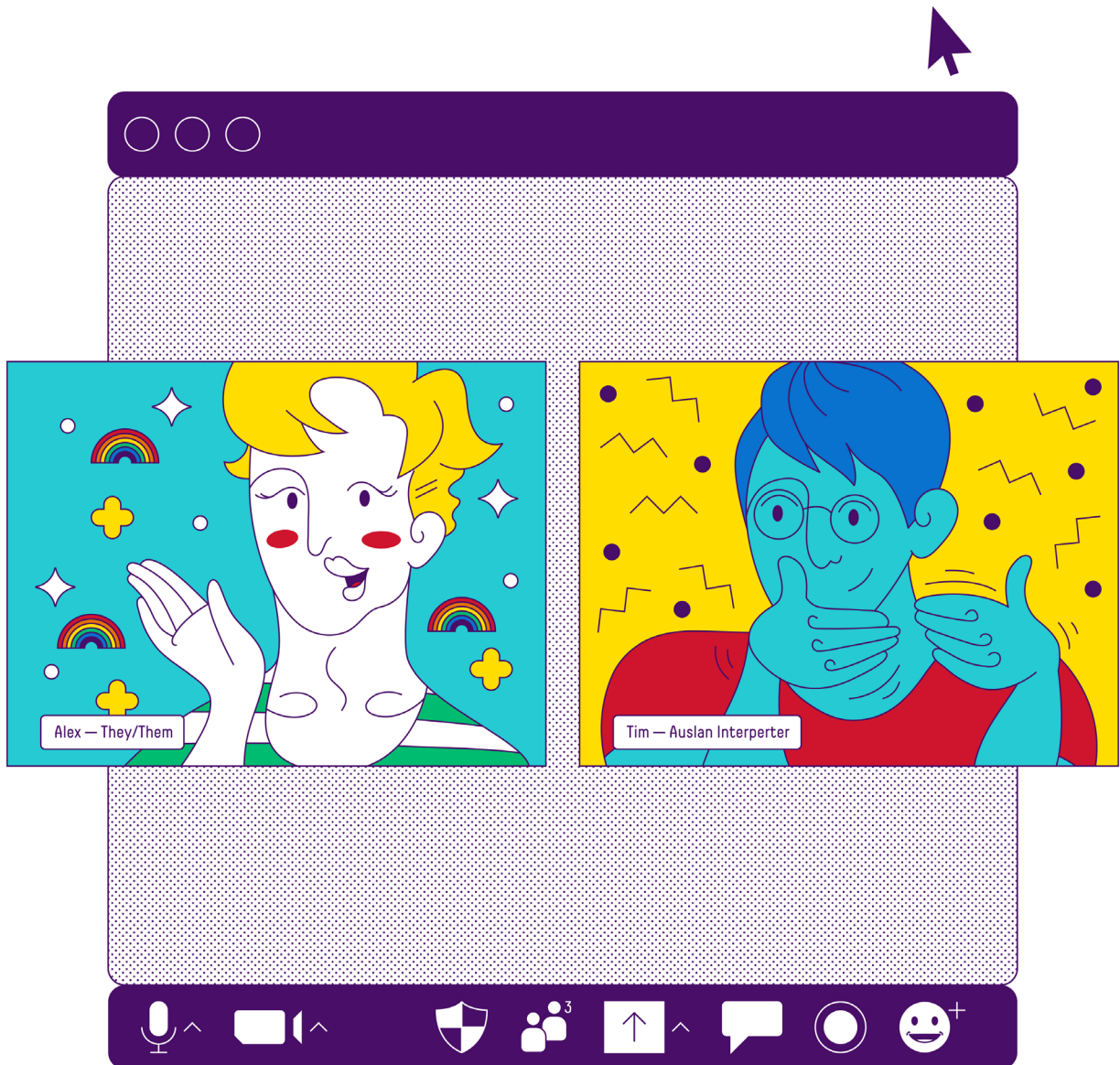


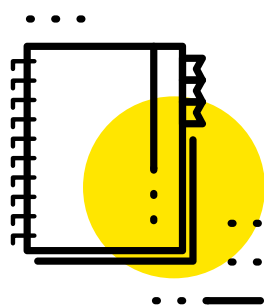


Index of Access Requirements

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This index lists possible access requirements an employee with disability may need, how you can implement the adjustment, and if JobAccess can provide you with financial support. People with disability are diverse and have diverse needs. Therefore, this index may not include an access requirement that your employee with disability needs and some employees with disability may not have any access requirements at all. This index is simply a guide; you should always ask your employees what their access requirements are (if any) and let them know what you can do to support them.

JobAccess is an Australian government-funded program that supports employers to hire people with disability. JobAccess' services are free and available to employers who are hiring a person with disability and employees with disability. You and your employee with disability can contact JobAccess to receive a free **Workplace Modification Assessment** to find solutions to make your workplace more accessible to your employee(s) with disability. JobAccess can also provide you with financial assistance to implement workplace modifications through their **Employment Assistance Fund (EAF)**. If you need assistance with making an EAF application or have any questions about what support JobAccess can offer you, you can call 1800 464 800 or you can **send an online enquiry**.



This index lists possible access requirements an employee with disability may need

Access	How to Implement Adjustment	Costs and Funding of Implementation
Accessible Documents	• Avoid using printed hardcopies of documents wherever possible. Consider using electronic signatures to avoid having to sign printed documents. • Produce documents and webpages that are screen reader and screen magnifier compatible. Vision Australia's <u>Digital Accessibility Toolbar (DAT)</u> can assist you to create accessible documents and webpages. • Do not rely on PDF documents alone, as not all screen readers can read them out consistently. Additionally, there is currently no accessibility support for PDF documents on mobile devices. Therefore, you should produce a Microsoft Word version of the documents you create in a PDF format. • Produce internal and external communication materials and documents in Easy Read so they can be understood by people with intellectual disability and people with low English literacy levels. • Produce internal and external communication materials and documents in Plain English so they can be understood by a wider audience.	