



Service Standard 1.6.3

Workplace Adjustments

Version	1.0
SOPs	SOP 1.6.3–1 Implementing Workplace Adjustments
Policy Owner	Deputy Commissioner People and Corporate Services
Policy Contact	Director Health and Safety
Approval Date	21 October 2025
Next Review	21 October 2030

1. Purpose

- 1.1. The NSW Rural Fire Service (RFS) is committed to creating an inclusive workplace by fostering a positive culture of belonging and respect and enhancing productivity, performance, and engagement through increasing accessibility. Inclusion enables genuine participation and contribution, regardless of seen or unseen individual differences.
- 1.2. The purpose of this policy is to establish a consistent and effective system that encourages workplace adjustments and enables an individual's full participation in the workplace, with a particular focus on people with a disability.
- 1.3. The *Disability Discrimination Act 1992* (Cth) (DD Act) and the *Anti-Discrimination Act 1977* (NSW) (AD Act) apply to the provision of workplace adjustments by NSW Government employers. Employers are required to make reasonable workplace adjustments unless it causes the agency unjustifiable hardship to do so, or where, even after the workplace adjustments have been made, the employee would still be unable to carry out the inherent requirements of the particular employment.
- 1.4. The term 'reasonable adjustments' is synonymous with 'workplace adjustments' for the purposes of this policy.

2. Scope

- 2.1. This Service Standard applies to all staff members directly employed by the RFS.
- 2.2. This Service Standard applies to any employee who requests a workplace adjustment to assist them to participate fully in the workplace, as well as those supporting and implementing an adjustment. This may include an employee with disability and/or an employee with a particular physical or other characteristic that impacts on their full participation in the workplace. This could include an employee who has been injured, which could result in temporary disability, whether or not the injury meets the definition of a disability in the DD Act and the AD Act.
- 2.3. This Service Standard does not address the RFS obligations under the *Workers Compensation Act 1987* (NSW) or the *Workplace Injury Management and Workers Compensation Act 1998* (NSW).

Additional and different obligations may apply in relation to employees who have a work-related injury or illness which is managed under Service Standard 7.1.3 Health and Injury Management.

3. Policy

- 3.1. The RFS takes a proactive and person-centred approach to workplace adjustments, with care taken towards making them timely, effective, and specific to individual needs. Although a workplace adjustment is a key mechanism for fostering an inclusive and accessible workplace, it must also be supported by a culture that encourages inclusivity and where workplace adjustments are everyone's responsibility.
- 3.2. Workplace adjustment are changes, modifications, or alterations to a work process, procedure, or environment to enable a person to:
 - perform the work they are employed to do and ultimately meet the inherent requirements of their role
 - work productively
 - work in a safe and equitable environment
 - be included in the workplace
 - increase their engagement and motivation to improve performance
- 3.3. Adjustments can include changes to recruiting methods, equipment, work practices and environment in order to reduce or remove barriers that may affect participation for an employee in its standard form.
- 3.4. Adjustments may change as people's needs change and may involve regular revision and feedback to ensure efficacy. Those with chronic medical or mental health conditions or who suffer from aggravation or deterioration may need frequent adjustment changes due to the nature of their disability.
- 3.5. Workplace adjustments may be discussed and requested at any time during a recruitment process and during employment, and while they do not require that eligibility to be proven via medical documentation, employees need to consider providing enough information to aid their managers in properly understanding any barriers and challenges to be solved for.
- 3.6. Managers need to consider all options for adjustment for staff to perform their role. There are many reasons why someone may require an adjustment and there may be wide variations on how work is impacted.
- 3.7. Most adjustments are simple to arrange and involve little cost. What is most important is for people to have what they need and be able to perform their role and participate in the workplace on an equal basis with others.
- 3.8. Potential workplace adjustments may include, but are not limited to those described below:

Workplace practices

- Flexible working arrangements (e.g. flexible start and finish times, working from home, working part-time, working in different locations) as governed by Policy P3.2.4 Flexible Working (in development).
- Changing how information is communicated in the workplace, including:
 - accessible meetings (transcripts, captioning, accessible rooms) and providing Auslan interpretation (with advance notice required to facilitate services), [Easy Read](#) documents or emailing or using MS Teams rather than phone calls, or vice versa
 - structured communication - clearly defining communication expectations and using written communication methods (e.g. email, messaging apps) for instructions and task assignments.
- Providing a support worker or Auslan-English interpreter or captioning service.

