



**Australian Government**



# **Workplace Modifications Assessment Guidelines**

**V1.2**

**Disclaimer**

This document is not a stand-alone document and does not contain the entirety of Disability Employment National Panel of Assessors Providers' obligations. It should be read in conjunction with the Disability Employment National Panel of Assessors Program Grant Agreement (2018-2023) and any relevant Guidelines or reference material issued by the Department under or in connection with the Grant Agreement of Standing Offer.

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# Workplace Modifications Assessment Guidelines

## Document Change History

Version	Effective Date	End Date	Change & Location
1.0	1 July 2018	30 June 2019	Original version of document
1.1	1 July 2019		Amend payment rate references for WMS Assessments and minor edits.
1.2	1 July 2020		Removal of specific pay rate references for WMS Assessments – due to annual indexation increases and minor edits.

## Background

The Employment Assistance Fund (EAF) provides financial assistance to a person with disability or their Employer for workplace modifications, equipment and services they require as a result of their disability. Its objective is to encourage and support the Employment of people with disability, improve their access to work opportunities, and maximise their capacity and workplace independence.

The National Panel of Assessors (NPA) is contracted by the Australian Government to deliver Workplace Modifications (WMS) Assessments as part of the EAF. The NPA nominate WMS Assessors for approval by Department of Social Services (the Department) and only approved WMS Assessors can complete WMS Assessments and WMS Assessment Reports.

## Additional Information

These Guidelines outline the responsibilities and required actions of an NPA Provider and Specified Personnel in the delivery of Workplace Modifications Assessments as part of the EAF. These Guidelines should be read in conjunction with the EAF Guidelines available on the JobAccess website at [jobaccess.gov.au](http://jobaccess.gov.au).

## **Disability Employment National Panel of Assessors Grant Program Agreement Clauses:**

Clause 26 – Evaluation Activities  
Clause 28 – Performance Management  
Clause 57 – Conflict of Interest  
Clause 78 – WMS Assessment Services  
Clause 79 – WMS Assessments  
Clause 80 – WMS Assessment Reports  
Clause 81 – WMS Grant Payments

### **Reference documents relevant to this guideline:**

Disability Employment National Panel of Assessors Program Grant Agreement (2018-2023).  
Employment Assistance Fund Guidelines (available on the JobAccess website at [www.jobaccess.gov.au](http://www.jobaccess.gov.au))

### **Explanatory Note:**

All capitalised terms have the same meaning as in Disability Employment Services National Panel of Assessors Program Grant Agreement (2018-2023).

In this document, “must” means that compliance is mandatory and “should” means that compliance represents best practice.

The term “Provider” in this Guideline means an NPA Provider unless otherwise stated.

The term “Assessor” means the Provider’s Specified Personnel.

The term “Assessment” means a WMS Assessment, unless otherwise stated.

## Workplace Modifications Assessment Guidelines

Who is Responsible	What is Required
<p><b>1. The Provider</b></p> <p>Receives a request to conduct an Assessment and allocates an Assessor</p> <p>NPA Grant Program Agreement references:</p> <ul style="list-style-type: none"> <li>• Clause 57</li> <li>• Clause 78</li> <li>• Clause 80</li> </ul>	<p>The nominated Contact Person for the Provider receives a request from JobAccess to conduct an Assessment. The Provider and JobAccess discuss the details of the Assessment and availability of an approved Assessor. The Assessor must have the appropriate specialist skills and knowledge and the capacity to complete and submit the WMS Assessment Report within twelve business days of acceptance of the Work Order.</p> <p>The Provider must advise JobAccess within two hours of receiving the request whether they accept the Assessment allocation. If the request is not accepted in two hours, the JobAccess Provider must offer it to another Provider.</p> <p>The Provider must allocate the Assessment to one of its suitably qualified and approved Assessors.</p> <p>The Provider provides a copy of the Work Order to the Assessor, which outlines the assessment requirements, contains the Employment Assistance Fund (EAF) application and other details related to the Assessment.</p> <p>Assessment Fees are not payable in respect to any Assessments completed by unapproved Assessors.</p> <p>A Provider must not conduct an Assessment of an Employee or a person who has received, or is receiving, Program Services from the Provider's Own Organisation or Related Entity. If a conflict of interest such as this does arise, the Provider must notify JobAccess immediately.</p> <p>When an Assessor has been allocated to complete the Assessment, the Provider should sign the Work Order, retain it and confirm in writing with JobAccess that it has been accepted.</p>
<p><b>2. The Assessor</b></p> <p>Prepares for and makes arrangements for the Assessment</p> <p>NPA Grant Program Agreement references:</p> <ul style="list-style-type: none"> <li>• Clause 26</li> <li>• Clause 28</li> <li>• Clause 78</li> <li>• Clause 79</li> </ul>	<p>The Assessor must review the information provided by JobAccess including the EAF application, the Work Order and other supporting documentation. The Assessor must contact the Employer and Employment Services Provider or Program Provider to arrange a time for the Assessment and obtain information about the duties/job description involved. If there is no Employer or Employment Service Provider or Program Provider, the individual must be contacted to arrange a suitable time. The Assessor should check if there are any special worksite accessibility and safety requirements that need to be complied with to conduct the Assessment.</p> <p>The appointment should be as soon as possible after acceptance of the Work Order to allow the Assessor adequate time for follow-up work to check available and suitable items, and obtain quotations for the recommended items.</p> <p>Where possible, the Assessor should do preliminary research into available products and solutions prior to the Assessment.</p>