Vision Australia's <u>Digital Accessibility Toolbar (DAT)</u> can be downloaded for free. They also offer <u>digital access training courses</u>. <u>Council for Intellectual Disability</u> offers a product and document testing service to assess how accessible your documents and communications are to people with intellectual disability. You can call <u>1800 424 065</u> or email Andrea Smith at <u>andrea@cid.org.au</u> to request a quote for their services. The <u>Information Access Group</u> can produce documents and webpages written in Easy Read and Plain English for your organisation. They also offer a product and document testing service to assess how accessible your documents and communications are to people with intellectual disability. You can <u>request a quote</u> for their services based on your organisation's needs.

Access	How to Implement Adjustment	Costs and Funding of Implementation
Auslan Language Services	• Hire certified Auslan interpreters to interpret at meetings, conferences, seminars, social and networking events, and other workplace events of importance. • Ensure that your workplace can accommodate the use of Video Relay Services. Video Relay Services use video conferencing technology to facilitate Auslan communication between Deaf or hard of hearing employees and hearing people through an Auslan interpreter. • Consider enrolling a hearing employee into an Auslan language course.	Funding of Auslan services for Deaf employees depends on the context in which they are being used. <u>JobAccess</u> can offer funding for the following: Auslan Level 1 – Auslan interpreting for work-related activities, including remote interpreting and real time captioning services. This funding is capped at \$6000 every 12-month period. Auslan Level 2 – Auslan interpreting for job interviews and related activities such as site visits or information sessions. This funding is uncapped. Auslan Level 3 – Funding to help co-workers enrol in an Auslan language course to communicate with Deaf and hard of hearing employees (Certificate II in Auslan). This funding is capped at \$855. Auslan interpreters can be hired through <u>the Deaf Society</u>, <u>Auslan Services</u> or <u>NABS</u>. Auslan courses are available at <u>the Deaf Society</u>, <u>Deaf Services</u>, <u>Expression Australia</u>, <u>AccessPLUS</u>, <u>TAFE NSW</u>, <u>TAFE SA</u>, and <u>Deaf NT</u>. Some Deaf people may also be eligible to receive funding to access Auslan interpreters at work under the NDIS. Video Relay Services are free. They require a smartphone, tablet or computer with a camera, Skype, and good connection to the internet to be accessed.