- Ensuring workplace documents and web content are accessible for the particular disability if this is not already the case.
- Providing information in requested formats or providing additional time for an employee to process information or at preferred times.
- Modifying the job requirements e.g., co-workers exchanging tasks, adjusting a non-essential job task by customising a role to fit the employee's skills and support needs while still meeting the needs of employer.
- Adapting performance and development programs to meet individual needs.
- Ensuring appropriately scheduled breaks, particularly during extended meetings or training sessions.

Workplace environment

- Occupational therapist assessment, ergonomic desk and chair assessment
- Braille signage in communal work locations e.g. meeting rooms, photocopier area, kitchen.
- Providing a workspace with adjustable lighting, noise-cancelling headphones, or a quiet area to accommodate sensory sensitivities.
- Permanent and portable hearing loops.
- An accessible parking space close to the work location for an employee who uses a wheelchair, has mobility issues or chronic pain.
- Adaptive switches that enable people to use technology.
- Modifications to an inaccessible building to enable access to the building or bathroom facilities.

Assistive Technology

- Screen readers and screen enlargement applications.
- Voice recognition and transcription programs.
- Automated closed captioning.
- Keyboard and mouse alternatives and adaptations and assistive listening devices.

Recruitment practices

- Discussing the individual's specific needs directly (if appropriate).
- Providing a different way to assess the required capabilities to perform the role e.g. a scenario-based written assessment instead of a psychometric assessment.
- Adapting the assessment format, such as allowing the candidate to respond to interview questions in writing.
- Providing the interview questions to candidates in advance and/or providing more time for assessment tasks.
- Supporting candidates to use their own laptop or assistive technology.
- Checking the interview, time, assessments and room meets individual needs – good lighting, reduced noise, interview seating arrangements.
- Providing options for an Auslan-English interpreter and/or their preferred sound amplification devices such as hearing loops.

4. Roles and Responsibilities

Senior Executives

- 4.1. Senior Executives are responsible for promoting and supporting the use of workplace adjustments, ensuring a consistent application of this Service Standard across the RFS and throughout the employee lifecycle.

- 4.2. Senior Executives are accountable for building a safe environment in which people feel they can share the barriers they are experiencing, adjustments required to support them in their role and feel a sense of belonging. They can do this by:
- a. encouraging managers to discuss workplace adjustments with their employees on a regular basis
 - b. ensuring legislative requirements and responsibilities are met
 - c. supporting capability uplift for managers and agency wide technology solutions
 - d. advocating for accessibility to be built into all work practices and environment, including the procurement of goods and services
 - e. completing and promoting disability awareness training, such as the [disability awareness training module](#) published by NSW Public Service Commission

People Managers

- 4.3. People managers are responsible for supporting employees to perform their duties by proactively asking and advocating for workplace adjustments where required, and ensuring adjustments are effectively implemented whilst observing privacy and confidentiality at all times.
- 4.4. People managers should consult the Health and Wellbeing Team when advising employees about workplace adjustments or when unsure about the application of this policy.
- 4.5. People managers must:
- a. initiate regular discussions with all staff about their needs and what adjustments they may require in performing their role
 - b. not require an employee to disclose any information that is not necessary to implement a workplace adjustment (noting evidence may be required from JobAccess when requesting Employment Assistance Fund funding), instead seeking mainly to understand the functional challenges present that need to be solved for
 - c. seek to increase their understanding of a variety of available workplace adjustments to assist in identifying the most suitable adjustment
 - d. understand their legislative and confidentiality requirements, including:
 - i. that failure to provide a workplace adjustment could amount to disability discrimination
 - ii. their responsibility to manage the risks and potential risks to the health, safety and wellbeing of all employees under the WHS Act
 - iii. the requirements of the [Privacy and Personal Information Protection Act 1998](#) (NSW) and the [Health Records and Information Privacy Act 2002](#) (NSW)
 - e. ensure all action, including a decision on a request for adjustments, is taken promptly and communicate regularly with the employee throughout the process
 - f. proactively monitor and implement a yearly workplace adjustment check-in, or more often if required
 - g. support the workplace adjustment process by educating teams on the workplace adjustment policy and process, as well as lifting capability and understanding of disability and how to create an inclusive workplace
 - h. ensure this policy and any related procedures are discussed as part of the return-to-work discussion when a staff member is returning after an illness or injury
 - i. if they believe the adjustment is not reasonable or will cause an unjustifiable hardship, escalate the matter along with documented and detailed operational reasons to the Director Health and Safety, who will be responsible for reviewing and making the final decision
 - j. advise employees of the available review process if there is any dispute about the adjustment or the request
 - k. role model inclusive behaviour across the team

