

Flexible working policy PC012

Purpose and Scope

The purpose of this policy is to provide a framework for flexible working and to ensure that it is consistently applied.

This policy must be read in conjunction with the Australian Health Practitioner Regulation Agency Enterprise Agreement 2019-2022 (**‘the Enterprise Agreement’**).

Coverage

This policy applies to all Ahpra employees covered by the Enterprise Agreement. The principles of flexible working as outlined in this policy apply to all Ahpra employees covered by an individual contract.

Policy

Ahpra supports flexibility and strives for a team based approach that delivers great results and enables employees to do their best work. Recognising the unique attributes of teams and individuals and supporting an environment that supports the well-being of our employees is key to ensuring we all live and perform at our best.

Access to flexible working delivers a range of organisational and employee benefits including:

- increased employee engagement, retention and reduction in unplanned absences,
- increased productivity and performance,
- operational flexibility and responsiveness in meeting fluctuating demands, and
- assisting employees to achieve balance between work and personal commitments.

Flexibility does not have a one size fits all approach and Ahpra is committed to taking into account operational and individual needs to ensure that flexibility is fit for purpose, employees understood when, where and how work is done to successfully achieve objectives and balance performance.

Employees may be required to attend an Ahpra State or Territory office for the following work practices:

- where work cannot be efficiently or successfully completed remotely,
- when meeting with external stakeholders, agencies or bodies,
- strategy and planning activities and meetings, and
- for project work, training, collaboration and/or team activities.

Principles

This policy is based on the following principles:

1. At Ahpra, flexibility works. All positions, regardless of location or function, can operate under a flexible working arrangement.
2. All employees can make an application and have access to a mutually agreed flexible working arrangement that supports differing organisational arrangements and operational requirements.
3. To meet operational needs or to fulfil responsibilities that fall within their role, an employee on a flexible working arrangement may be required to spend a specified number of days in an Ahpra office per week.
4. Employees may be required to attend the office for collaboration or team-based activity days at a time normally nominated to work from a different location.
5. All flexible working arrangements are individual in nature to reflect an employee's unique circumstance.
6. When working remotely, employees are responsible for ensuring they have appropriate connectivity and a safe working environment.
7. A flexible working arrangement can be re-assessed if it no longer achieves operational requirements or position objectives.

Flexibility versus formal flexible working arrangement

Flexibility refers to work practices and arrangements that allow for flexibility in the way employees undertake and complete their work. Ahpra employees have access to a range of flexible work practices to accommodate both short-term and long-term needs. Flexible working should be managed in consultation with line managers and can include:

- one-off/ad-hoc requests to work from home or another location,
- variation to start and finish times, and
- use of flexi time.

A flexible working arrangement is used to formally request:

- temporary increase or reduction in working hours,
- variation to where work is performed (e.g. working from home), and/or
- compressed working hours.

Employee responsibilities

Employees are responsible for:

- submitting any request for flexibility or a flexible working arrangement in writing which sets out the change being sought, the reason and period of the change to allow for proper consideration,
- complying with any conditions that apply to the flexibility or flexible working arrangement, including a safe remote working environment, setting up and maintaining a home office,
- appropriate connectivity (internet and phone) to ensure performance and connection to manager, teams and stakeholders,
- the continued achievement of performance objectives of the role, and
- participating constructively in periodic review discussions.

Manager responsibilities

Ahpra empowers people leaders to make decisions around what level of flexibility works for the team. People leaders must ensure employees have clarity as to what is expected of them, performance objectives are clear and understood and people are accountable.

People leaders have a responsibility to:

- be receptive, discuss and genuinely consider a range of flexible work options to reach an agreement that balances the need of the organisation, the employee and the team,
- seek advice, support and approval from their National Manager / National Director as required to ensure a consistent application of flexibility across the team,
- regularly review flexible working arrangements as required and in accordance with agreed timeframes,
- set a specified number of days an employee is required to attend their nominated Ahpra office per week,
- ensure employees understand they may be required to attend an Ahpra office for collaboration or team-based activities on days where they normally work from a different location,
- ensure that employees who are working flexibly are made aware of and have access to training and professional development programs that support their role or that contribute toward their career development,
- ensure that the performance of employees working flexibly is evaluated consistently with Ahpra's regular performance management system,
- make employees aware of their obligations under Work, Health and Safety legislation if appropriate, and
- outline consequences of breaches of conditions related to flexible working.

People and Culture responsibilities

People and Culture Business Partners provide advice and guidance to both employees and managers in making and considering flexible working arrangements requests.

People and Culture will work directly with People Leaders to document the outcomes of an employee flexible working arrangement in writing.

Reviewing a decision

Where an employee is dissatisfied with any matter arising under this policy, or a related policy or procedure, they should, in the first instance, meet with their manager and understand the reason(s) as to why the request was denied.

Should they wish to have this decision formally reviewed they can raise a grievance in accordance with Ahpra's [Grievance Resolution Policy PC005](#).

Related documents

- [Australian Health Practitioner Regulation Agency Enterprise agreement 2019 – 2022](#)
- [Definitions – people policies and procedures](#)
- Instrument of Sub-delegation
- Flexible working arrangement guidelines
- Working from home and COVID guidelines

- [Performance Development Plan](#)

Relevant legislation

Fair Work Act 2009 (Cth)

Definitions

To be read in conjunction with the [Definitions – people policies and procedure PC002](#).

Document control

Approver	National Executive
Policy Number	PC012
Date Approved	April 2021
Date Commenced	July 2021
Date for Review	July 2022
Responsible Officer	Executive Director, People and Culture
Sections modified	Various

Document history

Version	Status	Date	Change details

Reviews and approvals

Name	Position	Date	Review/endorse/approve

Distribution