



**TUJSLA**  
An Ghníomhaireacht um  
Leanaí agus an Teaghlach  
Child and Family Agency



**CHILDREN'S  
SERVICES  
REGULATION**

**Reasonable Adjustment Policy  
Children's Services Regulation**

## Contents

1. Context .....	3
2. Definition of Reasonable Adjustments.....	3
3. Scope of the Policy .....	3
4. Legal Framework .....	3
5. Making Reasonable Adjustments .....	4
6. Types of Reasonable Adjustments .....	4
7. Examples of Reasonable Adjustments.....	4
8. Requesting Adjustments .....	5
9. Recording .....	5
10. Review.....	5
11. Feedback.....	5

# Reasonable Adjustment Policy

## 1. Context

Children's Services Regulation (CSR) is responsible for the effective operation and performance management of Tusla's regulatory functions. CSR aims to provide public assurance and confidence that regulatory activities are conducted to the highest standards in accordance with legislation, ensuring that children using the services we regulate are safe, supported, and well cared for.

CSR oversees four distinct regulatory areas:

- Early Years Inspectorate (EYI)
- Alternative Care Inspection and Monitoring Services (ACIMS)
- Alternative Education Assessment Registration Services (AEARS)
- Child Safeguarding Statement Compliance Unit (CSSCU)

The Tusla values of Respect, Kindness, Trust, and Empowerment are central to all CSR activities. CSR is committed to promoting an inclusive and accessible environment for all individuals involved with the services we regulate across Ireland. This policy outlines reasonable adjustments to ensure equal access and participation for individuals with disabilities or additional needs. It applies to all registered providers and individuals who engage with CSR in regulatory or monitoring processes.

## 2. Definition of Reasonable Adjustments

Reasonable adjustments refer to changes or modifications to practices, procedures, physical environments, or other elements to eliminate or minimise disadvantages experienced by individuals with disabilities, impairments, or chronic health conditions, enabling their full engagement with regulatory processes.

## 3. Scope of the Policy

This policy covers areas where reasonable adjustments may be required, specifically for:

Registered providers and others engaged with CSR in regulatory processes, ensuring all regulatory activities, including inspection and monitoring activity, account for disabilities, impairments, or chronic health conditions, as well as other factors requiring adjustments.

## 4. Legal Framework

This policy is underpinned by national and international legislation and guidance, including:

- [The Equal Status Act 2000-2015](#)
- [The Disability Act 2005](#)
- [UN Convention on the Rights of Persons with Disabilities \(UNCRPD\)](#)
- [The Child Care Act 1991](#)
- [Education \(Welfare\) Act 2000](#)

Children's Services Regulation recognises its duty to comply with these legal frameworks, ensuring no one is unfairly discriminated against due to disability or additional needs.

## Reasonable Adjustment Policy

### 5. Making Reasonable Adjustments

When identifying and implementing reasonable adjustments, the Inspectorate will consider:

- **Individual Needs:** Tailoring adjustments to the specific requirements of the individual, considering their disability or additional needs.
- **Effectiveness:** Ensuring the adjustment effectively removes the barrier(s) faced by the individual.
- **Practicality:** Evaluating the feasibility of making the adjustment, including its impact on the regulatory process and capacity for implementation.
- **Health and Safety:** Ensuring any adjustments do not compromise the safety of those involved, including staff, children, and others within the service.

### 6. Types of Reasonable Adjustments

Reasonable adjustments may include, but are not limited to:

- **Communication Adjustments:** Providing alternative formats, including large print, Braille, audio versions, or assistive technology.
- **Procedural Adjustments:** Flexibility in processes, such as extended time for inspections monitoring visits and meetings, tailored communication, or alternative methods for document submission. In exceptional cases, if an individual's disabilities prevent an inspection, monitoring visit or meeting from proceeding and there is no suitable substitute (i.e. person in charge or deputy) who can facilitate, CSR will defer or pause the inspection, monitoring visit or meeting. The decision to defer or pause will be made by the relevant line manager and will consider the impact on children.
- **Environmental Adjustments:** For meetings involving CSR staff, accessibility of the venue will be considered.

### 7. Examples of Reasonable Adjustments

Below are some examples of reasonable adjustments that may be made during the regulatory process. The list is not meant to be exhaustive and not all adjustments will be required at all times. Decisions will be made on an individual basis in liaison with the person concerned.

- 7.1.1. Physical Assistance or Equipment:** Ensure meetings are held in accessible spaces which accommodate the use of mobility aids
- 7.1.2. Visual Impairments:** Provide documentation relating to the regulatory process in large print or accessible formats such as Braille or screen-reader-compatible digital files.
- 7.1.3. Hearing Impairments.** Offer alternative communication methods, such as written instructions, or have a sign language interpreter present.

Ensure clear, face-to-face communication to aid lip reading, or use speech-to text services during discussions.

## Reasonable Adjustment Policy

### 7.1.4. Chronic Health Conditions

- **Adjust the Pace:** If the provider experiences fatigue or requires regular breaks, ensure the inspection, monitoring visit or meeting is paced accordingly to allow for rest.

## 8. Requesting Adjustments

A person who requires reasonable adjustments should

- 8.1. Submit a Request:** Requests for adjustments should be made via email if possible, to the CSR access officer at [csraccess@tusla.ie](mailto:csraccess@tusla.ie). Where written communication is not feasible, verbal requests will be accommodated. The request should set out the nature of the disability or impairment and the adjustments requested. Evidence of the disability, impairment or illness must be submitted. In the event that a requirement for adjustment comes to light when an inspection or monitoring visit is being undertaken the inspector or officer should be given all relevant information. The inspector or officer will discuss with the appropriate senior manager.
- 8.2. Assessment Process:** Each request will be assessed on a case-by-case basis, considering the individual's specific needs, the nature of the requested adjustment and the evidence provided. Adjustments will be documented (see 9 below), approved by the appropriate senior manager in each team and the outcome will be communicated to the person submitting the request.

## 9. Recording

Requests and identified adjustments will be recorded in a log maintained by CSR's Access Officer, accessible to relevant staff.

## 10. Review

CSR will review the effectiveness of reasonable adjustments regularly to ensure ongoing improvement in accessibility and inclusion. This policy, along with approved requests, will be reviewed annually or more frequently if required, ensuring compliance with legislative changes and best practices.

## 11. Feedback

Individuals who believe that reasonable adjustments have not been adequately provided can raise concerns through to CSR senior management and then through CSR Right to Reply processes. Feedback will be handled sensitively and reviewed promptly.

This policy reflects the commitment of Children's Services Regulation to ensuring that all individuals are able to engage with the regulatory process regardless of disability or additional needs.

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