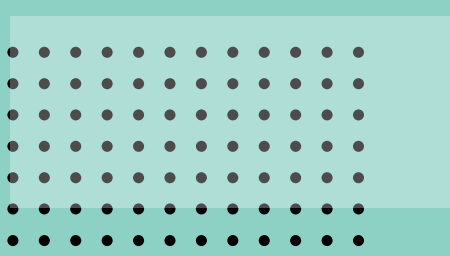
Access	How to Implement Adjustment	Costs and Funding of Implementation
Captioning	• Prepare captions to accompany presentations, slideshows, and media that you produce in the workplace. • Real time captioning services can be used to make your events, conferences, live streams, and presentations more accessible. Real time captions can provide access to attendees who are Deaf or hard of hearing. • Provide attendees with transcripts after presentations, conferences, live streams, and events.	JobAccess can provide funding for captioning services under Auslan Level 1 funding. This funding is capped at \$6000 every 12-month period. <u>AI-Media</u> offer captioning services for both live and pre-recorded content. They also offer transcription services. You can <u>request a quote</u> for their services based on your organisation's needs. <u>Auslan Connections</u> offer captioning services for both live and pre-recorded content. They also offer transcription services. You can call 1300 010 877 to request a quote for their services.
Chemical-Free Spaces	• Avoid using aerosols such as air fresheners, anti-bacterial sprays, deodorants, and insect killers in the workplace. • Implement a 'scent-free' policy which forbids employees from spraying fragrances in the workplace. • Request that employees do not wear strongly scented fragrances or use strongly scented toiletries.	These accommodations can be achieved at no cost.

Access	How to Implement Adjustment	Costs and Funding of Implementation
Disability Awareness and Inclusion Training	• Provide your employees with disability awareness and inclusion training so that they can effectively work together with employees with disability. • You can access Deaf awareness and inclusion training from providers such as <u>the Deaf Society</u>, <u>Expression Australia</u> and <u>Deaf Australia</u>. • You can access blind and low vision awareness and inclusion training from providers such as <u>DAADA</u>, <u>Guide Dogs Australia</u>, and <u>VisAbility</u>. • You can access Deafblind awareness and inclusion training from <u>Able Australia</u>. • You can access intellectual disability awareness and inclusion training from providers such as <u>Council for Intellectual Disability</u> and <u>Voice at The Table</u> • You can access mental health awareness training from providers such as <u>Aspect Mental Health</u>, <u>Black Dog Institute</u> and <u>Mental Health First Aid</u>.	JobAccess can fund disability awareness training for your workplace. This funding is capped at \$1500 for each employee with disability within a 12-month period.

Access	How to Implement Adjustment	Costs and Funding of Implementation
Easy Read	• Easy Read is a style of writing that make information easier to understand. It involves using simple words, pictures to accompany information, and large amounts of space between text. • Producing documents in an Easy Read version enables people with intellectual disability, people who are Deaf, and people with low English literacy levels to access information. This could include important announcements, informative guides, reports, training materials, social media posts and newsletters.	For advice about preparing Easy Read documents, see the Office for Disability Issues NZ's guide to writing in Easy Read. Access Easy English offers an Easy Read writing course for \$600 + GST. Council for Intellectual Disability offers a product and document testing service to assess how accessible your documents and communications are to people with intellectual disability. They also offer an Easy Read writing course. You can call 1800 424 065 or email Andrea Smith at andrea@cid.org.au to request a quote for their services. Ideas offers an Easy Read writing course for \$675 + GST. The Information Access Group can produce documents and webpages written in Easy Read for your organisation. They also offer a product and document testing service to assess how accessible your documents and communications are to people with intellectual disability. You can request a quote for their services based on your organisation's needs. If you are producing documents in Easy Read, it is recommended that you use pictures to convey information more accessibly. You can purchase a subscription to photo libraries for Easy Read documents from providers such as Photosymbols and Show Me Images.




