**MANAGER’S GUIDANCE FOR CONSIDERING A FLEXIBLE WORKING PROPOSAL**

Use this guidance to help you consider an employee’s request for flexible work arrangements and identify any areas to explore/discuss further.

Flexible work arrangements can be agreed or established through:

* **local arrangements:** such as flexible start/finish times through discussion between an employee and manager
* **ad-hoc arrangements:** such as short-term telecommuting through discussion or email between an employee and manager
* **formal approval:** for ongoing or long-term.

**General considerations when reviewing a flexible working proposal.**

* Start from the position of ‘how can we make this work?’ All roles are potentially flexible on a basis of ‘if not, why not’?
* Be creative and solutions focused. Flexibility can take many forms, determined by the nature of the work and the type of flexibility required. No one size fits all, or none – everybody and every situation is different.
* Consider any possible impacts on business outcomes and stakeholders, and ways to resolve them.
* Promote a ‘guilt-free’ attitude to requests.
* Cultivate an open and trusting environment – flexible working is an excellent way to build trust further.
* Understand the flexible working arrangements available and be open to options and outcomes focused.
* Remember that poor performance is not a reason to deny a proposal to work flexibly. Poor performance should be addressed via formal agency performance measures.
* Flexible working must be mutually convenient; an employee cannot be directed by an agency/department to work flexibly.
* If you identify any areas where more detail or an alternative solution is required, discuss these at your meeting.

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| **Use the following steps in order to review and approve the flexible working proposal** | **Y/N/Na** |
| How does the arrangement proposed continue to support and deliver business outcomes? |  |
| Flexible working can improve service delivery and customer satisfaction. How will the arrangement meet the needs of the customer (internal/external)? |  |
| Does the arrangement proposed require an adjustment in workload or the way the work is arranged, and can this be accommodated within the team or other means? ? |  |
| Does the flexible working arrangement proposed address any potential impacts on the broader team? |  |
| Are there any operational or business restrictions on when and where the work proposed can be performed? If yes, identify them and why, for discussion with the employee. |  |
| Do the team and the individual have the resources needed for the arrangement to work (i.e. remote access, technology, communications, IT security, minimum capability requirements), or propose a reasonable workaround? |  |
| Have the WHS arrangements been considered and documented as per agency requirements? |  |
| Consider how the arrangement will be reviewed (e.g. ongoing or periodic basis). When and how will the arrangement be measured? Set timeframes for check-ins. |  |
| Have you discussed the grounds on which you would terminate the arrangement, should that prove necessary? |  |
| If the proposal is unsuitable, have you identified other types of flexible working that could suit this role and/or outlined next steps?  |  |