

# Disclosing Disability in Employment



Best Practice Guidelines for **Employers and  
the Recruitment Industry**



Victorian Equal Opportunity  
& Human Rights Commission



**Victorian Equal Opportunity  
& Human Rights Commission**

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**www.humanrightscommission.vic.gov.au**

Disclaimer: This information is intended as a guide only. It is not a substitute for legal advice.

Your Privacy: The VEOHRC complies with Victorian privacy laws and the confidentiality provisions of the Equal Opportunity Act 1995. Our privacy policy is available online at [www.humanrightscommission.vic.gov.au/privacy](http://www.humanrightscommission.vic.gov.au/privacy) or by contacting the Commission.

Authorised by the Victorian Equal Opportunity & Human Rights Commission.

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# INTRODUCTION

**One in five Australians has a disability <sup>[1]</sup>. That's 3.96 million people. As the population ages, this number will grow. It is likely that some people in your workforce will develop a disability during their employment.**

People with disabilities experience lower levels of employment than the general population. <sup>[2]</sup> In 2003, Australia had lower employment rates for people with disabilities than nearly two thirds of countries in the Organisation for Economic Cooperation and Development (OECD) <sup>[3]</sup>.

In 2003, the unemployment rate for working-age people with disabilities was 8.6% compared with 5.0% for people without disabilities.<sup>[4]</sup> As a group, people with disabilities are disproportionately affected by unemployment yet at 16.6% they represent a significant proportion of Australian's working age population <sup>[5]</sup>.

Access to employment is fundamental to a person's dignity and wellbeing and is a right that is protected under Victorian and Federal Equal Opportunity laws. Under these laws, a person with a disability who meets the genuine requirements of a job has the same right to be appointed to that job as anyone else.

However, many job seekers and employees do not disclose their disability to recruiters and employers because they fear discrimination or exclusion from consideration for jobs.

By contrast, employers who encourage diversity and open communication can expect a healthier, more productive workforce. And if they go that extra step and actively promote equal opportunity in the workplace, the benefits flow throughout the community.

Employers are more likely to find the right people for the job, and employees have the opportunity to find meaningful employment. And as the conduit between the job seeker and the employer, recruitment professionals can play an important role in ensuring everyone receives a fair go in the job market.

The Victorian Equal Opportunity and Human Rights Commission has published these guidelines for employers and recruiters interested in not only complying with their obligations under Victorian anti-discrimination laws, but also becoming employers of choice.

These guidelines provide information on how to respond when an existing employee or job applicant discloses a disability. They will also help you capitalise on the strengths of all workers by understanding your rights and responsibilities.

These guidelines were funded by the Victorian Government's Department for Victorian Communities – *Social Policy Action Plan: A Fairer Victoria*.

## NOTES

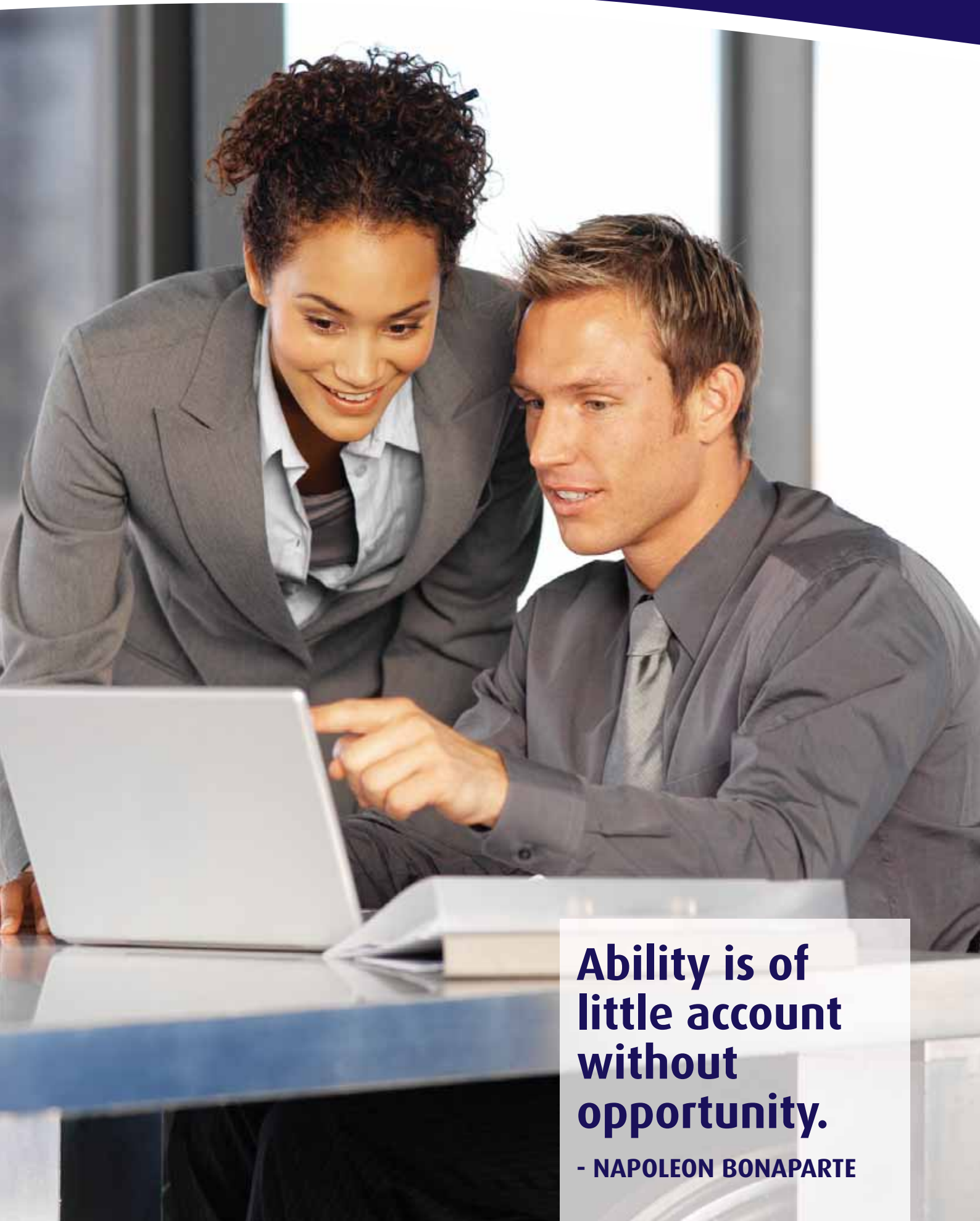
[1] [2] [4] Australian Bureau of Statistics, Disability, Ageing and Carers: Summary of Findings, 2003.

[3] OECD, Employment Outlook: Towards more and better jobs, 2003.

[5] Human Rights Equal Opportunity Commission, National Enquiry into Employment and Disability, 2006

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**Ability is of  
little account  
without  
opportunity.**

**- NAPOLEON BONAPARTE**

## SECTION 1. KEY POINTS

- One in five Victorians has a disability. It is likely that people in your workforce will develop a disability during their employment.
- If an employee or job seeker discloses a disability, work with them to identify potential issues and find solutions.
- Never ask an employee or job applicant if he or she has a disability. Instead ask about a person's ability to do the job.
- Avoid personal questions about health and injury. Focus on a person's ability to meet the requirements of the job.
- Never assume anything about what a person with a disability can and can't do.
- Choose the best person for the job, whether that person has a disability or not.
- Only use medical tests to assess a job applicant's ability to carry out the essential requirements of the job – never to assess general health or unrelated medical conditions.
- Create a discrimination-free workplace, not only to build a productive and healthy workplace, but also to boost the pool of potential employees.



## SECTION 2. WHAT THE LAW SAYS

### What is discrimination and when is it against the law?

Discrimination is treating someone less favourably because of a personal characteristic.

Under the *Equal Opportunity Act 1995* (Vic) and the *Disability Discrimination Act 1992* (Cwlth), it is against the law to discriminate against someone because they have an impairment or disability.

These laws apply to public behaviour, not private conduct. The public areas where equal opportunity laws apply are employment, accommodation, clubs, education, sport, goods and services and local government.

Discrimination may occur when employers refuse to offer a job, dismiss an employee or refuse to offer promotions or training.

Assumed disability or impairment is also covered under the law. This is when a person wrongly assumes somebody has a disability or impairment – such as the assumption that someone who speaks slowly has an intellectual disability.

#### Discrimination may be direct or indirect.

**Direct** discrimination occurs when someone is treated less favourably because of a personal characteristic that is protected (there are 17 personal characteristics protected under Victorian law, including impairment or disability).

**Indirect** discrimination can happen when a policy or rule that treats everyone in the same way has an unfair effect on a particular group of people.



### Victoria's Equal Opportunity Act

The *Equal Opportunity Act 1995* (Vic) requires employers to look beyond stereotypes or assumptions about people and treat them on merit.

Each step of the recruitment process should be non-discriminatory, including the position description, job advertisement, application forms, interview questions, medical examinations, assessment tasks and other personality and aptitude tests, reference checks and the final decision, along with actual employment.

It is also against the law to:

- ask someone for information that could be used in a discriminatory way
- victimise a person because he or she has made a complaint or allegations of unlawful discrimination
- ask, encourage or help another person to discriminate against a person.

For more information on Victoria's Equal Opportunity Act, go to [www.humanrightscommission.vic.gov.au](http://www.humanrightscommission.vic.gov.au)

### The Federal Disability Discrimination Act

The *Disability Discrimination Act 1992* (Cwlth) is a Federal law that provides protection for everyone in Australia against discrimination based on disability.

Disability discrimination happens when people with a disability are treated less favourably than people without a disability. The Act makes it against the law to discriminate against someone who has a disability, in the public areas of life.

Harassment because of disability, such as insults or humiliating jokes, is against the law in employment, education and in the provision of goods, services and facilities.

However, there are some circumstances in which it is not against the law for a person to discriminate against a person with a disability. To learn more about these exemptions and the Disability Discrimination Act, visit [www.humanrights.gov.au](http://www.humanrights.gov.au) and look for the section on 'Disability Rights'.

[Source: Disability Discrimination Act Information sheet from [www.humanrights.gov.au](http://www.humanrights.gov.au)]

## SECTION 2. WHAT THE LAW SAYS

### What does disability or impairment mean under the law?

Disabilities can be temporary or permanent. Under the *Equal Opportunity Act* they are defined as:

- Total or partial loss of a bodily function or part of the body
- The presence in the body of organisms that may cause disease, such as HIV or Hepatitis C
- Malfunction, malformation or disfigurement of a part of the body
- A mental or psychological disease or disorder, or other conditions that may result in a person learning more slowly
- Past disability or impairment which may include childhood illnesses, having had a broken leg, or a period of psychiatric illness.

### Are all employees protected by discrimination law?

The *Equal Opportunity Act* covers all employees, whether they are full-time, part-time, casual, temporary, probationary, including contractors and those working on commission or those applying for a job. Some aspects of the law also apply to volunteers and volunteer organisations.

The law applies to all stages of employment, including recruitment, access to entitlements and promotion, returning to work, dismissal and retrenchment.

Under the law, employment is defined as:

- Employment under a contract of service, whether or not under an Australian Workplace Agreement, certified agreement, employment agreement or award within the meaning of the federal *Workplace Relations Act 1996*
- Employment under the *Public Administration Act 2004*
- Engagement under a contract for service
- Work that is remunerated wholly or partly on commission.

Victorian employees are also protected from disability discrimination under the Federal *Disability Discrimination Act*.

When both Commonwealth and State laws apply, people can choose under which laws they wish to lodge a complaint.

### Who is liable when discrimination occurs?

Employers are liable for the behaviour of their staff, so if a staff member discriminates, a complaint can be made against that staff member, along with management and owners of that organisation. This is called vicarious liability.

Employers can also be held liable for the discriminatory selection processes of their agents, such as recruitment firms and consultants.

Employers may reduce their liability if they can prove that they took reasonable precautions to prevent the discrimination.

It is not enough for employers to have good written policies on equal opportunity. They must be understood by all employees, including those responsible for hiring staff, such as external recruitment firms.

### Are there exceptions to the law?

In limited situations, an employer can discriminate against a worker because of a genuine and reasonable job requirement.

Exceptions to discrimination law are allowed when:

- the employer employs no more than the equivalent of five full-time staff (other than relatives). This exception only applies to recruitment
- employers must protect the health, safety and property of any person, including the general public and the person discriminated against
- the person with the disability would not be able to perform the genuine and reasonable requirements of employment, even after special services or facilities have been provided
- the discrimination is authorised by an order from a court or tribunal, or by a provision of an Act of Parliament or regulations made under an Act.

It should be noted that these exceptions should not be seen as 'loopholes' or an excuse to discriminate. In the event of a complaint of discrimination, an employer may argue that an exception applies. However, in practice exceptions rarely apply. It is far more effective to follow best practice objectives at all times to prevent discrimination occurring in the first place.

## What if a worker is injured?

Discrimination against an injured worker is against the law, regardless of whether the injury was sustained at work or outside the workplace.

Employers have responsibilities under the *Accident Compensation Act* if an employee is injured at work. These include holding the injured person's position open for 12 months and helping the worker return to employment.

But under the *Occupational Health and Safety Act*, employers can refuse to employ or re-employ an injured worker in order to protect the health and safety or property of any person, including the job applicant.

Before taking this action, employers must make sure all alternatives for the employee have been investigated.

## What about privacy?

Employers are required by State and Federal laws to respect the privacy of job applicants and employees.

Failure to protect confidential personal information about a person's disability may leave an employer open to discrimination and/or privacy complaints.

Employers must assure workers and job applicants that any information they provide will be treated appropriately.

## How can the Victorian Equal Opportunity & Human Rights Commission (VEOHRC) help?

We help resolve complaints of discrimination by offering a confidential, free and impartial resolution service with the aim of achieving a mutual agreement.

Services offered by the Commission include:

- a free telephone Advice Line
- information about discrimination and equal opportunity laws
- regular workshops covering many aspects of equal opportunity rights and responsibilities
- a consultancy service and education tailored to the needs of specific workplaces

Victoria's equal opportunity laws were amended on October 11 2006 making it possible for a person or representative body to lodge a complaint with the Commission on behalf of a named person or people who believe they have been discriminated against or experienced sexual harassment. A representative must be either a person with the same complaint or an organisation with sufficient interest in the complaint.

### For more information contact the VEOHRC

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**Small  
opportunities  
are often the  
beginning  
of great  
enterprises.**

**- DEMOSTHENES**



## SECTION 3: IT'S GOOD FOR BUSINESS

Employing people with a disability can help you develop a sustainable competitive advantage.

Finding and keeping qualified and committed employees is a difficult task for employers.

Employers who hire people with a disability generally find that these workers are extremely loyal, have better than average productivity and above average attendance records\*.

Equal opportunity employers also gain:

- a reputation for fairness and creativity
- loyal employees who give their best effort, boosting overall morale and productivity
- a more multi-skilled workforce
- reduced staff turnover and lower recruitment costs
- customers, associates, suppliers who notice the healthier work culture and the extra effort made by management
- fewer staff complaints, disruptions and legal disputes.

Creating a discrimination-free workplace not only builds a productive and healthy workplace, but also boosts the pool of potential employees.

Employers also have much to gain from creating a policy of open communication for all employees. This allows people with disabilities to make disclosures without fear of prejudice, and feel more valued as individuals.

\*Disability WORKS Australia, [www.dwa.org.au](http://www.dwa.org.au), 2007



### COUNTING THE COST

Not doing the right thing in the workplace can lead to:

- time consuming legal action for discriminatory behaviour
- expensive legal bills
- damage to your reputation through bad publicity and/or word of mouth
- loss of current and potential business
- lower morale among existing workers.

## SECTION 4: YOUR QUESTIONS ANSWERED



### **Men, women and children in every section of our community live with disabilities.**

They are bosses and workers, business owners and customers, teachers and students, Indigenous and non-Indigenous people.

People with disabilities are only different because they may need adjustments or adaptations to overcome the effects of their disability.

### **DISABILITY CAN BE...**

- visible or hidden
- minimal or substantial
- relevant or irrelevant to the job

### **DISABILITY CAN ALSO...**

- affect mobility
- affect the ability to learn or the ability to communicate
- be the result of accident or injury (on the job or off the job), illness, congenital or genetic disorders

### **What is disclosure?**

Disclosure is a personal decision to reveal a disability to a prospective or current employer.

This can be a major decision for a job seeker or an employee but there is no legal obligation to disclose a disability to employers, unless it is likely to affect their job performance or ability to work safely.

Regardless, a person's disclosure of disability should not be the focus in either the recruitment process or the management of existing staff.

Instead, look at a person's skills and experiences and assess their relevance to the inherent requirements of the job.

For people with an obvious disability, disclosure is usually inevitable but in many cases, the disability is not visible. For example, people with mental illness may be unwilling to disclose as they are concerned about being stigmatised and discriminated against.

Other job applicants or employees may decide against disclosing disabilities because they do not affect their work or may do so only periodically. They may have vision or hearing impairments, epilepsy, arthritis, diabetes or HIV. Depending on the particular activity and/or industry, some disabilities would need to be disclosed.

If employees are taking medication, they are only obliged to tell you if there is a likelihood that side effects will impinge on work performance.

**Many people with disabilities fear disclosure will lead to discrimination, such as being viewed differently and consequently denied jobs, promotions or entitlements.**

**Others stay silent because they do not want to be the focus of attention or unnecessary concern from employers or colleagues.**

## My employee has disclosed a disability. What should I do?

Work with your employee to identify existing and potential issues, and explore solutions such as training or work-related adjustments.

As part of this process, it is important to clarify the job requirements. What is necessary to get the job done and what is incidental? For example, is driving a vehicle crucial to a job, or is it a part of the role which could be absorbed by another worker?

To avoid discrimination complaints, don't make assumptions about an employee's disability, but talk to your employee openly and be fair and supportive in your interactions.

To avoid misunderstanding or labelling in the workplace, be proactive in educating others about disability. Just as you ensure the health and safety of employees, make sure the workplace is free from discrimination and harassment.

And always remember to document all conversations and resolutions in the employee's private personnel file.

In looking at new ways to get the job done, you may need to be creative. You can choose to work with an employee to find new positions in the workplace as long as they do not compromise the employee's income, status, safety and wellbeing. Other employees affected by any changes should also be kept informed.

Equal opportunity laws make provisions for 'special services or facilities' (also known as reasonable adjustments), which an employer can provide for an employee. Appropriate adjustments may include providing time off for medical appointments or building wheelchair ramps.

You may wish to consult disability support groups or work safety specialists, but the employee's privacy must be respected.

## What are reasonable adjustments?

Reasonable adjustments are changes that allow people with disabilities to work safely and fairly. Many employees with disabilities need no adjustments in the workplace. Some may only need minor changes at minimal costs. Others may need special equipment or some structural change to work buildings.

Examples of reasonable adjustments may include:

- adjustments to interview and/or assessment process
- telephone typewriter (TTY) phone access for employees with hearing or speech impairments
- flexibility in weekly hours to allow an employee to attend regular medical appointments
- screen reading software for employees with vision impairments
- more regular breaks for people with chronic pain or fatigue
- desks with adjustable heights for people using wheelchairs.

Employers are obliged to make reasonable adjustments unless they would result in "unjustifiable hardship" (i.e. financial costs and/or detriment to other staff or clients) to their business and the effective organisation of work.

For more detailed information on "unjustifiable hardship" visit [www.humanrights.gov.au](http://www.humanrights.gov.au) and look for the DDA Q&A section under 'Disability Rights'

You can also visit the JobAccess website at [www.jobaccess.gov.au](http://www.jobaccess.gov.au) and look for the 'Reasonable Adjustment' page in the 'Employers' section.

If funding poses a challenge, you can apply for funding support for special equipment or adjustments. The Workplace Modifications Scheme – a Federal Government fund – helps cover the cost of accommodating workers with disabilities. For more information, call JobAccess advisers on 1800 464 800.

## SECTION 4: YOUR QUESTIONS ANSWERED

### Can I ask if an employee or job applicant if he or she has a disability?

Yes, but you need to take great care when asking job applicants for personal information.

For example, depression can be a debilitating illness but does not necessarily affect a person's ability to do their job. Unless the personal information has a direct link to the job, asking for such information can make you vulnerable to a complaint of discrimination. Discriminatory requests for information also apply to existing employees.

Asking about a past or present disability, particularly when it does not relate to the job, can humiliate or distract a candidate during the interview. It can also produce irrelevant answers that can be misused, opening more avenues to discrimination complaints.

While the employee has a right to privacy, employers have a right to know if prospective employees have the physical and mental capacity to carry out the genuine requirements of a job.

To help you find out, provide a clear outline of the job's requirements in writing, and then ask the applicant:

- if there is any reason why he or she could not meet these job requirements
- if any adjustments are needed to ensure a fair and equitable interview/selection process
- if he or she has any pre-existing impairment or illness that may be affected by the job
- if any adjustments would be needed for the applicant to do the job.

You can also make it clear to staff that disclosing information can lead to positive outcomes such as improving the work environment and culture for people with disabilities.



#### CASE STUDY

Jonathan submitted his resume to an recruitment agency to be considered for a job as an engineer. The recruitment agency required him to complete a proforma which included questions relating to his medical history. Jonathan would not complete the proforma because he believed disclosing his disability would lead to discrimination.

The recruitment agency refused to help him find a job. The VEOHRC arranged a conciliation meeting between Jonathan and the agency which agreed to remove questions that may be considered requests for discriminatory information.

## INSTEAD OF...

Asking about a person's disability or injury or how an individual acquired their disability.

Making assumptions about what a person can and can't do.

Asking questions about sick leave and WorkCover claims or make assumptions about the suitability of an applicant based on those claims.

Testing for general health or medical conditions that would not affect the person's ability to perform the work.

## DO THIS...

Ask if there is any reason why they could not do the job, or if they have any injuries that may be affected by the job.

Ask about a job applicant's or employee's skills and abilities.

Assess job applicants or existing employees with an injury or disability on their ability to do a job; don't focus on their injury or disability.

Use pre-employment medical tests to check the applicant's ability to carry out essential requirements of the job once you have selected your candidate.



### CASE STUDY

Bridget is deaf and communicates in Auslan and in writing. She commenced work for an insurance company and she was not provided with an Auslan interpreter when she attended long meetings.

As a result she received an unfavourable performance appraisal and suffered stress and anxiety. Following a conciliation session at the VEOHRC, her employers agreed to provide Auslan interpreters when required and to review Bridget's performance appraisal.

## What if I find out about a person's disability after I give them a job?

Many employees decide against disclosing their disability when they first get the job because they fear discrimination. Others may choose to not disclose because their disability does not affect their ability to perform the requirements of the job.

But over time, circumstances can change. An employee may feel more confident about revealing their disability to their manager; he or she may have bigger workloads to shoulder and/or their disability may have deteriorated.

In any case, employees with disabilities should be treated in the same way as any other employee. Even if you become aware of the disability soon after the person was employed, it is still against the law to discriminate against the employee because of their disability.

Employees can be transferred to a more suitable position, as long as the employee is involved in the decision and the move is supported by appropriate advice from medical and allied experts.

## SECTION 4: YOUR QUESTIONS ANSWERED

### Can I insist that job applicants take medical tests?

Medical examinations of job applicants or employees must directly relate to the requirements of a job.

Physical tests should relate strictly to the person's ability to carry out work duties, such as lifting a certain weight or sitting for prolonged periods. The tests must be given to all job applicants and employees, not just those perceived to have a disability or injury. The results must be kept completely confidential.

The tests must also be conducted by a medical practitioner experienced in non-discriminatory pre-employment medical tests who understands the job requirements. As an employer, you would need to inform the doctor of the type of work involved.

Test subjects who use equipment such as hearing aids or glasses should be allowed to use them during the test.

Advise the applicants of the test outcome and ensure strict confidentiality.

### What about psychological testing?

This form of testing can also leave employers vulnerable to discrimination complaints.

Psychological or aptitude testing of job candidates or employees should be carefully designed so that test subjects are not disadvantaged because of a disability.

These tests should be strictly related to the 'genuine and reasonable' requirements of the job and not designed to assist or promote 'cultural fit' within a workplace. There should also be adjustments to the test to accommodate the needs of people with a disability.

It is important that the tests are developed, delivered and the results interpreted by someone with appropriate training, expertise and experience. You can be legally liable for the discriminatory behaviour of an external consultant conducting tests.



### CASE STUDY

Mary suffers from arthritis and her output was below that of her colleagues. When her employer set out and presented work targets for her, he made it clear that if she did not meet them she would be sacked. She left work on the same day and was diagnosed as suffering from depression.

The Victorian Civil and Administrative Tribunal found that that the work targets were set at a level that other employees had difficulty meeting, and were imposed on Mary after a considerable period of general criticism of her work and pressure placed on her to improve.

The tribunal found that it was unreasonable to set such targets when failure to achieve them carried the threat of termination of employment and ruled that discrimination on the grounds of impairment had occurred.

Mary was awarded \$85,000 as compensation for loss of earnings, entitlements, interest on earnings and entitlements, as well as for stress, depression, anxiety and humiliation.

For full citation, please refer to *Deckert v Department of Primary Industry* [2005], VCAT, 2318

## CASE STUDY

Christine had taken medication for anxiety for several years, but the drugs started causing drowsiness. She provided a medical certificate that specified that she could work but not drive. However, her employer would not let her work until she could drive. New medication allowed her to return to full duties but her employer insisted on an independent psychiatric assessment – a request Christine thought was unfair.

The matter went to conciliation at the VEOHRC, where the employer argued that the test was to make sure Christine was no risk to herself, clients or property. The employer agreed to pay Christine \$13,000 and provide a statement of service with no disparaging remarks.

## CASE STUDY

Peter needed an operation for a shoulder injury suffered at work. As a result, he was absent from work for some time. He believes his employer was trying to force him out of the workplace as he had been demoted. He is still receiving the same salary but has significantly less responsibility.

The VEOHRC set up a conciliation meeting between Peter and his employer and the complaint was resolved with Peter receiving a redundancy package and reference.

## Can I sack an employee with a disability if their work is not up to scratch?

In some instances, when all avenues have been exhausted, dismissal may be an option. Under the *Equal Opportunity Act*, employers can dismiss employees with a disability if they cannot perform the genuine and reasonable requirements of a job, even with the help of special services and facilities.

All employees, including those with disabilities, must meet performance standards as part of their job. When the employee has a disability, the same rules apply. If any employee repeatedly fails to meet these standards, they could face dismissal.

Before sacking any worker, you must be able to produce strong evidence of poor performance, such as personnel records detailing unexplained absences or records of repeated performance counselling. You also need to ensure the dismissal has no direct or indirect link to the disability.

There are many legal requirements surrounding dismissal of employees so ensure you understand the law before you act.

Remember, it is also against the law to victimise a person because he or she has made a formal complaint or an allegation of discrimination.

**Some employers apply different performance management standards for workers with a disability in the belief that they are 'doing the right thing'. This does the employee no favours at all. When dealing with your workers, focus on their individual skills and abilities.**

## SECTION 5. RESOURCES AND CONTACT DETAILS

### Victorian Equal Opportunity & Human Rights Commission

Level 3, 380 Lonsdale Street Melbourne Victoria 3000

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### Recruitment Guidelines

See Victorian Equal Opportunity & Human Rights Commission's Best Practice Guidelines  
[www.humanrightscommission.vic.gov.au/bestpracticeguidelines](http://www.humanrightscommission.vic.gov.au/bestpracticeguidelines)

### Training

See Victorian Equal Opportunity & Human Rights Commission's Training Workshops Calendar  
[www.humanrightscommission.vic.gov.au/training](http://www.humanrightscommission.vic.gov.au/training)

### Victorian Resources

#### Victorian Privacy Commissioner

The key body in a system regulating the way Victorian government agencies and local councils collect and handle personal information. [www.privacy.vic.gov.au](http://www.privacy.vic.gov.au) or 1300 666 444

#### Worksafe

Victorian Workcover Authority. [www.workcover.vic.gov.au](http://www.workcover.vic.gov.au)

### National Resources

#### Human Rights & Equal Opportunity Commission

[www.hreoc.gov.au](http://www.hreoc.gov.au)

#### Federal Privacy Commissioner

This is an independent office which has responsibilities under the federal Privacy Act 1988 (Cwlth).  
[www.privacy.gov.au](http://www.privacy.gov.au)

#### Job Access

An information and advice service funded by the Federal Government, offering advice for people with disability and their employers. Call 1800 464 800 or go to [www.jobaccess.gov.au/JOAC/Employers](http://www.jobaccess.gov.au/JOAC/Employers).

#### Disability WORKS Australia

Contracted by the Commonwealth Government, Disability WORKS manages the National Disability Recruitment Coordinator (NDRC). Its role is to facilitate the provision of employment for people with a disability by providing employers with access to a single, free, effective contact point for recruiting people with disabilities. [www.dwa.org.au](http://www.dwa.org.au)





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