

Workplace adjustments for people with invisible or hidden disabilities.

A review of available policies, guidelines and manuals

Riches, V. C. & Müller, A. (2019).

This report was written for the NSW Public Service Commission in response to their commitment to improve the policy and workplace adjustment provisions and practices necessary to support the successful employment of people with less visible forms of disability in the workplace. Three different search techniques were applied by the researchers to collate the necessary data about workplace adjustments for employees with invisible disabilities, including:

1. an initial search strategy;
2. a Google search; and
3. personal contact with organisations and networks.

The researchers located 48 pieces of research, guidelines and workplace policies that were interrogated further. Results of the literature review confirmed that research to date highlights the fact that workplace adjustment policies for people with invisible or hidden disabilities are scarce and usually not publicly available via recognised databases and/or the internet.

This report identified several key considerations that can be adopted to inform the development of policy and incorporated as recommendations for practice, including:

1. disability confidence training in companies and organisations which would assist in combating discrimination and stigma towards people with disabilities;
2. training staff about disability inclusiveness; and
3. the importance of having adjustment policies that also include the provision of staff who are employed on casual contracts.

In conclusion, this report summarises the state of the research on workplace adjustments for people with invisible or hidden disabilities and has collated information provided in guidelines and manuals on the subject and critically analysed existing workplace adjustment policies of companies and organisation.