# Policy guide and checklist

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| **Delete** this table once your policy and procedure has been approved and finalised. Sections highlighted in yellow are intended for you to update with your organisational information or delete where not relevant.  Before submitting this policy for approval, check that you have completed the following:   * Considered the legislation relevant to your organisation, and any quality frameworks your organisation must comply with according to any service agreements with your funding bodies. * Updated or deleted all the yellow highlighted sections in this document. * Updated the document code and version number to suit your organisation’s naming convention. * Updated the supporting documents section (where relevant). * Updated the header and footer of this document. * Added a review date. * Logged any changes of your internal policies in your register. * Removed QCOSS branding and replaced with your organisation’s branding. * Removed this page/table from your final version. * Informed those responsible for maintaining and enacting the policy of the risk of domestic and family violence to employees who work from home and ensured that there is adequate support available to employees and those in management positions. You may find the following resources helpful:   [Domestic and family violence - Community Door](https://communitydoor.org.au/services/domestic-and-family-violence-prevention)  [Domestic and Family Violence Organisational Policy - More than just leave - YouTube](https://www.youtube.com/playlist?list=PLI_5shzVp2f8GAxdY31NMa1dEbRKHampt)  [Domestic and Family Violence Workplace Policy and Procedures](https://qcoss.sharepoint.com/sites/Projects/FundedProjects/DESBT%20-%20Back%20to%20Work%20(2022-23)/Resources/Session%20Four/o%09https:/communitydoor.org.au/wp-content/uploads/2021/08/DFV-Org-Policy-template_FINAL.docx)  [Managing domestic violence in the workplace when working from home (hrassured.com.au)](https://www.hrassured.com.au/blog/managing-domestic-violence-in-the-workplace-when-working-from-home/) |

Hybrid and Flexible Work Policy

#### Document Code / Version Number

# Policy Statement

{Organisation Name} is committed to providing a safe, healthy, and flexible working environment for its employees. {Organisation Name} recognises that alternative work arrangements such as hybrid and flexible work can have a positive effect on employees, including but not limited to: increased productivity, enhanced employee recruitment and retention and greater work-life balance. Hybrid and flexible work promotes inclusiveness, engagement and wellbeing for all employees.

Those in leadership roles and with supervisory duties at {Organisation Name} are supported to use inclusive leadership practices when managing employees engaging in hybrid and flexible work, and to ensure employees are adequately equipped to engage in hybrid and remote work.

This policy seeks to provide a clear framework for the implementation of hybrid and flexible work practices. The objectives are to ensure that {Organisation Name} manages hybrid work arrangements fairly, equitably and consistently. This policy will outline the eligibility requirements, responsibilities and procedures to apply for hybrid and flexible work arrangements.

## Scope

This policy applies to the organisation as a whole.

# Related Legislation

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| {add any legislation relevant to your organsation. The legislation listed are for your consideration} | * [*Anti-Discrimination Act 1991* (Qld)](https://www.legislation.qld.gov.au/view/html/inforce/current/act-1991-085) * [*Australian Human Rights Commission Act 1986*(Cwlth)](https://www.legislation.gov.au/Series/C2004A03366) * [*Disability Discrimination Act 1992* (Cwlth)](https://www.legislation.gov.au/Series/C2004A04426) * [*Disability Services Act 2006* (Qld)](https://www.legislation.qld.gov.au/view/html/inforce/current/act-2006-012) * [*Human Rights Act 2019* (Qld)](https://www.legislation.qld.gov.au/view/html/asmade/act-2019-005) * [*Industrial Relations Act 2016*(Qld)](https://www.legislation.qld.gov.au/view/html/inforce/current/act-2016-063) * [*Work Health and Safety Act 2011* (Qld)](https://www.legislation.qld.gov.au/view/html/inforce/current/act-2011-018) * [*Workplace Gender Equality Act 2012 (legislation.gov.au)*](https://www.legislation.gov.au/Details/C2023C00009) |

# Definitions

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| Hybrid work | Hybrid work is a flexible work model that allows employees to choose when, where, and how they work. It supports a blend of in-office, remote (usually from the employee’s home) and on-the-go working. It depends on the organisation and employee’s role as to whether this is applied with structure or managed on a day-to-day basis by the employee.  Hybrid work modes may include:   * working from home * working from an alternate location * flexible or staggered working hours * flex time and time in lieu * hybrid mix * agile/activity-based working. |
| Flexible work | Flexible work is an arrangement where employees have some choice about when, where and how they work. Flexible work involves employers and employees agreeing to change standard working arrangements to help employees balance work with other aspects of their lives.  Flexibility comes in many forms, and different arrangements will suit different workplaces, jobs and workers.  Flexible work methods may include:   * compressed hours * part-time work * overtime * job share * shift swapping and split shifts. |

# Principles

* All employees are eligible to apply for hybrid/flexible working arrangements.
* Hybrid/flexible work is an agreed arrangement with responsibilities for the employee and {Organisation Name}, and may not be suitable for all roles and employees.
* All worksites must conform to acceptable Workplace Health and Safety Standards.

