



Official

Workplace adjustments: Frequently asked questions

Workplace adjustments are a vital part of fostering inclusive, equitable and supportive workplaces across the Australian Public Service (APS). They help employees work safely, perform their role effectively and contribute fully at work.

This resource answers common questions about workplace adjustments, including who can access them, what they involve, and how they help employees participate fully at work. It is designed to help employees, managers and HR practitioners better understand workplace adjustments.

Are workplace adjustments only for people with disability?

No. Workplace adjustments can support employees in a wide range of circumstances. This includes people with disability, mental health conditions, neurodivergence, chronic illness, temporary injuries and other circumstances. Under the *Disability Discrimination Act 1992 (Cth)*, APS agencies are required to provide adjustments for employees with disability. Workplace adjustments help employees participate fully and perform their role effectively.

Are workplace adjustments only for people with apparent disability?

No. Many disabilities and health conditions are not visible. Workplace adjustments can support people with non-visible disability, mental health conditions, chronic illness, neurodivergence and other conditions that may affect their work.

Are workplace adjustments expensive or difficult to implement?

No. Most adjustments are simple, low-cost, or free. They often involve small changes to work processes, flexible arrangements, or existing tools and technology. In many cases, adjustments can be implemented quickly and with minimal disruption.



Do workplace adjustments give some employees an unfair advantage?

No. Workplace adjustments help employees participate fully and perform their role effectively on the same basis as others. They support fairness, equitable access and inclusion, not special treatment.

Are workplace adjustments permanent once made?

No. Adjustment needs can change over time due to shifts in health, role, work environment, or technology. Adjustments should be reviewed regularly and refined as needed.

Are workplace adjustments only relevant during recruitment or onboarding?

No. You can request a workplace adjustment at any time during your employment. This may be when you change roles, return from leave, or your circumstances or health needs change. Adjustments can be reviewed and updated as your needs change over time.

Are workplace adjustments only for permanent conditions?

No. Adjustments can be provided for both temporary and permanent conditions. Temporary adjustments may be needed during recovery from an injury, a short-term health condition or other life changes that affect how someone works.

Do employees have to disclose their disability or diagnosis to get adjustments?

No. Employees do not need to disclose a disability or diagnosis to request a workplace adjustment. The focus should be on the workplace adjustment required and the support needed to perform the role effectively. Employees can choose to share additional information if they feel comfortable doing so or if it helps identify appropriate adjustments. In some circumstances, information may be needed to confirm they can perform the key requirements of their role.



Are workplace adjustments only a Work Health and Safety (WHS) matter?

No. Workplace adjustments support inclusion, equitable access and participation at work. While WHS considerations may be relevant, adjustments are not solely a safety issue.

Are workplace adjustments only for physical equipment, like desks and chairs?

No. Adjustments can include flexible hours, remote work, modified duties, assistive technology, communication differences and more.

What happens if a workplace adjustment can't be provided?

If an adjustment isn't possible, your manager should explain why and work with you to explore alternative options. Decisions should be fair, evidence-based 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.

What is a Workplace Adjustment Passport?

A Workplace Adjustment Passport is a simple, employee-owned document that records agreed adjustments and support needs. It helps ensure support stays consistent when you change roles, teams or managers. 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.

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.

Related resources

- [Common List of Workplace Adjustments](#)
- [Workplace Adjustments – Myth-Busting Guide for Managers](#)
- [Workplace Adjustments – Manager Fact Sheet](#)
- [Workplace Adjustments – Employee Fact Sheet](#)