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Staff Survey 2018

Our annual Staff Satisfaction Survey has been sent out. Please take time to complete this, as all feedback is welcomed and valued.

The purpose of this survey is to assess how well the organisation meets staff needs and expectations, and to identify areas for improvement which will assist future planning. MHA Care will use this information to improve current practices and be an employer of choice.

Survey information will remain anonymous and will not be used for any other purpose.

The link has been sent out via email for you complete electronically and will be open until 24th October. Alternatively we happy to post you a paper copy to complete, if you would prefer.



MHA Care Christmas Party – Save the Date!

We are having the work Christmas Party on the **14th December** this year.

We will be at the Monichino Winery, 70 Berrys Road, Katunga.

More details are included in the Christmas Party Invite sent out by Nicole Goldsack last week.



Relay for Life

Don't forget that Relay for Life is coming up in Cobram on Nov 10th/11th. MHA Care has a team MHA Looney Toons. Just contact Jo Cornish for more information to be a part of this great weekend and raise money for vital cancer research.

Thank you to the office staff who donated towards Relay for Life on the 27th September with our casual clothes day.

Recruitment Update

We are currently recruiting for three positions; *Moira FoodShare Coordinator, Yarrawonga Community Opp Shop Coordinator* and *Opp Shop Assistant – Casual*. These have all been advertised and the selection process has now commenced.

For September we have welcomed onboard Kara Vikstrom (CCW Cobram), and farewellled Amy Thomas (CCW Cobram).

Policies and Procedures recently updated

There have been no Policies or Procedures updated this month. We are all up to date

All Policies and Procedures are available on the Employee Services Portal (ESP).

Education on any mandatory Policies and Procedures will be provided at upcoming staff meetings.

If you have any queries in relation to this please speak with your Coordinator or Manager.

Flexible Working Arrangements (full policy available on ESP)

We appreciate everyone needs to be able to achieve an effective balance between their work and outside-work commitments. For this reason, MHA Care has the Flexible Work Arrangements Policy, which outlines MHA Care's commitment to supporting our employees to achieve a work/life balance.

MHA Care will consider all eligible employee's requests for flexible working arrangements and where possible work to support these arrangements.

Who is eligible to submit a flexible working arrangement?

A permanent employee who has worked for MHA Care continuously for at least 12 months.

(For a casual employee, this means you have consistently worked for MHA Care over the past 12 months with a reasonable expectation this will continue).

What is a flexible working arrangement?

Each arrangement can be unique, however it may include any of the following;

- part-time work;
- part-time work after resuming from parental leave;
- casual work;
- job sharing;
- variable starting and finishing times;
- time off in lieu after extra hours have been worked;
- working from home on an occasional basis;
- phasing into retirement; and
- other arrangements reasonably proposed by employees.

What is the process for requesting a flexible working arrangement?

1. An employee submits a request to their Supervisor, preferably in writing.
2. The requested arrangement is then reviewed, taking into consideration some of the following factors;
 - Would the proposed working arrangement be too costly for MHA Care?
 - Is there capacity to change current team working arrangements to accommodate the proposal?
 - Is it practical to implement the required changes to support the requested flexible working arrangement?
 - Are the requested arrangements likely to have a significant negative impact on the MHA Care's customer service?
3. The employee is then notified about the decision reached, the reasons for this, and if necessary, a possible timeline for the arrangements to be implemented.

Further to the above, requests from employee's who are in the following categories are eligible for particular consideration under the Fair Work Act 2009 (Cth).

- employees 55 years of age or older;
- an employee with a disability;
- an employee who has the responsibility for caring for a child who is of school age or younger;
- a carer (within the meaning of the Carer Recognition Act 2010 (Cth))
- an employee who is experiencing violence from a member of the employee's family; and
- an employee with the responsibility of providing care or support to a member of their immediate family or household, who requires care or support because they are experiencing violence from their family.

Flexible working arrangements

Certain employees have the right to request flexible working arrangements. Employers can only refuse these requests on reasonable business grounds.

What are flexible working arrangements?

Examples of flexible working arrangements include changes to:

- hours of work (eg. changes to start and finish times)
- patterns of work (eg. split shifts or job sharing)
- locations of work (eg. working from home).

Who can request flexible working arrangements?

Employees who have worked with the same employer for at least 12 months can request flexible working arrangements if they:

- are the parent, or have responsibility for the care, of a child who is school aged or younger
- are a carer (under the Carer Recognition Act 2010)
- have a disability
- are 55 or older
- are experiencing family or domestic violence, or
- provide care or support to a member of their household or immediate family who requires care and support because of family or domestic violence.

Examples: Eligibility for flexible working arrangements

Greg wants to start work at 10am instead of 9am so he can take his son to pre-school. He can request flexible working arrangements to help him care for his son.

Shirley is 60 years old and wants to finish early on Wednesdays so she can volunteer at her local hospital. She can request flexible working arrangements because she is over 55 years old.

