EMILY SPARLING:
Good afternoon, everyone. This is Emily Sparling. We're kicking off at 2 PM this afternoon. Thank you for joining us. We will just put you on mute until we are ready to get started. But if you have any questions, please feel free to type those into the chat function of the webinar in the meantime.

LIN SURCH:
Welcome, everyone. It is Lin Surch here from AND. Please kindly mute your phone and use the chat function for any questions. We will kick off in a few minutes.

EMILY SPARLING:
Good afternoon, everyone. This is Emily from AND. Just touching base to let you know we are online and kicking off at 2:00. Just a reminder for everyone to login for audio via the teleconference details which are on the screen and in the chat function. That allows for clear audio, but also we will have captioners on the line today so we need to ensure we have that clear line.

Please mute your computers for audio and dial in via the teleconference. And we will kick off in about 5 minutes. If you do have any questions, please ask those questions via the chat function.

EMILY SPARLING:
Good afternoon, everyone. It is Emily Sparling from the Australian Network on Disability. Thank you so much for joining our webinar this afternoon. We are absolutely delighted to have everyone online. And it is my absolute pleasure to be opening today's webinar and introducing our very special guest speaker.

Before we begin, I would like to start by acknowledging the traditional owners of the land on which we meet and I pay my respects to Elders past, present and emerging.

So, welcome. Again, thank you so much for joining us today. We're absolutely thrilled to have a virtual full house. It has been an incredible popular webinar with over 180 people registering, which is a phenomenal turnout. And I know that everyone will enjoy the session this afternoon.

So before I hand over to our presenter Daniel this afternoon, I want to run through a couple of quick points. As a reminder, to access the webinar you need to be on the online portal using the link that was provided to you when you registered.

There is a chat function in the webinar system itself. If you would like to make any points or comments as we go through today, please feel free to ask your questions in the chat function. We will be monitoring those questions and presenting them back to Daniel at the end of the webinar, so feel free to ask those questions.

We have a captioner online, so I ask at the end if you are asking questions via the teleconference line, that you introduce yourself so we can make an accurate record of your question.

The webinar is also being recorded. So we will have a live transcript that will sit alongside that recording as well, but the slides and the session will be available on the members' section of the website next week for your review...

At the end of the webinar there will be a link to a short survey. I promise it only takes a couple of minutes. But we really value your feedback and we would love to hear your ideas.

Lastly, it would be wonderful, as we do have the captioner online today, if you could please mute your phone. This allows us to limit any background noise that might be occurring. Especially if you are sitting in an open plan office. That would be absolutely brilliant.

Without further delay, it is my absolute pleasure to introduce our presenter for the afternoon. Daniel Valente Riddel.. Did I get that right? I got it right when I practised.

Daniel is the general manager at JobAccess with over 15 years working in disability sector, he is currently the general manager for JobAccess and managers WorkFocus Australia delivering the award-winning service on behalf of the Australian government. JobAccess is the workplace hub for people with disability, employers and service providers.

Daniel has a passion for working with people and has occupied senior management positions in several organisations including volunteer directorship and not-for-profit organisations. Daniel was also a part-time teacher at Sydney Institute of TAFE, delivering courses in the community and mental health diplomas.

Daniel has completed studies in training, assessment, management, student resource management, and holds a bachelor's in psychology, a Masters of Business Administration and is currently competing his Masters of Science in Organisational Psychology.

So I think we can all say thank you so much for joining us, Daniel, because you sound like you are an incredibly busy individual. This is much appreciated. And I have had the pleasure of listening to you earlier this year and it is an absolute joy to have you in our office today sharing your insights.

So I will hand over to you to impart your wisdom. Thank you very much, Daniel.

DANIEL VALIENTE-RIEDL:
I'm the general manager of Job Access and I would like to thank the Australian Network on Disability for organising the webinar today. I would like to pay respect to the traditional owners of the land today and pay my respect to the elders. It is an absolute pleasure to speak to the AND member organisation that is passionate about inclusion and have a commitment to removing barriers to disability and employment.

