# **FAQ’S**

## What changes have occurred with JobAccess?

genU, a disability specialist provider, has been contracted to deliver the National JobAccess Service on behalf of the Department of Social Services (DSS). Service Delivery started on 1 January 2025, which involved updates to processes, procedures and staffing.

Stronger governance has been put in place to:

* improve access to the Employment Assistance Fund (EAF) for more people with disability
* ensure continuity for clients, with the majority of the JobAccess team from the previous provider now employed by genU.

The goal is to build employer confidence in disability inclusion and helping more people with disability get support at work.

## How long will it take for my application to be processed?

The JobAccess team aims to contact new applicants within two weeks.

The time it takes to process an application can vary. This depends on things like whether all eligibility evidence is included at the time of the application, or if a worksite assessment is needed. Processing times may also change based on the complexity of the application

## What funding changes have been made?

* The **maximum funding** for workplace modifications and equipment is now capped at **$67,339.10** (GST inclusive) per application, per employer.
* Purchasing of any new vehicles is not funded by EAF.

## Why do I have to provide more evidence to support my need for a modification or equipment?

Funding decisions are made based on individual’s needs. To ensure eligibility criteria is met and the appropriate modification or equipment is provided, the JobAccess team will gather all required information during the Employment Assistance Fund (EAF) assessment. There may be instances where additional information is required to support the EAF application. In these cases, we will contact the applicant or the National Panel of Assessor to request the additional information.

## Two people requested the same piece of equipment; one received funding, and one didn’t. Why?

Funding decisions are based on individual needs, and each EAF application is considered on a **case-by-case basis.**

The assessment of applications considers things like the person’s disability, their job role and the type of support they need in the workplace.

Our staff have the qualifications to review each application to work out the suitability of the recommended equipment. All individual’s circumstances are different, and the same piece of equipment may be suitable for one person, but not another.

## I can’t do my job as I’m waiting to hear back from JobAccess. I need equipment urgently what should I do?

If your **job is at risk,** please call 1800 464 800 to discuss your situation.

## Can JobAccess fund ergonomic equipment?

No, employers are obligated to provide an employee with standard ergonomic equipment. These items are **not** funded by the EAF.

EAF helps with extra support at work that goes beyond what employers must provide.

## I’m self-employed, can JobAccess fund my set up?

You are your own employer, so you have a **duty of care** to set up your workplace safely**.** This means you need to buy your own ergonomic equipmentunder what is considered reasonable adjustments.

JobAccess can help with equipment and support **specific to your disability** and your business or service.

## I work both from home and the office, what can JobAccess fund for me?

Your employer has a **duty of care** to make sure you are safe at work, even when working from home. JobAccess may consider **disability specific** items in all work locations.

It is important to note that all EAF applications are considered on a case-by-case basis, as every individual’s circumstances are different.

**What is considered a “reasonable adjustment” that my employer should provide?**

There is a strong focus on ensuring employers are supporting people with a disability through reasonable workplace adjustments.

**Reasonable adjustment** (also known as workplace adjustments) are changes made by employers to help a person with disability to do their job. It can be equipment, changes to the workspace, or changes to how people do things.

Examples of reasonable adjustments:

* Supplying a different keyboard, mouse, headset, desk, or chair
* Moving furniture to make it easier to get around
* Changing work hours, schedule or location
* Changing how they give feedback
* Making changes to a job task to make them easier to do
* Changing rules or policies

A reasonable adjustment is considered reasonable unless it causes “**unjustifiable hardship**” to the employer. This means it would be too costly, too difficult or have a big impact on other staff. We evaluate this on a case-by-case basis.

## If employers are unable to make adjustments, the JobAccess team, with the guidance of DSS, will review requests on a case-by-case basis.

## The JobAccess team continue to provide support and resources to help employers support people with disability in the workplace. There is also an ongoing focus on exploring alternative funding sources for equipment, where appropriate.

**What support is available for employers who are unsure how to help?**

**Call our advice line!** Our team of advisers is happy to discuss your individual needs and direct you to the most appropriate supports.

Resources are also available on the JobAccess website here - [I am an employer | Job Access](https://www.jobaccess.gov.au/i-am-an-employer)

You can also [subscribe to the JobAccess mailing list](https://www.jobaccess.gov.au/register) to receive e-newsletters, invitations to free webinars and updates related to disability employment.