

Reasonable adjustments guide for mental health issues/ill-health



Chamber of Commerce
and Industry WA

Flexible working options

- Varied start and finish times
- Working from home
- Working part-time
- Offering a variety of tasks
- Allowing regular/short breaks (clear their mind or relieve physical symptoms)

Cognitive

Assisting with concentration and remembering

- Writing or emailing instructions to the employee rather than just telling them
- Colour coding or highlighting important tasks that need prioritising
- Using diagrams to assist the worker to remember and process information
- Providing a diary to manage deadlines
- Nominating a 'buddy' for the worker for those times you are unavailable
- Allowing extra time to complete tasks
- Allowing short breaks more frequently
- Allowing the worker to listen to music or providing ear protection to minimise distractions

Assisting with planning tasks

- Developing a written plan with the worker that features achievable tasks
- Providing a checklist of tasks that need completion
- Reminding the worker, sensitively, about deadlines

Behavioural

- Using telephone or email instead of conducting face-to-face meetings
- Swapping tasks or work that requires meetings with clients, customers or business representatives for less 'social' activities
- If the worker is located in a busy area, allowing the worker to work in a quieter location
- Not making work social activities compulsory for all workers

Physical

Assisting with physical symptoms (pain and fatigue)

- Providing flexible working hours
- Providing short breaks
- Providing training for the employee about accessible computer functions, such as enlarged print options if blurred vision is a problem
- Structuring their working hours around the time of day they are most productive
- Allowing the employee to have input into the work roster
- Encouraging the employee to arrange medical appointments on the quiet days of the week
- Providing cab vouchers to enable the employee to get to and from medical appointments efficiently

Emotional

Assisting with emotions

- Avoiding being drawn into arguments
- Reminding the worker of the basic workplace rules of behaviour and treating everyone with respect
- Encouraging the worker to walk away from stressful situations
- Providing encouragement when the worker handles a situation well
- Allowing the worker to telephone external support people during work time
- Taking immediate action if you are worried a worker is in danger of hurting themselves or others

Environmental

Built design of workplace

- Offering a quieter location in which to work/reducing noise
- Physical modifications to work area to reduce distractions (partitions, visual barriers)
- Ensuring regulated temperature
- Adequate lighting (the more exposure to natural sunlight the better)
- Is there workspace cramped or they are surrounded by people (is this helpful or not?)