Before I start, there are two things I would like to acknowledge and I apologise if you have heard them before. I don't have an experience living with disability. I was brought up in a small village in northern Spain where I was brought up, even though I had to work.

My great aunt lived with chronic schizophrenia and heard voices her entire life. One of the amazing things of that village was inclusion was so advanced in many ways. We used to go to my house even though my auntie continued to hear voices and we were taken care of and there was never fear around disability.

I would like to start by acknowledging the fact I don't have an experience with disability and I acknowledge I have a very broad accent so tend to stumble over my own words. I have an eight-year-old little girl and yesterday I practised a presentation and she said, "It is so tiring hearing you stumbling over your own words." I will try to be as clear as I can.

So, today, what will we discuss? We will be talking around topics related to workplace adjustments and modification. We will start by understanding adjustments and look at examples that can help improve accessibility through simple changes. We will also talk about financial assistance available to employers through the Australian government employment assistance fund, which is a brilliant programme the government has had and has won several awards in terms of policy, especially from the UN and the EU.

Another important point we will touch upon is reasonable adjustment policy and why it is essential for employers to have one. Finally, we will take a look at the support available through Job Access, and that is where I get to brag about what my team does and we will open the floor for questions. There are questions around how the Employment Assistant Fund operates and what can be done through it, so I will aim to have a presentation of about 40 minutes, so bear with me for 40 minutes and then we can have some questions as well.

It is not allowing me to change the page. Let's start by talking about workplace adjustments. Most of you may know what workplace adjustments are. However, for the benefit of everyone participating in today's discussion, let me start by defining the term. A workplace adjustment is also known as a reasonable adjustment. We use the term interchangeably. These are changes that are either administrative, environmental or procedural that enable people with disabilities to have equitable employment opportunities and effectively (inaudible) and comfortably. This is something important to highlight – the fact these are changes that enable people with disabilities to have equitable employment opportunities, effective and comfortable.

It is also important to understand that not all people with this is will require workplace adjustments. As a matter of fact, 90% of all assistance required in terms of adjustments in the United States last year were for (inaudible). Also, many times employers assume it will be expensive to make adjustments to workplace and offices so they can employ people with disabilities. The fact is the majority of all workplace adjustments have a low-cost and some changes, such as providing flexible hours, involve no cost at all.

Now, apologies for showing again this page. It is widely known, and we talk continuously about it, so the numbers are one in five Australians live with a disability. More than 3/three in 10, 31% of people, have accessibility requirements that may not be defined as a disability. (Inaudible) working ages between 16 and 34 have a disability so a huge proportion of society. Ensuring an accessible workplace, opening your business to a larger talent pool but also attracting customers with a disability, and it is also worth noticing out of the Disability Discrimination Act, employers are obligated to make reasonable adjustments to accommodate disabilities unless it could lead to unjustifiable hardship. And there is no way it can lead to that.

Making adjustments in the workplace have clear and wide-ranging benefits. It can help increase the work performance of employees with a disability by providing the right tools for the job, increased retention of productivity and the commitment of staff who acquired disability during employment. We know that it will become more prevalent and some adjustments can enable employees to perform tasks they were unable to perform before changes were put in place. It can also help increase access to buildings and rooms for other people and customers, potentially broadening your customer base to include people with disabilities.

It can also help them become part of your everyday work practices for all employees by implementing workplace adjustments rather than being an afterthought. Again, these adjustments can be done not just for people with disabilities but for all workers in general. Management 101 tells us that ultimately our jobs as managers is to get the best out of people that we have in our teams and for that we already provide flexibility and adjustments.

If we move on to physical adjustments, these refer to any changes to structures, furnishings and fittings in the workplace to remove barriers and improve access for people with disabilities.

The social model of disability does not look at disability in terms of the clinical model, what the person cannot do all the limitations of the person. The social model takes account of the service and it simply reflects the fact it is not the wheelchair user that has got the issue, it is the work environment, the stairs, the accessibility issues, so all these environmental changes and structures and surroundings and fittings in workplaces to remove barriers may include assistive technology.

