

5.15 FLEXIBLE WORKING ARRANGEMENTS POLICY

Date Reviewed	Next Review	Officer Responsible
9 May 2019	9 May 2021	Manager, Organisational Development and Capability

Preamble:

Rotorua Lakes Council (RLC) recognises that the ability to work flexibly is an increasingly important dimension of the modern workplace both in terms of responding to business needs, but also in terms of the quality of working life and the employee value proposition. It also recognises that flexible work arrangements play an important part in supporting diversity and EEO objectives (especially for women) and ensuring organisational resilience as evidenced during the Christchurch earthquakes, and more recently through Covid-19 lockdown.

RLC has a diverse range of jobs. Whilst some roles enable staff to have some flexibility and discretion as to how they work, other roles, especially those that provide services directly to internal and/or external customers, have much less room for flexibility in the hours, days or location of work. The following documents (policy, procedures, FAQs, forms) provide a guidance framework within which staff can request flexible working arrangements and to have these considered in a way that takes account of the nature of the role, the needs of the business, and the desire to meet the personal needs of the individual staff member.

When considering our organisational approach to flexibility, we want to **strike a balance** between:

- the needs of the organisation (**employer**) and the community we serve,
- the needs of the **team**, and
- the **individual** needs of our people

Policy Purpose:

The Rotorua Lakes Council (RLC) is committed to supporting flexible work arrangements for all Council employees who would like flexible work opportunities where this can be accommodated and still meet business requirements.

If a request for flexible work arrangements is made, the terms of this policy will apply in line with Part 6AA of the Employment Relations Act 2000.

Policy:

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The following documents (policy, procedures, FAQs, forms) provide a guidance framework within which staff can request flexible working arrangements and to have these considered in a way that takes account of the nature of the role, the needs of the business, and the desire to meet the personal needs of the individual staff member. The sections of this document include a flexible working arrangements policy, procedures, frequently asked questions (FAQs), forms and checklists.

Scope

This policy applies to all permanent staff members within Rotorua Lakes Council. Staff may make a request to temporarily or permanently change their current work arrangements if they consider the change they propose will help them carry out their responsibilities more effectively.

(Staff who are victims of Domestic Violence or other catastrophic life events may request flexible working arrangements under the provisions of the Support for Victims Policy).

Commitment

1. The Rotorua Lakes Council is committed to enhancing recruitment and retention, providing an excellent working environment, and increasing staff member engagement and productivity through:
 - Supporting a balance between work, family and personal life.
 - Providing flexible employment practices and conditions which support a balance between work, life and family needs, and support diversity in the workplace.
 - Accommodating the reasonable requirements of staff members' work, life and family responsibilities, wherever practicable.
2. Staff members are entitled to request informal, semi-formal and formal flexible working arrangements.

Definitions

Flexible work arrangements encompass more than the ability to work from home – they include, but are not limited to:

A change in hours of work / Flexible working hours – Where a person wishes to change their usual hours of work, for example, to start work half an hour later to take a child to school or leave work half an hour earlier to collect a child from school.

Reduction in hours – Where a person wishes to reduce the total number of hours worked in their position. By way of example, this may be by reducing the number of days worked each week, or reducing the number of hours worked each day.

A change in days of work – For example, to work part-time or if working part-time already, to work on different days of the week.

Condensed hours / compressed work week – Where an employee compresses their set hours into a shorter work week e.g. a 4 day x 10 hour work week; a 9 day 80 hour fortnight.

A change in place of work – Where a person wishes to work from an alternative place of work, for example to work from home or another Council facility. Working from an alternative place of work will not necessarily change employment status or job responsibilities, nor any reduction in hours.

NOTE: if requesting to work from home, the employee must be prepared to meet any costs of acquiring and maintaining a workstation that complies with all health & safety regulations and Codes of Conduct. The organisation provides an ergonomic workstation in the office as the employee's primary workstation. If the employee requests a working from home arrangement, they need to ensure that they set up a safe and suitable home office. This is to be done at their own cost in recognition of the benefit that they will receive from this arrangement.

To regularly work from home, employees will need to ensure their work environment meets the following minimum IS requirements:

- Evidence of a suitable work environment
- Employee's must supply and support their own computer hardware, software and internet
- Stable, reliable and fast connectivity
- No data restrictions
- Speed requirements – minimum of 10mbps to upload and download
- Current antivirus/spyware software installed at all times
- When working remotely employees are still required to follow the RLC's acceptable use policy.

