



## Flexible Work Arrangements Policy

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GM Organisational Development

### Background

nbnco endeavours to assist its employees achieve their personal, family and relationship goals by facilitating flexibility in employment and working arrangements to achieve the optimum balance between work and personal responsibilities.

Flexible Work Arrangements are about an employee and an employer making changes to when, where and how a person will work to better meet individual and business needs.

This policy covers the following Flexible Working Arrangements:

- Conversion to part time employment. Part-time employees work a regular and predictable amount of hours each week.
- Job sharing. Job sharing involves one position being shared by two or more employees.
- Home Based Work. Employee performs most work responsibilities from home.
- Office Based Home Worker. Employee performs majority of work responsibilities in the office but has regular days working from home.
- Ad Hoc Working from Home. Employee works from home on an ad hoc or infrequent basis.
- Field Work. Employees work in locations where nbnco doesn't have an office and work is conducted from home office or car.
- Other flexible work arrangements. Other type of Flexible Work Arrangement as agreed between employee and manager such as formalising an agreement to change the pattern of hours an employee will work.



## Purpose

This policy was developed to ensure that employees and managers are aware of the range of Flexible Working Arrangements available at nbnco and understand the roles and responsibilities of each person involved in the application and approval process

The availability of these arrangements is subject to individual situations and nbnco's operational requirements.

## Scope

This policy applies to all nbnco employees.

## Policy

Flexible Work Arrangements can assist employees to balance personal needs, while taking into account business needs. Flexible Working Arrangements may not always be possible due to operational or other limitations. Managers and employees need to be open to discussing and considering a range of flexible work options.

Managers are responsible for making a decision about Flexible Working Arrangements following a request by an employee. Further responsibilities of managers and employees are detailed in the Roles and Responsibilities section of this policy.

### *Assessing Requests for Flexible Work Arrangements*

When assessing requests for Flexible Work Arrangements, factors that may be relevant could include:

- That the new working arrangements requested by the employee would be too costly for the employer
- That there is no capacity to change the working arrangements of other employees to accommodate the new working arrangements requested by the employee
- That it would be impractical to change the working arrangements of other employees, or recruit new employees, to accommodate the new working arrangements requested by the employee
- That the new working arrangements requested by the employee would be likely to result in a significant loss in efficiency or productivity
- That the new working arrangements requested by the employee would be likely to have a significant negative impact on customer service.

When assessing requests for Home Working Arrangements, other factors that may be relevant could include:

- The home based work area provides an appropriate level of privacy and security to enable the employee to fully comply with nbnco policies relating to the protection of nbnco information, including the Information Security Policy and the Acceptable Use Guidelines. This information may be in electronic form, in hardcopy on paper or other media or oral, for example via a conversation
- an employee's performance prior to making the request
- an employee's track record of working autonomously
- an employee's ability to supervise others effectively while working remotely.



All Flexible Working Arrangements must be formally requested, agreed and managed in accordance with this policy.

### ***Trial Periods of Flexible Work Arrangements***

Any Flexible Working Arrangement approved under this policy should undergo a trial period of up to three (3) months to ensure the arrangements meet the business requirements of nbnco and the flexibility required by the employee.

If the trial is successful and Flexible Working Arrangements are adopted, managers must review these work arrangements on a regular basis to ensure:

- All deliverables are being met
- The quality, quantity and timeliness of the work performed is to the standard required
- The impact on other members of the work team is not detrimental to the overall performance of the team and company
- The operational requirements of the area are being met
- The employee is complying with the terms of the agreement
- The Flexible Working Arrangements is continuing to meet the needs of the employee.
- Work Health and Safety requirements continue to be met
- nbnco policies and procedures are being adhered to.

### ***Cancellation of Flexible Work Arrangements***

nbnco reserves the right to cancel any Flexible Working Arrangement with an employee at any time giving four weeks' notice following a discussion with the employee.

### ***Categories of Flexible Working Arrangements***

#### **Converting to Part-time Employment**

An employee may request to convert to part time employment on a temporary or permanent basis. Any request to convert from full-time to part-time employment needs to be balanced with the operational requirements and the needs and impact on other employees in the function. Employees interested in converting to part-time employment should speak to their manager about their reasons for moving into part-time employment.