Assistive technology makes tasks that were previously challenging far easier. It can include screen readers, mobility aids, hearing aids, switches, and extendable devices. These technologies are often very inexpensive and maybe eligible to reimbursements through the Employee Assistance Fund which I will cover later. It needs to include access for minor things such as moving desks or other furniture and installing brighter lights. Occasionally, some of them will be significant adjustments that need to be made, such as ramps, automatic door openers and visual alarms, and these are the types of things that can be provided through the Employment Assistance Fund.

Also, workplace adjustment in the recruitment sector could include things like easy read forms and is around policy and procedures that employers can put in place, for instance, in the recruitment process, workplace adjustments could be making all recruitment materials available, such as application forms and questionnaires, accessible in alternative formats, removing medical tests or aptitude tests that are not essential to the requirements, providing alternatives to written tests.

Also ensure that the process caters to the needs of all candidates, for example, organising an interview in an accessible area and encouraging or arranging for relevant support to be available including Auslan interpreting or captioning and is something that may also be available through the Employment Assistance Fund and I will talk later about that.

The job design process. Think how you can incorporate workplace adjustments to suit candidates with disabilities. For example, as we talked about before, flexibility with working hours including late start, part-time hours, longer or more frequent rest breaks. This is something that we already do for carers and parents, students and people that need flexibility and to take it back to the conversation we had before. I have an eight-year-old girl. She will make somebody very unhappy one day but that is another topic.

She finishes school, and I have a five-year-old boy, so they finish school on Wednesdays early so I have to pick them up and have to be finished by 2 PM. That conversation I had with my employer sometimes would be very different if I was talking about going to see a doctor to remain well, to if I have to see a psychiatrist every week to check my medication when it shouldn't be.

It is a similar conversation. Also sharing. More than one person does the job. It can be an option if employees want to work part-time, but the job available that needs to be worked on a full-time basis. Job sharing is another processor can be utilised and it involves allocating resources to another employee. Job creation also can be utilised to specific skills and abilities for people or customised employment job creation for a person with a more specific disability.

It can also provide more frequent supervision and feedback. Work methods (inaudible) can include incorporating memory aids and prompts. During my tenure at Job Access, we have had about 70% of people with disabilities working with (inaudible) over the past nine years, so that is something that has a tangible benefit to the business if we are not continuously training people with just (inaudible) improving the service.

Workplace adjustment in the training and developing the process also could include, for instance, including training time or probation for people with impairments or learning disabilities. This is something we have done quite significantly with Job Access providing a person with a longer time to learn what the job is.

(Inaudible) is something that can benefit the organisation at large, not just the person with disability. (Inaudible) workers, supervisors and managers and organising notetakers and readers or support people for induction, training etc.

Now is when I get to talk about the service that I run. And I am really proud of the service. I think we have done wonderful things over the years and we are hoping to do many more in the future.

JobAccess operates a national call centre delivered by a team of frontline professionals who provide free confidential and expert advice on workers adjustment and modification. We work with a national group of assessors to contract free assessments for workplaces. These modifications can be paid for through the Employment Assistance Fund, which I will elaborate on further soon.

One of the things I must elaborate on is that it is a free call centre. It's great to have a web centre with content that is relatable and it's important to have a phone line where you can call and talk to allied health professionals that are fully registered. They can advise you on issues that you may have while taking this journey.

Employment assistance fund. I would like to highlight this as a package. There is a whole service delivery behind it. But in this case, we will refer to it as EAF, employment assistance fund. This is available for people with disability who are about to start a job, or who are currently working, and who are helped by workplace modifications and services.

This is for all people with disabilities in all employment.

EMILY SPARLING:
Hi, everyone. Sorry to interrupt, Daniel. For those of you who may have just joined our teleconference, please mute your phone. We are getting background noise and that might be impacting our captioner who is on the line providing live captioning.

If everyone online could please mute your phone, and at the end Daniel has kindly said we can ask all our questions then. So we will come off mute at that point. Thank you, everyone.

DANIEL VALIENTE-RIEDL:
As I was saying, employment assistance fund is for all people with disability. People with disabilities don't have to be attached to a service. They don't have to be provided any assistance, perhaps. Or they may have been.