Job-sharing – Where a maximum of two part-time staff share one full-time position. Unlike separate part-time roles, with a job share both employees are jointly accountable for the overall performance of the whole role and have responsibility for the quality of outputs and the full range of tasks/outcomes expected from the position. Job-sharing will only be considered when a particular role cannot reasonably be separated into two distinct part-time positions.

Informal Flexible Work Arrangements – refers to an adhoc or infrequent arrangement agreed between the line manager and the employee to enable work flexibility. These arrangements do not require formal changes to the employee's terms and conditions of employment, but do need to be recorded in the employee's personal file.

Semi-formal Flexible Work Arrangements – refers to a regular, frequent arrangement agreed between the line manager and the employee to enable work flexibility. These arrangements do not

require formal changes to the employee's terms and conditions of employment but do need to be recorded in the employee's personal file.

Formal Flexible Work Arrangements – refers to fixed term or permanent arrangements which fall under the coverage of Part 6AA of the Employment Relations Act. These arrangements require formal changes to the employee's terms and conditions of employment including likely changes to their position description. These arrangements must be agreed between the employee and their department manager.

Applications for flexible working arrangements may be for a permanent or fixed-term variation to the employee's usual working arrangements.

Legislation

- Employment Relations Act 2000. Part 6AA specifically provides for Flexible Work Arrangements.
- Human Rights Act 1993
- State Sector Act 1988
- Health and Safety at Work Act 2015
- Domestic Violence Victims Protection Act 2018

Procedures:

Informal Flexible Working Arrangements

These may be made verbally between the employee and their line manager with the support of their Organisational Development & Capability Advisor. As a rule, requests for these arrangements will be made ahead of time, ideally at least one month in advance of implementation. It is recognised however that this may not always be possible e.g. a request to work from home when a child is sick. Any informal arrangements that are put in place are to be acknowledged in writing, by letter or email.

Semi-formal flexible working arrangements

These may be made verbally between the employee and their line manager with the support of their Organisational Development & Capability Advisor and recorded in writing on the employee's file. An example of a semi-formal arrangement may be an agreement that an employee will routinely work from home one or two days per week but whether they do, or the days on which they work, may differ each week depending on the business needs. As a rule, requests for these arrangements will be made ahead of time, ideally at least one month in advance of implementation. Approval will take into account the requirement to balance the needs of the organisation, the team and individual employee e.g. a request to work from home when a child is sick. Any semi-formal arrangements that are put in place are to be acknowledged in writing, by letter or email. Any semi-formal arrangements put in place will be subject to ongoing review.

Formal Flexible Working Arrangements

In some cases, these may be requested and agreed to at the time of recruitment.

Requests must be made by the employee in writing to their line manager using the Application Form attached (see Forms and Checklists below). The Line manager will make a recommendation to the Department or Group manager on the request.

Managers should seek advice from their Organisational Development & Capability Advisor or Organisational Development & Capability Manager before a decision is made.

The request must be approved or declined in writing by their departmental manager or group manager in consultation with the Organisational Development & Capability Manager using the Employer's/Manager's Response Form attached (see Forms and Checklists below).

The employee must be notified the outcome of their formal request as soon as possible and within one month of the request being received.

All formal requests will be subject to a 3 month trial period in the first instance, and be reviewable every 12 months subsequent. The 12 month review is an opportunity for the employee and manager to check in on whether the arrangement is still working for both parties. It might result in minor changes or tweaks to improve the arrangement for both parties. As above, the same principles apply in focussing on open discussion to ensure the best outcome for teams, employees, customers and the business. Any changes by Rotorua Lakes Council will be made in consultation with the employee.

A request for formal flexible working arrangements (under Part 6AA of The Employment Relations Amendment Act 2000) will be approved unless there is a compelling business reason not to approve it.

Request Refusal

Formal requests can only be declined on one or more of the following recognised business grounds:

- a) For an eligibility reason (e.g. Council does not consider the employee has care responsibility for another person; or they are not a permanent employee) and; or
- b) Because the request cannot be reasonably accommodated on one or more of the grounds specified in the Act (please see below for further guidance).

Recognised business grounds for refusing a request are:

- The work cannot be reorganised among existing employees.
- Council is unable to recruit additional staff.
- Granting the request would have an impact on quality of work.
- Granting the request would have a detrimental impact on performance.
- There is an insufficient amount of work during the periods the employee proposes to work.
- Structural changes are planned.
- The additional costs would impose a burden.
- Granting the request would have a detrimental effect on Council's ability to meet customer demand.

Appeals

If an employee disputes their Manager's decision the following internal process will apply:

- The employee may appeal to the Chief Executive by lodging their appeal with the Manager Organisational Development & Capability.
- The Manager Organisational Development & Capability will respond within 7 working days of receiving the appeal.
- The decision of the Chief Executive on the appeal will be final.

Reference Materials

RLC Policies:

Remote Working at RLC – Manager Guidelines

Resources and guidance on Working from Home available on [StaffNet](#)

[Support for Victims Policy](#)

[Transition to Retirement Guidelines/Policy](#)

Other Resources:

Ministry of Business Innovation and Employment (MBIE) Website:

<http://www.dol.govt.nz/er/bestpractice/worklife/flexiblework/index.asp>

Flexible Work Toolkit (MBI):

<https://www.employment.govt.nz/assets/Uploads/tools-and-resources/publications/flexible-work-toolkit.pdf>

Flexible Work Design: A strategic Imperative in New Zealand Business (Diversitas)

https://diversitas.cdn.prismic.io/diversitas%2F9e5c724d-c6db-4e04-b595-9a99c5666661_flexibility-research-july-2015.pdf

Frequently Asked Questions:

There are a number of variables when considering a flexible working request. This document includes a range of frequently asked questions, to provide additional help and guidance to both managers and staff. This guidance is to assist in giving effect to the Flexible Working Arrangements Policy.

All Staff FAQs

Is the ability to have flexible work arrangements approved an employee entitlement?

No. Employees have an entitlement to request flexible working arrangements. As a good employer, RLC has a requirement to consider all requests but has the ability to decline requests on business grounds (see Procedures above). As noted in the policy, some roles within Council lend themselves more than do others to accommodating flexible working arrangements.

How do I apply for flexible working?

Read through both the [Flexible Working Arrangements Policy](#), Procedures and FAQ documents, and then have an initial discussion with your manager. From here your options are:

- If you are making a request for a formal flexible working arrangement (which would require a change to the terms and conditions of your employment) complete and submit a Request for Flexible Working Arrangements form. Your manager will then consider your request, and respond accordingly. This is likely to involve further discussion, and may require a discussion with your wider team as they could be impacted.
- If you are making a request for an informal or semi-formal arrangement, start by having a conversation with your manager and confirm this in an email to your manager, who will respond accordingly. Again, progressing your request may require further discussion including with your team.

Do I have to explain why I want to make changes to my working arrangements?

No, we respect your right to privacy and understand that you may not wish to discuss your personal situation. However, if you are comfortable sharing with us why you would like to change, then we may be able to help come up with an alternative proposal if we are unable to accommodate your request. It may be that the potential impact on your team means we will need to talk to your team about your situation, but we won't do this without seeking your permission first. It may be that the potential impact on your team means we will need to talk to your team about your situation, but we won't do this without seeking your permission first.

How can I seek additional support?

The Organisational Development & Capability team are here to support managers, and employees with guidance. This includes for flexible working arrangements. If you are making a formal request under Part 6AA of the Employment Relations Act, also check the MBIE guidelines: [Employment NZ website - flexible working arrangements](#)

How does my manager know if I am not working in the office?

Trust and accountability are important to the success of any flexible working arrangement. By setting clear objectives with good measures of business outcomes, your manager can evaluate your performance by results rather than by 'line of sight'. This style of management is based on autonomy, trust and accountability and is supported by regular one on one meetings, and regular operational/business as usual meetings and clear expectations.

What do I need to do if I want to work from home?

If you wish to ask to work from home on an occasional or regular basis, please be aware that as a minimum you will need broadband internet and a completed health and safety risk assessment, which you will need to send to your manager with your flexible working application, which will be considered accordingly.

