



Reasonable Adjustments

Assessment and Tribunals

Supplementary Guide

Reasonable Adjustments

The PIP assessment, appeal process and tribunal can be overwhelming - especially if you struggle with sensory sensitivities, communication differences, and executive functioning challenges. To ensure that you can access the PIP hearing fairly and effectively, it is important that you ask for reasonable adjustments to make the process more accessible and accommodating.

Reasonable Adjustments Suggestions

These are suggestions only. It is not a complete list of what could be asked for as a reasonable adjustment. Consider your needs and what might help you.

- Providing documents in larger print, Easy Read, or with a colour contrast on the paper (e.g., pink paper instead of white).
- Giving you extra time than would be typical.
- Allowing for breaks to help you manage your energy levels and process information.
- Providing access to a quieter space.
- Having a specific time of day for the appointment.
- Having a specific format for the assessment or tribunal.

- Using communication aids, such as letter boards, speech-to-text or high tech AAC software.
- Attending with another person such as a friend, family member or advocate to support you during the assessment or hearing.
- Using both written and verbal evidence.
- Ensuring physical accessibility. The venue should have level access, including ramps and lifts where necessary.
- Providing clear, direct instructions before and during the meeting.
- Providing sensory adjustments, such as dimmer lights in the assessment or hearing.



It may not always be possible to approve every adjustment you request. For example, the tribunal building might not have an appropriate quiet space for you to use. However, there may be alternative adjustments that can be made, such as having the hearing remotely or using noise-cancelling headphones to minimise the noise.

Additional Aids



Comfort item

Bring along any comfort items that help you feel calm and grounded. This may be a soft blanket, teddy or a favourite object. This can be especially helpful during times of heightened anxiety.



Communication Aid

If you struggle with verbal communication, you may wish to bring a communication aid, such as a tablet or communication board, to help you express yourself more effectively. You may want to use communication cards for only a couple of short statements such as “I need a break”, or you may want to use AAC for more than this.



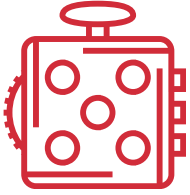
Familiarising with the location

You can use apps such as Google Earth and maps to see the building and surrounding area before you go.



Prepared Notes and Scripts

Write down any key points that you would like to make and take this with you. This may be about certain activities, the equipment that you use, or questions that you may need to ask and do not want to forget.



Sensory Tools

You may wish to bring different sensory tools and fidget items to help regulate yourself. Some useful ones may include noise-cancelling headphones, earplugs, sunglasses, weighted lap blanket, fidget toy, or a stress ball. These tools can help to reduce anxiety, avoid sensory overload and provide some comfort.



Visual Schedule

It may be helpful to create a visual schedule of the assessment or tribunal process to help you understand and anticipate what will happen next. A visual schedule can help to break down the steps, using clear icons or symbols to represent each stage. You may find it helpful to keep the language simple and use visual cues to represent each step.



Other guides in the series:

Core Guides:

Guide 1: Starting Your PIP Claim

Guide 2: How Your Disability Affects You

Guide 3: Assessments

Guide 4: Understanding Your PIP Award

Guide 5: Appeals

Guide 6: Renewing PIP

Supplementary Guides:

- Definitions
- PIP Evidence
- Reasonable Adjustments ←
- Mental Wellbeing Through the PIP Process



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