



Australian
National
University

Workplace adjustments

Supervisor information guide



Work Environment Group – People and Culture Division

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Introduction

ANU is committed to achieving best practice in equity of access, inclusion and success for people with disability, as detailed in the University's [Disability Action Plan 2020 – 2024](#). This includes supporting staff requiring workplace adjustments as part of their employment at the ANU.

Who is this information guide for?

This booklet is for the information of supervisors at the ANU who support University staff requiring workplace adjustments as a result of an injury, illness or disability.

[Under the Disability Discrimination Act 1992 \(DDA\)](#), a workplace adjustment is considered reasonable unless it causes “unjustifiable hardship” to the employer or organisation.

What does the information guide cover?

This guide details information about the responsibilities of supervisors, when staff request workplace adjustments to accommodate a disability or medical condition. The process to follow for actioning requests is also outlined.

Opportunities for supervisors to provide assistance or advice for workplace adjustments can happen at any time during the staff member's life cycle.



They may occur:

- ❖ During the selection/interview process;
- ❖ As part of the offer of appointment;
- ❖ At induction;
- ❖ When planning for organisational change;
- ❖ In developing workload agreements; or
- ❖ At any other time during the staff member's employment with the University.

ANU contact details

Email:

injurymanagement@anu.edu.au

Website:

[Workplace adjustments - Staff Services - ANU](#)

Injury Management Branch,

Work Environment Group

10B East Road, Chancelry Building

Australian National University

ACTON ACT 2601

Workplace adjustment process

Recruitment

To ensure all applicants have equal opportunity to participate in the recruitment process, reasonable adjustment requests will be accommodated as part of the recruitment and interview process.

Questions an employer can ask during the recruitment process include:

- ❖ any adjustments required to ensure the interview/selection process is fair and equitable; and
- ❖ if or how the disability may impact on some aspects of the inherent requirements of a job; and
- ❖ any adjustments that may be required to complete the inherent requirements of the job.

Further information can be found at the website page at link [Recruiting people with a disability - Staff Services - ANU](#)

Manager responsibilities for new and current staff with a disability are outlined on the website page [Manager responsibilities to new & current staff with a disability - Staff Services - ANU](#)



During employment

Managing workplace adjustment requests requires communication and planning between a supervisor and a staff member

In developing a workplace adjustment plan, the following should be considered:

1. What are the inherent job requirements?
2. What are the staff member's abilities and relevant restrictions?
3. Is there an agreed plan for the specific workplace adjustments required?

Further support and advice can also be requested through your Human Resources Area or the injury management team

injurymanagement@anu.edu.au.

Assessing need and determining adjustments

A request for workplace adjustments can be made by a staff member using the form as provided at Appendix A. Upon receipt of a request, a supervisor is required to discuss the following matters with the staff member within 1 week of receiving the request. Information to be considered includes:

- ❖ Is the staff member's situation likely to change over time?
- ❖ What specific workplace adjustments, if any, have been recommended?
- ❖ Is further medical or specialist evaluation required to identify appropriate workplace adjustments?

Depending on the nature of the workplace adjustments requested, it may be required to obtain medical documentation and

recommendations on appropriate workplace adjustments. These should be obtained through the Human Resources area or the injury management team, to ensure that sensitive personal information is provided and handled in accordance with the University's [Policy: Privacy](#).

To assess need and recommend adjustments that are required and reasonable, the relevant manager and the delegate will consider:

- a) current medical documentation and any recommendations for adjustments
- b) the inherent academic, work or role requirements
- c) the effect of the adjustment on the ability to meet the inherent requirements; and
- d) the cost, if any, and the benefits of making the adjustment.

Examples of workplace adjustments are available on the website page at link [Workplace adjustments - Staff Services - ANU](#)

Implementing workplace adjustments

Once assessment and approval has finalised, a workplace adjustment plan (refer example at Appendix B) will be developed in consultation with yourself and the staff member, documenting and summarising the agreed requirements. Assistance with developing the plan is available through Human Resources and the Injury Management Team.

As the supervisor you are responsible for overseeing the implementation of the workplace adjustments, including

notifying relevant stakeholders of the requirements. It is expected that the requirements as agreed to would be completed within 1 month of receiving the original request. Major building works may require additional time, but are expected to be actioned and completed in a timely manner.

After initial consultation, all completed workplace adjustment plans are to be forwarded to the injury management team injurymanagement@anu.edu.au

Requests will be stored confidentially and only accessible by the staff member, the relevant rehabilitation case manager and/or current/future supervisor/s.

Costs for reasonable workplace adjustments belong to your business unit and are subject to delegate approval prior to implementation.

Communication with work teams

An important role as a supervisor, when supporting a staff member with a disability, is to ensure there is communication between all members of the team about the workplace adjustments in place. This will ensure that appropriate understanding and support is provided throughout the team and reduces possible concerns. Information or training sessions for the team may be of benefit to assist understanding, while maintaining the confidentiality requirements of the staff member. Requests for training courses should be directed to the [Culture and Development Team](#).

Funding workplace adjustments

Where possible, funding for Workplace Adjustments will be sought through available external funding sources such as Job Access. Otherwise, the costs of implementing a Workplace Adjustments may be provided by the business unit, subject to delegate approval prior to implementation

The University will not fund the cost of personal aids that are required by the staff member for daily activities – such as eye glasses and hearing aids, or the cost of setting up a home office when the Workplace Adjustments include a period of working from home.

Job Access



Australian Government

Job Access

Driving disability employment

[Job Access](#) is the national hub for workplace and employment information for people with disability, employers and service providers. Job Access can provide financial support through the [Employment Assistance Fund](#) if an Employee needs major changes to the workplace that require a specialist assessment.