Who is Responsible	What is Required
	<p>It is recommended that the Assessor phone the Employer before visiting the worksite to confirm the appointment time and availability of all relevant parties.</p>
<p><b>3. The Assessor</b></p> <p>Conducts the Assessment</p> <p>NPA Grant Program Agreement references:</p> <ul style="list-style-type: none"> <li>• Clause 79</li> <li>• Clause 80</li> <li>• Clause 81</li> </ul>	<p>At the Assessment the Assessor clarifies with the parties any ambiguities in the EAF application, the job tasks and the nature of the disability and its impact on capacity to complete required job tasks.</p> <p>The Assessor carries out the Assessment of the person’s worksite tasks, worksite environment and identifies the barriers to completing the required work tasks.</p> <p>The Assessor must use their professional expertise to conduct the Assessment and make independent recommendations for necessary workplace modifications, including purchase of specific equipment to remove a barrier due to the person’s disability.</p> <p>The Assessment, including completion of the Assessment Report, should be able to be completed within five hours. In some circumstances, the Provider may request payment of Fees for up to an additional four hours, and as soon as the Provider is aware the Assessment is likely to take more than five hours, they must seek approval from JobAccess for additional hours.</p> <p>JobAccess may give approval for the Assessor to visit the workplace to set up the approved equipment, where the Employer or Employment Service Provider or Program Provider do not have the expertise to do so. This can only be approved from within the maximum allowable hours to complete an Assessment.</p> <p>When formulating their recommendations for Modifications to be funded through EAF, the Assessor must consider:</p> <ul style="list-style-type: none"> <li>• whether the Modification is required because of the disability and therefore may be funded through EAF or whether it is the responsibility of the Employer</li> <li>• whether the Participant is in receipt of, or entitled to, the same or similar assistance provided through EAF from an Australian Government source or state, territory or local government bodies</li> <li>• whether the cost of the Modification represents value for money and is reasonable, taking into consideration the extent to which the Modification will be used to complete essential Employment duties, and whether a more reasonable alternative adjustment can be made</li> <li>• compatibility of existing technology and communications equipment with the proposed Modifications.</li> </ul> <p>It is important to differentiate between the Modifications or equipment recommended to be purchased through the EAF (required because of disability and required to perform their Employment) and those recommended for Employer’s action (eg. document holder or standard ergonomic chair).</p>

Who is Responsible	What is Required
	<p>The Assessor should advise and seek verbal agreement from all relevant parties of their proposed recommendations at the time of the Assessment, including:</p> <ul style="list-style-type: none"> <li>• any actions to be taken by the Employer to make the worksite more accessible and enable the person to work more productively</li> <li>• recommendations to obtain Modifications from the EAF.</li> </ul> <p>The Assessor must remind all relevant parties that any Modifications they recommend to be funded through EAF <b>must not be purchased, or a commitment made to purchase</b>, prior to receiving written approval from the JobAccess Provider.</p> <p>The Assessor follows up the Assessment with any necessary research to identify suitable products, suppliers and obtains the necessary written quotations.</p> <p>The Assessor is responsible for obtaining quotations for the recommended Modifications. Assessors must take reasonable steps to obtain best value for money when seeking quotations.</p> <p>Individual items costing up to \$5000 (GST inclusive) require <b>one written quotation</b>. Individual items costing between \$5000 and \$15,000 (GST inclusive) require <b>two written quotations</b>. Individual items costing \$15,000 or more require <b>three written quotations</b>. Written quotations must contain the supplier's name, Australian Business Number (ABN), contact details and separately itemise each item with an accurate description, its cost, GST component, and freight or handling costs where applicable.</p>
<p><b>4. The Assessor</b></p> <p>Completes the Assessment Report</p> <p>NPA Grant Program Agreement references:</p> <ul style="list-style-type: none"> <li>• Clause 80</li> <li>• Clause 81</li> </ul>	<p>If the Assessment Report cannot be completed within twelve Business Days of accepting the Work Order, the Provider must advise JobAccess of the reasons why immediately.</p> <p>The Assessment Report must be completed by the Assessor and be sufficiently comprehensive to demonstrate to JobAccess the recommended modifications and equipment are clearly to remove work barriers that relate to the person's disability and are essential to enable them to complete their Employment duties.</p> <p>The Assessment Report must include a minimum of:</p> <ul style="list-style-type: none"> <li>• name, ABN, address and contact details of NPA Provider in the Report header</li> <li>• purpose of Assessment</li> <li>• method of Assessment</li> <li>• summary of findings, including Employment information, disability information, a description of how the role is currently undertaken by the worker, and the disability-specific barriers and solutions</li> <li>• recommendations consistent with relevant Australian legislation, Australian Standards and Work Health and Safety regulations and best practice</li> </ul>

