

## REASONABLE ADJUSTMENT PASSPORT

A Reasonable Adjustment Passport is designed to document the reasonable adjustments required by an employee with an illness, injury or disability.

The purpose of the passport is to:

- ensure everyone has a clear record of the agreed adjustments;
- reduce the need to re-assess adjustments as a result of changes to a passport owner's job or line manager;
- act as a useful template for conversations about current and future adjustments.

### 1. How to use the passport

#### 1.1. Who should use the passport

A Reasonable Adjustment Passport (the Passport) is optional but is aimed at any volunteer who has an impairment or other health condition and who requires adjustments to be made in the work environment to enable them to work comfortably and effectively.

#### 1.2. When should the passport be used

Any new starter or current volunteer with an impairment or other health condition can complete the passport with their line manager. The passport should be updated when there is a change to a volunteer's work tasks or work conditions.

The passport should be used alongside other support services identified by the person with impairment or health condition, such as, but not limited to GP notes; Occupational Therapist notes; and Personal Emergency Evacuation Plans (PEEPs).

It is the responsibility of the passport owner to share their passport with their new line manager when they move or change roles so that the line manager can understand what reasonable adjustments have been agreed.

If the passport owner is in the same role and their impairment or health condition remains the same, the new line manager should accept the adjustments outlined in the passport unless there is a significant operational reason for not doing so. In this case the passport may need to be reviewed and amended. This should happen following the passport owner and new line manager having collaborated and agreed to passport changes required to enable the person with impairment to work comfortably and effectively.

If the passport owner's impairment or health condition changes, or if they have moved to a new role, site, office, desk, and so forth, or there are other changes to their job role which means that the adjustments may no longer be appropriate, then the adjustments should be reviewed and modified accordingly.

### **1.3. Passport format**

If a passport owner has access to a computer, it is recommended that the passport is completed on MS Word. However, passport owners can also print the passport and use as a hard copy.

## **2. Completing the Passport**

### **2.1. Personal Details**

This section asks for details about the passport owner and line manager and asks for copies of any relevant documents which may be helpful to the line manager in understanding an impairment or health condition, and the adjustments needed. This includes any external written advice that the passport owner is happy to share, for example, from the passport owner's GP, Occupational Therapist, or a Personal Emergency Evacuation Plan.

## **2.2. Adjustment Details**

This section asks for information about the passport owner's impairment/s and/or health condition/s as well as the adjustments that are requested by the passport owner to work comfortably and effectively. Passport owners are also asked to record any impairment or health condition that needs no action but which they wish to bring to the attention of their line manager.

## **2.3. Fluctuating Conditions**

Passport owners with fluctuating conditions (conditions that may change over time) are asked to complete this section to provide details of the impact of their impairment or health condition on a 'good' and 'bad' day. This will help the line manager understand the varying impact the impairment/s or health condition/s have on a passport owner to work comfortably and effectively and to support them as best they can.

## **2.4. Agreed Adjustments**

This section asks for a record of the adjustments that are agreed by the passport owner and the line manager. For each adjustment, the passport owner should summarise the details of the adjustment and state whether the adjustment is permanent/open-ended or temporary (stating the time period if the adjustment is temporary). The passport owner and line manager are required to sign and date this section to show mutual agreement of the adjustments provided. E-signatures are acceptable within this document.

## **3. Review**

The passport and agreed adjustments should be reviewed six monthly, or if the passport holder's impairment/s or condition/s are stable, at least annually after initial agreed work environment adjustments have been put in place. Additional reviews

can be at the request of the passport owner or line manager. For example, if there are changes to the passport holder's role or impairment/health condition, or if the adjustments are not working for the passport holder or the work team. The passport owner should use this section to record any changes to their impairment/health condition and to confirm that the previously agreed work environment adjustments remain appropriate or that new adjustments have been agreed. Each time a review takes place, the passport owner and line manager are asked to sign and date the agreement. E-signatures are acceptable within this document.

