



Commissioner's Memorandum

No: 2025 / 08

For the information of all CSNSW staff

Subject: Implementation of the Flexible Work Policy in CSNSW

PREAMBLE

I am writing to advise that Corrective Services NSW (CSNSW) will continue to operate under the Department of Communities and Justice (DCJ) Flexible Work Policy.

Following extensive consultation with staff and constructive engagement with the Public Service Association (PSA), the Executive Team has carefully considered all feedback received. As a result of this process, CSNSW will not be proceeding with the development of a CSNSW-specific flexible work policy as previously communicated.

We sincerely thank staff for their contributions throughout this consultation and acknowledge the PSA's valuable role in representing employee perspectives. This decision reflects our ongoing commitment to supporting flexible work arrangements within the framework of existing policy.

This decision ensures continued alignment with the NSW Government's direction under C2024-03 NSW Government Sector Workplace Presence, which requires public sector employees to work principally from an approved workplace, office, or worksite.

The DCJ Flexible Work Policy remains the applicable framework for all CSNSW staff and supports consistency, transparency, and compliance with our legislative obligations. The policy notes remote working is not generally available to 'frontline staff', and the policy is not intended to introduce nor expand remote working availability.

COMMISSIONER'S INSTRUCTION

Previous instructions regarding the implementation of the DCJ Flexible Work Policy remain in effect. These include:

1. Adherence to the [Flexible Work Policy](#) and [Flexible Work Procedure](#), and the [CSNSW Line Managers' Guide to Supporting Flexible Work](#), ensuring work is conducted primarily from an approved workplace or worksite.
2. Completion of Team Flexible Work Plans (TFWPs) for Director-level approval and storage in EDRMS, with active staff participation in Planning

for Flexibility Team Meetings. Refer to the [DCJ Flexible Work Toolkit](#) for further guidance.

3. Requests for temporary flexible work arrangements involving working from home or a non-approved location for more than 50% of the time in any four-week period must be discussed with the line manager and [submitted to the relevant Assistant Commissioner](#) for decision and storage in EDRMS.
4. Completion of the [Work from Home Work Health and Safety checklist](#) is required for all staff working from home, regardless of frequency.

Updates to the CSNSW Line Managers' Guide to Flexible Working to Supporting Flexible Work

The guide has been updated to include:

- A more detailed flowchart to assist in the development of TFWP.
- Revisions to the Environmental Allowance section to reflect prior agreements.
- A new section encouraging line managers to consider work health and safety when developing TFWPs with their teams.
- A reminder that decision-makers must provide reasons when a TFWP is not supported or approved, as outlined in the Flexible Work Procedure.
- Additional information on available options to support appropriate team and individual flexible work arrangements.

CSNSW remains committed to enabling flexible work arrangements that meet the needs of our staff, teams, and the communities we serve. Additional training and support materials will be made available to managers in the near future.

Should you have any questions, please speak with your manager or HR Business Partner. I'd like to remind you that we have the following support services available.

- Speak to a [Peer Support Officer](#).
- [Employee Assistance Program](#) – 24/7 phone support (1300 687 327).
- [Specialised Staff Support Team](#) – ask questions and get help. Call (02) 8346 1518 or e-mail [CSNSWSupportUnit](#).



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Commissioner
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