



# Flexible work arrangements policy

**Version:** 1.4 | **Version effective:** 15/12/2021

## Audience

This policy applies to all employees of the Department of Education (the department).

## Purpose

This policy outlines the department's commitment to providing options of flexible work arrangements to employees.

## Policy statement

The department recognises that flexible work arrangements produce significant benefits for both employees and the department. The department provides opportunities for flexible work arrangements to employees for assistance with balancing the demands of professional and personal life, and to promote the value of diversity and inclusion in the workplace.

Flexible work agreements may include changes to the typical way an employee works, including the:

- employees working hours (e.g. changes to start and finish times) including working arrangements/patterns of work (e.g. job sharing)
- working locations (e.g. working from home or a different office)
- way an employee works (e.g. use of different equipment).

## Principles

- All employees have a right to request flexible working arrangements
- The department will give fair and reasonable consideration to all requests for flexible work arrangements, and respond to the employee in a timely manner
- Flexible work agreements will be reviewed regularly to ensure they continue to meet the department's operational requirements and the needs of the employee.

## Requirements

### All employees

- Make all requests for flexible work arrangements in writing, providing information about the arrangements requested and the reasons for the request, in sufficient detail to allow the employer to make a decision
- Identify specific requirements and discuss individually with their manager, principal or supervisor potential arrangements which would address those requirements
- Provide all relevant details when requesting or reviewing a flexible work arrangement and provide timely updates to their manager about changes that may impact the flexible work arrangement.

### Additional requirements for Managers, Principals and Supervisors

- Encourage work practices and processes that enable flexibility for employees while ensuring operational needs are met and service delivery is maintained
- Actively work with employees to find solutions to requests for flexible working arrangements where possible
- Ensure all applications for flexible work arrangements are assessed fairly and reasonably, taking into account the reason for the request and any associated legislative, industrial and procedural requirements. Ensure due consideration is given to:
  - the operational requirements of the work unit
  - the health and safety of the employee particularly when the arrangements include adjustments to work location
  - how the employee will continue to be actively engaged in work unit activities including team meetings and access to ongoing professional development
  - managing cyber security risks.
- Ensure any decision to grant the request in part or subject to conditions, or refuse the request, is only made on reasonable grounds
- Ensure all employees who have applied for flexible work arrangements are provided with a written decision about their request within 21 days, including reasons for the decision where the application is granted only in part, subject to conditions or is refused
- Ensure flexible work agreements specify the conditions of the arrangement, including the period of time the flexible work arrangement will be in place
- Treat staff accessing flexible work arrangements fairly in selection processes and when accessing professional development opportunities
- Seek advice from Human Resources whenever necessary in relation to implementing or approving a request for flexible work arrangements
- When necessary, confirm any associated costs (e.g. technology required for working from home) have sufficient funding and are allocated to the appropriate cost centre
- Regularly review and manage approved flexible work arrangements in order to maintain consistent outcomes and results and to ensure the arrangements continue to meet the operational requirements of the work unit.

## Definitions

Term	Definition
<b>Employee</b>	Any person employed by the department to work in a state educational facility or corporate support role in a permanent, temporary or casual capacity.

## Legislation

- [Industrial Relations Act 2016 \(Qld\)](#)
- [Public Service Act 2008 \(Qld\)](#)
- [Human Rights Act 2019 \(Qld\)](#)
- [Appeals Directive \(03/17\)](#)
- [Department of Education Cleaners' Certified Agreement 2018](#)
- [Department of Education Teacher Aides' Certified Agreement 2018](#)
- [Leave without Salary Credited as Service \(Directive 01/19\)](#)
- [Paid Parental Leave \(Directive 17/18\)](#)
- [Queensland Public Service Officers and Other Employees Award - State 2015](#)
- [Recognition of Previous Service and Employment Directive \(12/18\)](#)
- [Department of Education Certified Agreement 2019](#)
- [Teaching in State Education Award - State 2016](#)

## Delegations/Authorisations

- Nil

## Policies and procedures in this group

- [Flexible work arrangements procedure](#)

## Supporting information for this policy

- Nil

## Other resources

- [Leave policy](#)
- [Diversity and inclusion policy](#)
- [Supporting employees affected by domestic and family violence policy](#) (DoE employees only)

- [Hours of work, accrued time off, time off in lieu and timesheet arrangements for non-school based public servants procedure](#)
- [Individual employee grievances procedure](#)
- [Flexible by design program](#) (DoE employees only)
- [Flexible work arrangements - Public Service Commission](#)
- [Telecommuters](#)
- ['We All Belong' workforce diversity and inclusion framework](#) (DoE employees only)

## Contact

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## Review date

1/02/2022

## Superseded versions

*Previous seven years shown. Minor version updates not included.*

1.0 Flexible work arrangements

2.0 Work-Life Balance procedure

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