#### **Job Sharing**

Job sharing involves a position being shared by two or more employees. Employees who share a position will be employed on a permanent part-time basis. Positions under a job share agreement are considered to be part-time (though hours do not have to be split equally). Job sharing may be initiated by employees but it must be approved by the manager. Approvals will be dependent on the job share arrangement not disadvantaging operational business performance.

The employees who share a position will agree with their manager how the position is to be divided. For example, job share employees could share responsibility for the same work, so that the tasks are not divided and the job sharing roles are interchangeable. Alternatively, work could be divided on a client, task or project basis.

If one of the employees on a job share arrangement leaves the organisation, the other affected employee will be consulted to explore alternative job share or flexible work arrangements. nbnco reserves the right to withdraw a job share arrangement if one of the employees leaves nbnco and an alternative option is not agreed.



## Other Flexible Work Arrangements

nbnco will consider other *Flexible Work Arrangements* proposed by an employee in addition to those set out in this policy such as formalising an agreement to change the pattern of hours an employee will work. Any such proposal should be discussed with an employee's manager and are subject to policy requirements and process.

### Home Based Work (primary work location)

Employees may apply to undertake work responsibilities from home. In this case the employee performs most work from home and the agreement must be formalised in a Letter of Agreement if it is not covered in the contract of employment. In the interests of promoting co-operative and collaborative working relationships, it is essential that an appropriate and agreed amount of the employee's work time is spent in the office. On these occasions the employee will "hot desk" (i.e. use reasonably available office workspace).

### Office Based Home Worker

Employees may request to perform the majority of work in the office environment but have regular periods of working from home (e.g. 3 days per week in nbnco office, 2 days from home). The arrangement is to be formalised in a Letter of Agreement if it is not covered in the contract of employment.

### Ad Hoc Working from Home

nbnco recognises that it may be necessary for an employee to work from home as required on an ad hoc basis.

### Field Worker

Some employees at nbnco are required to work in locations where nbnco doesn't have established offices (e.g. in construction management roles) and where their work is conducted partially from their home office, their car or as set out in the Contract of Employment. This arrangement is to be formalised in a Letter of Agreement if it is not covered in the contract of employment.

## Home Working Arrangement Requirements

Home Working Arrangements are *not* a substitute for child care or other dependent care. Employees are responsible for ensuring that appropriate child care or dependent care arrangements are in place whilst engaged in Home Working Arrangements.

No face to face meetings are to be held on an employee's home premises.

nbnco policies and procedures in relation to Work Health and Safety apply.

For all Home Working Arrangement categories, nbnco will arrange fire and theft insurance of contents, equipment and facilities owned by nbnco.

Subject to the terms and conditions of the Comcare workers compensation insurance policy, approved employees engaged in Home Working Arrangements will be covered for workers' compensation insurance.

### Home Based Work Primary Location

A detailed risk assessment of the home workplace environment must be completed by nbnco's Health Safety and Environment assessment provider, and reviewed by an nbnco Health Safety & Environment representative, before any decision can be made. Should a follow-up risk assessment be required it will be paid for by nbnco, including one re-assessment to verify that recommended or required corrective actions have been implemented.



Only work environments assessed as Health Safety and Environment compliant will be approved.

While nbnco will not be responsible for providing or paying for any facilities required for an employee to conduct Home Working Arrangements, any adjustments, corrective actions or additional equipment required to ensure the safety of the home workplace as recommended by the Health Safety and Environment assessment provider will be reasonably considered by nbnco.

Upon variation or cancellation, employees are required to return any nbnco equipment that was provided as a result of a Home workplace Health Safety and Environment assessment.

nbnco will provide an allowance to cover an appropriate portion of the Internet, phone, lighting and heating etc. The Home Working Allowance amount will be reviewed and amended from time to time at nbnco's discretion.