It is cohort 3. Some of the related modifications that are available include adjustments, special equipment for workplaces, modifications to work vehicles, information and communication devices, Auslan interpreting, specialist services for employees with a specific learning disorder, some mental health conditions, disability awareness training, deafness awareness training and mental health first aid training.

Our internal research tells us about 90% of all modifications that are done cost less than $10,000. About 50% of them are less than $1000. Our internal research also tells us that once we have gone in and implemented the modification or adjustment, 99% of the people who receive the support will remain in employment one year later. And will be more productive after the implementation of the modification. So it is not a big investment but it is a great outcome.

How the application process works, in this we will focus on employers' applications simply because that is the forum here today. But applications for workplace modifications can be made by employees, service providers, employers, anybody that is supporting the person with disability, or the person with disability themselves.

So the application can be submitted online. The website is up there www.jobaccess.gov.au and JobAccess will assess the application and will let the organisation know about the outcome if the applicant is successful. JobAccess will advise if a workplace assessment is required.

If a workplace assessment is not required, your organisation can go ahead and purchase the modification or adjustments. And JobAccess will reimburse all the costs within the two working days. But if an assessment is required, JobAccess will arrange at no cost to the organisation what changes may be required.

The assessor will visit and look at the workplace, identify any barriers that may exist, and talk to you and the employee to find solutions to make the workplace more accessible and flexible. The organisation can then purchase the modifications and have all the costs reimbursed by JobAccess, within 48 hours.

Technically what we are saying is you can just call us. We can send you an assessor to your workplace where your individual workplace can be assessed. The person with disability can be assessed as well. And you can reach a solution that will be tailored to you.

But remember also we are here to help. Your JobAccess advisor will manage the process and answer any enquiries you may have. And you can find all the details of the application process in our website.

But again, allow me to highlight the fact that you can just call us and we can run you through the entire application process.

So an eligible employee must work at least eight hours per week. If they are self-employed, they must work more than 20 hours per week and have an hourly income of at least the national minimum wage. They must be in a job expected to continue for at least 13 weeks or more. They must be an Australian citizen or permanent resident and have an ongoing disability that has lasted or will last two years. And the disability must restrict or impair their ability to work.

A jobseeker must have a plan from a DES. If they don't have a plan, we can still take their application because it can be done by employers, service providers and the person with disability themselves. They don't need to be attached to a service delivery.

Again professional advice is available for any queries regarding assistance with the Employment Assistance Fund.

So we can break down the assistance provided by the Employment Assistance Fund into three different areas. Interviews. A deaf person, for example, may require an Auslan sign language interpreter to be present. For job interviews and related activities such as site visits, completion of tests and information sessions for people who are deaf or have a hearing impairment, there is funding for a level two interpreter. There is no cap on this funding. If the person needs it 100 times in a year, then 100 times it will be provided.

Awareness training can be provided, and this includes deafness awareness training, mental health awareness training. Funding is provided for each eligible employee to conduct training at the workplace. (Inaudible) meets the training, they are entitled to $1500 of training.

Training is also conducted by reputable organisations and delivered by qualified professionals with specialist expertise. With regards to mental health awareness training, the objective is to equip the organisation to manage common health problems in the workplace.

The training seeks to increase awareness, reduce stigma, improve attitudes, as well as increase confidence for employers and workers to assist someone to seek help. It is incredibly important to run this training effectively because it alters the culture of an organisation in terms of taking care of the mental health of the workplace.

An interesting outcome from PricewaterhouseCoopers, I can never say that...

EMILY SPARLING:
PwC.

DANIEL VALIENTE-RIEDL:
Thank you! You people shorten everything. But every dollar invested in a workplace in mental health returns about $2.30. Research shows early intervention can result in fivefold return on investment as a result of increased employee productivity. This is a very powerful finding.

JobAccess will work closely with prominent mental health support agencies in Australia such as Beyond Blue, Sane Australia and Black Dog Institute, to look for the best way to promote awareness of EAF funding and the support provided.

The last way we can provide some support is on-the-job support. Funding for special services provided by professionals with expertise in the areas of mental health, for example, as well and learning disorders. Here the EAF provides $1500 a year for employers for each eligible employee to access special services.

