



Version	Approved by	Approval date	Effective date
1.0	Deputy Vice-Chancellor, Equity Diversity and Inclusion	6 November 2023	6 November 2023
Procedure Statement			
Purpose	<p>To ensure that workplace adjustments required by UNSW employees are effectively implemented, monitored and reviewed.</p> <p>This procedure sets out the process for requesting a workplace adjustment for:</p> <ul style="list-style-type: none"> • Applicants in the recruitment process • Employees 		
Scope	All staff, including casuals and those based at UNSW Canberra.		
Are Local Documents on this subject permitted?	<input type="checkbox"/> Yes, however Local Documents must be consistent with this University-wide Document		<input checked="" type="checkbox"/> No
Procedure Processes and Actions			

1. Introduction

UNSW is committed to creating an inclusive workplace environment for all staff employed at the University. This includes supporting staff members who may require workplace adjustments as part of their employment by making sure that an optimal environment and/or equipment is provided to carry out their duties.

A person with disability has a right to be protected from discrimination when seeking employment and in the terms and conditions of their employment. The *Disability Discrimination Act 1992* (Cth) makes it unlawful for the employer to discriminate against someone on the grounds of disability. An employer must treat a person with disability no less favourably than a person without disability in the same or similar circumstances.

The requirement to provide adjustments for people with disability applies to each stage of employment. Adjustments may be permanent or temporary depending on the nature of the disability and the needs of the individual.

Staff who are also students and require adjustments for their studies at UNSW, should contact [Equitable Learning Services](#).

For staff with illness, injury or disability compensated as part of an accepted and current workers' compensation claim, the staff member or manager must visit [UNSW Workers Compensation and Injury Management](#) or contact a UNSW claims manager on 9385 2722 to lodge a request for advice/action.

Definitions of key terms found throughout this procedure are located at the end of the document.

2. Sharing Information and Confidentiality

UNSW may use a staff member's personal and health information provided under this procedure internally to address, determine and implement the request for workplace adjustments.

Personal and health information provided within a request for workplace adjustments must only be shared with the staff member's consent. Staff consent must be requested and given in written form; staff must be told whom the information will be shared with to facilitate the adjustment.

Personal and health information provided to the University will be handled in line with the Privacy Policy. UNSW is bound by the *Privacy and Personal Information Protection Act 1998* (NSW), *Privacy Act 1988* and the *Health Records and Information Act 2002* (NSW).

Personal and health information shared under this procedure may be provided to external experts when seeking assessment or specialist goods or services for the implementation of the workplace adjustment. Before providing the information, the university must take safeguards to prevent the unauthorised access, use or disclosure of the information.

It is essential that staff dealing with the health information of other staff members for the purpose of implementing a workplace adjustment understand these obligations.

3. Adjustments during recruitment

It may be necessary to make adjustments during the recruitment process to remove any barriers and enable a person with disability to fully participate.

Applicants will be asked whether they require adjustments at every stage throughout the recruitment and selection process, including application, selection and offer stages. Permission to share requests for adjustments will be obtained from applicants.

During recruitment, an applicant can request a workplace adjustment from Talent Acquisition/HR/EDI and/or the Hiring Manager.

Any information regarding a workplace adjustment provided during the recruitment process is confidential.

The Hiring Manager is responsible for implementing the appropriate workplace adjustment during the recruitment process.

Selection committees will consider and evaluate all applicants equally. More information on ethical practices and equal opportunities in recruitment can be found in the [Recruitment and Selection Guidelines](#).

A decision not to employ a preferred applicant because of their disability can only be made if implementing the required adjustments would cause unjustifiable hardship to UNSW or despite all workplace adjustments, the applicant cannot fulfill the essential requirements of the role.

4. Adjustments during employment

Effective workplace adjustments are an important enabler for people with disability, as they support people to:

- perform at their best
- work productively
- work in a safe environment
- feel included
- increase their engagement and motivation to improve performance.

Adjustments can range from changes to equipment, work practices and environment and may change as people's needs change. Workplaces need to consider every possible option for adjustment for staff with disability to perform their role.