- l. building disability awareness, such as through undertaking and completing the [disability awareness training module](#) published by NSW Public Service Commission

Teams/Colleagues

4.6. Teams/colleagues are responsible for:

- a. learning about any adjustments their colleague has shared and any changes to be implemented consistently
- b. adjust some of their day-to-day work practices and habits to ensure the whole team is working inclusively and productively and that their colleague can fully participate
- c. respecting the privacy of any information their colleague may choose to share regarding their disability or health condition
- d. building disability awareness, such as through undertaking and completing the [disability awareness training module](#) published by NSW Public Service Commission.

Employees

- 4.7. Employees should talk to their manager about their needs, any barriers to access or participation they are experiencing, and be prepared to identify and collaborate on what adjustments they may require in performing the inherent requirements of their role and working safely. An employee may ask for a workplace adjustment at any stage of the recruitment processes or at any time during their employment.
- 4.8. Employees should actively participate and cooperate with their manager to assist in the implementation of any workplace adjustment. An employee has no obligation to share information about their disability unless it is necessary for determining whether an employee would be able to perform the inherent requirements of their role and work safely, or to determine and/or implement an adjustment for the employee.
- 4.9. Any information requested from an employee for this purpose must be relevant, not excessive and should not unreasonably intrude into the personal affairs of the employee, though employees need to consider sharing enough information so that their manager properly understands the barriers and challenges they are facing and what solutions can be proposed.
- 4.10. Employees are responsible for discussing any changes they may need to their workplace adjustment with their manager and to seek support from the Health and Wellbeing Team if there is any trouble understanding or applying this policy.
- 4.11. Documenting all agreed workplace adjustments is crucial to ensure arrangements are understood and the need to renegotiate them is lessened. The documented adjustments should be reviewed and updated if employee circumstances/needs change or the role substantially changes.
- 4.12. All employees should be aware that adjustments are available to ensure all staff have an equal opportunity to perform and progress in their role. Equity in employment is a right, not privilege or favour.

5. Definitions

5.1. For the purpose of this policy document the following definitions apply:

- a. **Disability:** includes both temporary and long-term physical, mental health, intellectual, neurological or sensory differences which, in interaction with various attitudinal and environmental barriers, may hinder full and effective participation in society on an equal basis with others.

Note: This definition aligns with the social model of disability where societal barriers are considered obstacles to a person's equal participation, not their impairment.

The term "disability" has a specific meaning when used in the DD Act (section 4) and the AD Act (sections 4 and 49A). The definitions in each Act are slightly different, but they are

both very broad and include disabilities and illnesses, and extend to past, present and potential future disabilities.

- b. **Employee:** a person employed in ongoing, term, temporary, or casual employment, or on secondment, in a Government Sector Agency.
- c. **Government Sector Agency:** has the same meaning as that term in section 3 of the Government Sector Employment Act 2013 (NSW) as amended from time to time.
- d. **Inherent requirements:** characteristics, elements or requirements that are essential to the performance of the particular employment. Inherent requirements are determined by reference to the specific circumstances of a person's employment and role, including by reference to the terms of the employment contract and the nature of the work of the agency.
- e. **Unjustifiable hardship:** the law provides an exception to unlawful discrimination where the provision of services or facilities to enable an employee or potential employee with disability to do their job would cause the employer unjustifiable hardship. This involves considering all of the relevant circumstances of a particular case.

At a minimum, determination of unjustifiable hardship requires consideration of the nature of the benefit and detriment to those concerned (such as the employee, the employer and the community), the effect of the employee's disability, the financial circumstances and the estimated amount of expenditure required to make the adjustment, whether any other financial or other assistance is available, and any other relevant circumstances.

- f. **Workplace:** a place where work is carried out for a Government Sector agency and includes any place where an employee goes, or is likely to be, while at work, or working remotely (including working from home), or while at a work-related social event. Where workplaces cover employees from more than one organisational unit, the relevant managers/directors are jointly responsible for implementing adjustments (in consultation with the employee). Workplaces may include buildings, outdoor locations and/or vehicles.

