

Managing staff

If an existing employee shares information about their disability during a disciplinary process for a decline in productivity – how do you respond? The below outlines a number of scenarios, and whether or not they are an appropriate way to respond. If you are unsure about any of these scenarios, or would like access to free and confidential disability employment advice call the JobAccess Service on 1800 464 800.

Work together with the employee to develop the steps you might need to take to address the issues that relate to their disability that are affecting them at work.	YES – most employees will be able to advise what assistance is required.
Use a hostile or confrontational approach and hope he / she snaps out of it.	NO – employees need to be treated in a respectful manner and offered support to continue at work.
Ask the employee directly about their disability, what medication they require and how it affects them personally.	NO – keep questions work focused not personal.
Advise it might be best if they look for another job that is better suited to their condition.	NO – this may be considered discrimination.
Recommence the disciplinary process if poor performance continues after reasonable adjustments have been successfully implemented.	YES – if you can demonstrate the inherent requirements of the job are not being completed even with support and reasonable adjustments, disciplinary action may continue.
Stop the disciplinary process and make another time to discuss once you understand the condition more fully.	YES – you may need to ask if reasonable adjustments can be made to improve performance.

Job Access

Driving disability employment

Ignore the information shared by the employee as the condition will probably go away.	NO – legally employers must offer reasonable adjustments to allow employees an opportunity to complete the inherent requirements.
Discuss the employee's condition with the other managers and see what they would do.	NO - you will need to ensure the employee is comfortable to disclose disability with other managers before you discuss the situation.
Give a timeline to implement the workplace adjustments.	YES – set some goals with the employee and aim to get things back on track.
Ask the employee how their disability affects them at work and what adjustments may support meeting the inherent requirements of the job.	YES – the employee is often the best person to understand and recommend adjustments that may be required.



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JobAccess is the national hub for workplace and employment information for people with disability, employers and service providers.

1800 464 800

www.jobaccess.gov.au