If requests for workplace adjustments fall under the criteria for reimbursement under Job Access, College and Divisional Human Resources Teams, or the injury management team, are able to assist with the application process. Where relevant and appropriate, the University will source assistance from Job Access to conduct a Workplace Modifications Assessment.

Job Access is also available to assess any additional psychological workplace adjustments or support outside of, or in addition to, the current University [Employee Assistance Program](#) (EAP).

Building modifications

Where alterations are required to buildings or facilities, the Supervisor should contact the Building Warden for the request to be notified to Facilities and Services.



Workplace adjustment plan

A workplace adjustment plan details the agreed requirements for the provision of equipment and considerations to the way of working.

The option to develop a workplace adjustment plan is voluntary for a staff member, with the objective of providing them the opportunity to document any specific requirements that can impact on the workplace.

It ensures that any required workplace adjustments are documented so that if

the staff member changes supervisor or job role changes in the future (including transfer to another area), the information is readily available.

A workplace adjustment plan is available to all staff members whose requests for workplace adjustments have been approved, and can be amended at any time throughout their employment at the ANU. Timeframes for actions are detailed in Appendix C.

Reviewing workplace adjustments

Workplace adjustments plans are reviewed annually in consultation with yourself, your staff member, and the injury management team.

A follow-up review will be completed one month from the date when the workplace adjustments process was completed.

You can also request a review and amendment of your staff member's workplace adjustment plan at any time, as a result of any changes to work roles, physical work location or other changed conditions.

Ongoing support

You and your staff member should do a review shortly after the implementation of the workplace adjustment to ensure that the adjustment has been appropriate and effective. Workplace adjustments should

then be reviewed as required to ensure the adjustment continues to be successful in enabling the staff member to work safely and productively.

You and your staff member are responsible for keeping the injury management team fully informed of relevant information in a timely manner, including incidents, the requirement of further adjustments and any relevant medical information.

The injury management team can be contacted at injurymanagement@anu.edu.au or further information can be found at [Injury management - Staff Services - ANU](#)





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Appendix A

Form: Request for Workplace Adjustment

Name	
University ID	
Position Title	
College/Division	
Location	
Phone Number	
Email	
Manager/Supervisor Name	

Please answer the following questions to assist us to understand the context of your request for Workplace adjustment/s

Please describe the essential requirements of your role for which you need a workplace adjustment to achieve.
What specific adjustment are you seeking, if known?
Do you require a workplace assessment to assist you to determine the most appropriate adjustment/s?
Are there time sensitivities relating to the request? If so, please detail.

Please forward this form to injurymanagement@anu.edu.au with supporting documentation.

Employee's signature _____

Date application submitted: _____

Approved /Declined (please circle) Date: _____

Deciding officers name: _____

If declined, reason: _____

Note: Information contained in this form will be treated in a strictly confidential and private manner.



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Appendix B

Workplace Adjustment Plan

The Workplace Adjustment Plan is a tool for employees and supervisors/managers to document any form of assistance or adjustment that is necessary, possible and reasonable to reduce or eliminate barriers at work for a person with an injury, illness or disability. Information on how to complete this form is available in the Workplace Adjustment Guide for Staff or the Workplace Adjustments Guide for Supervisors.

Personal Details

Family name	
Given name	
University ID	
College / Division	
School / Business Area	
Supervisor name	
Employment status (academic / professional)	
Employment type (continuous/ fixed term / casual)	
Injury, illness, medical condition or disability	
Plan commencement date	
Plan review date (minimum every 12 months)	

Workplace Adjustment Details

Workplace impacts of injury, illness, medical condition or disability *
(Example - I find it difficult to navigate through stairways and heavy doors)

Workplace adjustment requirements

(Example - I have access to automatic doors and an elevator where possible, flexible working hours)

A disability/medical condition that needs no action, but needs to be brought to the attention of manager

(Example - epilepsy/diabetic/mental illness)

Emergency arrangements

(Example - I have an arrangement with the floor warden to access the elevator during building evacuation drills).

Do you require a [Personal First Aid Emergency Plan \(PFAEP\)](#)?

Other Support?

Co-worker support

(Example - buddy arrangement set up for me so I can be assisted in the case of building evacuation)

Recommended adjustments

(Identify below what has been recommended by a medical practitioner or workplace assessment or what you currently use. For example, ergonomic chair, speech recognition software)

Detail of Adjustment	Existing / New	Action Required	Funding Source

Funding arrangements

(Identify below what funding requirements are needed and identified sources of funding available)

Additional Comments

Who should be informed of these workplace adjustments?

(Example - my supervisor, rehabilitation case manager and/or the first aid officer)

Signatures

Name	Signature	Date
Staff Member		
Manager		
Rehabilitation Case Manager		
Human Resources		

Appendix C

Timeframes

The following timeframes are provided for the approval process, implementation timeframes and management of workplace adjustment requests.

Action	Timeframe	Responsible officer
Response time – acknowledgement of request for workplace adjustments following receipt of workplace adjustment plan	2 working days	Rehabilitation Case Manager, Work Environment Group
Response time – review of workplace adjustment requirements and implementation plan agreed to	1 calendar month	Staff Member / Supervisor/ RCM / HR Manager
Response time for workplace adjustment funding to be approved	1 month	Business area financial delegate
Time frame met for end-to-end case management services to be provided	Less than 3 months	Rehabilitation Case Manager, Work Environment Group
Follow up review session conducted with staff member within 4 weeks of all services and equipment being provided	Within 4 weeks	Rehabilitation Case Manager, Work Environment Group
Workplace adjustment reviews of plan submission, conducted on a 12-month annual basis	Annually	Staff Member / Supervisor/ RCM