6. Document control

Release history

Version	Date	Summary of changes
1.0	21 Oct 2025	Initial release

Approved by

Name	Position	Date
Trent Curtin	Commissioner	21 October 2025

Related documents

Document name
Anti-Discrimination Act 1977 (NSW)
Disability Discrimination Act 1992 (Cth)
Disability Inclusion Act 2014 (NSW)
Government Sector Employment Act 2013

Document name

Health Records and Information Privacy Act 2002 (NSW)

Privacy and Personal Information Protection Act 1998 (NSW)

Sex Discrimination Act 1984 (Cth)

Work Health and Safety Act 2011 (NSW)

SOP 1.6.3 - 1

Implementing workplace adjustments

1. Purpose

- 1.1. This Standard Operating Procedure (SOP) outlines the processes for how workplace adjustments may be requested and implemented in the RFS.

2. Procedures

- 2.1. Employees can request adjustments at any stage of their employment. The request can also be made to someone other than their manager such as another relevant manager or senior executive, or the Health and Wellbeing Team. Each employee is an expert in their own disability and experience and is often best placed to explain what adjustments they need.
- 2.2. If further advice is needed to assist in determining whether a request for adjustments can be accommodated, the manager should seek support from the Health and Wellbeing Team. This may require meeting with the employee directly to clarify specific needs and seek any additional information. The manager must maintain confidentiality if personal information, health information, and any other sensitive information has been shared unless the employee has provided consent to this information being shared or authorised by law.

Process

- 2.3. See Appendix 1 for Workplace Adjustment pathway flowchart.

Workplace adjustment requests

- 2.4. The process for requesting a workplace adjustment can be initiated by either the employee, who has recognised a need for support with work tasks or environment; or the manager, who is proactively checking as part of regular supervision.
- 2.5. Managers should ask all employees if they require any workplace adjustments in a confidential setting, regardless of whether they have shared a disability or health condition. Managers should ask this question as part of regular ongoing conversations or after any known injury or illness. As part of the recruitment process, prospective applicants can submit any health declarations and workplace adjustments via PageUp to be triaged by the Health and Wellbeing Team.
- 2.6. An initial meeting between manager and employee should be organised to discuss the challenges the employee is facing and that a workplace adjustment may need to be considered. Employees are encouraged to bring a support person to this meeting if required. An employee has no obligation to share information about their disability or health condition unless it is necessary to determine their ability to perform the inherent requirements of their role, including their ability to work safely, or to determine and/or implement adjustments. Any information requested from an employee for this purpose must be relevant, not excessive and should not unreasonably intrude into the personal affairs of the employee.
- 2.7. When a workplace adjustment is requested, the manager and employee should discuss the nature of adjustments required, such as severity, duration, functional limitations, and whether the condition is likely to change over time. In instances where further specialist evaluation (i.e. assessment by occupational therapist or other allied health provider) is genuinely required to identify and implement necessary adjustments, these may be conducted via JobAccess (see section 2.14 of this SOP) or voluntarily provided by the employee from their personal specialists.
- 2.8. Based on the advice provided and the adjustment being requested, a further meeting should be held with the employee and their manager to discuss its potential implementation. A

sustainable solution should be sought that accommodates both the employee's request and needs as well as the operational context of their role. As part of the discussion, timeframes for actions to be completed, responsibilities, impact on the broader team and stakeholders, and potential disclosures may need to be considered and an approach agreed upon.

- 2.9. Where a workplace adjustment is requested due to disability, it must be provided unless it would cause the RFS unjustifiable hardship (see section 2.21 of this SOP).
- 2.10. Where different ways of working are required, such as changing work hours or locations, ideally these should be organised in line with existing flexible working policies, where appropriate, or in consultation with Membership Services. If an adjustment includes flexible working, it should still be managed as per the requirements set out in this policy.
- 2.11. Ongoing, managers and employees are required to document all agreed workplace adjustments by using the form in Appendix 2. This is to ensure arrangements are understood and the need to renegotiate them in the future is lessened. Periodic reviews should occur to allow the employee to provide feedback on whether the adjustments are working as intended and to disclose whether changes in their disability or health condition may necessitate any further negotiations or alterations.
- 2.12. Managers should also seek consent from the employee to share any relevant information to backfill or new managers if they depart on leave or for another role to maintain the level of support to the employee.

