



Reasonable Adjustments Checklist for Administration Staff

A checklist for health receptionists and administration staff to use before and after a person with intellectual disability presents for a health appointment.

Use this checklist as a guide for reasonable adjustments you can make. Be mindful that adjustments will be different for each person.

Review this checklist and tick the box if you have offered or completed the change.



Before an appointment

- Gathered background information in anticipation of the adjustments required.
- Requested the person with intellectual disability to fill in an Easy Read health record, like the [My Health Matters Folder](#).
- Asked the person what time of day suits best for appointments and what method of contact works best for appointment reminders.
- Offered to send information about appointments to a support person.

- Checked if the person needs a longer appointment.
 - Asked if the person needs to visit or see photos of the health worker and the clinic before the appointment.
 - Asked if the person needs to see a social story with pictures of the clinic, what will happen and who the clinicians are. [The Say Less, Show More](#) series has some examples of social stories.
 - Provided accessible information about the appointment and how to get there, like the [Easy Read Appointment Letter and Easy Read How to Get There Letter](#).
 - Made available a less busy, low arousal part of the waiting area to accommodate sensory needs if required, and communicated its availability to the person and their supporters.
 - Allowed the person to wait outside if they are feeling overstimulated or restricted.
 - Included wayfinding information in the building that is in Easy Read or uses symbols.
 - Avoided having furniture or clutter in small spaces and hallways which could be a hazard to someone with mobility or visibility issues.
 - Ensured physical access adjustments like ramps, rooms and equipment (e.g. scales) that accommodate a wheelchair.
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After an appointment

- Made any follow-up appointments on the spot.
- Confirmed the best method of contact for appointment reminders, and asked the person if someone else in their support network should receive the reminders.

More information and resources

- [My Health Matters Folder](#). Part 1- About Me, contains helpful information about the adjustments you can make to support the person.
- Complete [CID's Just Include Me eLearning](#) for tips on how to provide reasonable adjustments, and information to improve your communication skills.
- View and download CID Health resources [here](#).



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