

## D&I Barriers According to Underrepresented Group: Physical Disability

There can be barriers that relate to specific diverse groups. The table below breaks down some of the key challenges articulated within the research and industry reports. It also offers strategies for addressing these challenges.

### Barriers and tips for addressing these challenges.

Barrier/s	Tips for addressing these challenges
Accessibility	<ul style="list-style-type: none"><li>• Conduct regular accessibility audits of buildings, workstations, amenities, and signage.</li><li>• Ensure entrances, restrooms, lifts, meeting rooms, and emergency exits are physically accessible.</li><li>• Apply universal design principles to all new builds, refurbishments, and digital tools.</li><li>• Identify/provide accessible transport options and parking close to workplace entry points.</li><li>• Offer remote or hybrid work options where physical access is limited.</li></ul>

## Recruitment and hiring practices

- Use inclusive language and clearly state willingness to provide reasonable adjustments in job ads.
- Ensure online application platforms are accessible (e.g., compatible with screen readers).
- Provide alternative methods for application (e.g., phone, video, or assisted applications).
- Offer adjustments during the interview process (e.g., accessible venues, extended time).
- Introduce unconscious bias training for all staff in the company to ensure it does not present as a barrier in the recruitment and onboarding process.

## Leadership opportunities

- Embed disability inclusion in leadership development programs.
- Provide accessible training and mentoring opportunities.
- Create visible pathways for progression and remove assumptions about ability.
- Include people with disabilities in succession planning and talent pipelines.
- Encourage people with disabilities to participate in leadership through targeted development.

**Communication**

- Ensure all communication is accessible. Use plain English, captions, alt text, and accessible document formats.
- Avoid jargon or acronyms unless clearly explained.
- Use inclusive imagery and messaging in internal and external communication.
- Offer multiple channels for communication (written, spoken, video, etc.).
- Provide training to staff on respectful and inclusive communication practices.

**Discrimination,  
stereotyping  
and bias**

- Implement organisation wide disability inclusion and unconscious bias training.
- Promote real stories and lived experiences to challenge stereotypes.
- Establish and communicate a clear zero-tolerance policy on discrimination.
- Ensure all complaints are handled swiftly and supportively.
- Foster a psychologically safe culture where people feel comfortable disclosing and asking for support.

**Technology**

- Ensure workplace systems and software are accessible and tested with assistive technologies.
- Provide adaptive equipment and tools (e.g., screen readers, voice-to-text software, ergonomic devices).
- Involve users with disabilities in testing and feedback before technology rollout.
- Train IT teams on accessibility standards and inclusive procurement practices.
- Develop troubleshooting protocols to address tech-related accessibility issues quickly.

**Lack of representation**

- Actively recruit and retain people with physical disabilities across all levels of the organisation.
- Highlight stories of employees with disabilities and their contributions.
- Encourage participation in employee networks and advisory groups.
- Use inclusive imagery in branding and public-facing materials.
- Include disability data in reporting on diversity metrics and representation.

**Access to  
training and  
development**

- **Ensure all training materials and platforms are accessible.**
- **Provide alternative delivery methods (self-paced, recorded, remote).**
- **Support employees with physical disabilities to attend external training through funding and adjustments.**
- **Include disability inclusion modules in general training curricula.**
- **Regularly review participation in learning and development to identify and address gaps.**