If a request to work from home is approved, it is the responsibility of the employee to ensure they:

- Comply with Rotorua Lakes Council's IT Policies.
- Have the technical resources required to complete their tasks and functions.

I work a variable shift roster, how does flexible working apply to me?

At Rotorua Lakes Council our rostering practice takes into account team member requests for leave or roster variations as much as possible. In short, we aim to be flexible wherever we can. It should be noted that any variations/requests should be signalled to managers as far in advance as possible, and at least prior to the roster being published. Your usual processes within your teams will continue to apply in this regard.

At what point does an informal arrangement become formal?

The trigger for a formal arrangement being agreed is the use of the Formal Request for Flexible Working Arrangements form. This will generally support any request that holds a regular, definable pattern that occurs at least once a fortnight. Check in with Organisational Development & Capability if you are unsure if this form should be used, or discuss with your manager and/or send an email seeking acknowledgment an informal arrangement would suffice.

What right of internal review do I have if my request has been refused?

If your request has been refused and you do not think this was for good business reasons, you may ask your Group Manager to review the application, and the reasons for declining the request. In reviewing the application, the Group Manager must seek advice and support from Organisational Development & Capability.

What right of external review do I have if my request has been refused?

An employee can only seek an external review on the following grounds:

1. If the request was not dealt with within one month; or
2. The grounds for declining did not comply with those set out in the legislation (see above).
The process for review includes contacting a Labour Inspector or your union in assisting to resolve the matter, along with mediation or referral to the Employment Relations Authority.

What should I do if I feel someone else's flexible working arrangement is affecting me?

Discuss with your manager in the first instance, as soon as possible. Managers will make best endeavours to ensure an agreed flexible working arrangement works for the individual, their team and the organisation. It is important you are upfront about any concerns you might hold.

If your manager engages in a discussion with you on a proposed request for another member of your team, be honest about your thoughts on it, and be prepared to make alternate suggestions if you can see a change improving that arrangement.

What if things change?

If your personal circumstances change and the reasons for seeking flexibility are no longer valid, it is appropriate to discuss with your manager or team leader whether the flexible working arrangement needs to continue. However, please note that with a formal arrangement, it may not be possible to revert back to your previous arrangement, for example, if you have reduced your hours indefinitely, there may not be provision in your Department's budget for you to increase your hours again. With a formal arrangement, there should be a review period set at the time the arrangement is made. In

addition, there may be occasions when business circumstances change and a review of any existing flexible working arrangements is required. The same principles apply as with any new arrangement and open discussions should be held to ensure the best outcome for teams, employees, customers and the business.

What does “reviewable after 12 months” mean for a formal arrangement?

All formal requests will be subject to a 3 month trial period in the first instance, and be reviewable every 12 months subsequent. The 12 month review is an opportunity for the employee and manager to check in on whether the arrangement is still working for both parties. It might result in minor changes or tweaks to improve the arrangement for both parties. As above, the same principles apply in focussing on open discussion to ensure the best outcome for teams, employees, customers and the business. Any changes by Rotorua Lakes Council will be made in consultation with the employee.

What if the approved flexible working arrangement doesn’t work?

The employee can request another change using the same flexible working arrangement process. It is important to remember that any approved, formal changes form part of your employment agreement with Rotorua Lakes Council. This means Rotorua Lakes Council will use the same process to consider any new request. Any changes by Rotorua Lakes Council will be made in consultation with the employee.

Where can I find out more about all this?

Contact the Organisational Development and Capability team for advice.

The Ministry of Business, Innovation and Employment website has comprehensive guidelines, information about the New Zealand legislation and some case studies on their website:

[Employment NZ website - flexible working arrangements](#)

Manager FAQs

What do I do if one of my employees wants to discuss a flexible working arrangement?

Set up a time to discuss the option/s with them.

Talk to your Organisational Development and Capability Advisor about how you can approach your conversation with the person making the request. Consider:

- Is it a formal or an informal request?
- How would these arrangements impact your team or department? You may need to discuss this with the team.
- Think about what they propose and review how you and your team can make it work.
- Employee satisfaction, enjoyment and wellbeing is an important consideration for Rotorua Lakes Council as an employer, as is the need to deliver a great customer experience, and generally deliver on the expectations of the role. There may be a number of options available to you, and employees to consider.