Personal Emergency Evacuation Plan (PEEP)

- 2.13. Managers must also ask the employee whether they need a personal emergency evacuation plan (PEEP) and submit any required documentation so a PEEP can be tailored to the employee's specific needs and location.

JobAccess assessment

- 2.14. JobAccess is a Commonwealth initiative to provide support and information for people with disability, employers and service providers. A free assessment with JobAccess is available to assist with selecting appropriate adjustments. Assessments are done by qualified professionals who will assess the workplace for any barriers that may exist for the employee. The assessor then prepares an assessment report and speaks to the manager and employee about any recommended adjustments. Managers and employees can consult the Health and Wellbeing Team for further guidance.

Funding

- 2.15. Workplace adjustments range from no cost, like varied work schedules or frequent rest breaks, through to adjustments that have substantial costs, like specialised equipment.
- 2.16. Workplace adjustments are to be funded by the member's business unit.
- 2.17. Additional funding support may be available through [applying for the JobAccess Employment Assistance Fund \(EAF\)](#). This is a reimbursement scheme that supports the implementation of a range of adjustments subject to the [EAF eligibility criteria](#). JobAccess provides a free Workplace Modification Assessment to assess what adjustments are needed for employees with disability to do their job. It is also available to existing employees if their duties or role have changed, their disability has changed, or a new modification becomes available that would better meet their needs. There is no restriction on the types of adjustments that can be approved under the Fund, as long as the person meets the EAF eligibility criteria.

Timeframe and review process

- 2.18. Any agreed workplace adjustment is to be provided within a reasonable timeframe agreed between the employee seeking adjustment and the manager, with support from the Health and Wellbeing Team if necessary. The manager must keep the employee seeking the adjustment up to date on progress.

- 2.19. Once fully implemented, managers should regularly check-in with employees to ensure any adjustments are continuing to meet their needs. The workplace adjustment should be reviewed at least yearly (or more often if required) and when circumstances change such as a change in the nature of the issue or a change in work duties/location/health. Action can then be taken to alter the workplace adjustments if necessary to ensure the employee's needs continue to be optimally met.
- 2.20. Employees should raise any concerns with their manager in the first instance. If they are unavailable or where it is inappropriate to do so, they can discuss with the Health and Wellbeing Team.

Declining a workplace adjustment request

- 2.21. If it is considered that:

- a. making a workplace adjustment would impose an unjustifiable hardship on the agency, or
- b. a person cannot carry out the inherent requirements of the role, even with services and facilities, like workplace adjustments, provided to them

the matter should be escalated to the Director Health and Safety, who will be responsible for further assessing the request and deciding whether to accommodate or decline the request. A legal obligation arises to provide justification and reasoning for why an adjustment was not or cannot be actioned.

- 2.22. When deciding, the Director Health and Safety will:

- a. thoroughly consider all possible adjustments and how they might be made
- b. discuss the issues directly with the employee or groups involved
- c. consult relevant sources of advice such as Workforce Relations, Legal, Director People and Culture teams, Deputy Commissioner People and Corporate Services, and external sources where applicable.

- 2.23. If the workplace adjustment request is declined and/or the employee produces a medical certificate or report, it may then become appropriate for a Health Review Referral to be made to the Health and Wellbeing Team as outlined in the RFS Health and Injury Management Program. The referral process follows pathways to exploring alternative duties and/or other considerations via obtaining medical consent of the employee and input of their health professional(s).

Unjustifiable hardship exception

- 2.24. Under the DD Act, employers are required to make reasonable adjustments for employees with disabilities, unless it would impose unjustifiable hardship on the employer. Similar requirements apply under the AD Act.
- 2.25. In determining what constitutes unjustifiable hardship on the employer, all relevant circumstances of the particular case must be considered. This includes, but may not be limited to:
- a. the nature of the benefit or detriment likely to accrue to, or be suffered by, any person concerned
 - b. the effect of the disability of any person concerned
 - c. the financial circumstances, and estimated amount of expenditure required to be made by the employer, and
 - d. the availability of financial and other assistance to the employer.
- 2.26. Determining whether there will be an unjustifiable hardship requires a balancing of potentially conflicting interests. When claiming unjustifiable hardship, the burden of proving something would impose an unjustifiable hardship lies on the employer.
- 2.27. Examples of adjustments that have been found not to be reasonable because they would impose an unjustifiable hardship on the employer are:

- a. providing a 'buddy' for an employee, who would attend to all duties alongside the employee on an ongoing basis, on the basis that it is unreasonable to expect an employer to effectively employ two individuals to complete the work of one individual, both financially and practically.
 - b. a request that all work directions be in writing and the employee be given 24 hours' notice in writing for any meetings, which would also be attended by a support person. On the basis that an adjustment of this nature would be unworkable in practice, as the employee's managers would not be permitted to discuss any matter with the employee without 24 hours' notice and arrangements for a support person.
- 2.28. Examples of adjustments that would not impose an unjustifiable hardship that have been identified in the case law are:
- a. modifications to an employee's workstation enabling them to sit at a stool while serving customers, notwithstanding an employer's policy to not provide chairs/stools.
 - b. assistance with heavy lifting, such as lifting a wheelchair.
- 2.29. If it becomes an unjustifiable hardship for the RFS to maintain a workplace adjustment, the manager and employee should consult with the Workforce Relations team on how best to navigate a review of the current arrangement.

Inherent requirements of the role and other exceptions

- 2.30. There may be some situations that arise for some people with some disabilities where they are unable to carry out a role due to the inherent requirements of that particular role.
- 2.31. Under the DD Act, in limited employment related circumstances, it may not be unlawful to discriminate against another person on the grounds of that person's disability if, because of the disability, they would be unable to carry out the inherent requirements of the particular work even if reasonable workplace adjustments were made. Similar provisions exist in the AD Act.
- 2.32. The inherent requirements of the work will vary depending on the nature of the position. It is the employer's responsibility to determine the inherent requirements of the role and to ensure they are clearly articulated in the role description. The role description should set out the tasks and/or services the employee will perform, the necessary skills and capabilities, and the circumstances in which the employment will be carried out. Job advertisements should include a link to the approved role description and employment contracts should state that duties are as outlined in the approved role description. This is applicable both during the hiring process or when introduced as part of a role re-design.
- 2.33. The following factors are to be taken into account in determining whether a person would be able to carry out the inherent requirements of the particular work: that person's past training, qualifications and experience relevant to the particular work, their performance in working for the employer (if they already work for the employer), and any other relevant factors that are reasonable to take into account.
- 2.34. If a person with disability cannot perform the inherent requirements of a role because of the disability, the employer must consider if the employee could be provided with workplace adjustments to help them perform the role. The employer should consult with the prospective or existing employee about if the inherent requirements of a role can be performed.
- 2.35. There are other exceptions to the disability discrimination provisions, including that it is not unlawful to discriminate if the disability of the person concerned is an infectious disease and the discrimination is reasonably necessary to protect public health, and where discrimination is necessary to comply with other laws or court orders.

Confidentiality

- 2.36. In order to make workplace adjustments, some personal health information may need to be shared. The nature of that information will depend on the circumstances, and the focus should be on the inherent requirements of the role and the employee's ability, offering workplace adjustments when needed.

- 2.37. Legally, employees cannot be asked by the RFS to provide sensitive or private medical records or to 'prove' a disability or diagnosis as part of the adjustment process. However, employees can be encouraged to share their experience and any functional challenges they are facing to better inform the search for a solution.
- 2.38. If information is required, the RFS will notify the employee as to:
- why information about their personal health is being collected
 - how the information will be used and stored
 - where the information will be stored
 - who has access to this information
 - how the information can be amended and updated
 - who the information will be disclosed to
 - how long it will be stored for
 - how it will be destroyed.
- 2.39. All responsible parties should ensure they treat information about the disability or health condition of an individual confidentially.
- 2.40. The RFS is responsible for ensuring all records in relation to a workplace adjustment are secured against loss, unauthorised access, modification or misuse and are otherwise held and dealt with in accordance with applicable legislative requirements under the Privacy and Personal Information Protection Act 1998 (NSW) and the Health Records and Information Privacy Act 2002 (NSW).

Requesting a review of decision

- 2.41. Employees may request a review if dissatisfied with the application of the Workplace Adjustments Policy by using the form in Appendix 3. Any review of a decision or process should be submitted in writing by the employee to the Health and Wellbeing team within 10 business days of being notified of the decision and must include specific reasons and relevant details. The Director Health and Safety will be responsible for the final assessment of outcome.

Moving to another role, department or agency

- 2.42. When a workplace adjustment is provided for an employee, and that employee moves to another role within their own agency or to another NSW government sector Department or agency (temporarily or permanently):
- if the employee consents to the adjustment being shared with the new manager/agency, the workplace adjustment details for the employee will be provided to the new manager/agency for review
 - any existing, ongoing, or new funding requirements will (if applicable) transfer to the new employing agency
 - if the employee is unsatisfied with the workplace adjustment process or decision, they should refer to the relevant escalation process of the new agency/role
 - if the adjustment relates to equipment that has been provided through the Employee Assistance Fund, ownership of the asset must be confirmed in writing as part of the approval. This will determine who is responsible for maintenance or repairs and what will happen to the equipment if the person with disability changes jobs. In most cases, any modification or equipment that is portable should move with the employee where practicable.

3. Advice and Support

Member Assistance Program

TELUS Health provides a Member Assistance Program (MAP) for the RFS, which is a short-term, confidential, counselling service designed to offer a problem-solving, solution-oriented approach to support RFS staff and volunteers with personal or work-related issues.

The MAP is staffed by independent qualified practitioners. The MAP will provide adjustments such as interpreters or captioning if required.

All RFS staff and volunteers (and their immediate family) have access to the MAP, which provides for a limited number of counselling sessions at no cost to the employee and can be provided over the phone or face-to-face.

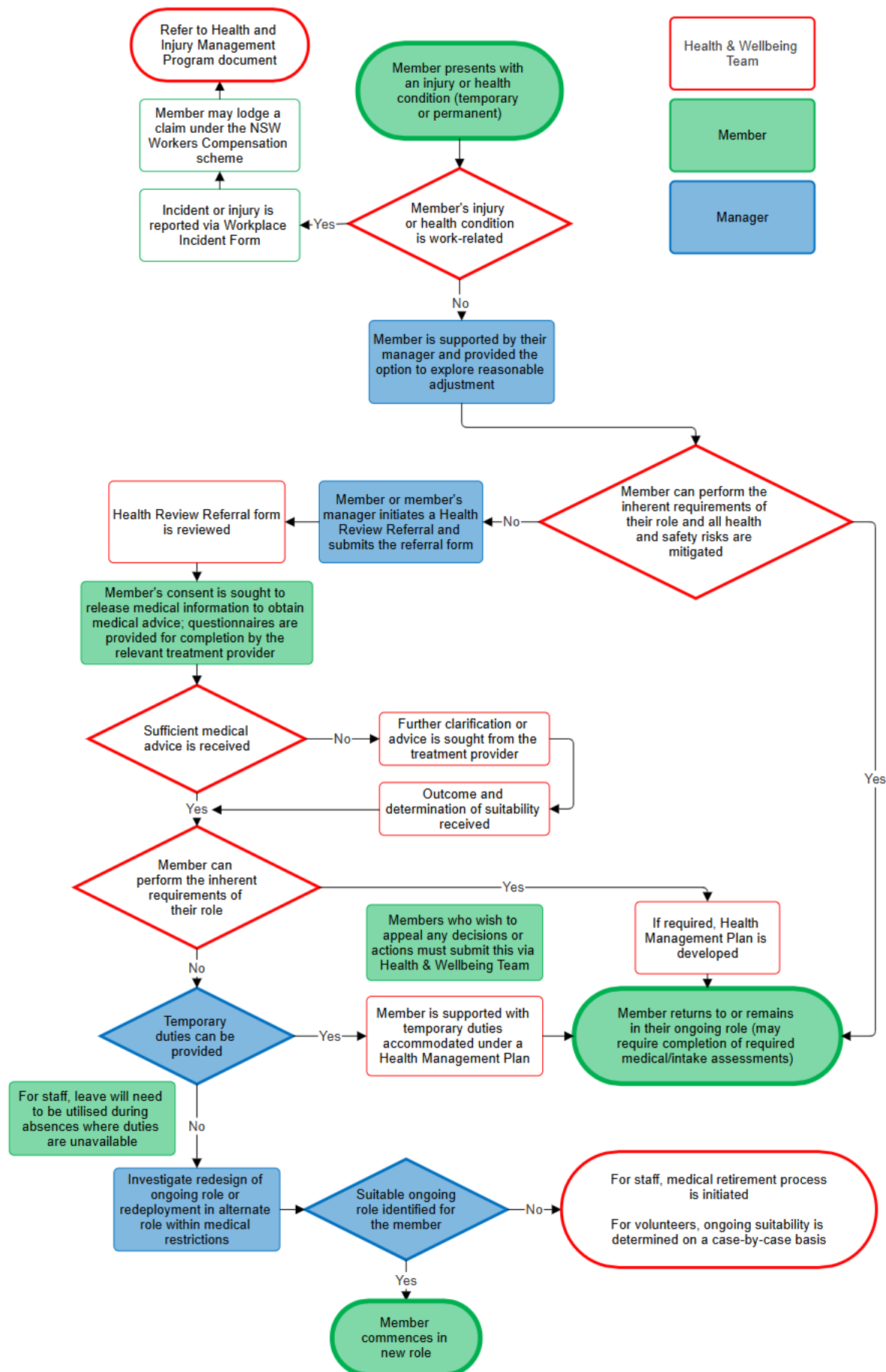
- Member Assistance Program (MAP) 1300 360 364 – 24/7