#### **4. Storage and access to the passport**

The passport owner is responsible for storing the passport in a secure location. The information within the passport belongs to the passport owner and will only be visible to them and their line manager unless the passport owner chooses to share it with another party. Passport owners who have access to a computer are advised to keep a copy of the passport in a secure location and provide their line manager with a link. Passport owners who do not have access to a computer and have completed the form by hand, are advised to keep the form in a safe location and provide their line manager with a printed hard copy.

**In keeping with Privacy Laws, passport information will not be passed on to anyone (including HR) unless the passport owner chooses to share it.**

#### **5. Guidance on making reasonable adjustments**

The employer organisation has provided passport owners, line managers, and other relevant persons with a copy of their Reasonable Adjustment Information Guide [Refer Reasonable Adjustment Guide Template filed on Centre for Volunteering Knowledge Base] which includes guidance on making reasonable adjustments, resource links and commonly asked questions, as well as case study examples and

activities. This is a guide for passport owners and managers on the approaches and techniques for making reasonable adjustments for volunteers.

## **6. More information**

For more information or guidance you can contact a [Job Access](#) advisor:

- Telephone: 1800 464 800 Monday to Friday between 9am and 7 pm, Australian Eastern Standard time and Eastern Daylight Saving Time, as applicable, except for Australian national public holidays.
- Users who are Deaf or have a hearing or speech impairment can connect with Job Access through the National Relay Service (NRS):
  - o TTY users phone **1800 555 677** then ask for 1800 464 800
  - o Speak and Listen (speech-to-speech relay) users' phone **1800 555 727** then ask for 1800 464 800
  - o Connect online at [relay.service.gov.au](https://relay.service.gov.au) Under the Contact Us Page are numbers and links for an internet relay call or a captioned relay call.
  - o Download the [NRS app](#)
  - o If you would like to submit an online query to Job Access, you can complete the [Online Enquiry Form](#)

## 7. Attachment A – Reasonable Adjustment Passport Example.

Equipment, software, and job role adjustments are broad categories of reasonable adjustments, within which various changes or modifications can be made to enable a volunteer to carry out their job role effectively.

| Equipment            | Description  |
|----------------------|--|
| Sit/stand desk       | An electrically operated bench-style desk allowing the user to alternate between sitting and standing to do their work   |
| Ergonomic seating    | Adjustable seating to support muscular and skeletal injuries and impairments   |
| Gliding palm support | Attaches to the PC mouse to relieve wrist pressure while in use  |
| Document holder      | A weighted stand to position documents in the correct way to allow transcription to a PC   |
| Footrest             | To assist staff to sit in a suitable ergonomic way at their workstation  |
| Premises             | Adjustments and alterations to lighting, colour contrast, door opening force, fixtures, furniture and electronic lock placement or timing to assist staff with disability to access the Museum's buildings |

| Software | Description |
|----------|-------------|
|----------|-------------|

|                           |   |
|---------------------------|---|
| Dragon Naturally Speaking | Allows PC users to access and operate PCs and their applications through voice command  |
| Workpace                  | Regularly interrupts PC work to ensure users take appropriate breaks from the PC and either rest or exercise hands, wrists, arms, eyes, etc |
| JAWS                      | Job Access with Speech (JAWS) is a screen reader developed for computer users whose vision loss prevents them from seeing screen content    |

| Work arrangements             | Description  |
|-------------------------------|--|
| Flexible working arrangements | An agreement to vary standard working arrangements, i.e. changes to work hours, pattern of work and location of work |
| Training and supports         | Additional or tailored training and supports such as coaching or mentoring   |
| Supervision                   | Key supervision duties such as providing directions and feedback may be altered                                      |

| Job adjustments | Description  |
|-----------------|--|
| Duties          | Job duties may be removed or modified based on WMA recommendations with consideration for the employee's role and classification |

## 8. Attachment B – Reasonable Adjustment Passport Template

The information provided in the reasonable adjustment passport is confidential. It should not be shared with anyone without the written consent of the owner – the person with impairment or health condition.

This passport template is for volunteers and their line managers to document any reasonable and necessary adjustments required to reduce or eliminate barriers at work for an employee with an injury, illness or impairment (disability), which may be temporary or permanent.

### Personal Details

|               |             |
|---------------|-------------|
| Family name:  | Given name: |
| Work venue/s: |             |

### **Adjustment Details**

#### **Workplace impacts of impairment/s and/or health condition/s.**

My impairment/s and/or health condition/s interact with barriers within the work environment to create the following impact/s:

This could include, but is not limited to:

- effect on coordination, dexterity, mobility
- effect on mental health
- effect on hearing, speech or visual impairment
- effect on my ability to interact socially with colleagues
- effect of particular working environments, for example; open plan offices
- attending medical or other health appointments



*(A response example might be: my role requires me to stand for long periods of time, then this will create a barrier for me due to my coordination / dexterity / mobility / coordination)*

### **Workplace adjustment requirements.**

The following reasonable adjustments have been agreed between myself and my line manager:

*(Example – I be provided a key to access an elevator, and I take 10 minute breaks every two hours)*

### **Fluctuating Conditions**

Please complete this section only if you have a fluctuating condition:

On a **good day**, my impairment/s and/or health condition/s interact with barriers within the work environment to have the following impact/s on me:

When things are **not so good**, my impairment/s and/or health condition/s interact with barriers within the work environment to have the following impact/s on me:

Therefore, I may need the following further reasonable adjustments:

Has any additional advice been given or requested, for example, but not limited to; GP notes, Occupational Therapist notes, counsellor/psychologist/psychiatrist notes. If so, from whom and what date was it requested/given: (Please attach any such information to the back of this document).

I have the following impairment/s and or health condition/s that need no action, but should be brought to the attention of my line manager:

(Example – epilepsy, diabetes, asthma, mental illness)

**Emergency arrangements:**

(Example – I have an arrangement with the fire warden to aid evacuation during evacuation DRILLS)

Do you require a Personal Emergency Evacuate Plan?

Other support required?

Recommended adjustments:

(Identify what has been recommended by a medical practitioner or workplace assessment)

| Detail Adjustments | Existing / New | Action Required | Comments |
|--------------------|----------------|-----------------|----------|
|--------------------|----------------|-----------------|----------|

|  |  |  |  |
|--|--|--|--|
|  |  |  |  |
|--|--|--|--|

### Work Setting Assessments

There has been the changes in my impairment/s and/or health condition/s., therefore I require the following changes to be made to my current agreed adjustments:

|  |
|--|
|  |
|--|

List date of last workplace reasonable adjustments assessment:

|   |  |
|---|--|
| Date of last assessment (if applicable) |  |
| Date of next review (if required)       |  |

Who should be informed of these workplace adjustments (Example - my line manager, Human Resources, Fire Wardens):

|  |
|--|
|  |
|--|

Following is **optional** emergency contact details.

You are under no obligation to provide these details but can choose to fill out contact details for one, none, or all of the following:

If I am not well or there are urgent concerns about my wellbeing, I give permission for my line manager to contact the following people in order of preference as follows:

|   |                     |
|---|---------------------|
| Relative, partner or family member  | Preference number:  |
| Family name:  | Given name:         |
| Relationship to you:  |                     |
| Telephone number/s  |                     |
| Home:   | Work:               |
| Friend  | Preference number:  |
| Family name:  | Given name:         |
| Telephone number/s  |                     |
| Home:   | Work:               |
| Treating professional ie: Counsellor /<br>Psychologist / Psychiatrist / GP / other: | Preference number:  |
| Profession:   | Address:            |
| Family name:  | Given name:         |
| Address:  | Telephone number/s: |

### Signatures

|                            |            |
|----------------------------|------------|
| Volunteer- print name:     | Signature: |
| Line Manager – print name: | Signature: |

## 9. References

[Disability and Adjustment | Job Access](#)

[Job Access, Reasonable Adjustment, Employer Toolkit, Resource 2.4](#)

[Reasonable Adjustments Disability Passports Model Passport.pdf \(gmb.org.uk\)](#)

*National Museum Australia, Reasonable adjustment procedures, PRO-043, version 1.0, 28 March 2022*

*University of Nottingham (UK, China, Malaysia). Reasonable adjustment passport. Guide for volunteers and managers. Dec. 2020*