We also highly recommend speaking with your colleagues – check in with other leaders to understand their approach and understanding of the guidelines. Remember not to share a specific example or applicant name with others unless you have express permission from them to do so.

How do I let my employee know that I have/haven’t agreed to their request?

If you are agreeing to a request, confirm in writing and follow the steps of the process (see the Employer’s/Manager’s Response Form below). If you are declining a request, Organisational Development & Capability are available to support you with having that conversation with your

employee, ensuring the reasons for declining the request are in line with this policy and legislation and will assist you with preparing written confirmation of your decision.

What level of management is authorised to agree a flexible working arrangement?

Direct line managers are required to engage with their team members in a discussion on any request for flexible working arrangements, whether they are formal, semi-formal or informal. You may be a Supervisor, Team Leader, or Manager. For approval of:

Formal arrangements, because they constitute a change to employment conditions, must have Group Manager (GM) oversight, and the form itself must be signed off by the GM for the department. Your GM will expect you to make a recommendation to them, following your careful consideration of the request, before they sign it off.

Semi-formal arrangements are agreed directly between an employee and their direct manager. These must be noted in writing (which could be by email) ahead of time, and we recommend that your GM is aware of any such arrangement, although they do not need to formally sign this off.

Informal arrangements are agreed directly between an employee and their direct manager. These must be noted in writing (which could be by email) ahead of time, and we recommend that your GM is aware of any such arrangement, although they do not need to formally sign this off.

Do I need to involve Organisational Development & Capability in any request for flexible working?

We recommend in the first instance that you do. Organisational Development & Capability are there in a support capacity, and will also take a record of any arrangement agreed. The first purpose of this is to ensure we are meeting our obligations across the organisation, and also to ensure consistency. They will also be tracking all arrangements agreed (formal or informal) in order to understand the uptake following implementation of this policy.

What if all my employees decide they want to start work early and finish early?

Just because you have one request, doesn't mean everyone in the team will follow, but employees making a request should also consider the potential impact on the team. It is unlikely that a whole team will want to start work at the same time. With a wide range of flexible working arrangements available, team members tend to request the option that suits them and their lifestyle. By being open to different requests, you may be able to balance the needs of individual team members, the team as a whole and the business and customer needs.

If I let one employee work flexibly, won't I have to let everyone work this way?

Not necessarily. Every request needs to be considered fairly on a case-by-case basis. There may be valid reasons for accepting one request but refusing another. It is important to look at all the options available and to discuss these decisions openly with the people involved and, if appropriate, with the team. The team may be able to identify alternatives that make it possible to allow the flexible working arrangement

What if we are a customer facing team, doesn't this mean flexible working arrangements won't work, and is this fair?

We need to consider how we deliver our services to internal and/or external customers and continue to deliver a high standard of customer service. This means assessing the request from a customer experience perspective. For example, what are the peak service delivery times? Do we need all employees at the counter at 8 am? Could we better manage customer demand and peak times if the team worked flexibly? Are some days of the week busier than others? Flexible working arrangements might actually result in a better customer experience.

Won't we lose a sense of team and how do we manage meetings?

Managing flexible working arrangements can take a little bit of extra effort, and it is important for the team to discuss how it will work. Collectively develop a few rules about how you work together as a team. Decide how you will communicate with each other, coordinate your collective efforts, celebrate successes, and keep each other informed of your whereabouts.

Consider having a set day for team meetings and discuss how you manage meeting invites so that they fit with the flexible working arrangements. Use technology to include people who are working from other locations.

If an employee wants to work from home, what about health and safety?

When requesting to work at home, the employee is required to fill in a Home Working Risk Assessment form (see below) confirming that their workstation is set up appropriately and their workspace meets health and safety requirements.

If an employee requests a formal change to a condensed working week, what is reasonable for the maximum hours to be work in a day?

A maximum of 10 hours would normally be agreed for a working day, provided all other guiding principles have been met.

How does flexible working impact performance requirements of my team?

Simply put, it shouldn't. Flexible working arrangements should only be agreed where it is reasonable to expect that individual and team performance expectations remain the same if not enhanced (e.g. an employee may be more productive working uninterrupted from home on occasion).

It is important that you as manager work with your employee to agree clear, measurable and achievable performance indicators, targets and key result areas. This requirement exists whether or not a flexible working arrangement is in place.