Other Support and Contacts

- Anti-Discrimination NSW [website](#)
 - [Workplace Adjustment Series website](#)
 - (02) 9268 5544
 - 1800 670 812 (toll free)
 - adbcontact@justice.nsw.gov.au
- Australian Human Rights Commission [website](#)
 - Unjustifiable hardship: [Australian Human Rights Commission's online guide](#)
 - 1300 656 419 (local call)
 - 1800 620 241 (toll free)
 - complaintsinfo@humanrights.gov.au
- Australian Disability Network [website](#)
 - (02) 8270 9200
 - info@AusDN.org.au
- First Peoples Disability Network [website](#)
 - (02) 8399 0882
 - enquiries@fpdn.org.au
- IncludeAbility [website](#)
 - includeability@humanrights.gov.au
 - (02) 9284 9600
- Job Access [website](#)
 - [Employment Assistance Fund eligibility criteria](#)
 - [Applying for the Employment Assistance Fund](#)
 - 1800 464 800
- Mental Health NSW [website](#)
 - Mental Health Line: 1800 011 511 (open 24/7)
- People with Disability Australia [website](#)
 - Free call: 1800 422 015
 - pwd@pwd.org.au
- Office of the Public Service Commissioner website – [disability employment](#)
- SafeWork NSW [website](#)
 - 13 10 50
- The NSW Industrial Relations Commission [website](#)
 - IRC.Registry@courts.nsw.gov.au
 - 02 8688 3516

- Enable NSW [website](#)
 - enable@health.nsw.gov.au
 - 1 800 ENABLE (1 800 362 253)

Appendix 1: Workplace Adjustment pathway



Appendix 2: Workplace Adjustment Agreement



RFS

Workplace Adjustment Agreement

Name:		Employee No:			
Role:	Business Unit:				
Manager:		Contact:			
Date:	Date valid to (if applicable):				
Workplace adjustments:					
Further considerations:					
<i>Please note here any emergency contacts/arrangements, such as Personal Emergency Evacuation Plan (PEEP); or other details, such as any assessments undertaken or identifiable symptoms/triggers that may require aid be rendered</i>					
The following parties acknowledge that they have read, understood, and agreed with the above:					
Member:		Signature:		Date:	
Manager:		Signature:		Date:	
Date of follow up (if applicable): <i>A regular review schedule may be nominated</i>					

Appendix 3: Review of Decision



RFS

Workplace Adjustment Review of Decision

Name:		Employee No:
Role:	Business Unit:	
Contact:		
Manager:		Contact:
Reason for review:		
<i>Please outline your reason for review (e.g. if process/procedure was not followed or declined without justification etc.)</i>		
Workplace adjustment(s) requested:		
<i>Please provide details of the workplace adjustment(s) requested and any discussions held</i>		
Reasons given for declination:		
<i>Please provide details of the reasons provided by your manager for declination of the workplace adjustment(s)</i>		
Alternate adjustment(s):		
<i>Please provide details of any alternate adjustments that might be implemented in lieu of the aforementioned</i>		
Date submitted:		