



Procedure 3.04 - Flexible Working

1. Application

This procedure applies to all direct employees of NQBP.

2. Procedure

This procedure covers the following NQBP flexible working arrangements:

2.1 Flexi-Time

Flexi-Time is a scheduling arrangement that permits variations in an employee's starting and departure times but does not change the total number of hours contracted to work in a fortnight.

Employees may request a flex-time arrangement through their manager. As with all flexible work arrangements, flex-time hours must be approved in advance by the employee's manager. This means the employee and manager need to communicate regularly sometimes daily (if there are daily changes). This ensures managers are aware of hours of work and can communicate/manage this with the business.

Flexi-time will be considered by managers and Human Resources on a case by case basis in accordance with the needs, requirements, and constraints of both the business and the employee. The acceptance or rejection of requests will be determined by consideration of:

- any issues relating to the security of the work area;
- operational requirements and impact on service delivery;
- the predicted impact on other employees, including the likelihood of any extra duties to cover times absent;
- the ability to provide appropriate supervision;
- the need to ensure that employees take adequate breaks; and
- any potential additional costs involved.

2.2 Part Time Work

NQBP will consider all requests from employees to work hours less than full time. Employees should, in writing, forward their request to work part time hours to their manager and Human Resources.

2.3 Working from Home

Working from home is the practice whereby an employee works from their home residence (or another designated location) rather than from their usual NQBP office or site location on a regular basis.

These arrangements may be on ad hoc basis or on a more permanent and/or regular basis where the employee works from home for part of a week with the remaining time at NQBP's usual place of work. Set days should be communicated across the business so service delivery can be managed.

Working from home does not include employees choosing to work at home either before or after work or whilst on leave of their own preference.

Working from home should not be used as a substitute for dependent care or sick leave. Employees who are granted the opportunity to work from home will be expected to deliver agreed outcomes. The agreed working from home hours should be devoted to work and the arrangement should enable the staff member to work as efficiently and effectively as an equivalent staff member at their usual place of work (e.g. office).

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“Employees working from home are responsible to ensure that they are contactable by phone, available to participate in meetings utilizing appropriate communications, and note on their outlook calendar that they are ‘working from home’.

2.3.1 Suitability

Employees need to be aware that working from home is not an entitlement or a right, but a flexible work option, which may be feasible for some employees as a result of their role, or at particular times.

2.3.2 Approval Process

Formal, permanent, or regular working from home for employees (other than pilots) is at the discretion of the Chief Executive Officer (CEO).

Adhoc working from home is at the discretion of the relevant manager.

All working from home arrangements (must be approved before the arrangement commences. Formal, permanent, regular arrangements requests for working from home made in accordance with this procedure will be considered by the employees’ Senior Executive and Human Resources after assessing the following aspects:

- Suitability of the position;
- The reasons for the application to work at home;
- The result of the home-based work risk assessment; and
- The past and current performance of the employee.

Working from home will generally be approved on a short-term basis in relation to special circumstances. An employee can be advised by NQBP at any time that working from home can no longer be supported.

NQBP will require an employee to formally apply and complete the Working from Home Application (**Attachment 1**) and Working from Home Health and Safety Checklist (**Attachment 2**).

It is employees’ responsibility to comply with NQBP’s Workplace Health and Safety Policy from time to time whilst working at home. The employee will designate the area in the home to be used as the workplace and complete the application. Any work health and safety issues identified in the assessments will need to be rectified prior to the commencement of the arrangement.

Adhoc, one off arrangements

Employees may wish to work from home in an adhoc basis with the consent of their manager.

Adhoc working from home is non-regular, “one off” requirement by an NQBP employee to work from home for a day or less than a full day.

Employees wanting to work from home on an adhoc basis must obtain the prior consent of their manager.

Employees who work from home on an adhoc basis are responsible for ensuring that the requirements set out in **Attachment 3** are met at the time they are they working from home.

2.3.3 Pilots

Pilots are not required to have their arrangement approved or have their home workplace assessed. The long-standing practice for pilots to receive emails, phone messages and undertake ancillary work from home, remains. Pilots are only required to attend the office for meetings and training as arranged.

2.4 Monitoring and Responsibilities

All flexible work arrangements will be reviewed:

- prior to any re-negotiation and/or extension beyond the trial period;

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- whenever there are changes to the structure and/or composition of the work unit or the business;
- as part of any review of performance, service levels, tasks and priorities required.

All flexible working arrangements can be terminated by agreement or by either party giving the required notice of no more than one month.

It is expected that the employee records the days being worked at home and is responsible for keeping their manager informed of working days/hours.

As is the case for other employees, Managers of employees working from home should establish effective and efficient communication practices so that work progress, quality and quantity, is being monitored.

The employee is responsible to notify NQBP as soon as practicable of any work-related accident, injury or illness whilst working from home.

NQBP may inspect the home-base work site with an appropriately qualified person to ensure compliance (at a suitable and agreed time).

3. Flexible Working Policy, Procedure and Legislative Framework

NQBP is a Government Owned Corporation and a port authority and is required to comply with its own policies, prescribed applicable legislation and State Government policies and procedures. This procedure should be read in conjunction with:

- (a) Policy 3 - Human Resource Management
- (b) *Work Health and Safety Act & Regulations 2011* (Qld)

4. Review Date

This procedure should be reviewed by 30 June 2020.

5. Definitions

NQBP: means North Queensland Bulk Ports Corporation Limited ACN 136 880.