Access	How to Implement Adjustment	Costs and Funding of Implementation
Ergonomic Workspaces	- Adjustable desks can provide support and comfort for people with back or spinal injuries. - Adjustable footrests can provide postural support to prevent back and spinal injuries. - An ergonomic computer mouse can provide support and comfort for people with hand or wrist injuries. - An ergonomic keyboard can provide support and comfort for people with forearm, hand, or wrist injuries. - Office chairs should have armrests and a supportive backrest. Make sure you can adjust the height and angle of the chairs.	Ergonomic office equipment can be purchased from office supply retailers such as Ergonomics Now , Ergonomic Office , Equip Office Supplies , JB Hi-Fi , and Officeworks .







Access	How to Implement Adjustment	Costs and Funding of Implementation
Flexible Working Arrangements	Allow your employees to take extra breaks to manage their health conditions, such as pain, stress, or fatigue, in the workplace. Allow your employees to work from home if it is possible to do so. Allow your employees to have say about their roster or working schedule if it is possible to do so. Be flexible with working hours if your employee has a health condition or disability which fluctuates. This can be done by allowing an employee to catch up on hours they missed whilst they were unwell during a period in which they feel well. If suitable, consider a job share arrangement where a full-time role is split into two part-time roles. Understand that your employees with disability may not always be able to provide sufficient notice and evidence when they need to take paid or unpaid leave. Be flexible with your employee with disability about providing notice and medical evidence when they take leave.	These accommodations can be achieved at no cost. By offering flexible working arrangements you could actually reduce costs by retaining staff and boosting staff morale and productivity.




Access	How to Implement Adjustment	Costs and Funding of Implementation
Hearing Loop	Install a hearing loop sound system in your workplace so that employees and clients or customers with hearing aids can hear more clearly. The type of hearing loop you should purchase will depend on your workplace environment.	The costs of installing a hearing loop can vary depending on your workplace needs. JobAccess can provide funding for special equipment to be used in the workplace such as hearing loops. You can purchase hearing loop equipment from suppliers such as Hearing Loop Australia, Hearing Loops Melbourne, ClearaSound, and AV Australia.
Image Descriptions	Provide a description of the image as a caption or alt text when distributing visual materials such as infographics, cartoons, photos, or illustrations to convey information. This enables people using screen readers to access visual information.	Providing an image description is free and simple to do. For advice about providing image descriptions for different types of images see W3C's web image accessibility tutorial. For advice about implementing alt text across the main social media platforms see Australian Network on Disability's guide to accessible social media. It also provides other advice about making your social media posts more accessible to people with disability.

Access	How to Implement Adjustment	Costs and Funding of Implementation
Low Sensory Spaces	• Allow employees to wear headphones if it is safe to do so. • Allow employees to work in vacant meeting rooms and office spaces. • Book conferences and meetings in spaces that do not have a lot of background noise. • Be mindful of the lighting of your office. Make sure your workplace is well-lit but avoid fluorescent lighting and be careful of harsh glaring coming from windows. • Close doors and windows to shut out background noises. • Designating a 'sensory retreat room' free of distracting auditory and visual stimuli. Ensure that this room is located away from 'high traffic' areas of your workplace such as the lunchroom. • Implement a 'quiet office' policy, especially if your workplace uses an open plan office. • Monitor the volume and noise feedback of any sound systems in your workplace. • Offer employees the option to work from home if it is possible to do so. • Request that employees do not use strongly scented products in the workplace.	These accommodations can be achieved at no cost.

Access	How to Implement Adjustment	Costs and Funding of Implementation
Mobility Access	• Consider alternatives to social and team building activities which are based on physical activity. • Install a ramp, chair lift, or elevator if there are stairs within your workplace if it is possible to do so. • Install an accessible bathroom in your workplace if it is possible to do so. • Install an automatic door opener if it is possible to do so. • Install handrails to support people to move around your workplace if it is possible to do so. • Offer accessible parking near your workplace if it is possible to do so. • Position office supplies, kitchen amenities, and bathroom amenities in a manner that is accessible to all employees.	JobAccess can provide up to \$30,000 worth of funding for workplace physical modifications such as the installation of access ramps or accessible bathrooms. If your organisation is based within a rental property, you will need to seek permission from the property's landlord before making permanent physical alterations to the premises.

Access	How to Implement Adjustment	Costs and Funding of Implementation
National Relay Services	• <u>National Relay Services</u> can offer support to employees who are Deaf, hard of hearing, and/or have a speech impairment to communicate with others. There are <u>several types of services</u> offered by National Relay Services: • NRS Chat – Assistance for employees with hearing or speech impairments to communicate over the phone or through video call. An employee can type what they would like a relay officer to tell someone over the phone or video call. The response of the other person on the call will be sent to the employee as a typed response from a relay officer. • NRS Captions – Assistance for employees who are hard of hearing to communicate over the phone or through video call. An employee can use their voice to communicate with someone over the phone or video call. The response of the other person on the call will be captioned by a relay officer. • SMS Relay – Assistance for employees with hearing or speech impairments to communicate over the phone. An employee can SMS what they would like a relay officer to tell someone over the phone. The response of the person receiving the call will be sent to the employee as a SMS response from the relay officer.	<u>National Relay Services</u> are free. Most types of relay calls require a smartphone, tablet or computer (with Windows operating system) and a good internet connection or phone data to be accessed. Make sure your workplace is prepared with the <u>equipment you need</u> to support the use of National Relay Services.

Access	How to Implement Adjustment	Costs and Funding of Implementation
National Relay Services	• Video Relay – Assistance for employees who use Auslan to communicate during video calls. A relay officer will facilitate Auslan to English translation between the employee and the person they are having a conversation with. • Voice Relay – Assistance for employees who have speech impairments to communicate over the phone or through video call. The employee can use their voice to communicate with someone over the phone or through video call. A relay officer will repeat words that are not understood by the other person on the call.	
Plain English	• Plain English is a style of writing which communicates information clearly and concisely. It uses common words and short sentences. It allows the reader to find the information they need and understand it the first time they read it or hear it. • Producing documents in Plain English enables a wider audience to access information. This could include important announcements, informative guides, reports, training materials, social media posts and newsletters.	For advice about writing in Plain English, see the Australian Government's digital guide to writing in Plain English and Plain English Campaign's guide to writing in Plain English. The Australian Public Commission offers a Plain English writing course for \$675 + GST. The Information Access Group can produce documents and webpages written in Plain English for your organisation. You can request a quote for their services based on your organisation's needs. The Plain English Foundation can edit the content of your documents and webpages so that it is more accessible. They also offer a Plain English writing course for \$750 + GST. You can call 02 9290 1288 or send an online inquiry to request a quote for their services based on your organisation's needs.

