

WORKSTEP is a programme for people with complex support needs and can give guidance to employers and staff in areas such as training, supervision and other support. It can also help financially with costs not covered by Access to Work.

There are a number of other organisations specialising, for example, in job-matching support, equipment-related assessment, computer usage and workstation support. You can find out about all of them at the job centre.

● **Further details**

Disability Rights Commission (DRC) Helpline

Free advice if you feel you have been treated unfairly.

Open 08:00 to 20:00, Monday to Friday
See back page of this leaflet for details.

See also on the DRC website (www.drc-gb.org/knowyourrights/employment.asp) 'Employment, health and disability – Getting in, staying in and getting on'.

Job centre or Jobcentre Plus

For your nearest job centre look in the Yellow Pages under employment agencies, careers advice, training services or online at www.jobcentreplus.gov.uk

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If you require this publication in an alternative format and/or language please contact the Helpline to discuss your needs. It is also available on the DRC website: www.drc-gb.org

The DRC Language Line service offers an interpretation facility providing information in community languages and is available on the DRC Helpline telephone number 08457 622 633. You can email the DRC Helpline from our website: www.drc-gb.org

Other leaflets currently available

- Who has rights under the Disability Discrimination Act 1995 (DDA)?
- Health and safety
- Discipline and dismissal
- Pensions
- Sick leave, sick pay and medical appointments
- Redundancy
- Getting into work – my rights

- ☎ **Telephone** 08457 622 633
- ☎ **Textphone** 08457 622 644
- Fax** 08457 778 878
- Website** www.drc-gb.org
- ✉ **Post** DRC Helpline
FREEPOST MID 02164
Stratford upon Avon
CV37 9BR

What are reasonable adjustments?



A series of leaflets providing practical advice and information on getting and keeping employment



INVESTOR IN PEOPLE



If you have a disability or a long-term health condition and you apply for a job or become a member of staff, the employer has a duty to make 'reasonable adjustments' to employment practice and premises if these place you at a substantial disadvantage.

● When and where can I expect reasonable adjustments?

During the recruitment process: for example, by enabling you to apply for a job in a variety of ways (by telephone, tape, email, letter or in person), and taking your specific needs into account during the interview or test (such as providing extra time).

In the terms and conditions of employment: by making changes (such as altering your working hours or getting equipment) to help you do the job to the best of your ability.

● When is an adjustment considered reasonable?

There are no hard and fast rules, mainly because what might be a great help to you might not be for someone else. Knowing what will make it difficult for you to do your job, as well as how to resolve the problem, will enable you to negotiate for the best solutions both for yourself and your employer.

However, the DDA does provide the employer with a number of criteria to test out whether a particular adjustment is reasonable. Examples of these are:

- effectiveness in preventing disadvantage
- practicability
- costs of the adjustment and the extent of any disruption
- the extent of the employer's financial or other resources.

● Are there examples of reasonable adjustments?

Many adjustments cost little or nothing and are often a matter of flexibility and developing a creative approach to working practice, such as: enabling you to work flexible hours, taking food breaks to manage diabetes, or allowing you to take time off to attend doctors' appointments.

Other adjustments might involve:

- making changes to premises
- getting or modifying equipment such as a CCTV, voice-activated computer software or a telephone adapted with an amplifier
- translating instructions and reference manuals into accessible formats, such as large print and audio cassette
- providing a reader or sign language interpreter
- giving feedback in a particular way or allowing you to work in a private room if most work is done in an open-plan office.

● Is there any help available?

There are a number of schemes and government programmes which will help at no cost and can also help financially. Information about these is available through your local job centre:

Access to Work is a scheme to help you and your employer work out what the issues and likely solutions are. They also give grants for making adjustments.