Who is Responsible	What is Required
	<ul style="list-style-type: none"> <li>• recommendations must include justification for the identified solution and information about other solutions considered but not recommended</li> <li>• written quotations on recommended Modifications.</li> </ul> <p>The Assessor should consider whether to include recommendations for assistance in setting up the equipment or for technical training in the use of the Modification, where this assistance is not available from the Employer or the Employment Service Provider or Program Provider.</p> <p>A suggested Assessment Report format for completing an Assessment Report is at <u>Attachment A</u>.</p> <p>The Assessor provides a copy of the Assessment Report, together with a copy of the quotations to all relevant parties.</p> <p>If the Assessment Report is not completed to JobAccess' satisfaction, the Provider may be required, at its own cost, to resubmit a revised Assessment Report that addresses the identified issues, within two Business Days of receiving the request to resubmit</p>
<p><b>5. The Provider</b></p> <p>Submits a Tax Invoice for the Fees</p> <p>NPA Grant Program Agreement references:</p> <ul style="list-style-type: none"> <li>• Clause 81</li> </ul>	<p>The Provider must email the completed Assessment Report in PDF format to <a href="mailto:jobaccessadvice@workfocus.com">jobaccessadvice@workfocus.com</a> or fax on (08) 9382 9277 within twelve Business Days of the Work Order being accepted.</p> <p>A properly rendered Tax Invoice should accompany the Assessment Report, outlining the time taken to complete the Assessment and the Assessment Report.</p> <p>The hourly rate for an Assessment is listed in the Grant Agreement. It is expected most Assessments and the Assessment Report will take up to five hours to complete. There is provision for approval to be sought for additional time of up to another four hours to complete more complex Assessments. Prior approval from JobAccess is required.</p> <p>The Provider may claim Fees for travel time for all Assessments at the rate listed in the Grant Agreement. Where travel in excess of 200 kilometres is required for a return trip to the worksite, reimbursement claims for other travel costs and expenses may also be made in accordance with the conditions set out in the Grant Agreement.</p> <p>Travel expenditure reimbursement is to be claimed by the Provider as part of the Fees for Assessment at the time the Assessment report is submitted to JobAccess.</p>



[Insert Name, ABN, Address and Contact Details of National Panel Provider]

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## Workplace Modifications Assessment Report

Workplace Modifications Assessment Report - Personal Details	
<b>Worker's name:</b>	
<b>Name of Employer</b>	
<b>Date of birth:</b>	
<b>Assessor:</b>	
<b>Date of assessment:</b>	
<b>Date of report:</b>	

### **PURPOSE OF ASSESSMENT**

To identify and assess the need for workplace modifications and/or equipment to enable <worker name> to work at his/her full potential and to perform essential tasks and duties involved in his/her job as a <job title>.

### **PRESENT AT THE ASSESSMENT**

List name, title and employer name for each person present at the assessment.

### **METHOD OF ASSESSMENT**

List any discussion, meeting, review of supporting evidence or observations of work environment.

### **SUMMARY OF FINDINGS**

#### **Employment Information:**

- Job Title
- Job Description
- Description of Work Area
- Work Task Analysis
- Employment status and history with this employer

#### **Disability Information:**

Description of the person's disability and the impact it is having on their ability to do their job.

**Identified barriers and solutions:**

Determine if the worker’s disability is a barrier to employment and then determine solutions.

Include information about other solutions considered but not recommended.

**RECOMMENDATIONS**

**Please note that any modifications, equipment or services recommended for funding through the Employment Assistance Fund must not be purchased, or a commitment made to purchase, prior to receiving written approval from JobAccess.**

Recommendations may include changes to work practices and posture and positions, equipment modifications or referral and/or liaison with other parties.

**Assessment Report**

I have provided a copy of the Assessment Report to the parties to the Assessment and they are in agreement with my recommendations.

.....  
(Signature of Approved Assessor)Name of Assessor:  
National Panel of Assessors Provider Name: