

Partner Provider Disability Support Resource Kit

This resource has been developed to provide clarity and support to Partner Providers when making reasonable adjustments for students with a disability undertaking a Federation University Australia (FedUni) program at their institution.

The resource includes general or specific information regarding:

- Disabilities
- The Disability Standards for Education (2005)
- FedUni's Disability Liaison Unit (DLU)
- Reasonable adjustments

The Partner Agreement

- Schedule 6 – Reasonable Adjustments for Students with a Disability
- Partner Provider adjustments authorisation guidelines and checklist
- Relevant forms

Please note: This resource is designed to be utilised by individuals of varying levels of experience, working with students with a disability undertaking FedUni programs.

Warning – Uncontrolled when printed! The current version of this document is kept on the FedUni website.

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Introduction

What is a disability?

A disability is the consequence of an impairment that may be physical, cognitive, mental, sensory, emotional, developmental, or some combination of these. A disability may be present from birth, or occur during a person's lifetime. A disability can be permanent (E.g., deafness) or temporary (E.g., a broken arm). The severity of a permanent disability can change over time (E.g., increased loss of vision over time).

A student may be eligible to register for reasonable adjustments if he/she has a:

- Medical condition;
- Mental health condition; or
- Disability that is impacting on their ability to
 - > Access the University
 - > Access coursework materials; or
 - > Complete coursework requirements

The student will need to provide documentation from his/her relevant health professional (For example, doctor, psychologist, and/or occupational therapist) that verify the condition and provide recommendations for appropriate reasonable adjustments.

Disability Standards for Education (2005)

The *Disability Standards for Education* (the Standards) came into effect on 18 August 2005. The standards seek to ensure that students with disability can access and participate in education on the same basis as other students.

The FedUni Disability Liaison Unit (DLU)

The FedUni DLU provides services to students with disabilities within the University's equity framework and in accordance with the *Disability Discrimination Act 1992* and *Disability Standards for Education 2005*.

The DLU works to support the development of learning and working environments that maximise participation in University life by students with a disability. The DLU employs Disability Liaison Officers (DLO), their role is to:

- Negotiate tailored services to meet the individual needs of students with a disability;
- Participate in policy development in relation to the University's obligations under anti-discrimination legislation;
- Raise community awareness about disability and access issues;
- Ensure that the academic standards and inherent requirements of a program or course are not compromised; and
- Authorise reasonable adjustments for students undertaking FedUni programs at Partner Provider institutions.

The DLU consists of a Coordinator, Disability Liaison Officers (DLO's), an Alternative Format Editor, and Academic Support Workers.

Resources

The Department of Education have a number of resources to assist individuals to develop a greater understanding of the *Disability Standards for Education (2005)*.

To access the **Fact Sheet** click [here](#)

To access **guidance notes to the standards** click [here](#).

DLU Contacts

The FedUni Disability Liaison Unit can assist your organisation to provide support to students with a disability.

The Disability Liaison Unit is also responsible for authorising all reasonable adjustments that you negotiate with a student.

You can contact the Disability Liaison Unit staff in the following ways:

Email:
disability@federation.edu.au

Phone: **03 5327 9470**

Reasonable Adjustments

Under the *Disability Discrimination Act 1992* and *Disability Standards for Education 2005*, FedUni has an obligation to ensure its practices do not disadvantage students with disabilities or ongoing medical conditions.

FedUni is required to make 'reasonable adjustments' to its practices in order to meet the needs of these students. All adjustments are based upon documented evidence of the student's disability or medical condition. In making any adjustments, it is important to note that academic standards are maintained, the needs of staff are considered and that equity for other students is assured.

Reasonable adjustments are provided to any Disability Liaison Unit registered student with a diagnosed disability, undertaking TAFE and Higher Education programs enrolled at FedUni in Australia, including those undertaking off-campus studies with an enrolment at a FedUni Partner Provide campus.

It is recommended that **if you do not have a Disability Liaison Unit** (or equivalent) at your institution you contact the FedUni Disability Liaison Unit to discuss reasonable adjustments.

Reasonable adjustments and/or supports may include, but are not limited to:

- Alternate text formats (braille, larger font, etc.)
- Voice to text software (Dragon Naturally Speaking)
- Your tutor website – assistance with assignments
- Adjustable seating
- Live captioning
- Various hardware and software supports
- Auslan interpreters
- Alternate settings for exams
- Phone and tablet applications (Apps)
- Accessibility adjustments
- Academic Support Workers (including scribes, note takers and tutors)
- Transport and parking
- Referral to community agencies
- Provision of in-class notes and PowerPoints® prior to class
- Adjustments to academic teaching style and format
- Specialised adaptive equipment

Contact the FedUni DLU

Call **03 5327 9470** or email
disability@federation.edu.au

Partner Agreement

As a partner provider your institution has signed an agreement, part of that agreement covers provision of service to students with a disability. In most agreements this is known as Schedule 6;

Schedule 6 Reasonable Adjustments for Students with a Disability

1. This Schedule sets out the respective obligations for the University and the Organisation for students with a disability in accordance with the requirements of the *Disability Discrimination Act 1992* (Cth).
2. Where a student with a disability enrolls in a Course or Program at the Location, the Organisation must, as soon as practicable:
 - a. provide case management services to the student, including assistance with the registration processes and collecting medical information;
 - b. negotiate the reasonable adjustments required with the student and his/her carer or guardian (if applicable);
 - c. submit the Partner Provider Disability Adjustment Authorisation Form to the University's Disability Liaison Unit with the proposed reasonable adjustments for the student;
 - d. implement the reasonable adjustments that are authorised by the University's Disability Liaison Unit;
 - e. comply with all reasonable directions from the University's Disability Liaison Unit;
 - f. pay the costs of the reasonable adjustments authorised by the University; and
 - g. invoice the University in accordance with the invoicing guidelines provided by the University on a semester basis for the costs of reasonable adjustments authorised by the University in excess of \$500.00 (plus GST) per student per calendar year.
3. The University must reimburse the Organisation on a semester basis for the costs of reasonable adjustments authorised by the University in excess of \$500.00 (plus GST) per student per calendar year upon receipt of a valid tax invoice from the Organisation together with supporting documentation to substantiate the costs incurred. For the avoidance of doubt, the Organisation is ultimately responsible for the costs of reasonable adjustments up to \$500.00 (plus GST) per student per calendar year and the University will reimburse the Organisation for the costs of authorised reasonable adjustments above this amount.
4. The University is entitled to retain any funding received from the Commonwealth Government under the Higher Education Disability Support Program.
5. The University may terminate the above arrangements by giving 30 days written notice to the Organisation in the event of a significant change to the Commonwealth Government's Higher Education Disability Support Program.

How to Implement Schedule 6 of the Partner Agreement

To implement Schedule 6 (Reasonable Adjustments for Students with a Disability), **your organisation is required to submit** the following forms:

1. **Partner Provider Disability Adjustment Authorisation Form**
2. **Partner Provider Disability Adjustment Reimbursement Form**

To assist with the implementation of Schedule 6, particularly if your organisation does not have specialised disability support services, utilising the following resources is **recommended**:

1. **Disability Support – Client Consultation Checklist**
2. **Disability / Special Consideration Flowchart**
3. **Partner Provider Disability Adjustment Authorisation form guidelines**
4. **Partner Provider Disability Adjustment Reimbursement form guidelines**

Privacy and Confidentiality

The information gathered by you and FedUni is gathered to assist in making reasonable adjustments for a student with a disability. It is confidential. This information is held by the student, partner provider and disability liaison unit. FedUni is committed to protecting and maintaining the privacy, accuracy and security of personal information.

The sharing of this partner provider disability adjustment authorisation form must comply with the FedUni Information Privacy Policy, which can be accessed at: http://policy.federation.edu.au/university/general/information_privacy/ch01.php

Individuals have a right of access to, and correction of, their personal information in accordance with privacy legislation and the University's Information Privacy Policy. Please direct any enquiries in this regard to the Disability Liaison Unit or the University's Privacy Officer by telephone **03 5327 9021** or email privacyofficer@federation.edu.au.

Partner Provider Disability Adjustment Authorisation Form

This cover sheet forms part of the Partner Provider Disability Adjustment Form, the form is not to be filled out or distributed without this cover sheet.

Under the Disability Discrimination Act 1992 and Disability Standards for Education 2005, FedUni has an obligation to ensure its practices do not disadvantage students with disabilities or ongoing medical conditions. FedUni is required to make 'reasonable adjustments' to its practices in order to meet the needs of these students. All adjustments are based upon documented evidence of the student's disability or medical condition. In making any adjustments, it is important to note that academic standards are maintained, the needs of staff are considered and that equity for other students is assured. **Please refer to Schedule 6 in your partner provider agreement for more information regarding the making of reasonable adjustments at your institution.**

Purpose

The Partner Provider Disability Adjustment Authorisation Form is created collaboratively between the student, partner provider and FedUni Disability Liaison Unit to ensure that the recommended adjustments and support that have been documented meet the student's individual needs and conform to FedUni's legislative obligations.

Adjustments outlined within the Partner Provider Disability Adjustment Authorisation Form are provided to minimise any disability related educational disadvantage and will be reviewed regularly in consultation with the student, partner provider and FedUni Disability Liaison Unit.

Privacy and Confidentiality

The Partner Provider Disability Adjustment Authorisation Form is a confidential document that is held by the student, partner provider and Disability Liaison Unit. FedUni is committed to protecting and maintaining the privacy, accuracy and security of personal information. The sharing of this Partner Provider Disability Adjustment Authorisation Form must comply with the FedUni Information Privacy Policy, which can be accessed at: http://policy.federation.edu.au/university/general/information_privacy/ch01.php

Individuals have a right of access to, and correction of, their personal information in accordance with privacy legislation and the University's Information Privacy Policy. Please direct any enquiries in this regard to the FedUni Disability Liaison Unit or the University's Privacy Officer by telephone **03 5327 9021** or email privacyofficer@federation.edu.au.

Reasonable costs

Below is a guideline as to the costs that the FedUni Disability Liaison Unit believes to be reasonable.

- **Notetakers:** up to \$40 per hour
- **Participation assistants:** up to \$45 per hour
- **Tutorial/Research assistants:** up to \$50 per hour
- **Examination supervision:** up to \$40 per hour
- **Examination assistant:** up to \$45 per hour

NB: These rates are a guideline. If your institution needs to spend more than this per hour, please contact the FedUni Disability Liaison Unit for authorisation.

How to use the Partner Provider Disability Adjustment Authorisation Form

If your institution already has a Disability Liaison Unit (or equivalent) please provide them with a copy of these documents and seek direction from them on how to proceed.

The Partner Provider Disability Adjustment Authorisation Form is designed to capture information about a student's disability or ongoing medical condition and then use that captured information to design a plan of reasonable adjustments for that student. This plan is then communicated to the FedUni Disability Liaison Unit for authorisation pursuant to the Schedule in the partner provider agreement that pertains to students with a disability.

When filling in the Partner Provider Disability Adjustment Authorisation Form you may find it useful to use the Partner provider working with a student with a disability checklist to ensure no steps are missed.

Step 1: Meet with the student and decide if he/she requires reasonable adjustment or special consideration (use the Disability and special consideration flow chart). If you are unsure please call FedUni Disability liaison Unit on **03 5327 8092**

Step 2: Use the authorisation form as a prompt to gather the information required from the student. If you are not sure about some of the language please call the FedUni Disability Liaison Unit on **03 5327 8092** and ask for assistance.

Step 3: Scan/email the completed form to disability@federation.edu.au

Step 4: Once you receive confirmation FedUni Disability Liaison Unit that the suggested adjustments are suitable, implement these adjustments.

Step 5: Keep accurate records of money spent on that particular student so your organisation can seek reimbursement as indicated in the 'Partner Provider Disability Reimbursement Guidelines and Claim form'.

Step 6: Review adjustments with the student as required. If any changes to adjustments are necessary please liaise with FedUni Disability Liaison Unit before implementing the proposed changes.

Step 7: If at any step of the way you are unsure please contact FedUni Disability liaison Unit on **03 5327 8092**.

More information

If you would like further information or clarification you should discuss this directly with the student, relevant staff member at your institution or contact the FedUni Disability Liaison Unit.

Partner Provider Disability Adjustment Authorisation Form

Section 1: Student Information

Personal Details	
Given name/s	
Family name	
Student ID No.	
Date of birth	<input type="text" value="D"/> <input type="text" value="D"/> / <input type="text" value="M"/> <input type="text" value="M"/> / <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/>
Gender	<input type="radio"/> Male <input type="radio"/> Female
Contact Details	
Mobile	
Other Phone	
Email	

It is strongly recommended that you read the Partner Provider Disability Adjustment Resource Kit before filling out this form.

Email completed form to disability@federation.edu.au

FedUni Office Use Only

Notes:

Section 2: Study Information

Partner Provider Details	
PP Name	
Contact Person	
Contact Phone	
Contact Email	
Student Program	
Program Name	
Mode of Study	<input type="radio"/> Full Time <input type="radio"/> Part Time <input type="radio"/> Off Campus

Disability Type	<input type="radio"/> Hearing	<input type="radio"/> Vision	<input type="radio"/> Learning	<input type="radio"/> Medical	<input type="radio"/> Physical	
	<input type="radio"/> Mobility	<input type="radio"/> Mental	<input type="radio"/> Other (Please Specify)			
Disability Status	<input type="radio"/> Permanent	<input type="radio"/> Temporary	Exam Adjustment	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Unsure

Details (Please provide us with any extra details that we should know about)

I have attached supporting documentation from my health care professional Yes

Section 4: Planning for adjustments

Implications of this student's disability include:

How will this student be affected by the specified disability?

Student's own strategies include:

What strategies does the student currently utilise to support his/her own studies?

Adjustments to the academic program:

What adjustments to the academic program are recommended?

In-class assessment adjustments:

Are any in-class assessment adjustments necessary?

Examination adjustments:

If exam adjustments are necessary, what are they?

Other services provided (include quote/s where possible):

Are any other adjustments necessary? Quote/s attached

Current cost for academic support workers (cost per hour) at your institution:

Note taker:

\$ _____ per hour

Participation Assistant:

\$ _____ per hour

Research Assistant:

\$ _____ per hour

Person making these recommendations:

Name:

Date:

/ /

FedUni Office Use Only

Reviewed by:

Date:

/ /

Suggested changes (if any):

Approved by:

Date:

/ /

Partner Provider Disability Adjustment Reimbursement Form Guidelines

These guidelines form part of the Partner Provider Disability Adjustment Reimbursement Form, the form is not to be filled out our distributed without this coversheet.

Please refer to the disability clause in your partner provider agreement for more information regarding the making of reasonable adjustments at your institution.

Contact the FedUni DLU

Call **03 5327 9470** or email **disability@federation.edu.au**

Purpose

To receive reimbursement from the federal government FedUni must show how much money is spent on each student (over \$500) and how it was spent, therefore we need an itemised list of expenses from our partner providers to properly account for this expenditure.

Reimbursement guidelines

At the end of each semester your institution is required to submit the Partner Provider Disability Adjustment Reimbursement Form.

This form is to claim for the preceding semester's costs.

You can claim for every student that costs you more than \$500. So if a student has cost you \$5000, you can submit a claim for \$4500. You must provide a breakdown on how these monies are spent using the Partner Provider disability adjustment reimbursement form.

Preparation

- Ensure that authorisation for all adjustments has been received from FedUni (see: Partner Provider Disability Adjustment Authorisation Form)
- Any items purchased for the student remain the property of FedUni. Please keep all serial numbers, receipts etc so they can be added to the FedUni Disability Liaison Unit assets register.
- When hiring people to work with your student, ensure that copies of contracts/timesheets are kept.

FedUni has agreed to reimburse authorised reasonable adjustments made by your institution. Below are the costs that we believe are reasonable.

Reasonable costs for:

- **Notetakers:** up to \$40 per hour
- **Participation assistants:** up to \$45 per hour
- **Tutorial/Research assistants:** up to \$50 per hour
- **Examination supervision:** up to \$40 per hour
- **Examination assistant:** up to \$45 per hour

NB: These rates are a guideline. If your institution needs to spend more than this per hour, please contact the FedUni Disability Liaison Unit for authorisation.

Privacy and Confidentiality

The Partner Provider Disability Adjustment Reimbursement Form is a confidential document that is held by the student, partner provider and FedUni Disability Liaison Unit.

FedUni is committed to protecting and maintaining the privacy, accuracy and security of personal information.

The sharing of this Partner Provider Disability Adjustment Reimbursement Form must comply with the FedUni Information Privacy Policy, which can be accessed at:
http://policy.federation.edu.au/university/general/information_privacy/ch01.php

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Please direct any enquiries in this regard to the FedUni Disability Liaison Unit or the University's Privacy Officer by telephone 03 5327 9021 or email privacyofficer@federation.edu.au

Section 4: Adjustment Claims

Adjustments	\$ / hour	# hours	Cost
Notetaker			
Participation Assistant			
Research Assistant			
Exam Adjustment			
Other:			
Other:			
Other:			
Other:			

Please ensure copies of all relevant **timesheets** and **contracts** are submitted

Sub total: \$

Description of Physical Items	Serial #	\$ / item	# items	Cost

Please ensure copies of all **receipts** are submitted.

Sub total: \$

Total Adjustment costs	
Total Physical Items costs	
TOTAL COSTS \$	

Consent to Share Information: Partner Provider

Student Details			
Given name/s			
Family name	Date of birth	D D / M M / Y Y Y Y	
Student ID No.	Gender	<input type="radio"/> Male <input type="radio"/> Female	

Section 1: Proposed Information Uses and Disclosures

Service Type	Name of Agency Contact name, phone and address	Type of information to be shared (including limits)	Purpose

Section 2: Record of Consent – Use either 2a or 2b

2a Written Consent

The practitioner has discussed with me how and why certain information about me may be shared with other service providers.

I understand and I give my informed consent for the information to be shared as detailed above.

Signed:

Date: D D / M M / Y Y Y Y

Witnessed by Practitioner:

Signed:

Date: D D / M M / Y Y Y Y

Practitioner name:

Position:

2b Verbal Consent

Practitioner Use Only

Verbal consent should only be used where it is not practicable to obtain written consent.

I have discussed with the client how and why certain information may be shared with other service providers. I am satisfied that this has been understood and that informed consent for the information to be shared as detailed above has been given.

Signed by Practitioner:

Signed:

Date: D D / M M / Y Y Y Y

Practitioner name:

Position:

To ensure the client is able to make an informed decision about consent to the sharing of information as detailed above, the practitioner should:
(Tick when completed)

- Discuss with the client the proposed sharing of information with other services/agencies
- Explain that the clients information will only be shared with these services/agencies if the client has agreed and when referring, advise that referral for service can still proceed if the client does not want information disclosed.
- Provide the client with information about privacy; such as the Counselling Service consent form.
- Provide the client with a copy of this form, if requested, once completed.

This document does not apply to international partners or students

Student support or teaching staff will meet with student to discuss their needs.

You as the Academic/ Teacher or Student Support at your institute will help the student to decide if they need disability adjustments or to lodge a special consideration application. Student Support staff may need to consult with Federation University Disability Liaison Unit (DLU) to help to determine this.

Use this flow chart to help you determine if a disability adjustment or special consideration is needed.

The information in this document is a guide and not an official Federation University policy.

What is a disability

The term 'disability' has a broad definition under legislation and includes (but is not limited to) loss of body function, illness and disease, malformation or disfigurement and mental illness.

The legislation we refer to is the 'Disability Discrimination Act, 1992'

What is Special Consideration?

Special consideration is a formal university policy that allows students to apply for consideration when experiencing unforeseen difficult circumstances such as loss or bereavement, hardship or trauma, or medical reasons.

Is this an ongoing disability/chronic medical condition that requires adjustments?

Yes

This adjustment is for a disability or chronic medical condition.

No

If this is a short term or one-off adjustment, Special Consideration is preferable.

If this is a Special Consideration application, follow procedure for lodging a Special Consideration application. It is important to note that an application for Special Consideration must be submitted **no later than three days after the due date** for the assessment task or examination.

http://policy.federation.edu.au/university/special_consideration/ch01.php

If a disability adjustment is required

Disability adjustments should be provided if needed to assist students with disabilities to participate in a course or program on the same basis as a student without a disability. This means providing equal opportunity in relation to admission, enrolment, participation in a course or program and use of facilities and services.

Disability adjustments can include, but are not limited to, the provision of a notetaker, provision of adaptive equipment, the conversion of materials to braille or changes to methods of assessment.

If a student requires ongoing support for a disability then a support plan is recommended.

If this is a disability adjustment, some evidence of disability will be required.

If reasonable adjustments are not provided then it may constitute discrimination on the basis of a disability and substantial penalties may be imposed.

Disability adjustments and special consideration at the same time

If the student has ongoing adjustments due to their Disability or Chronic Medical Condition, they are not required to obtain special consideration for those issues outlined in their plan; however, if they are experiencing unforeseen difficult circumstances that are unrelated to the condition or disability, they are able to apply for special consideration.

For example, in collaboration with the FedUni Disability Liaison Unit, you have developed a plan outlining supports for dyslexia that includes extra time for exams and assignments.

If, during the semester, a close relative of the student passes away which impacts significantly on their ability to focus on their academic work, the student is able to apply for special consideration due to the death of a close relative.

If disability adjustments are required it is the responsibility of the partner provider to investigate and implement these adjustments.

It is strongly recommended that the partner provider does this in consultation with the FedUni DLU to ensure appropriate and equitable adjustments are implemented.

What constitutes evidence of a disability?

Recent relevant documentation from a qualified professional in a relevant field of disability or health. They need to be independent, and cannot be related to the student.

Specialists can include (but are not limited to):

- Medical specialist
- Psychiatrist or Psychologist or Educational Psychologist
- General Practitioner (exceptions apply)
- Occupational Therapist

Australian Students

Initial payment for these adjustments are made by the partner provider, for an Australian student exceeds \$500 the partner provider is entitled to claim reimbursement from FedUni.

This is done by using the 'Partner provider disability reimbursement claim form'.

International Students

Payment for these adjustments is the sole responsibility of the partner provider.

No reimbursements is available from FedUni or the Federal Government for international students.

In order to claim this reimbursement, partner providers must have this adjustment approved by the FedUni DLU prior to implementation. This approval is achieved by using the 'Partner Provider Disability Adjustment Authorisation form'.