Specialist services can include professional counselling by a registered psychologist, where the counselling will assist the person to carry out their job duties. Most assistance is in response to issues around depression, stress, mood disorders, anxiety and anger management.

It can also include coaching programs and mentoring in the workplace where the program is related to overcoming a barrier to work caused by the mental health condition. One-on-one support they also be delivered by staff members (inaudible) psychology where one is identified.

The other area I wanted to discuss briefly is reasonable adjustment policies, or in Australian, RAP. These are adjustments in all aspects of employment. The purpose of the RAP is to ensure HR teams and hiring managers follow the principles of reasonable adjustment policies and enable all employees to have equal opportunities.

An effective reasonable adjustment policy is the key to building barrier free workplaces, increasing the life of retaining employees who may acquire disability, and facilitate the employment of skilled talent with disability. A good RAP outlines the procedure for making reasonable adjustments in the workplace to meet the needs of current and potential staff with disability.

The JobAccess website has several free resources including reasonable adjustment policy templates, reasonable adjustment policy checklists, for employers to refer and adapt to their organisations. But also you are connected with AND, and I am sure that some supporters also available through AND.

So let's look at JobAccess. JobAccess is the national hub for disability employment for people with disabilities, employers and service providers. It is a free service that exists to remove barriers to employment.

In many ways it is a five-pronged service delivery. And I won't be talking about some areas of the delivery of JobAccess simply because it is not relevant to the audience, but I will still mention them. As I said we provide expert advice via phone and our comprehensive website, and I will talk more in detail about that. We coordinate workplace adjustments and modifications through the EAF, which we have covered in previous slides.

The employer engagement service, or the National Disability Recruitment Coordinator, who works with large employers to increase their confidence in terms of disability and also to develop those relationships with DES.

The complaint resolution and referral service, I won't talk too much about, but this is a service under the national standards for disability services. Should anyone feel there are breaches to these standards, they can call us and we will investigate the service and provide recommendations.

Also the national disability abuse and neglect hotline which is a vital mechanism for reporting and providing advice in terms of the abuse and neglect of people with disability. This service has become incredibly relevant with the new royal commission.

Again, JobAccess operates a national call service providing free, confidential and expert advice. They are available to answer all matters relating to disability employment. They can direct you to other services available. The team includes a range of experts, including Allied health professionals and workplace counsellors and psychiatrists and well as people available in disability training and recruitment in mental health conditions. We also have a website with advice tailored specifically for people with this is, employers and service providers.

One of the great things about having JobAccess available is the support of that comprehensive website is done by allied health professionals who can talk to you at any point.

We recently launched the employer toolkit, another practical resource for employers. It is assigned to help employers build Disability Confidence Network hire people with this is. The toolkit covers a range of topics related to inclusive policies and making adjustments in the workplace. It includes templates, videos and case studies and is available online through the JobAccess website. I encourage you to go online and have a look and see how it may assist your organisation.

Also thanks to AND for all the support while we develop the toolkit. It was very much a collaborative approach. I mentioned before Disability Employment Services. Over the years the service has helped tens of thousands of people with disabilities to join the workforce. The primary function is to provide and to ensure a good job fit. They are also there to ensure both employee and employers receive the assistance necessary to address any disability -related issues.

They also help remove any potential barriers that may get in the way of satisfactory work performance or hinder any job retention. Again, it is important to remember not all people with disabilities will require support but it is good for employers to know that it is there and they can utilise it should they need it.

JobAccess can also help you develop a relationship with local health providers if you are not sure how to start and the services are available for all employers, large or small.

We also have a JobAccess vacancy service. We provide details of your vacancies to your local DES. We help employers develop a relationship also with the local DES. We are happy to have a conversation with any employ around this. Again, this is available to all employees, big or small, and I would encourage you to consider any vacancies that you may have coming up and to share them with job.ndsc@workfocus.com.

We wanted to have a presentation of 40 minutes and have time for questions. That brings you into the presentation and hopefully I have provided you with some insight into workplace adjustments and assistance available. Speak to any of our advisors if you need assistance. Thank you for allowing us to present today and I'm happy to respond any questions you may have. We have 15 minutes for questions and answers.

