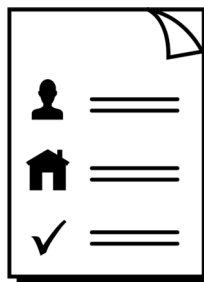




Workplace adjustments policy example



Easy Read

About this book



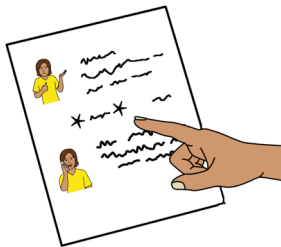
This book is from the Office of the Public Service Commissioner of New South Wales.



This book is written in a way that is easy to understand.



You can read more information about this topic on our [website](http://www.psc.nsw.gov.au/culture-and-inclusion/disability-employment/inclusive-workplaces/workplace-adjustments) www.psc.nsw.gov.au/culture-and-inclusion/disability-employment/inclusive-workplaces/workplace-adjustments



We add a star before and after ***hard words***. Then we explain what the words mean.



You can ask someone to help you read and understand this book.



Contact information is at the end of this book.

About *workplace adjustments*



Workplace adjustments means changes at work to help staff

- make the changes they need to do their job



- make the workplace ***inclusive***.

Inclusive means everyone belongs and can work to the best of their ability.



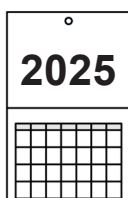
For example, changes to a work process or work space for someone with disability.



This book is a summary example of a workplace adjustment policy for most government agencies to use.



A full policy example will also be given to government agencies.



Most government agencies must have a workplace adjustment policy by **1 November 2025**.

Policy example

Purpose



The workplace will be inclusive, safe and ***accessible*** for everyone.

For example, people with disability.



Accessible means everyone can

- get to and use places at work



- understand information needed to do a job.



Staff will be allowed to make changes to their workplace to help them perform their duties.



Workplace adjustments can be talked about and requested at any time.

For example, at the job interview or during employment.

Scope

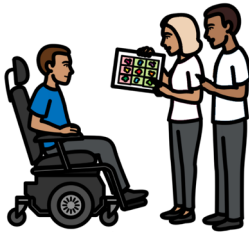


Scope means

- who the policy helps



- who makes the policy happen.



The policy is for any employee who asks for a workplace adjustment to help them participate fully in the workplace.



This can include

- an employee with disability



- an employee with a physical or other issue that stops their full participation at work.

Legislation



Legislation means the laws and rules the policy must follow.



The law says you cannot ***discriminate*** against someone who asks for ***reasonable*** changes to the workplace.

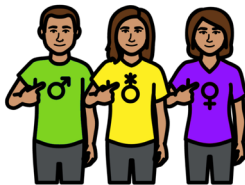


Discriminate means a person does not treat another person fairly because of

- their disability

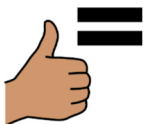


- their culture or religion



- their gender

- something else about them.



Reasonable means the change is fair and easy to make.



Employers must agree to reasonable workplace adjustments.



Employers can say no to a workplace adjustment if

- the change is very difficult



- the change costs a lot of money



- the employee would still not be able to do the job even after the workplace adjustment.



Employers must look after the health and safety of workers.

Workplace adjustments



Workplace adjustments are important to help staff

- do their job in the best way possible



- work in a safe environment



- be included



- improve their performance.



There are many reasons why someone may need an adjustment.

Most adjustments

- are easy to do



- have a low cost.



It is important for people to

- have what they need to be able to perform their job



- participate in the workplace the same as everyone else.



Adjustments can be changes to

- equipment
 - for example, desk space or assistive technology, like screen readers



- work practices
 - for example, work part time or from home



- the work environment
 - for example, wheelchair access or hearing loops



- the recruitment process
 - for example, using assistive technology in interviews.

Making workplace adjustments

Workplace adjustment requests



The manager and employee should talk about the workplace adjustment request.



All requests and information about the employee must be kept private.



Employees can request adjustments at any time.

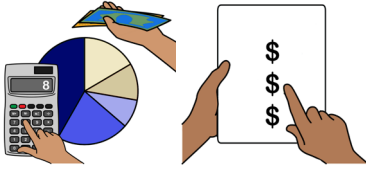


A free assessment with ***JobAccess*** is available to help with choosing the right workplace adjustments.

