

DCS Corporate Policy

Flexible Working Policy

1 Policy Statement

At the Department of Customer Service (DCS), we recognise that flexible working enables us to foster a productive and engaging workplace that attracts and retains people with the best skills and attributes, develop a diverse workforce and excel in service delivery and customer satisfaction for the people of NSW.

Objectives

This policy sets out the principles and parameters for how we offer flexible working at DCS. It supports managers and employees to have open and honest conversations about the flexible work options most appropriate for you and your team while ensuring that our services are consistently delivered to the highest standard.

It establishes an approach for implementing flexible working arrangements that are fair, transparent and compliant with Work Health and Safety and industrial relations legislation, equality principles, and the Workplace Gender Equality Act (WGEA).

This policy emphasises the importance of physical workplace presence for both employees and their teams with hybrid work arrangements to be considered along with the broader needs for DCS, teams, individuals, the community, and other stakeholders. Employees are expected to work principally in an approved workplace, office or related work site as specified in [C2024-03 NSW Government Sector Workplace Presence](#).

This policy should be read in conjunction with the DCS Hybrid Workplace Principles and approach.

Scope

This policy covers all persons who are employed by the Department of Customer Service, Service NSW or Office of the Independent Review Officer.

This includes:

- Employees of the NSW Department of Customer Service whether permanent, temporary, or casual (this includes those staff who work for a specific agency within DCS where you are still an employee of DCS under the *Government Sector Employment Act 2013*, e.g. SIRA or Revenue NSW)
- Employees of Service NSW whether permanent, temporary, or casual
- Employees of Office of the Independent Review Officer (OIRO) whether permanent, temporary, or casual
- Any employee of another public sector agency on secondment to DCS

This policy supports the provisions of Flexible Working Hours Agreements (FWHA) for both DCS and Service NSW employees. Flex leave is not covered by this policy.

Workplace adjustments are also not covered by this policy. This policy does not override the DCS Workplace Adjustments Policy and related procedures.

This policy supersedes the DCS Flexible Working Policy 2023.

Overview

We have broken the policy down in the following sections:

1. Policy Statement
 2. Flexible working principles
 - 2.1 What is flexible working?
 - 2.2 Workplace Presence
 - 2.3 Hybrid Workplace Principles
 - 2.4 Flexible working hours arrangements (flex time)
 3. Types of flexible working arrangements
 4. Other arrangements
 5. How to make a flexible working arrangement
 - 5.1 What you need to consider
 - 5.2 Your discussion with your manager
 - 5.3 Approval of your flexible working arrangement
 6. Roles, Responsibilities and delegations
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2 Flexible Working Principles

2.1 What is flexible working?

Flexible working is defined as employees having access to flexible working options where appropriate.

Giving employees the opportunity to work more flexibly – when, where, and how they feel the most engaged, safe, and productive - is proven to have positive impacts on both individual and team performance and wellbeing.

Due to the size and diversity of DCS, a ‘one size’ flexible work arrangement cannot fit all. Different types of flexibility will suit different roles and business requirements.

Because flexible working is the norm at DCS, every employee will need to enter into a Flexible Working Arrangement with their People Leader. A flexible working arrangement must balance individual needs with the needs of the Department, the community and the stakeholders.

Flexible working includes hybrid working but is a broader term that covers all flexible ways of working. It includes flexibility in:

- work hours, such as starting and finishing work early or late
- work hours and days under compressed hours arrangement (for non-Public Service senior executives)
- changing the hours worked or start and finish times on any given day, working to a staggered roster or splitting working hours across a day.
- changing rostering arrangements

- changing the number of days worked each week as part of a reduced work week or reducing the total hours worked each week on a temporary or permanent basis in a job share or part time arrangement.
- using paid or unpaid leave entitlements for extended breaks from full time work
- purchased leave
- working in a hybrid way such as working from an approved workplace, office or related work site office combined with working from home or another non-DCS location some days.

Service NSW has some additional provisions in place to provide flexibility options for frontline staff. Please see <https://nsw.gov.sharepoint.com/sites/FlexibilityToolkit>.

Your flexible options will vary depending on the context of your role and business area. The opportunity to work flexibly is not a special provision or a reward that needs to be earned – it is inherent in our ‘if not, why not’ approach.

2.2 Workplace Presence

DCS supports a range of flexible working arrangements, with an expectation that work will principally be undertaken from an approved office, workplace or related worksite in accordance with [C2024-03 NSW Government Employees Workplace Presence Circular](#). Flexible working arrangement should be considered within this framework, with the aim of achieving an even distribution of workplace attendance across the full working week, subject to the availability of accommodation.

As a DCS staff member, you are a NSW government sector employee and as such you are assigned to an approved office, workplace or related work site within NSW. You are required to work principally in that approved office, workplace or related work site and be able to attend that location in a regular pattern at your own expense.

In-person workplace presence offers significant benefits for our workforce, department, and our stakeholders. It can strengthen connection and collaboration, support the training and development of staff, fosters a sense of belonging, and builds teamwork (within teams, across the organisation and across the public sector).

DCS values the benefits of hybrid working arrangements in providing employees with greater autonomy and work-life balance. A balanced flexible work arrangement can lead to increased job satisfaction, reduced stress, and improved overall productivity.

“An approved office, workplace or related work site” means one of the locations established by the Department as places where staff may work and where an individual staff member has either been assigned as part of their role or temporarily approved to work from. The list of DCS locations is available on the [DCS Intranet](#).

A “related work site is” an approved location that is related to an employee’s work and stakeholders. Note that for the purposes of this policy, staff who are carrying out their work in the field or staff who are attending another NSW government agency office to carry out their work, these are considered “a related work site” and meet the requirement of workplace presence.

2.3 Hybrid Workplace Principles

The following principles in the DCS Hybrid Workplace Principles sets out the standards and values that underpin how we work flexibly.

1. **Our safety, wellbeing and development is important.** Its everyone’s responsibility in every workplace, whether that is in-office, at a customer site or at home, to ensure everyone’s physical and psychological safety and well-being as well as ongoing learning needs are supported.

2. **Coming together in our workplaces matters.** So, while there are no mandatory days in the office, we do expect people to work principally from the office. This means coming into the office more often than not, subject to the availability of accommodation. We encourage teams to create opportunities for greater collaboration and connection.
3. **Finding the rhythm that works.** Hybrid working balances the needs of the business operating rhythm and teams to deliver great customer outcomes. Be conscious to create equity (not equality) of experience for everyone.
4. **Flexible working is our norm.** DCS non-executive staff can apply for a compressed working week, flex time, work part-time or job-share. You can also split your days between the office and home or stagger your start / finish times. It's important that arrangements are planned so that they can take into account individual circumstances and can be formalised through your individual flexible working arrangement.

2.4 Flexible working hours arrangements (flex time)

The following arrangements will constitute 'flexible working hours' under industrial instrument and continue unchanged by the Flexible Working Policy. No further arrangements or documents need to be completed to access Flexible Working Hours outlined in the relevant Flexible Working Hours Agreement.

Table 1: Standard Flexible Working.

Options	How might the option meet an employee's need?	What is the relevant guidance?
Flexible working hours (Flex)	Providing ongoing and temporary employees with greater flexibility of their working hours	<u>Crown Employees (Public Service Conditions of Employment) Award 2009</u> <u>Service NSW (Salaries and Conditions) Employees</u> The applicable flexible working hours agreement

Where they apply to you, Flexible Working Hours Agreements currently provide you with flexibility to vary your working hours by mutual agreement with your manager. This includes:

- flexible start and finish times within the bandwidth
- fixed start and finish times within the bandwidth
- lunch breaks may vary to a minimum of 30 minutes and a maximum of 2.5 hours
- accruing any time worked more than standard hours per day as flex time
- up to 6 flex leave days in a 12-week settlement period as discussed with your manager
- Bandwidth: 6:00am to 10pm Monday to Friday. Note: Any work directed after 7pm outside the bandwidth will still be paid as overtime and there will continue to be no core time.
- 12-week settlement period which gives employees:
 - access up to 6 days (42 hours) flex leave;
 - carry forward up to a maximum of 6 days (42 hours) flex credit;
 - carry forward up to 10 hours flex debit.

3 Types of flexible working options

The following flexible working options are available, please see summary table and details below. Your flexible working arrangement can be approved for periods up to 12 months at a time.

Table 2: Summary of Types of Flexible Working Options

	Options	What does this mean?
1.	Working from different locations/hybrid working	Working from home or a workplace closer to home or closer to meetings you may need to attend during the day, including working hubs or touchdown spaces on an ad-hoc basis, combined with coming into an approved workplace, office or work-related site on a regular basis
2.	Part time work	Working a regular pattern where you work less than full time hours and are paid on a pro rata basis.
3.	Job share	Full time role is undertaken by two or more employees who are paid on a pro-rata basis.
4.	Purchased Leave	Purchased leave is an arrangement whereby permanent full-time and part-time employees and temporary staff members with more than twelve months' service can purchase additional leave by way of an adjustment to their annual salary.
5.	DCS Compressed Working Hours	Ability to compress working hours into a four-day week or a nine-day fortnight. Daily total hours are fixed to ensure contract hours are met (no flex time)

PLEASE NOTE: all flexible working options will be guided by our Hybrid Workplace Principles. All employees are expected to work principally from an approved office, workplace or related worksite.

Option 1 – Hybrid working: working from different locations combined with regular office days

The default arrangement for NSW government sector employees is that your work is undertaken principally in an approved NSW office, workplace or related work site. Discussions about flexible working arrangements start from this position, while also seeking to achieve consistent levels of attendance across the working week to effectively utilise available accommodation.

Hybrid working is a mix of in-workplace, coming into an approved workplace, office or related work site as well as working virtually. Leaders and colleagues will plan common days for in-person connection, collaboration, and events. You must consider the Hybrid Workplace Principles when exploring this option.

Working from a different location may include working from another Department's workplace location, other government buildings or designated touchdown spaces within the state of NSW, subject to appropriate approvals.

If you are interested in undertaking the hybrid working option, you must clearly note this in your myCareer Flexible Working Arrangement form, which will require formal approval and be subject to business and operation needs and the availability of office accommodation.

A Working from Home Safety Checklist must be fully completed in myCareer to work from home.

DCS recognises that an employee will need to have secure internet access and ICT equipment in many cases to access flexible working arrangements.

Information on the DCS intranet on SharePoint (see the [DCS Work Health and Safety Hub](#) and the [Information Security Page](#)) will help you establish good work practices including:

- Ergonomics
- Mental health
- Social health
- Employee Assistance Program
- Domestic and Family violence support
- Workplace adjustment
- [DCS ICT Acceptable Use Policy](#)
- [DCS Information Security Policy](#)
- [DCS IT Security Policy](#)
- [NSW Government Cyber Security Policy](#)

Option 2 - Part time work

Part time work is an arrangement where an employee works less hours than full time work (other than casual work) and where conditions and entitlements accrue on a pro rata basis. Part time work arrangements may be available on a permanent basis (ongoing) or temporary basis (for a set period).

Employees can request either of the following types of part time flexibility options:

- **Part time leave without pay** – Temporary change to hours of work to less than full time hours based on identified need, ability to revert full time hours.
- **Permanent part time** – Permanent change to contact hours of employment. No ability to revert to full time hours without applying for a new full-time role. May still require a flexible working arrangement for the pattern of work.

This type of work involves less hours per day or days per week than a full-time equivalent role. Employees working under a part time work arrangement should not work more than their maximum daily contract hours except under a flexible work hours arrangement.

The salary of part time employees is calculated as a percentage of full-time hours. Part time work can be approved under any of the following arrangements, set out below.

Table 3: Part-time working arrangements

Options	Parameters
Fixed Hours: Flexible working hours do not apply (flex leave is not accrued)	Hours are set and regular each day and cannot be varied e.g, 9am – 4pm, 1-hour lunch, 8am – 3pm, 30 minutes lunch.

Options	Parameters
Flexible Working Hours: Extra hours above contract hours do accumulate.	Hours are based on a total number of hours to be worked each settlement period. They can be worked irregularly subject to core and bandwidth provisions.

Option 3- Job share

Two employees voluntarily share the responsibilities of one full time job and receive salary and benefits on a pro-rata basis. Job sharing creates regular part time work (half days, alternative days, alternative weeks etc.) where there was previously one full time position.

Managers and employees considering adopting job share as a flexible work option within the team can consider several role designs:

- **Shared responsibilities with no division of duties** – Each job sharer performs all aspects of the role. This is most suitable for operational, customer, administrative and supervisory roles. Individuals need to have similar skills for this design option.
- **Mix of separate and shared responsibilities** – Duties are divided between the jobsharers with some overlap. This is most suitable for project based, strategic and management roles. Individuals need complementary skills for this design.
- **Separate responsibilities** – Job sharers have different duties, with no overlap. This is most suitable for project based, strategic and management roles. Individuals may or may not need complimentary skills for this design.

The proportion of the job shared by each job share partner can be varied. For example, three days one week, two days the following week. Managers and employees should ensure job sharers are across joint responsibilities within the chosen role design and have an agreed handover system to ensure seamless service delivery.

Option 4 – Purchased Leave

In accordance with the NSW government’s [Purchased leave policy](#), DCS employees can apply for additional purchased leave entitlements of either 10 days or 20 days or the equivalent pro rata in a 12 month period.

Employees who elect to participate in the purchased leave scheme will have their annual salary adjusted accordingly.

- For the purchase of 20 additional days per year, the new salary will be 92.3% (48/52) of the ordinary salary rate or pro rata equivalent.
- For the purchase of 10 additional days per year, the new salary will be 96.15% (50/52) of the ordinary salary rate or pro rata equivalent.

Purchased leave must be taken in a minimum block of five days or pro-rata equivalent for part-time staff.

Purchased leave is subject to departmental approval. Approval must be gained by the employee's manager and is subject to department and business unit operational requirements.

Employees are to complete a purchased leave application form on the Service Desk portal.

Option 5 - Compressed working hours- DCS and Service NSW Employees

The option to work compressed hours is not available to executive employees as senior executive undertake 'the hours necessary to perform the duties and responsibilities of the executive's role', rather than a minimum number of hours.

For non-executive employees:

- A compressed working hours arrangement allows employees to continue to receive a full-time salary while working a four-day week or a nine-day fortnight.
- Employees maintain their contract hours by working longer daily hours.
- An employee may work 35 hours over four days: or 70 hours over nine days.
- Daily total hours are fixed to ensure contract hours are met a maximum of 9 and half working hours per day.
- Where employees have opted for a compressed working hours arrangement it is not possible to accrue or take flex leave.
- Regardless of the option chosen, the employee should not be working outside of a reasonable spread of working hours for health and safety reasons.

4 Other types of arrangements

Requests for Regional Working

An employee may request to be transferred to a NSW Regional Office either temporarily or ongoing. The application will be considered based on:

- Availability of office accommodation in regional office
- Any impacts on team
- Any essential requirement to attend city-based offices
- What is the implication for changing the location of my home office, workplace presence and who will cover the cost of travel?

P&C will assist Managers to work through any industrial implications of these requests and further information for consideration of requests is available here [link to be inserted].

Working from Interstate

Interstate working is not permitted unless there are exceptional circumstances, in which case a one-off temporary period of *up to* 6 months may be approved by the Secretary.

Exceptional circumstances may include the need to temporarily relocate interstate for personal reasons such as carer's responsibilities or the temporary relocation or transfer of a family member. It may also include emergency arrangements (for example, a pandemic, bushfires and floods). Reasonable consideration will be given to genuine cross-border communities who are unique in living interstate close to the NSW border in one town and commuting to work to another town on the NSW side of the border (e.g. Albury and Wodonga).

In the case of requests to work interstate due to the need to care for or support a family member, consideration should first be given to appropriate forms of leave such as FACS leave, carer's leave and other forms of personal leave and why these forms of leave are not appropriate.

Outside of exceptional circumstances, staff are not able to work continuously or on a regular basis from an interstate location. DCS has taxation and insurance obligations that must be considered in these approvals.

P&C will assist your manager to work through any industrial implications of these requests and further information for consideration of requests is available on the Hybrid Workplace Principles Hub [link to hub to be inserted].

A request to work from an interstate location is subject to approval by the Secretary (or head of agency if not the Secretary). Staff must complete an Interstate Flexible Working Arrangement form on myCareer.

Working from Overseas

Staff are typically not permitted to work from overseas. Requests to work from overseas on a temporary basis should be based on exceptional circumstances. Where requests to work from overseas are based on the need to care for or support a family member, considerations will apply regarding why suitable forms of leave would not be appropriate. Requests for working overseas must also comply with the [DCS Working From Overseas Policy](#) which includes a Cyber Security Risk Assessment.

Deputy Secretary Approval must be obtained for any request to work from overseas for less than 4 weeks. Secretary Approval must be obtained for any request to work from overseas for 4 weeks or longer. Any approvals will not exceed 3 months in a working year.

Full-Time working from Home

No role at DCS is 100% remote. Full-time working from home will only be an option due to emergency situations or as a workplace adjustment.

5 How to Make a Flexible Working Arrangement

What you need to consider

We ask everyone at DCS to complete a Flexible Working Arrangement form to outline how they would like to work. This should include consideration and balancing of your needs, the team needs and business needs.

A proposal to work flexibly can arise by any number of reasons including but not limited to parental responsibilities, carers responsibilities, disability (this includes a medical condition whether temporary or permanent), being aged 55 years or older, or other personal circumstances. Your individual circumstances will determine the type of arrangement you are seeking, and the ability to engage in this arrangement will depend on business and operational requirements.

You and your manager have a mutual obligation to ensure that flexible working arrangements do not have a negative impact on others, such as impacting on workload on others in the team. The ability to continue to deliver business outcomes and high levels of customer service is a paramount consideration for any flexible work proposal. The flexible working proposal should outline the logistics of the arrangement, timeframe, and review periods.

Your discussion with your manager

Once you have a flexible work proposal, you need to schedule a meeting with your manager to discuss your options. The discussion must include your needs alongside the business requirements, and come from the position of 'if not, why not?'

You and your manager will make decisions regarding the type and degree of flexibility while considering the following:

- the type of work you do and your circumstances
- impact on the delivery of business outcomes and customer service, and on the team
- safety, wellbeing, and equity issues

- if the appropriate technology is available to support the arrangements, including reliable wi-fi connections in your proposed home or other non-work related location
- the requirement for workplace presence
- your current conduct and performance.

Your manager will work through the ‘Manager checklist for considering a flexible work proposal’ [link to be inserted] found in the Workplace Hybrid Principles hub on SharePoint. If your manager does not agree with your flexible working proposal and an alternative arrangement cannot be agreed, the manager must articulate to the employee ‘if not, why not?’. All decisions and reasons will be communicated to you.

Approval of your flexible working arrangement

All employees must discuss flexible working arrangements with their managers as part of ongoing conversations and managers will explore all potential flexible working options with you. Once there is mutual agreement about your flexible working arrangement proposal, you must complete a Flexible Working Arrangement form through the myCareer portal. Your manager will approve this form in myCareer.

All flexible working arrangements (other than *ad hoc* arrangements) must be approved using the Flexible Working Arrangement form on myCareer on the following basis:

Table 4: Approval Delegations for Flexible Working Arrangements

Scenario	How	Approved by
Your flexible working arrangement	<p>All employees are required to discuss their working arrangements with their manager and complete a myCareer Flexible Working Arrangement form, regardless of whether they are accessing flexible arrangements or not.</p> <p>Also, if your working arrangements involve a change in hours (e.g. compressed work week, part-time, job share etc), you must complete the ServiceNow Change of Hours form to ensure the necessary payroll adjustments are made.</p> <p><i>Please note that no roles are 100% from home unless approved under the Workplace Adjustment Policy in a Workplace Adjustment Agreement, or under emergency situations.</i></p>	Your manager
Workplace adjustment Agreement	For workplace adjustments where working 100% from home is requested and for workplace adjustments that do not otherwise involve flexible working arrangements, employees must make a request through the Workplace Adjustment Policy and process.	Endorsed by your manager or HRBP

	Requests for workplace adjustments that involve flexible working arrangements (other than 100% from home) may be made using a myCareer Flexible Working Arrangement form.	
Working from an Interstate location	Employees must review the conditions on working from interstate as noted in this Policy and discuss with their manager and executive leader. Approval should be sought via a Briefing Note addressed to the Deputy Secretary and Secretary.	Secretary
Working from an Overseas location	Employees must review the conditions on working overseas as noted in DSC Working from Overseas Policy and discuss with their manager and executive leader and take the necessary steps including a Cyber Security Risk Assessment. Approval should be sought via a Briefing Note to the Deputy Secretary for less than 4 weeks, and to the Secretary for more than 4 weeks up to maximum 3 months.	<ul style="list-style-type: none"> ▪ Cyber Security (CISO) ▪ Deputy Secretary (less than 4 weeks) ▪ Secretary (more than 4 weeks)

For any flexible working arrangements that include working from home or any location other than an approved workplace, office or worksite, you must ensure that you:

- review the ergonomic information and guides on the WHS Hub on SharePoint
- complete in full the Working from Home Checklist found on myCareer Flexible Working page if you are proposing to work from home,
- are aware of the correct hazard and incident reporting procedure on the WHS Hub on SharePoint

Remember:

- your flexible working arrangement can be approved for periods up to 12 months.
- where your flexible working arrangement impacts your working pattern or paid hours the appropriate eforms in Service Now must be completed to make these changes in the GovConnect system.
- your flexible working arrangements must be reviewed regularly and can be reviewed at any time to check they are working well and to address any issues that may arise.
- at the end date of your arrangement, you will revert to your previous conditions, unless a further arrangement has been agreed and approved.
- Your flexible working arrangement may be reviewed, varied, or ceased at any stage, depending on business needs, your circumstances, and your performance.

Before issuing approvals for arrangements that involve location other than approved workplace, office or work-related site, Managers and other leaders should seek to ensure an even spread of attendance across the working week of staff in the office and consider the availability of office accommodation.

Ad hoc arrangements where employees need to work from home here and there should be agreed as part of ongoing conversations between employees and their managers, and do not require use of the Flexible Working Arrangements form.

Escalation process

In the event an employee and manager cannot come to an arrangement and agreement the following pathway should be followed:

1. Discuss the situation with your next level executive manager and seek direction as to next steps.
2. Should you not reach agreement on an arrangement, the matter may be escalated to the Executive Director or the Deputy Secretary.
3. If the above discussions do not resolve the issue, please seek advice and assistance from your Human Resource Business Partner, details available [here](#).

Further detailed guidance for employees and managers about this escalation process is available [here](#). [link to be inserted]

6 Roles, responsibilities, and delegations

Employees have responsibilities to:

- To discuss with your Manager and come to an agreement on flexible working options that meet the customer, team, and your needs.
- Lodge a flexible working arrangement form in myCareer, which is to be reviewed at least every 12 months with your Manager, available [here](#)
- If applicable, complete a “change of working hours/days request” on ServiceNow (Service Desk), available [here](#). This form should be used for a temporary or permanent change of working hours or working days. For example, increased working hours, decreased working hours, working part-time hours, working full-time hours, varied days/times worked per week.
- Regularly communicate, connect, and collaborate with your team.
- Understand that not all types of flexibility will be available for every role and every employee considering operational requirements and levels of customer service.
- Consider workplace requests that might impact your day-to-day flexibility, such as attending your workplace for a meeting.
- Report all hazards and incidents (including when working from home) to your manager as soon as possible and discuss any concerns you may have to eliminate or minimise risks.
- Raise any changes in circumstances or other issues as soon as possible that impact your work delivery and safety and wellbeing.
- Complete and maintain required reporting and/or approvals.
- Ensure any flexible working arrangements meet our work health and safety (WHS) standards and understand how the proposed flexible working arrangement will impact your wellbeing. Use the resources and online training provided on the DCS intranet on SharePoint to assess these aspects of your arrangement.
- Keep DCS information, data, and equipment safe through consistent and effective ICT and privacy practices and follow all information provided on the DCS intranet on SharePoint. This includes continuing to comply with all applicable policies and procedures which apply to your employment.
- Support your colleagues who work flexibly.
- Participate constructively in team discussions and activities to support team connectivity and collaboration.
- Attend your approved workplace, office or work-related site when reasonably required.

- If you are unwell, please do not attend the workplace.

Managers have responsibilities to:

- Lead by example and role model behaviour that supports flexible working.
- Manage team workload, safety, wellbeing, and performance.
- Have in place and determine requests for flexible working arrangements, ensuring that arrangements are only approved through the myCareer Flexible Working Arrangements form
- When considering an application, managers should have regard to the available workplace accommodation, the nature of the work to be undertaken and the personal circumstances of the employee including any caring responsibilities, disabilities and/or health-related considerations.
- Consider direct/indirect business costs and discuss alternatives to a flexible working request if required.
- Consider flexible working arrangements from a whole-of-team and customer perspective.
- Consult with team members on decisions that affect their work health and safety.
- Provide team members with information and resources as appropriate to enable them to carry out work.
- Ensure team members comply with this and other relevant policies and procedures of DCS.
- Facilitate a team flexible working arrangement under Hybrid Workplace Principles which is to be reviewed on an annual basis.

Executives have responsibilities to:

- **Directors and Executive Directors:** Consider employee requests to review applications for flexible working arrangements that have been declined.
- **Chief People Officer:** Receive reports of the approved arrangements to work from home or from another non-work related location, and ensure a central record of flexible working arrangements is maintained.
- **Deputy Secretaries:** Determine all requests to work from an overseas location for less than 4 weeks.

The Secretary has responsibilities to:

- Encourage and actively promote flexible work practices.
- Encourage managers to discuss flexible working options.
- Support the development and implementation of reasonable technology solutions and support.
- Ensure DCS's Flexible Working Policy is accessible to all employees.
- Determine all requests to work on a temporary basis from an interstate location for up to 6 months.
- Determine all requests to work from an overseas location for more than 4 weeks and up to 3 months.

7 Supporting legislation and policy documentation

Resources
C2024-03 NSW Government Sector Workplace Presence
Age Discrimination Act 2004 (Cth)
Anti-Discrimination Act 1977 (NSW)
Crown Employees (Public Service Conditions of Employment) Award 2009
DCS Code of Ethics and Conduct
DCS Health, Safety and Wellbeing Policy
DCS Positive and Productive Workplace Policy
DCS Workplace Adjustment Statement
Disability Discrimination Act 1992 (Cth)
Government Sector Employment Act 2013 (NSW)
Government Sector Employment Regulation 2014 (NSW)
Government Sector Employment (General) Rules 2014 (NSW)
Racial Discrimination Act 1975 (Cth)
Sex Discrimination Act 1984 (Cth)
Service NSW (Salaries and Conditions) Employees Award 2022
Service NSW Grievance Management and Resolution Policy
Service NSW Grievance and Reporting Procedure
Work Health and Safety Act 2011 (NSW)
Work Health and Safety Regulation 2017 (NSW)

8 Document version control

Version	Status	Date	Prepared By	Comments
1.0	Final	15 November 2023	People & Culture	Approval by Erica Machon, acting Chief People Officer
2.0	[Choose Status]	[Click here to enter a Date]	[Click here to enter Name]	[Click here to enter Comments]

Review date

This policy will be reviewed in November 2026.

It may be reviewed earlier in response to post-implementation feedback from Business Units or change of legislation or directive.