If you are too shy to either ask the question or you feel the question will be irrelevant, give us a call. We are happy to talk to anybody, the service is free and it is a national service, so happy for you guys to call us at any time. Thank you.

EMILY SPARLING:
Thank you, Daniel. We can ask the questions over the chat function, and my colleagues are monitoring that and will read out the questions. Does anyone have any questions to kick Daniel off? A question from Sharon. "How do we access free interpreting for workplace interviews? I called JobAccess and am not sure of the process."

DANIEL VALIENTE-RIEDL:
The process is the same process you will follow for any other application. You simply need to give us a call and we will fund the Auslan interpreting. As I said, this is not something capped in any way. It can be utilised if you need a person to attain work. Again, if you call us and we did not provide you the information that is appropriate, I would be interested to know how that occurred so we can improve service delivery, but if you give the team a call, they will run you through the application and support you going forward and I'm happy to support that in any way, shape or form.

EMILY SPARLING:
We have another question through the chat function. Bear with me. "Can hearing aids be purchased under the EAF?"

DANIEL VALIENTE-RIEDL:
No, not hearing aids. They are seen as functionality for everyday and it is usually funded under the NDIS.

EMILY SPARLING:
(Inaudible) Through this position.

DANIEL VALIENTE-RIEDL:
Absolutely we can help. A lot of people who come to JobAccess are not supported by any service provider.

EMILY SPARLING:
Fantastic. Next question. Coming in thick and fast. How long does an application take?

DANIEL VALIENTE-RIEDL:
It does not take long from our side. We have strict timeframes. Unfortunately, some cases, is it the provider or modification? In terms of modifications from buildings, we need to negotiate with owners of the buildings and that can take time. It is possibly beyond our control but things we can control, we do as quickly as possible.

EMILY SPARLING:
Job Access is advised there are no hearing aids and apparently that has been the case for five years.

DANIEL VALIENTE-RIEDL:
There is some augmentation that can be utilised for specific workplaces but hearing aids, specific hearing aids, are funded through other channels.

EMILY SPARLING: Right, so hearing aids are not funded specifically.

DANIEL VALIENTE-RIEDL:
There are augmentation aids we can provide.

EMILY SPARLING:
Augmentation is provided but not hearing aids per se. A question. Is the disability employment standards act only applicable to DES providers or does it apply to all employers?

DANIEL VALIENTE-RIEDL:
There are two things that first of all for service providers, and they were developed for services that were operating under the funding of FaHCSIA, now DSS. This is specifically for ventral funding and the Department of Social Services and there are usually under (inaudible) AT services.

EMILY SPARLING:
From Sharon C. "We employ a lot of posties, postman, who are Deaf or hard of hearing and we have had a request for staff to learn basic Auslan. Can that be funded by DSS?"

DANIEL VALIENTE-RIEDL:
They can give us a call and we may be able to provide an answer. There is Deaf awareness training and that may incorporate some of that in there as well.

EMILY SPARLING:
Fantastic. Thank you.

DANIEL VALIENTE-RIEDL:
You need to remember there is a government cap on interpreting which is about $6,000 a year and I know that has been contentious with the Deaf community, but that is a government guideline.

EMILY SPARLING:
Give the team a call. With regards to the modifications that can be reimbursed, is there a cap to the adjustment?

DANIEL VALIENTE-RIEDL:
No. We have modified the types of vehicles and have modified huge tractors at great cost, but the reality is most modifications are actually quite inexpensive and 90% of the modifications we provide are less than $10,000. There are some that are a lot more expensive but the idea of the program is to provide modifications for the person to be able to maintain their performance.

EMILY SPARLING:
Thank you. The next question is, "Can assessment be done for people who work from home due to their disability?"

DANIEL VALIENTE-RIEDL:
If they are self-employed, the government has some guidance that needs to be followed and that is around working more than 20 hours a week and the minimum wage and that has to be corroborated. Unfortunately, it can be an onerous process. If the person is employed by an organisation and they haven't away from home, that is OK. They just need to work eight hours a week, have a disability and a job that lasts for more than 13 weeks.

