

GUIDELINES FOR MANAGERS – WORKING FROM HOME REQUESTS FROM RANGERS

These guidelines are designed to assist managers in considering requests from Rangers to work from home. They provide assistance in understanding how DPIE's [Flexible Working policy](#) applies to these roles.

Flexible working at NPWS

The NPWS Executive is supportive of flexible working arrangements that are in accordance with the policy and procedures outlined in the DPIE Flexible Working policy.

Additional matters that need to be considered in applying this policy include award conditions, the nature of work performed by Rangers and operational requirements of NPWS.

Consideration should also be given to the needs of care givers as the impacts of COVID have been particularly significant on these staff.

It is important to remember that NPWS Rangers provide crucial frontline services, including assisting visitors, enforcing park regulations, and responding to incidents. They may be contacted at short notice by NPWS management to provide advice on operational issues and solve problems that require their presence in the workplace.

How the policy applies to Rangers

The NPWS Executive has considered how flexible working arrangements and specifically working from home requests apply to ranger positions (including Team Leader Rangers), with reference to:

- [award conditions](#) (in particular clause 30, which relates to working from home)
- key accountabilities and relationships within the role description
- operational needs of the business.

As a result, the following guidelines will apply:

1. In accordance with the (Crown Employees (*Office of Environment and Heritage – National Parks and Wildlife Service*) Conditions of Employment Award 2015) Award, at Part A, clause 30.1, as well as reflecting the nature and requirements of the role, routine working from another location arrangements are not permitted (e.g. every Monday or once every week for an undetermined period of time).
2. However, temporary working from home arrangements may be permissible in circumstances that necessitate a Ranger working from home for a short and pre-determined period of time (e.g. one week or one day a week for a set period). Managers have the discretion to approve these arrangements in the following circumstances:
 - a. personal situation – for example illness or injury precluding travel to the office, caring for a family member at home, incident at home requiring their attendance; or
 - b. discrete project work if a project requires urgent completion and working from home is a more productive way to achieve this; or
 - c. weekend and night emergency incident management; or

- d. where the nature of the work allows for it.
3. All flexible working arrangements must be pre-approved by supervisors. It is important to note that Rangers are required to respond to unexpected events and represent NPWS in a range of situations, including ad hoc inquiries from the public and other public service departments.
 4. Requirements to work from home when reasonably practicable in response to the COVID-19 pandemic do not apply outside the period covered by the Public Health Orders.

More information

You can read DPIE's flexible working policy on [DPIE intranet](#) and/or contact your supervisor or your HR business partner with any further queries.

These guidelines for managers will be reviewed when required in response to issues raised by managers or staff or changed circumstances.

These guidelines should be made available to staff.

Crown Employees (Office of Environment and Heritage – National Parks and Wildlife Service) Conditions of Employment Award 2015, Part A, clause 30:

30. Working from Home

30.1 Supervisors may allow officers to work from home; however, working from home is not to be a routine arrangement.

30.2 Officers covered by this Award may be given approval to work from home from time to time.

30.3 Greater access to working from home is to be given to officers where:

(i) family members are sick; or

(ii) where a project/report requires urgent completion and for productivity reasons working from home will achieve this;

(iii) for weekend and night emergency incident management; and

(iv) where the nature of the work allows for it.

30.4 In some cases where family members are sick, officers may work from home and combine this with their entitlement to family and community service leave (where available and appropriate).

30.5 When working at home, officers must ensure that they are contactable by their office.

30.6 Officers are covered by workers' compensation where prior approval has been given to the officer to work from home.