In some cases, flexible working arrangements can improve individual and team productivity.

What if things change?

If an employee's personal circumstances change and the reasons for seeking flexibility are no longer valid, it is appropriate to discuss with the person involved whether the flexible working arrangement needs to continue. However, please note that with a formal arrangement, it may not be possible to revert back to their previous arrangement, for example, if they have reduced their hours indefinitely, there may not be provision in your Department's budget for you to increase their hours again.

With a formal arrangement, there should be a review period set at the time the arrangement is made (at 3 months and then annually). In addition, there may be occasions when business circumstances change and a review of any existing flexible working arrangements is required. The same principles apply as with any new arrangement and open discussions should be held to ensure the best outcome for teams, employees, customers and the business.

Forms and Checklists

Employee Application Form

Formal requests for flexible working arrangements

Details can be cut and paste into an email, but must be complete and accurate

Full Name		Date	
Job Position			
Employer / Manager Name			
I would like to request a variation to my current working arrangements which are :			
Place(s) of work	Full street address(s)		
Days and hours of work			
My proposed working arrangement is: <i>(Tick appropriate box)</i>			
<input type="checkbox"/>	Working from home	<input type="checkbox"/>	Flexi time
<input type="checkbox"/>	Part-time	<input type="checkbox"/>	Job share
<input type="checkbox"/>	Condensed working week		
<input type="checkbox"/>	Alternative arrangement detail below this may be a combination of two arrangements or a different version		
<i>If applying to work from home please include technology requirements here</i>			
Place(s) of work If more than one location state both address's	Full street address(s)		
Days and hours of work If working from home specify both hours at work and home	If flexitime state hours to work between		
I would like the new working arrangement to be <u>permanent</u> and start from: <i>(Please write in full - Day of the week, Date, Month and Year and allow at least one month's notice of start date)</i>			
I would like the new working arrangement to be <u>temporary</u> <i>(Please write in full - Day of the week, Date, Month and Year and allow at least one month's notice of start date)</i>			
Starting : Finishing :			
The reason for my request is to: <i>(Note: provision of this additional information is optional)</i>			
I believe that the new working arrangements; <i>Complete all relevant sections, if there are no benefits or impacts on a specific group state 'Not Applicable'</i> <i>(Note: provision of this additional information is optional)</i>			

will benefit me by ;

will benefit the business (and employer) by ;

will benefit the team by;

will benefit the customers by;

could have the following positive and/or negative impacts for the business (and employer);

could have the following impacts for the team;

could have the following impacts for the customers;

I suggest we could address or limit the impacts by;

Signed:

PRINT NAME:

Date:

Employer's / Manager's Response Form

Formal request for flexible working arrangements

*This form can be used to approve your employee's request, approve an alternative arrangement or decline a request
This form can be cut and paste into an email*

TO:	<i>Employee's Full Name</i>	on the	<i>Date</i>
<i>in position of</i>	<i>Job Position</i>		
<i>I</i>	<i>Employer / Manager Name and Position</i>		
<i>have considered your request for a variation to your working arrangements</i>			

EITHER

I can confirm that I have approved your request for

<i>Detail arrangements including place(s), days and times of work.</i>
--

OR

I am unable to accommodate your original request. However, I am able to offer the following alternative arrangement, which we have discussed and you agreed would be suitable to you

<i>Detail arrangements including place(s), days and times of work.</i>
--

OR

I am refusing your request at this time on the following ground(s) and for the following reason(s) as discussed with you.

- (a) inability to reorganise work among existing staff:
- (b) inability to recruit additional staff:
- (c) detrimental impact on quality:
- (d) detrimental impact on performance:
- (e) insufficiency of work during the periods the employee proposes to work:
- (f) planned structural changes:
- (g) burden of additional costs:
- (h) detrimental effect on ability to meet customer demand:

Detail the reasons

(If applicable) Your new working arrangement will commence from:

<i>Start Date</i>		<i>Finish Date (If Temporary)</i>	
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If permanent we will review the new working arrangement after a 3 month trial period, in accordance with Rotorua Lakes Council's Flexible Working Arrangements Policy

Signed:

General Manager Signed:


PRINT NAME:

Note to employee:

If you have any questions on the information provided on this form, please contact me as soon as possible to discuss.
Please note that the change in your working arrangement will be a permanent change to your terms and conditions of employment unless a specified period of time is identified and agreed for which the new arrangement will last. If the change is permanent, you will have no right to revert to your previous working arrangement unless both parties agree.
If working from home is part of this arrangement then you are responsible to ensure your home environment is set up in a manner that will allow you to work safely in accordance with your obligations as a worker under the Health and Safety at Work Act 2015. Rotorua Lakes council may, from time to time, undertake an assessment of your working environment or discuss any risks with you that may be identified.

