

## KNOW YOUR RIGHTS – flex and flexible working in Housing

### Do you know?

Your bandwidth hours are:  
7.00am to 7.00pm

Your core hours are:  
9.30am to 3.30pm

Your full-time hours of work, Monday to Friday are:  
35 hours a week

Your meal break can be taken from:  
11.30am to 2.30pm, is a minimum of 30 minutes and a maximum of 2 hours and 30 minutes

This means you can work flexibly for example, starting work any time between 7.00am and 9.30am OR finishing any time between 3.30pm and 7pm.

### Don't work excessive hours!

We remind our members in Housing Services,

1. Not to work excessive hours
2. To take your breaks
3. To leave work on time
4. To utilise your flex leave

The PSA is concerned if members are working additional unpaid hours and/or being denied flexible working hours or flex days off.

### Flexible working hours credit

A staff member may carry a maximum of 42 hours' credit into the next settlement period (13 weeks.)

Hours in excess of 42 will be forfeited, so this should be avoided. All parties should be committed to manage time worked, to prevent any forfeiture of credit hours.

Strategies to reduce this credit may include the granting of additional full days, consecutive days, half days, or any combination of days and half days off.

### You must be consulted about rosters and local arrangements

Members in local Housing offices have raised concerns that their whole team has been directed to work from 9.00am to 5.00pm every day.

The PSA has reinforced with management that whilst 9-5 office hours require sufficient staffing to attend front counters and answer phones, this does not mean that every employee is required to work those hours.

PSA industrial staff and delegates have also reminded management that team leaders should have open conversations with their teams about balancing operational requirements with flexibility.

You also cannot be rostered every day and not have the ability to access your flexible working hours and entitlements.

Part-time employees have the same entitlement to flexible working arrangements as full-time employees.

Contingent agency staff are not covered by the award and are not entitled to the same flexible working conditions. However, temporary staff employed directly on contract with the department are covered by the award and have access to the same entitlements as ongoing staff.

If you are unsure about where you stand contact the PSA at [FACSOrganising@psa.asn.au](mailto:FACSOrganising@psa.asn.au).

### Two easy things you can do to support your union

1. Support the work of the PSA and delegates by asking your colleagues to JOIN their union.
2. If members you work with have not received this bulletin, forward it to them and ask them to update their details at: [membership.psa.asn.au](http://membership.psa.asn.au).