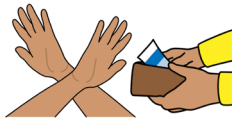


JobAccess provides job support and information for people with disability and employers.

Funding



Funding means how the organisation pays for workplace adjustments.



Workplace adjustments might

- cost nothing
 - for example, changes to work times or extra rest breaks



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- cost a lot
 - for example, special equipment.



The organisation might have funding for workplace adjustments.



Extra funding support may be available from the Australian Government.



The JobAccess ***Employment Assistance Fund*** can help pay for workplace adjustments.

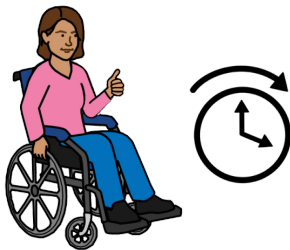


The Employment Assistance Fund supports the cost of some adjustments in the workplace.

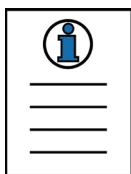


JobAccess does a free review to check what adjustments are needed for employees with disability to do their job.

Times and review process



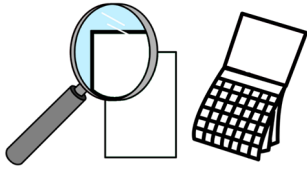
Any agreed workplace adjustment must be given in a fair time agreed between the employee and the employer.



The manager must give the employee information about the process.



Managers should talk to employees often to make sure the adjustments continue to meet their needs.



The workplace adjustment should be reviewed

- each year

or



- when things change
 - for example, a change in work duties.

Saying no to a workplace adjustment request



Employers can say no to a workplace adjustment if

- the change is very difficult



- the change costs a lot of money



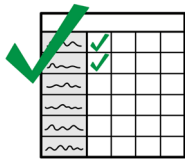
- the employee would still not be to do the job even after the workplace adjustment.



If the organisation says no to a workplace adjustment request the employee can ask for a review.



The reviewer will check the request and decide to say yes or no to the workplace adjustment.



The reviewer will

- think about all adjustments and how they might be made



- talk about the issues with the employee



- talk to human resources and health and safety teams.

Confidentiality



Confidentiality means the organisation keeps an employee's information private.



Some personal health information might need to be shared to make workplace adjustments.



If information needs to be shared the organisation will tell the employee why and what information is needed.

What to do if there is a complaint



If the employee is not happy with the process or decision, they should talk to their manager or someone from the organisation first.



Any complaints process should be accessible for the employee.



Employees can also report or make a complaint to an ***authority or regulator***.



An authority or regulator means a group who makes sure organisations follow the rules and laws.

For example, Anti-Discrimination NSW or the Australian Human Rights Commission.

Moving to another job, department or agency



If an employee moves to another job within the agency or to another NSW government department the workplace adjustment will be given in the new job.



A review might happen to make sure the workplace adjustment meets the needs of the employee in the new job.

Advice and support

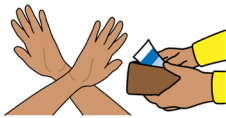
Employee Assistance Program



The Employee Assistance Program is a private counselling service to support employees with personal or work-related issues.



The program is not part of the government agency and will not share information with the employer.



All employees have access to the program at no cost.



Support can be given over the phone or face to face.

Anti-Discrimination NSW



Website [Anti-Discrimination NSW website](http://www.antidiscrimination.nsw.gov.au)
www.antidiscrimination.nsw.gov.au



Website [Workplace Adjustment website](http://www.antidiscrimination.nsw.gov.au/tools-and-resources/workplace-adjustments-series)
www.antidiscrimination.nsw.gov.au/tools-and-resources/workplace-adjustments-series



Call 1800 670 812



Email adbcontact@justice.nsw.gov.au

Australian Human Rights Commission



Website [AHRC website](http://www.humanrights.gov.au)
www.humanrights.gov.au



Call 1800 620 241



Email complaintsinfo@humanrights.gov.au

JobAccess



Website [Job Access website](http://www.jobaccess.gov.au)
www.jobaccess.gov.au



Call 1800 464 800



More information



For more information contact the Office of the Public Service Commissioner.



Visit our [website](#)

www.psc.nsw.gov.au/culture-and-inclusion/disability-employment/inclusive-workplaces/workplace-adjustments

Help in your language



If you need help with other languages, contact the Translating and Interpreting Service.



Call 131 450



Website [TIS National](#)

www.tisnational.gov.au

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