



- Define what the organisation considers to be "workplace flexibility" or a hybrid model and its ability to be customisable.
- Provide sustained and/or improved productivity expectations and outcomes whilst enabling employees to do their best work.
- Ensure that the duty of care is not compromised.
- Ensure that security and stability of IT platforms is not compromised.
- Enable accessibility during working hours.
- Build a resilient workforce, capable of remote working capability.
- Is affordable and sustainable.



Surveys resulted in a high response rate with 88% of leaders and 82% of staff responding with results indicating that:

- Over 73% preferred a hybrid model combining both home and office-based work.
- Over 66% indicated that they worked most productively under a hybrid model.
- Most supported type of flexibility was "flexitime" (over 60%).
- Most preferred WFH model was 1-2 days per fortnight (60%).



Organisational Requirements

- Individual teams were to aim to achieve a minimum availability of 50% of employees within the
 office for all regular approved flexible working arrangements.
- Regular flexible working arrangements will only be approved to apply within the current span of hours (7am to 7pm).
- Regular Work from Home arrangements do not support simultaneous duties for caring / parenting and working.
- Regular Work from Home is limited to a maximum of 40% of an employee's contracted hours per fortnight.
- Flexi-time may be accumulated when Working From Home.



Eligibility – Working from Home

An eligible role is one that has:

- Responsibilities that can be arranged so there is no impact on the level of service to the customer.
- Minimal requirement for direct supervision or customer contact.
- Minimal requirement for specialist equipment.
- Ability to have definable and measurable tasks which can practically be undertaken in the home environment.



Exclusions – Working from Home

- Probation: employees who have not successfully completed the probation period.
- **Performance management**: employees undergoing performance management (informal or formal) for poor performance, until there has been a sustained improvement in their performance.
- Care giving/domestic responsibilities: employees undertaking care giving and/or domestic responsibilities.
- Medical: where an employee is in convalescence from an illness, injury or surgery or participating
 in an illness/injury/surgery related return to work program.
- **Role suitability**: due to their nature, some roles may be unsuitable for an employee to participate in Working from Home.



Whilst the Protocol is the cornerstone of how the City will manage flexible work arrangements a number of other guides and templates have been developed to raise awareness and assist those who are impacted by FWA, and these include:

- Presentations and development of a Short Guide for Supervisors aimed at providing them with the tools to manage applications and arrangements.
- Fact sheets; forms and templates; and FAQs as part of a comprehensive communications strategy.
- Three training videos FWA Introduction and Guiding Principles; Arrangements Supporting Documents and Tools; and processes and forms.

Since the launch of the new arrangements about 80 people have had arrangements formally approved, with the most common type of FWA being for working from home for one day per week (62%).

Flexible Working Arrangements Documents





Short Guide for Supervisors



Flexible Working Arrangement (FWA) Application Form

Before completing this form, you should have:

- · Submitted an FWA Request for Consideration form and discussed the details of your request with

Section A: Employee details

Section B: Employee declaration

	Yes	No
I have read and understood the Flexible Working Arrangements Protocol.	0	0
I have discussed this request with my supervisor.	Yes	No
	0	0
	Yes	No
I understand the City has 21 days to respond to a request for a Flexible Work Arrangement.	0	0
I acknowledge that If I have commute use of a City vehicle, and I am	Yes	No
requesting approval to amend the days and / or times that I attend the workplace, the commute use rights of this vehicle may be impacted.	0	0
I understand that should a Fiexible Working Arrangement be approved. It will	Yes	No
be subject to 6-monthly reviews that consider my individual arrangements as well as overall team level requirements.	0	0

Apply for a Flexible Working Arrangement (FWA) -10.0







Flexible Working Arrangements FAQs Working From Home

Do ad hoc requests for Working From Home have to follow the same process as regular arrangements?

No. The new Flexible Work Arrangements Protocol applies to <u>regular</u> arrangements only, which has been

A simplified process for requesting ad hoo arrangements to work from home will be rolled out over the coming weeks. This will follow a similar online format as the current process to request approval for a

If I, or my staff, have current approved Flexible Working Arrangements in place, does a new application need to be progressed immediately?

No. Existing arrangements will continue in their current format until the upcoming mid-year review process for all IDAPs that commences in January 2024. If the current expiration date for the arrangement is before January, then it will be reviewed earlier

As part of the IDAP process, the staff member and their supervisor will have the opportunity to consider if the current arrangement is still fit-for-purpose and aligned to the guicing principles contained within the new Flexible Working Arrangements Protocol.

If arrangements are agreed to remain the same, or need to be amended, this will be documented in the IDAP system, which is in the process of being modified Human Resources will, in future, monitor changes and

new requests for workplace flexibility through the IDAP system to action any changes identified through this

closer to the mid-year IDAP review process in 2024

When can I make a request for a Flexible Working Arrangement under the new

For any new requests seeking to follow the same system, it is suggested they commence from Monday 13 November 2023, to enable time for supervisors to

There will no doubt be some teething issues, so please be patient. If you are unsure about any new processe please email Human Resources at

How long will it take to have my request

requests for Flexible Working Arrangements in the

from an employee, supervisors (in consultation with Human Resources) must provide a response to the earlier time frame, but should be no later than 21 days That does not mean that an arrangement commence

immediately. Once a decision is made to support a particular request, within the initial 21-day period or earlier, a formal online application may proceed through to the Business Unit Manager and Director to finalise the approval process and the specific details o the arrangement,

Please consider these time frames when submitting a new request, and the availability of your supervisor during this period.

As a supervisor, how do I know what my current staff availability percentage is, and who in my team or Business Unit has current flexible working arrangements in place?

New staff availability and current Elevible Working Arrangement reports have been created to assis supervisors and Business Unit Managers with reviewing requests for Flexible Working Arrangement

Initial reports will be provided to all supervisors and Business Unit Managers as part of the training



Request for Flexible Work Arrangements Protocol

Protocol owner:	Manager Human Resources		
Contact person (extension):	Senior HR Advisor		
Promapp link:	Apply for a Flexible Work Arrangement		
Related protocols:	Personal Use of Fleet Vehicles Protocol		
Related policies:	City of Joondalup Enterprise Agreements		
Related plans/strategles:	Workforce Plan Work Health and Safety Management Plan Diversity and inclusion Plan		
Other related documentation/legislation:	Minimum Conditions of Employment Working From Home — Guide for Supervisors 202 Request Flexible Working Arrangements (online form)		
CM reference:			
Last Review Date	October 2023	Reviewed by Senior HR Advisor	
Revision detail	New Protocol to replace previous Guidelines		

To ensure a consistent organisational approach to managing requests for flexible work arrangements (FWA) that meets employee, organisational and legislative requirements

An employee may request to change their working arrangements if they need to balance work and family/personal responsibilities. All requests will be considered and the City has the right to refuse a request on reasonable business grounds.

Employees have the right to request a flexible working arrangement in accordance with this protocol and as provided under legislation. The City of Joondalup Enterprise Agreements also contain clauses which clarify and supplement matters related to any legislative provisions.

