



POLICY	
Flexible Work	
<b>Scope (Staff):</b>	All permanent and fixed term employees
<b>Scope (Area):</b>	CAHS (including PCH, CACH, CAMHS)

### Aim

To outline the principles relating to flexible work, enabling employees to balance their work and non-work commitments and thereby optimising their wellbeing and provision of excellent care.

### Definitions

**Flexible work:** includes any alternative or flexible arrangements to work, within the context of the relevant industrial instrument, which support the employee while ensuring that service delivery needs and operational requirements continue to be met.

### Principles

- CAHS recognises that employee wellbeing can play a key role in maintaining workplace cohesion and improved patient outcomes.
- CAHS recognises that the availability of flexible work can play a key role in attracting and retaining valuable employees by enabling increased workforce participation.
- This policy applies to all permanent and fixed term full time and part time employees following the successful completion of the relevant probationary period. It does not apply to casual employees.
- The options available to employees will differ depending on the nature of the employee's role and the terms and conditions outlined in the relevant industrial instrument.
- Employees who have a flexible working arrangement in place must adhere to all relevant CAHS policies and procedures.
- Employees who have a flexible working arrangement in place will not be victimised, discriminated against, nor denied opportunities in relation to development opportunities, awards and recognition, education and training or any other opportunity afforded to other employees based on their approved arrangement.
- Service delivery needs and operational requirements will be prioritised when considering flexible work arrangement requests.

### Requesting flexible work

- Flexible work arrangements are negotiated between the employee, their manager and the Authorised Officer as defined in the [CAHS Authorisations Schedule](#).

- Some flexible work options may require an application and/or agreement which can include the details of the arrangement, the period of time that the arrangement will be in effect, reasons for the change and any other supplementary information.

## Responding to a flexible work request

- Decisions concerning flexible work arrangements will:
  - Be made in line with the [CAHS Authorisations Schedule](#);
  - Take into account the service delivery needs and operational requirements of the health service, and the employee's personal circumstances;
  - Be transparent and capable of review; and
  - Seek to promote a culture of fairness and wellbeing within CAHS.
- If a formal request for flexible work is refused or modified, the manager is required to provide justification for the decision in the form of a written response.
- Requests may be reasonably refused on the grounds of service delivery needs and operational requirements such as:
  - availability of suitable leave cover, if required;
  - cost implications;
  - impact on service requirements;
  - impact on the work of other employees; or
  - employee's existing leave liability.
- If a flexible work arrangement exists, it may be changed, revised or terminated by either party giving adequate notice in writing.
  - The notice period should be outlined in an agreement between the employee and the manager.

## Roles and Responsibilities

### *Employee*

- Work collaboratively with the manager when requesting a flexible work arrangement and consider alternatives that may be offered.
- Seek relevant personal, financial or superannuation advice from independent advisors relating to a requested flexible working arrangement.
- Recognise that service delivery needs and operational requirements remain the priority when requesting or undertaking flexible work.
- Notify the manager and amend or enter into a new arrangement when there is a change in circumstances such as a change in positions.
- Adhere to performance expectations, communication protocols and comply with Occupational Health and Safety policies and other relevant policies and procedures while undertaking flexible work.

## **Manager**

- Work collaboratively with the employee who requests a flexible work arrangement.
- Recognise that service delivery needs and operational requirements are the priority, while giving due consideration to the employee's needs.
- Promptly review and consider all requests for flexible work having due regard to service delivery needs and operational requirements of CAHS.
- Apply a consistent, fair and transparent decision making process to create a culture of fairness within their team.
- Provide written responses where flexible working arrangements are refused or modified due to service delivery needs and operational requirements.
- All flexible working arrangements in place should be reviewed as required to ensure the service delivery needs and operational requirements are being met.

## **Human Resources**

- In line with this policy and the relevant industrial instrument, provide advice and support on;
  - the flexible work options available; and
  - how to negotiate and implement arrangements.

## **Grievance Resolution**

- If an employee has a concern about the outcome of their request for flexible work they should refer to the [WA Health Employee Grievance Resolution Policy](#) and the CAHS Employee [Grievance Resolution](#) Guidelines.

## **Record Keeping**


- Records involving flexible work arrangements will be maintained in accordance with public sector record keeping practices, and the [CAHS Corporate Records Management](#) policy.

<b>Related internal policies, procedures and guidelines</b>
<a href="#">WA Health Employee Grievance Resolution Policy</a>
<a href="#">Grievance Resolution</a> (CAHS Guideline)
<a href="#">Corporate Records Management</a> (CAHS Policy Manual)
<a href="#">Flexible Work Arrangements Guideline</a>

<b>Useful resources (including related forms)</b>
<a href="#">WA Health Awards and Agreements Library</a>

<a href="#">CAHS Authorisations Schedule</a>
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This document can be made available in alternative formats on request.
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