### Office Based Home Worker

A detailed risk self assessment of the home workplace environment must be completed by the employee using the nbnco *Working from Home Health Safety and Environment Checklist*. An nbnco Health Safety and Environment Representative will review this assessment and decide if the workplace is Health Safety and Environment compliant.

With the exception of a portable laptop and headset, nbnco will not be responsible for providing or paying for any other facilities/equipment required for an employee to conduct Home Working Arrangements.

### Ad Hoc Working from Home

If an employee wishes to work from home on an ad hoc basis, they are responsible for completing a detailed risk self assessment of the home workplace environment using the nbnco *Working from Home Health Safety and Environment Checklist*. An nbnco Health Safety and Environment representative will review this assessment and decide if the workplace is Health Safety and Environment compliant.

nbnco will not be responsible for providing or paying for any facilities required for an employee to conduct ad hoc working from home.

### Field Worker

An employee working in their home as part of a field based job must complete a detailed risk self-assessment of the home office / home based workplace environment using the nbnco *Working from Home Health Safety and Environment Checklist*. An nbnco Health Safety and Environment representative will review this assessment and decide if their home workplace environment is Health Safety and Environment compliant.

Only home work environments assessed as Health Safety and Environment compliant will be approved.

With the exception of a mobile phone, a portable laptop and headset nbnco will not be responsible for providing or paying for any facilities required for an employee to conduct working from home.

## Flexible Work Arrangements Application Process

The Flexible Work Arrangements application process is a transparent process which complies with relevant legislation e.g. Fair Work Act 2009. Detailed information about the application process, along with supporting materials like Frequently Asked Questions and Quick Reference Guides can be found on the [Flexible Work Arrangements](#) Space on the Hub.

In the first instance an employee should discuss their intention to apply for a Flexible Work Arrangement with their manager. At this stage, managers may contact the HR Support Centre for policy guidance.



nbnco may consider any factors or information it considers relevant on business grounds when considering Flexible Work Arrangement applications and will provide a written response within 21 days (starting from date of submission to the manager).

## Roles and responsibilities

Managers are responsible for:

- Considering each employee application in conjunction with this policy and relevant legislation e.g. Fair Work Act 2009 in deciding if a request can be accommodated and the terms of any arrangement.
- Ensuring Flexible Working Arrangements are in line with this policy.
- Managing differences in work styles and practices e.g. managing employees on a home based work arrangement.
- Tracking the career progression of employees who are on Flexible Work Arrangements to ensure they have access to all training and other benefits and to ensure that they suffer no disadvantage in opportunities for promotion or career development
- Providing the necessary resources and equipment to facilitate Flexible Working Arrangements within the context of this policy
- Evaluating the outcomes of Flexible Working Arrangements and looking for improvements
- Ensuring employees on an Ad Hoc Working from Home arrangement enter Ad Hoc Working from Home days into the Employee Manager Self Service (EMSS) system.

Employees are responsible for:

- Identifying personal needs and possible solutions, and being realistic about what is possible
- Ensuring the physical security of nbnco information and assets at all times when outside of nbnco premises.
- Taking responsibility for delivering their own workload as agreed with their manager
- Reporting any workplace incidents, injuries or illnesses that occur whilst undertaking Flexible Working Arrangements
- Reporting any potential hazards that may exist in the Home Working Arrangements environment as it changes from time to time
- Ensuring that any Home Working Arrangements comply with all nbnco policies and procedures including Corporate Security and acceptable use guidelines.
- Reviewing and modifying arrangements as their personal circumstances or operational requirements change from time to time.



## More information

Additional information is available on the [Flexible Working Arrangements](#) space on the HUB.

Please contact your Manager or the HR Support Centre if you require additional information in relation to this policy.

Please note that this Policy summarises some of the rights and obligations which are created by the legislation. The Policy is not intended to go beyond the legislation. This Policy is not a term of any contract, including any contract of employment, and does not impose any contractual duties on nbnco. This Policy may be varied by nbnco from time to time.

## Related policies

Acceptable Use Guidelines

Equal Employment Opportunity

Diversity

Health Safety and Environment

Incident and Hazard Reporting

Information Security Policy



## Document control

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