# Procedure

Procedures are the practical application of policies and provide specific steps. They answer the questions of “How?”, “When?” and “Who?”. Customising this section for your own organisation is highly recommended. The headings below are examples that can help your organisation implement and manage hybrid and flexible working practices. Your organisation may have action plans or strategic documents that link with the headings outlined below and, if so, you will link to those documents rather than repeating detail in this policy.

## Employee initiated requests for hybrid/flexible work

* All employees are eligible to apply for hybrid/flexible work arrangements, but certain roles and work may not be suitable for hybrid/flexible work if the position requires workplace attendance in order to properly perform the inherent requirements of the position.
* Employees intending to undertake hybrid/flexible work arrangements must consult with their direct line manager with sufficient time to ensure any impact on the operations of {Organisation Name} is minimised.
* Specify the hybrid and flexible work arrangements your organisation has in place (refer to the ‘Flexible Work Arrangements Guide’ for definitions on the various forms of hybrid and flexible work). For example, full-time and part-time employees who work their hours across a x day week can apply to work a maximum of x days per week at an alternate location (i.e. home). All staff are required to attend the workplace on common office days, which are x. Any arrangements outside of this are to be negotiated and agreed to by the employee’s direct manager.
* Staff may be required to attend the workplace at short notice on additional days where the manager deems it necessary to accommodate business needs.
* In the case of working from an alternate location (i.e. home) on a routine basis, the organisation’s designated Safety Officer or an approved expert delegate of the organisation has the authority to conduct a personal or electronic workplace inspection, for insurance and safety purposes, of each work-space prior to approval being granted.
  + The approval of hybrid/flexible working arrangements is on a case-by-case basis and can be applied for through the hybrid working request form which is submitted for consideration by the employee’s manager.
* All hybrid/flexible working arrangements must be reviewed a minimum of every {insert time period – 6-12 months is usual for effectiveness and efficiency purposes. Arrangements may be revoked at any time if deemed necessary or appropriate by management.
* If there is any change in the alternate working location or situation, an assessment/re-assessment of the workspace will be required, including completion of a new “working from alternate location checklist” in the hybrid working request form.
* Staff who work under hybrid/flexible arrangements have the same responsibilities as other staff to meet deadlines, maintain work standards, and comply with {Organisation Name}’s workplace policies.
* It is the responsibility of the employee who is engaging in hybrid/flexible work to:
  + ensure appropriate communication in the workplace and establish attendance requirements with their manager
  + ensure their team are aware of how they can be contacted on days/times when they are not in the workplace
  + ensure that any confidential information is stored security and is not disclosed for unauthorised purposes
  + ensure that their work environment is safe.

## Hybrid/flexible work management responsibilities

* The direct line manager is the primary person who can approve an employee to engage in hybrid/flexible work.
* In the case of the CEO seeking permission to engage in hybrid/flexible work, the Chair of the Board must approve.
* To ensure the effective implementation of hybrid/flexible work, it is the responsibility of the management team to:
  + demonstrate a positive attitude towards hybrid/flexible work and the benefits it can offer employees
  + monitor hybrid/flexible working arrangements to maintain or improve performance, without intensifying workload
  + ensure employees and teams have clear deliverables and agreed performance outcomes
  + have management systems in place to support employees with managing their time effectively while engage in hybrid/flexible work
  + ensure employees are adequately equipped to engage in hybrid/flexible work, including through technology use and devices
  + utilise technological methods to supervise, manage and support employees remotely
  + ensure that all employees/team members have equitable access to hybrid/flexible working arrangements, and consider employees’ individual personal situations/contexts
  + avoid personal biases that might unfairly influence hybrid/flexible working decisions
  + consider and discuss with employees the inherent requirements of a role to address an unfeasible or ineffective hybrid/flexible working arrangement
  + discuss all possible hybrid/flexible working options with employees before approving or declining a request
  + act against individual misuse or misapplication of the hybrid/flexible work policy and framework
  + educate employees on the proper use of hybrid/flexible work policy and framework.

## Workplace health and safety

* Any incident and/or near misses experienced by an employee should be reported as soon as possible after the event (no matter how minor).
* All incidents are logged and reported to Workplace Health and Safety Queensland (WHSQ).
* [Organisation Name} understands that some individuals are at greater risk of domestic and family violence when working from home. Our domestic and family violence support and prevention policy outlines the support available to employees who may be at risk of, or are experiencing, domestic and family violence. Employees are always given the option to work from the office and to change their hybrid work arrangements to support their safety.

# Related Policies and Procedures

{List your supporting documents here, e.g. registers or forms}

* Induction, professional development and supervision policy (example)
* Workplace Health and Safety (example)
* Wellness policy (example)
* Code of conduct policy (example)
* Employee Grievances, Warnings and Exit (example)
* Domestic and Family Violence support and prevention (example)

# Supporting Documents

{List your supporting documents here, e.g. registers or forms}

* Flexible work arrangements guide (example)
* Hybrid and flexible work request form (example)
* Enterprise Bargaining Agreement (example)

# Review

This document was last reviewed on {Include date}.