EMILY SPARLING:
Sally has asked is there any documentation required to access funding, and she says she is speaking to disability that may not specifically be visible such as mental illness, blindness, etc.

DANIEL VALIENTE-RIEDL:
There is funding available in terms of the $1500 government funding and other types of support as well. So the documentation you will need is basically a referral letter from your mental health professional or from a doctor that describes your type of disability and how long you have had it for, even if it is invisible.

EMILY SPARLING:
We have a few minutes left. If you could please mute your phones as well as computers to avoid background noise. People are finding it tricky to hear Daniel's wonderful responses. I think I was up to Lisa B, and the question was, have you had experience with workplace adjustments when organisation is taking an approach of no fixed desks, so that is hard disk in. If so, do you have any tips on how adjustments can be accommodated on a moving basis?

DANIEL VALIENTE-RIEDL:
Look, that is something we have implemented, for example, in my office to everybody and we have those technologies utilise and may not just be for the person with disability but maybe something you want to do for everybody in terms of well-being and it may not be expensive and you can give us a call and we may be able to provide insight on what furniture, ergonomic furniture, you can fit in an office.

EMILY SPARLING:
Certainly from our experience, we have found if an organisation is moving to hot desking or a more agile workplace or allowing someone to request a static desk so they can have the desk and equipment set up and ready to go so they are not having to do that on the move as well.

DANIEL VALIENTE-RIEDL:
There are different strategies that can be utilised and that is why it may be a good idea to give us a call and talk to a professional therapist and they will be able to run you through basically all the ergonomic furniture you may want to look at.

EMILY SPARLING:
Anne-Marie M, can we request a certain adviser or ask for a different one?

DANIEL VALIENTE-RIEDL:
Obviously if there is an issue with an advisor you have had contact with, I would be very interested to hear that feedback. Simply because we are always looking for feedback on how we can improve our service.

Usually it doesn't happen, simply as we expect everybody to provide the quality of service that people deserve. If you have a relationship already with somebody, we are happy to incorporate that as well.

The whole point of the service is for people to feel comfortable enough so they can have a good relationship with their advisers.

EMILY SPARLING:
Wonderful. We have had a comment from Diraj, sorry if I have pronounced that incorrectly, "For the benefit of attendees, JobAccess can arrange assistive listening devices through the EAF but not hearing aids." And very kindly provided your contact details as well. So monitor those calls.

DANIEL VALIENTE-RIEDL:
He is one staff member.

EMILY SPARLING:
Fantastic, there you go! Anita has made the comment that hot desk and may not be suitable for individuals in organisations.

DANIEL VALIENTE-RIEDL:
Absolutely. That's why it is important to talk to someone so you can describe your specific situation so they can give you a really nice, tailored response to anything you may have.

We know that everybody with disability has a different experience even if they have the same disability. But we know every organisation is different and has different requirements. That's why it is important to have a service that you can call and have a conversation with in terms of what you need and how you can satisfy everyone's needs.

EMILY SPARLING:
Wonderful. That is our questions completed and finished. Daniel, I wanted to thank you so much for your generosity joining us for our webinar this afternoon. I am certain here at AND, we have learned a lot. And others have as well.

So thank you so much. And please forgive me or the pronunciation of your name.

DANIEL VALIENTE-RIEDL:
Absolutely. Without it, I sound like Puss in Boots.

EMILY SPARLING:
(Laughs) Absolutely. Thank you to everyone who has come along. As a reminder, we have recorded the webinar. Please feel free to review that when it is uploaded on the members' section of the website. Just a reminder, we have a short survey at the end. And to get to that survey, rather than close your browser as you normally would, there is a red cross in the top right hand corner of your browser which will say 'end session'.

If you click on that cross, it will take you to the survey to complete. So I thank you in advance for your completion of that survey. And I look forward to seeing everyone at the webinars we're going to host in 2020.

Until then, wishing everyone a very merry festive season and a wonderful end of 2019 and a good start to 2020. Thank you, all.

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