

City of Joondalup Flexible Working Arrangements

- 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%).



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Joondalup