Home-working Risk Assessment

To be completed prior to working from home commences

Name of employee:			
Team and manager/supervisor:			
Type of work activity:			
Date of assessment:			
Duration of home working: (specify e.g. 1 day a week)	Occasional	Regular	Full-time
	Note: attach photograph of home set-up		

Hazard Checklist (Y/N)

Working environment of area where home-working takes place	
Is there sufficient ventilation, can windows be opened without risk to you or others?	
Is there sufficient lighting for the task? It is not too bright or too dim, and there are no reflections on the computer monitor screen?	
Is there sufficient heating/cooling? Are heating/cooling systems (including portable heaters) maintained and in good working order?	
Is there sufficient space for all the furniture & equipment used? (There should be at least 3.7 sq metres)	
Is flooring in good condition and free from trip hazards?	
Is there sufficient safe & secure storage space for equipment and documents used?	
Is the work area subject to noise at a level which is likely to affect your concentration?	
Electrical safety	
Are the fixed electrical systems in good condition e.g. no signs of scorching or arcing on sockets?	
Are there sufficient numbers of sockets to prevent overloading?	
Is electrical equipment used for home working in good condition and free from any visual faults including worn or damaged leads or plugs?	
Safe Posture	
Have you received an ergonomic induction or reviewed ACC's Habit At Work Module 'Office 2.0' and know how to set up your workstation to avoid poor posture?	
Does the chair used provide sufficient lumbar support?	
Can the chair be adjusted so that you can sit with your shoulders in a relaxed position and your elbows are close beside the body and at approximately right angles?	
Is the work surface of a sufficient size to accommodate all the equipment to be used?	

Is there sufficient space in front of the keyboard for you to rest your hands in between keying?	
Is there sufficient space below the work surface for your legs to enable you to stretch and change position?	
Are you able to adjust your chair and desk height so that your feet rest on the floor? If not, do you have a footrest?	
Are you aware of the importance of taking regular breaks from computer based work before fatigue sets in?	
Have you experienced pain or discomfort when using the computer at home?	
Visual fatigue – screen use	
Is the screen positioned at the correct height and viewing distance? <i>(Your eye-line should be just below the top of the screen and the screen should be positioned directly in front of you at approximately an arm's length away).</i>	
Is the screen free from glare or reflections? <i>(Ideally the screen should be at right angle to windows, windows should be provided by blinds or curtains to prevent glare from falling onto the screen.)</i>	
Is the screen free from flicker & are images clear & stable?	
Have you suffered from headaches or visual discomfort when working at the computer at home?	
Stress	
Is there sufficient segregation from disruptions e.g. children, pets, other family members?	
Are there arrangements for keeping in contact with you?	
Are there arrangements in place to conduct regular supervision/ personal development reviews with you?	
Emergency arrangements	
Does the accommodation used for home working have a working smoke alarm?	
Have you identified what to do in the event of an emergency, including how you and your supervisor will communicate? <i>(Plan your escape route and what they would do if the route was unavailable due to fire/smoke, e.g. having to tools to break double-glazed windows, fire extinguisher etc.)</i>	
Do you have a first-aid kit?	
Security, privacy and access	
Do you have a lockable drawer/cabinet where you will secure Rotorua Lakes Council information and tools when you are not working? Is there sufficient space around the storage area so I can access items easily and safely?	
Have you made suitable arrangements to safely transporting XXX Council equipment?	
Have you agreed arrangements with your manager to safely and securely transport, use, and dispose of (if necessary) Rotorua Lakes Council documents?	
Do you have a first-aid kit?	
Action taken by home worker to address any issues	

Action taken by manager to address any issues

Signed by manager/supervisor:
Signed by employee:

