contact our Inclusive Recruitment Team at [inclusionrecruitment@coles.com.au](mailto:inclusionrecruitment@coles.com.au). If your preferred method of contact is by phone, email us your number and we will give you call.