Access	How to Implement Adjustment	Costs and Funding of Implementation
Remote Working Arrangements	• Allow your employees to work from home if it is possible to do so. This could be done on a full-time or part-time basis. • Make an agreement about how your employee will communicate with you, other members of staff, and clients. Consider how they will attend meetings, training sessions, and team-building activities. • Make sure your employees have a safe remote working environment before you agree to let them work from home. Have them fill out a working from home self-risk assessment form so you can ensure that they have a safe place to work and make any adjustments if necessary.	Remote working arrangements are unlikely to incur more costs than having your employee working from within the office. Make an agreement with your employee to determine who is responsible for purchasing and installing work equipment and who will pay for work-related expenses such as internet and mobile data costs.
Screen Magnifying Technology	• Install screen magnifying software, such as ZoomText, on computers used by low vision employees. • Provide low vision employees with desktop electronic magnifiers so that they can read hardcopy documents more accessibly. • Produce documents and webpages that are in a screen magnifier accessible layout and format. • • • • • • •	JobAccess can provide funding for ZoomText and other screen magnifying software. For information about producing screen magnifier accessible documents and webpages, see W3C's Clear Layout and Design Guide. The costs of desktop electronic magnifiers can vary from \$3300–\$7730 depending on the brand and model. JobAccess can provide funding for special equipment to be used in the workplace, such as desktop electronic magnifiers. You can purchase screen magnifying technology and desktop electronic magnifiers from suppliers such as Vision Australia, Pacific Vision and Quantum.

Access	How to Implement Adjustment	Costs and Funding of Implementation
Screen Reading Technology	• Install screen reading software, such as <u>JAWS</u>, on computers used by blind and low vision employees. Some employees with literacy difficulties may also find screen reading technology to be assistive. • Provide employees who read and write in braille with a refreshable braille display. • Produce documents and webpages that are screen reader accessible in Microsoft Word and Adobe PDF. Always offer people who use screen readers documents in both formats, as some screen readers are not compatible with Adobe PDF.	JobAccess can provide funding for JAWS and other screen reading software. For information about producing screen reader accessible Microsoft Word documents, see Microsoft's <u>guide to creating accessible documents in Microsoft Word</u>. For information about producing screen reader accessible Adobe PDF documents, see Adobe's <u>accessibility website</u>. The costs of a refreshable braille display can vary from \$1050–\$8450 depending on the brand and model. JobAccess can provide funding for special equipment to be used in the workplace, such as refreshable braille displays. You can purchase screen reading technology and refreshable braille displays from suppliers such as <u>Vision Australia</u>, <u>Pacific Vision</u> and <u>Quantum</u>.
Speech Recognition Technology	• Install speech recognition software, such as <u>Dragon</u>, on computers used by employees who experience physical barriers to typing.	The cost of Dragon software varies depending on your workplace needs. JobAccess may provide funding for Dragon and other speech recognition technology if it is to be used by an employee with disability who experiences difficulties with typing. You can purchase speech recognition software from suppliers such as <u>Nuance</u>, <u>Voice Recognition Australia</u> and <u>VoiceX Communications</u>.

Access	How to Implement Adjustment	Costs and Funding of Implementation
Vehicle Modifications	- Some people with disability may need modifications to be made to the vehicle they are driving for work purposes. The modifications that will need to be made to the vehicle will depend on the person's access requirements. - An occupational therapist with driving assessment qualifications can conduct a vehicle assessment to determine what modifications will support your employee whilst they are driving.	Costs of vehicle modifications vary depending on what modification is required. Vehicle assessments and vehicle modifications can be funded by JobAccess if driving is a necessary part of your employee's role.
Wheelchair Accessibility	- Arrange furniture in a way that allows a wheelchair user to move around the workplace with ease. - Install a ramp, chair lift, or elevator if there are stairs within your workplace if it is possible to do so. - Install an accessible bathroom in your workplace if it is possible to do so. - If your employee who uses a wheelchair prefers to sit at a computer chair, provide space in the workplace for them to store their wheelchair. - If needed, modify doorways and hallways of your workplace so that they are wide enough to accommodate the entry and exit of wheelchairs. - Offer accessible parking near your workplace if it is possible to do so.	JobAccess can provide up to \$30,000 worth of funding for workplace physical modifications such as the installation of access ramps or accessible bathrooms. If your organisation is based within a rental property, you will need to seek permission from the property's landlord before making permanent physical alterations to the premises.