Casual employees

Casual employees can make a request if:

- they've been working for the same employer regularly and systematically for at least 12 months
- there's a reasonable expectation of continuing work with the employer on a regular and systematic basis.

How do employees request flexible working arrangements?

Requests for flexible working arrangements have to:

- be in writing
- explain what changes are being asked for
- explain the reasons for the request.

What should employers do with a request?

Employers who receive a request must give a written response within 21 days saying whether the request is granted or refused. They can only refuse a request on reasonable business grounds. If a request is refused the written response must include the reasons for the refusal.

Learn more about responding to requests with our free [Workplace flexibility online course \(http://www.fairwork.gov.au/how-we-will-help/online-training/online-learning-centre/workplace-flexibility\)](http://www.fairwork.gov.au/how-we-will-help/online-training/online-learning-centre/workplace-flexibility) .

Best practice tip

Employers don't have to choose between accepting or rejecting a request in full. Once a request has been made, employers and employees can discuss and negotiate to come to an arrangement that balances both of their needs.

What are reasonable business grounds?

Reasonable business grounds can include:

- the requested arrangements are too costly
- other employees' working arrangements can't be changed to accommodate the request
- it's impractical to change other employees' working arrangements or hire new employees to accommodate the request
- the request would result in a significant loss of productivity or have a significant negative impact on customer service.

Do state and territory laws still apply?

If a state or territory law provides an employee with a better entitlement to flexible working arrangements this will continue to apply.

Source reference: Fair Work Act 2009 s.65-66  (<http://www.comlaw.gov.au/Series/C2009A00028>)

Think a mistake might have been made?

Mistakes can happen. The best way to fix them usually starts with talking.

Check out our [Help resolving workplace issues \(http://www.fairwork.gov.au/how-we-will-help/how-we-help-you/help-resolving-workplace-issues/default\)](http://www.fairwork.gov.au/how-we-will-help/how-we-help-you/help-resolving-workplace-issues/default) section for practical advice on:

- figuring out if a mistake has been made
- talking to your employer or employee about fixing it
- getting help from us if you can't resolve it.

What to do next

- Use the [Template letter \(DOC 67KB\) \(http://www.fairwork.gov.au/ArticleDocuments/766/Request-for-flexible-working-arrangements-letter-template.doc.aspx\)](http://www.fairwork.gov.au/ArticleDocuments/766/Request-for-flexible-working-arrangements-letter-template.doc.aspx) to request flexible working arrangements
- Check the [Example letters \(DOC 68.5KB\) \(http://www.fairwork.gov.au/ArticleDocuments/766/Request-for-flexible-working-arrangements-example-letters.doc.aspx\)](http://www.fairwork.gov.au/ArticleDocuments/766/Request-for-flexible-working-arrangements-example-letters.doc.aspx) for ideas on how to request flexible working arrangements
- Read the [Best practice guide \(http://www.fairwork.gov.au/how-we-will-help/templates-and-guides/best-practice-guides/the-right-to-request-flexible-working-arrangements\)](http://www.fairwork.gov.au/how-we-will-help/templates-and-guides/best-practice-guides/the-right-to-request-flexible-working-arrangements) for more information on flexible working arrangements
- Visit [Supporting working parents \(http://www.supportingworkingparents.gov.au/\)](http://www.supportingworkingparents.gov.au/)  for information, examples and advice on requests for flexible working arrangements after parental leave

Help for small business

- Find tools, resources and information you might need on our [Small business page \(http://www.fairwork.gov.au/Find-help-for/Small-business/default\)](http://www.fairwork.gov.au/Find-help-for/Small-business/default) .

You might also be interested in

- [Request for flexible working arrangements fact sheet \(http://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/minimum-workplace-entitlements/requests-for-flexible-working-arrangements\)](http://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/minimum-workplace-entitlements/requests-for-flexible-working-arrangements)
- [Individual flexibility arrangements \(http://www.fairwork.gov.au/employee-entitlements/flexibility-in-the-workplace/individual-flexibility-arrangements\)](http://www.fairwork.gov.au/employee-entitlements/flexibility-in-the-workplace/individual-flexibility-arrangements)
- [Maternity and parental leave \(http://www.fairwork.gov.au/Leave/maternity-and-parental-leave/default\)](http://www.fairwork.gov.au/Leave/maternity-and-parental-leave/default)
- [Protection from discrimination at work \(http://www.fairwork.gov.au/employee-entitlements/protections-at-work/protection-from-discrimination-at-work\)](http://www.fairwork.gov.au/employee-entitlements/protections-at-work/protection-from-discrimination-at-work)

The Fair Work Ombudsman is committed to providing advice that you can rely on.

The information contained on this website is general in nature. If you are unsure about how it applies to your situation you can call our Infoline on 13 13 94 or speak with a union, industry association or workplace relations professional.

Visitors are warned that this site may inadvertently contain names or pictures of Aboriginal and Torres Strait Islander people who have recently died. www.fairwork.gov.au

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www.fairwork.gov.au

Small Business Helpline – 13 13 94



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