4.1 Requesting a workplace adjustment

A staff member can request a workplace adjustment from their manager by completing the [Workplace Adjustments Request Form](#).

The form is then reviewed and assessed by the manager. Advice can be sought from Access, Equity and Inclusion, permission to share requests for adjustment must be obtained from the staff member.

The nature of workplace adjustment requests may require documentation (certificate from relevant doctor/health professional, stating your condition(s)). If additional information is required, the manager or Access, Equity and Inclusion staff will contact the staff member to request this. All documentation received from the staff member must be handled in accordance with the [UNSW Privacy Policy](#).

At any time, a staff member can seek advice from:

- [Access, Equity and Inclusion](#) (or [EDI Manager](#) if the staff member is based in Canberra)
- A faculty EDI officer (Science, Medicine & Health, Business)

4.2 Developing and implementing a workplace adjustment plan

The manager will communicate regularly with the staff member regarding the status of their workplace adjustment request.

If the manager assesses that the workplace adjustment should be implemented, they will then develop a [workplace adjustment plan](#). This may be done in consultation with Access, Equity and Inclusion.

Details on the types of adjustment and implementation process can be found in the [Workplace Adjustment toolkit for Staff and Managers](#), which is located on the Supporting Staff with Disability Page on the HR Hub.

Once the workplace adjustment plan is developed, the manager will discuss and confirm the details of the plan and its implementation with the staff member who will be able to provide feedback for consideration.

It is the responsibility of the manager to coordinate the implementation of the workplace adjustment plan.

If the adjustment involves a cost to the local business unit, payment or reimbursement can be made from Access, Equity and Inclusion to the business unit.

If a workplace adjustment request is not approved and considered to present an 'unjustifiable hardship' (see definitions section of this document), the manager will discuss alternative adjustment options with the staff member. Advice can be sought from Access, Equity and Inclusion.

The manager will submit a summary of workplace plan to access_equity_inclusion@unsw.edu.au. Access, Equity and Inclusion will maintain a record of de-identified data on the implementation of workplace adjustments at UNSW.

4.3 Reviewing a workplace adjustment plan

A workplace adjustment plan will include a review period. This will be agreed between the manager and the staff member noting that the review period will not exceed 3 months.

If further changes are required to assist the staff member, updates may be made to the workplace adjustment plan.

If the staff member's position or circumstances change, the workplace adjustment plan may need to be reviewed by the manager.

5. The workplace adjustment passport

A workplace adjustment passport is a voluntary process to document the agreed requirements of staff who require adjustments. The decision to keep and share the passport lies with the individual staff member. The purpose of this document is to reduce the need for reassessment of adjustments in place when there is a change of job, location or manager. This option is detailed further in the Workplace Adjustments Toolkit for staff and managers.

6. Learning and Development

UNSW staff developing learning modules or providing training sessions must consider:

- communicating to staff ahead of training sessions that if they have any accessibility requirements to get in touch
- providing alternative formats of the learning content or learning materials ahead of training sessions when requested where possible
- if the content developed by staff (including subject matter experts) is accessible to all staff.

7. Travel related adjustments – Disability Travel Support Fund

UNSW recognises that additional expenses are often incurred by staff members and HDR students with disabilities when travelling to conferences and workshops. The Disability Travel Support Fund managed by Access, Equity and Inclusion provides a contribution towards these additional costs.

The fund is not a substitute for the standard funding arrangements for conference attendance, SSP or other research related travel provided by Faculties, Schools or Centres. The travel fund supports the research and career development activity of staff and HDR students with disability and helps with the additional expenses associated with accommodating a disability.

7.1 Eligibility

An applicant must be an academic or professional staff member or HDR student with disability who:

1. is employed full-time or part-time (including research only academic staff and Postdoctoral Fellows) at UNSW and can be fixed term or continuing appointments OR
2. is enrolled in a higher degree research program at UNSW
3. has applied to present/actively participate in a conference, or to travel for other research purposes or for SSP;
4. has received approval from the Head of School, Dean, Centre or Divisional Director to undertake the activity

5. has obtained approval for leave for the proposed activity
6. has been granted School or Unit funds to cover standard costs for travel for the proposed activity
7. requires additional financial assistance to accommodate adjustments to travel arrangements.

The fund is not available for travel on personal leave (recreation, long service, and leave without pay) which is taken in conjunction with the research activity.

7.2 Application Process

The maximum financial assistance provided by the fund is \$10,000 per application. Applications greater than \$10,000 will only be considered if supported by evidence that the adjustments required to accommodate the applicant's disability will be greater than this amount.

The fund only covers the pre-approved cost of travel expenses. The fund does not cover any increases in travel expenses, including airfare, after an application has been approved.

Applicants must complete the [Fund application form](#) and include the following documentation:

1. A copy of the application submitted to the School, Centre of Division when requesting financial support for Conference Travel, SSP or fieldwork participation;
2. Written confirmation of conference participation (if relevant);
3. Medical and/or other relevant documentation of their disability. If the staff member or HDR student has submitted a request in the previous year and the nature of the adjustment/s has not changed, medical and/or other relevant documentation will not be required to be submitted again;
4. Itinerary and detailed budget estimates.

The completed application must be submitted to access_equity_inclusion@unsw.edu.au.

7.3 Assessment Criteria

The assessment of applications will comply with the principles of a workplace adjustment as required by disability discrimination legislation. The following information will be considered when assessing applications:

- the purpose of the travel and the benefit to the applicant's research activities/program and to the University
- the nature of the additional support to travel required
- the mode of travel and adjustments required
- the financial contribution made by the local business unit and other relevant parties to support the travel arrangements of the applicant
- head of School, Dean, Centre Director or Divisional Director support and approval for the activity associated with the travel arrangements.

An application may not be approved if, after consideration of all circumstances, it is decided that the assessment criteria have not been met and/or the adjustments would impose unjustifiable hardship on the University.

7.4 Payments and Reimbursements

Payments or reimbursement of additional travel expenses will be made by a journal transfer from Access, Equity and Inclusion to the local business unit to cover the expenses incurred for a staff member or HDR student who has been successful in their application.

7.5 Accountability

Within four weeks of return from travel, successful applicants will be required to provide a report with details of conference or SSP participation, the benefit of it to their career. This can be the same report required for School, Faculty, Centre or Division or another funding body.

8. Support and advice

The [Workplace Adjustments Toolkit](#) is available for staff and managers and provides guidance, advice and

information on workplace adjustments and the implementation process. Disability Confident Training will be provided to managers and staff to build capacity and confidence in supporting staff with disability.

Staff should first discuss any concerns regarding workplace adjustment requests with their manager. Further support can be provided by:

- the [HR Business Partnering team](#)
- Access, Equity and Inclusion or the UNSW Canberra EDI Manager.

Staff who feel that they have experienced unfavourable treatment due to their disability or workplace adjustment request can raise their concerns through [UNSW's Staff Complaint Procedure](#).

Complaints about UNSW's decisions and conduct regarding workplace adjustments may also be made externally to the Australian Human Rights Commission, the Anti-Discrimination Board of NSW or the ACT Human Rights Commission.

8.1 Internal Contacts

Access, Equity and Inclusion, Division of Equity Diversity and Inclusion

Email: access_equity_inclusion@unsw.edu.au

Phone: 02 9348 1980

If the staff member requesting a workplace adjustment works at UNSW Canberra, they can contact the Manager, Equity, Diversity and Inclusion, UNSW Canberra.

Email: EDI@adfa.edu.au

HDR students discussing a Disability Travel Support Fund request can contact access_equity_inclusion@unsw.edu.au. For support with Equitable Learning Plans students should contact Equitable Learning Services.

