



OFFICIAL

Common list of workplace adjustments

Understanding workplace adjustments

Workplace adjustments are changes that help employees perform their role effectively and on an equal basis with others.

Adjustments can support people with disability, mental health conditions, chronic illness, neurodivergence, temporary illness or injury, caring responsibilities, and other circumstances that affect how they work.

APS agencies are required to provide workplace adjustments for employees with disability under the *Disability Discrimination Act 1992 (Cth)*. An adjustment may not be required if it would cause unjustifiable hardship for the agency. This is assessed based on the employee's needs and the agency's ability to provide the adjustment.

Workplace adjustments are not a one-time solution. Employees and managers should regularly review adjustments to make sure they continue to meet the employee's needs. Regular check-ins help ensure support remains effective and can be updated as circumstances change.

Important: Workplace adjustments should be tailored to the individual, their role, and their circumstances. Not every adjustment will be appropriate or necessary for every employee.

Examples of common workplace adjustments

The following list provides examples of workplace adjustments that may support employees in their role. It is not exhaustive. Adjustments should be tailored to individual needs, roles and circumstances.

Some adjustments may appear under more than one category, as they can serve multiple purposes.

Physical workspace adjustments

- Ergonomic furniture (such as chairs, desks, footrests)
- Height-adjustable or standing workstations



- Adjustable lighting and blinds
- Accessible common facilities (kitchens) and doors
- Quiet rooms or low-stimulation spaces
- Accessible parking and building entry
- Accessible bathrooms and lifts
- Visual signage and tactile markers
- Tactile ground surface indicators (TGSI)
- Relocation of workstations to reduce noise or improve accessibility
- Ramps, handrails, stair lifts and automated doors
- Vehicle modifications (work-related)
- Contrasting work surfaces or trays
- Braille or tactile maps
- Environmental adjustments such as fans, temperature controls, adjustable lighting or blinds

Technology, equipment and hardware

- Accessible Information and Communications Technology (ICT) hardware and software (such as larger monitors, laptops with greater RAM)
- Video magnifiers for printed materials
- Speech-to-text software (such as Dragon speech recognition software and built-in dictation tools)
- Screen reader software (such as JAWS, NonVisual Desktop Access, VoiceOver, Narrator and ZoomText)
- Braille keyboards and displays
- Noise-cancelling headsets
- Modified hardware (such as trackballs, ergonomic mice)
- Vibrating or visual alarms
- Hearing loops



Communication adjustments

- Screen reading technology (such as JAWS, NonVisual Desktop Access, VoiceOver, Narrator and ZoomText)
- Live captioning, video phones and subtitling
- Auslan interpreters
- Captioning services
- SMS text messaging
- Written instructions or visual aids
- Alternative formats such as large print, audio, Braille or Easy Read
- Meeting agendas, materials and discussion questions provided in advance
- Meeting notes or minutes in accessible formats
- Adjusted meeting formats, including scheduled breaks and visual agendas
- Adjusted communication practices, such as one person speaking at a time or reducing background noise
- Use of plain English and Easy Read versions
- Communication support workers
- Workplace coaching to support communication strategies and skills
- Additional time for verbal discussions, responses or questions

Changes to work methods and tasks

- Adjusted work pace, deadlines, or tasks
- Modified work tasks
- Written instructions, task lists, labels, prompts or reminders
- Alternative ways to contribute, such as providing input by email instead of in large meetings
- Adjustments to security requirements to support assistive technology or medical devices
- Alternative formats for training, assessments, meetings, conferences or learning activities



Flexible work arrangements

- Flexible start and finish times
- Compressed or reduced hours
- Part-time work arrangements
- Remote or hybrid work arrangements
- Job-sharing arrangements
- Extended or more frequent breaks
- Additional work-from-home arrangements when needed
- Adjusted work pace or workload
- Adjustments to manage fatigue, such as scheduled rest periods or reduced task intensity
- Flexible work arrangements to attend medical appointments

Emergency planning

- Personal Emergency Evacuation Plans (PEEPs)
- Emergency evacuation buddy systems
- Accessible emergency alerts including visual, vibrating, or auditory alerts
- Pre-arranged emergency support arrangements
- Accessible evacuation routes and emergency signage

Intersectional and lifecycle considerations

This section outlines broader workplace practices that support employees with intersecting needs or changing circumstances.

- Mentorship programs for employees with disability who may experience intersectional bias related to gender, race, or sexuality
- Access to workplace coaching and support
- Manager training to reduce bias and foster inclusive, supportive workplaces
- Support for employees experiencing perimenopause or menopause, mental health conditions, or chronic illness



Recruitment

- Role descriptions focused on the essential requirements of the role, with unnecessary criteria removed where possible (such as driver's licence, rigid qualifications)
- Clear and welcoming accessibility statements and a contact person for adjustment requests included in job advertisements
- Proactive discussions with candidates about adjustment needs throughout the recruitment process
- Application materials provided in accessible formats such as screen reader friendly, audio, Easy Read or plain language versions
- Multiple application options such as online, email or alternative formats, with accessible application systems
- Assessments aligned with the requirements of the role, with alternative formats available when needed (written, verbal, practical)
- Interview information provided in advance, including interview format, duration, panel members and their roles, and where appropriate, interview questions or topic areas
- Interviewers briefed on inclusive practices and bias awareness

Other considerations

- Changes to workplace procedures or policies
- Use of assistance animals
- Access to assistive technology and devices
- Permission to use personal equipment or assistive technology such as specialised keyboards, cooling collars or medical devices
- Adjustments to enable assistive technology to interact with security requirements (such as accessing a Sensitive Compartmented Information Facility with a pacemaker or screen reading technology)
- Access to a support worker or support person where appropriate
- Temporary or situational adjustments such as those related to pregnancy, breastfeeding, family and domestic violence, short-term injury or recovery
- Adjustments that support participation in training, conferences or events, such as accessible transport and interpreters
- Other adjustments tailored to individual needs and circumstances



Additional information and support

For specialised guidance on workplace barriers, adjustments or complex technical requirements, managers and employees can contact JobAccess. As the national hub for workplace disability information, they provide free, expert advice on tailored adjustments and support.

JobAccess website: www.jobaccess.gov.au

Phone: 1800 464 800