



Flexible Work Arrangements

**POLICY
NO.**

HRM 1016

1. Background and Context

Cloncurry Shire Council (Council) recognises that flexible work arrangements can support work–life balance, employee wellbeing, and operational efficiency. This policy sets out Council’s approach to considering and managing requests for flexible work arrangements in accordance with the Industrial Relations Act 2016 (Qld), the Cloncurry Shire Council Certified Agreement, and relevant Awards.

2. Scope

This policy applies to all Council employees (full-time, part-time, casual, apprentices, and trainees) where the nature of the role allows for flexible working options.

3. Roles and Responsibilities

Employee:

- Submit request for flexible work arrangement in writing with sufficient detail.
- Adhere to agreed hours and maintain performance.
- Ensure safe and productive work environment, including home offices when working remotely.
- Report incidents or changes promptly.
- When working from home, comply with the requirements of the Working from Home Guideline (HRM-1007), including WHS audits and suitability checks.

Managers/Directors:

- Assess request against operational requirements, service delivery, and employee performance.
- Provide written decision within 21 days.
- Support employees in managing flexibility.
- Monitor arrangements for effectiveness.

Human Resources:

- Provide guidance on the flexible work arrangement policy and assist employees and managers in the application process.
- Ensure compliance with the IR Act, the Certified Agreement and related policy and procedures.
- Draft the Flexible Work Arrangement letter, present it to the Chief Executive Officer (CEO) for approval, and issue it to the employee once approved.
- Maintain records and approved arrangements.

Payroll:

- Implement approved flexible work arrangement in the payroll system.
- Make necessary adjustments to work schedules and pay records based on approved flexible hours.

4. Legislative/Policy Framework

- *Industrial Relations Act 2016 (Qld)*
- CSC Certified Agreement 2024
- *Local Government Act 2009*
- *Work Health and Safety Act 2011*

5. Policy

5.1 Types of Flexible Work Arrangements Options may include:

- **Remote/Work from Home:** Employees may be permitted to work from home or another location depending on the role and operational needs. All working from home arrangements must comply with the Working from Home Guidelines (HRM-1007), including requirements for a safe home office, WHS audits, and CEO discretion to authorise or terminate the arrangement.
- **Compressed Work Week:** Employees may work longer hours on fewer days. For example, if an employee contracted for 38.15 hours per week (with RDO) requests to finish at 2.30pm on two days (5.5 hours each), the shortfall can be covered by working 9.75 hours on the remaining three days, ensuring the full 38.15 hours are still completed within the week.
- **Blended/Hybrid Work:** Where an employee works part of their contracted hours in the office and completes the remaining hours at home. For example, an employee may work in the office from 8:30am to 2:30pm, then complete the rest of their day from home. These arrangements must comply with Council's Working from Home Guideline (HRM-1007), including requirement for a safe home office, WHS audits, and CEO discretion to authorise, review, or terminate the arrangement.
- **Unplanned flexibility:** Occasional arrangements approved by the relevant Manager/Director

5.2 Eligibility Criteria

- To be eligible for a flexible work arrangement, the nature of your role must allow for flexibility (e.g., administrative and office-based roles) Frontline roles that require physical presence (e.g., Customer Services, Public Works, etc) may not be eligible for flexible work arrangements.
- Employees requesting for flexible work arrangement must have a satisfactory performance record.
- Employees must complete successful probationary period before being eligible to request for a flexible work arrangement
- The arrangement must not negatively impact the employee's work team, or the operational service provided by Council.
- Employees must acknowledge that any extended hours worked as part of an approved flexible work arrangement are not overtime or time in lieu. These hours are undertaken

solely to balance the contracted weekly or fortnightly hours under the flexible arrangement.

5.3 Requesting a Flexible Work Arrangement

Employees who wish to request flexible work arrangement must submit a formal written request to the relevant Manager/Director outlining the following:

- The type of flexible work arrangement.
- The proposed schedule or proposed change.
- Reasons for requesting for the change.

These requests will be assessed and considered on a case-to-case basis. The relevant Manager or Director will discuss the impact on Council operations and make recommendations to Human Resources.

5.4 Decision-Making

- A written decision must be provided within 21 days after the request has been received.
- The Chief Executive Officer reserves the right to approve the request, provide conditional approval, or refuse the request.
- Refusals must be based on reasonable business grounds.
- If no response is received within 21 days, request is deemed refused.

5.5 Trial Periods and Reviews

A new flexible work arrangement may be implemented on a trial period of 2-3 months to assess the effectiveness of the arrangement. The trial period will be reviewed at regular intervals to ensure that it is working for both the employee and the Council and to determine whether the proposed flexibility will be implemented on a longer-term basis.

5.6 Termination of Arrangements

If the arrangement is not working for the employee or Council, the arrangement may be modified or terminated. The arrangement may be terminated in the following ways:

- Either party may terminate with up to 12 months' notice (or 28 days if no period is agreed).
- Termination may occur at any time by written agreement.
- For work from home, the CEO may terminate arrangements at their discretion.

Monitoring and Review

This policy shall be reviewed ***every three*** (3) years or earlier if required by legislative or industrial instrument changes.

References and Related Documents

- *Working from Home Guideline (HRM-1007)*
- *Code of Conduct – Employees HRM 1004*
- *WH&S Agreement and Checklist for an Off-site Location FRM-HRM 1007-01*

Adopted by Council Resolution

POLICY VERSION AND REVISION INFORMATION

Version No.	Approval	Date Approved	Review Date
1	Council Resolution 60.2026	21/04/2026	04/2029

Policy Authorised by: Tammy Parry



Title: Chief Executive Officer