8.1 External Contacts

- [Australian Human Rights Commission](#)
- [Anti-Discrimination Board of NSW](#)
- [ACT Human Rights Commission](#)

Accountabilities	
Responsible Officer	Director Access, Equity and Inclusion, Division of Equity, Diversity and Inclusion
Contact Officer	Program Manager (DIAP), Division of Equity, Diversity and Inclusion
Supporting Information	
Legislative Compliance	<p>This Procedure supports the UNSW's compliance with the following legislation:</p> <p>Anti-Discrimination Act 1977 (NSW)</p> <p>Disability Discrimination Act 1992 (Cth)</p> <p>Discrimination Act 1991 (ACT)</p> <p>Health Records and Information Privacy Act 2002 (NSW)</p> <p>Privacy and Personal Information Protection Act 1998 (NSW)</p> <p>Fair Work Act 2009</p>
Parent Document (Policy)	Equity, Diversity and Inclusion Policy

Supporting Documents	Workplace Adjustments Request Form Workplace Adjustments Plan Workplace Adjustments Passport Disability Travel Support Fund Application Form
Related Documents	Disability Inclusion Action Plan 2022-2025 Injury Management Program - Procedure Return to Work Program - Procedure Travel Policy Flexible Work Policy UNSW Privacy Policy Recruitment and Selection Guidelines Recruitment and Selection Policy
Superseded Documents	Reasonable Adjustment Guidelines for Managers of Staff and Potential Staff with Disabilities Disability Travel Assistance Fund for Academic Staff with Disabilities - Procedure
File Number	2023/120101
Definitions and Acronyms	

disability	<p>Disability is part of the human condition and a complex and evolving concept. UNSW understands disability as resulting from the interaction between people's impairments, and the attitudinal or environmental barriers that hinder their flourishing and their participation in society on an equal basis. It can include people with short term or fluctuating conditions that may be hidden or visible.</p> <p>The <i>Disability Discrimination Act 1992</i> (Cth) defines <i>disability</i>, in relation to a person, means:</p> <ol style="list-style-type: none"> a) total or partial loss of the person's bodily or mental functions; or b) total or partial loss of a part of the body; or c) the presence in the body of organisms causing disease or illness; or d) the presence in the body of organisms capable of causing disease or illness; or e) the malfunction, malformation or disfigurement of a part of the person's body; or f) a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or g) a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour; <p>and includes a disability that:</p> <ol style="list-style-type: none"> h) presently exists; or i) previously existed but no longer exists; or j) may exist in the future (including because of a genetic predisposition to that disability); or k) is imputed to a person <p>To avoid doubt, a <i>disability</i> that is otherwise covered by this definition includes behaviour that is a symptom or manifestation of the disability.</p>
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workplace adjustments	<p>In the context of employment, workplace adjustments are changes to the work environment which allow a person with disability to perform the inherent requirements of their job. Examples of such adjustments include but are not limited to the provision of assistive software, hardware and other equipment, building modifications and changes to usual work arrangements necessary to accommodate the needs of a person with disability (for example, by allowing the work to be performed across a different span of hours, or remotely from the workplace).</p> <p>In the employment context, an adjustment to be made by UNSW is a workplace adjustment unless making the adjustment would impose “unjustifiable hardship” on UNSW.</p>
unjustifiable hardship	<p>In determining whether a hardship that would be imposed on UNSW would be an <i>unjustifiable hardship</i>, all relevant circumstances of the particular case must be taken into account, including the following:</p> <ol style="list-style-type: none"> the nature of the benefit or detriment likely to accrue to, or to be suffered by, any person concerned (including students and other staff) the effect of the disability on any person concerned the financial circumstances, and the estimated amount of expenditure required to be made, by UNSW the availability of financial and other assistance to UNSW any relevant action plans that UNSW has in place under the Disability Discrimination Act.
essential requirements	Refer to the accountabilities of the role.

Revision History				
Version	Approved by	Approval date	Effective date	Sections modified
1.0	Deputy Vice-Chancellor, Equity Diversity and Inclusion	6 November 2023	6 November 2023	This is a new procedure to meet requirements of the Disability Discrimination Act and align with current best practice guidelines.

Further Information	
This section is not published on the final PDF document. It is for website purposes only	
Keywords for search engine	UNSW, workplace adjustments, disability, staff, managers, unjustifiable hardship
FAQs and answers	Include any Frequently Asked Questions and answers to be included with the Procedure (in a separate tab or section) in the Governance Policy Repository