



Official

Workplace Adjustments – Employee Fact Sheet

Workplace adjustments are a normal part of work — they help you succeed and feel supported.

Why it matters

Workplace adjustments help you work safely, do your best work, and feel included.

Under the *Disability Discrimination Act 1992 (Cth)*, APS agencies are required to provide reasonable workplace adjustments for employees with disability.

A Workplace Adjustment Passport can help you communicate your needs and keep support consistent.

Your role

You play an important role in making adjustments work for you:

- Start early: talk to your manager about what you need
- Be practical: focus on what support helps you do your job
- Choose what to share: you're not required to disclose a disability
- Expect privacy: your information should be handled respectfully

Core principles

Workplace adjustments are based on these principles:

- Person-centred: your needs and preferences matter
- Fairness: adjustments help create equal opportunity
- Flexibility: support can change over time
- Privacy: your information is kept confidential

Workplace Adjustment Passport

A Workplace Adjustment Passport is a simple, employee-owned document that records the adjustments and supports you need to do your job effectively.

It helps by:

- Saving time: you don't need to repeat your needs
- Providing consistency: support follows you across roles
- Giving clarity: you and your manager have a shared understanding of what's agreed
- Supporting conversations: helps you explain what works best for you

You can update your Passport at any time as your role, environment, or needs change.

What you should know

- There is currently no APS-wide Workplace Adjustment Passport
- Use your department's existing passport or adjustment process
- If your department does not have one, you can seek advice and templates from JobAccess

Medical evidence

You don't need to provide medical evidence to request an adjustment.

Sometimes, your manager may ask for limited information to:

- Understand what support is needed
- Confirm you can perform key role requirements
- Address safety risks

What to expect

- Only relevant information should be requested
- Focus is on support, not diagnosis
- Unnecessary detail should not be asked for

If an adjustment can't be made

If an adjustment isn't possible:

- You should receive a clear explanation
- Your manager should discuss alternative support options
- Decisions should be fair and consistent with your agency's workplace adjustment policy

If you believe your request has not been handled fairly, you can seek advice from your HR area, union delegate, or the Australian Human Rights Commission.

Employee checklist

- Know your needs: think about what helps you work effectively
- Start early: speak with your manager as soon as possible
- Share what you're comfortable with: focus on support needs
- Use an Adjustment Passport: consider using one to simplify things
- Review regularly: check your support still works

Additional information and support

For specialised guidance on workplace adjustments, you can contact JobAccess for free, expert advice.

JobAccess website: www.jobaccess.gov.au

Phone: 1800 464 800

You can also speak with your HR area, Employee Assistance Program, disability employee network, or union delegate.

For a practical list of common workplace adjustments, see the *Common List of Workplace Adjustments*. Your manager can also refer to the *Workplace Adjustments Myth-Busting Guide for Managers*.