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Attachment 1 - Working from Home Application

Employee's Name:	Position:
Current Work location:	Date of Application:
Proposed Changes to Position (if any) if application approved:	Hours of Work (specify days, start & finish times etc.)
Start Date:	End Date:
Reason for Request:	
Details of proposal, including: (Type of work proposed to do at work, how objectives/KPI will be met? What are benefits	
I have completed the Working from Home WH & S Checklist (attachment 2) Yes _____	

Applicants Signature:	Date: ____/____/20____
Manager / Executives signature:	Date: ____/____/20____
Forward to Human Resources:	

Employees applying for working from home should discuss their application with their Manager.

To assist you in the preparation of your application, please use the checklist below. If you have any queries, please speak to your Manager or a member of the Human Resources team.

Checklist	Y	N
Can my work be done as efficiently and effectively outside of the primary office location?		
Will this arrangement impact my colleagues, the business and customers? Describe why, why not?		
Can the work be completed without supervision?		
Describe how the Working from Home arrangement will work?		
For employees with dependant carer's responsibilities, do I have carer's arrangements in place?		
Do I require regular and/or frequent communication with others? How will this arrangement impact communication?		
For employee's renting, have you checked your rental or body corporate agreement to ensure that a home-based work site is allowed?		
Does my proposed home- based work site have the required furniture, IT equipment (internet access)		
Has my performance been very good over past years?		
Have I checked the general security of my proposed home-based work site to ensure it meets standards required by NQBP? (Things to consider include: Is there safe and secure storage of confidential material? Do I have appropriate home security? Can other members of the household/visitors access my designated home-base work site?)		
Do I have adequate insurance coverage for my home-based work site equipment? (Employees should review their personal home and contents insurance policy to establish the extent of the liability and coverage)		
Have I completed the Working from Home WH & S Checklist, and included photos of the home-based office		

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Attachment 2 - Working from Home Health and Safety Checklist

Medical	Comments		
Do you have a pre-existing injury that may be aggravated by performing tasks at the home-based work site?		Yes	No
Have you seen a health professional about this issue?		Yes	No
Do you have any recommendations from the Health Professional?		Yes	No
If you have answered YES to any of the above questions or have any recommendations from a health professional, please contact the Work Cover unit prior to proceeding.			
Workstation	Comments		
Is the workstation size adequate for the tasks to be performed? For measurements – refer to 'Computer workplace design guidelines'		Yes	No
Is there adequate leg space to allow free leg movement under the workstation?		Yes	No
Is the work surface a single continuous surface? (Dropdown keyboards are not recommended)		Yes	No
Is a footrest available?		Yes	No
Chair	Comments		
Do you have a fully adjustable chair that meets the Australian Furniture Research and Development Industry (AFRDI) standard?		Yes	No
Does the chair have a 5-star base?		Yes	No
Is there adequate lumbar support?		Yes	No
Is the padding adequate?		Yes	No
Are you familiar with the chair adjustments?		Yes	No
Computer, screen, keyboard	Comments		
Is the screen approx. arm's length from user?		Yes	No
Is the screen height approx. 400mm above work surface?		Yes	No
Are characters sharp (no fuzzy edges) standing out against background?		Yes	No
Can the screen be adjusted (tilted up and down)?		Yes	No
Is there adequate space to use the keyboard in front of the screen?		Yes	No
Mouse	Comments		
Is the mouse as close as possible to the keyboard to avoid stretching for it?		Yes	No
Is the mouse on the same height surface as the keyboard?		Yes	No
Can the mouse be used on either side?		Yes	No
Other Equipment	Comments		
Is a printer required?		Yes	No
Is a document holder required?		Yes	No
Does the document holder support the documents adequately? (Inline document holder recommended)		Yes	No
Do you have frequent or prolonged phone calls?		Yes	No
Is the phone situated on the dominant hand side?		Yes	No
Is a headset required?		Yes	No
Is there adequate storage space?		Yes	No
Are frequently used items stored between knee & shoulder height?		Yes	No
Are heavy items stored on the ground?		Yes	No
Are filing cabinets secure when opening draws?		Yes	No
Environment	Comments		
Is there adequate lighting for the tasks being performed?		Yes	No
Can glare be controlled by window coverings?		Yes	No
Is the room temperature comfortable – heating and cooling as required?		Yes	No

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Have you attached a plan of the home-based work site including desk, power outlets, telephone and lighting?		Yes	No
Other Considerations	Comments		
Is the floor space free from tripping hazards?		Yes	No
Is the PC protected by a circuit breaker?		Yes	No
Are there adequate power outlets to run the PC and other equipment?		Yes	No
Do you wear multi focal glasses and find that your neck is tilted upright producing static load on your neck muscles? (if you answer yes to this question, consider purchasing glasses for computer use only)		Yes	No
Have you notified your insurance company of the home-based work arrangement and attached the name and address of your home insurer to the Agreement?		Yes	No
Is there a functioning smoke detector in the house?		Yes	No
Has the staff member completed WH&S education (training courses, ERGONOMICS, MANUAL HANDLING, and ESSENTIAL WH&S)?		Yes	No
Has IT been notified regarding accessing the network?		Yes	No
Emergency Services	Comments		
Do you have an emergency plan in case of fire?		Yes	No
Provided drawing of an emergency evacuation plan		Yes	No
Is there a first aid kit available and are the contents in date?		Yes	No
Has all electrical equipment in the home-based work site been tested and tagged?		Yes	No
Cooperation with your employer on work health & safety issues may mean; following safety policies and procedures, participating in hazard identification and reporting of issues, participating in hazard identification and reporting of issues, resolving issues as they arise, attending training and following the instructions given, and participating in consultation.			
On completion of this checklist please discuss this with your Senior Manager and address any concerns with your Senior Manager regarding your home-based work site. For any Workplace safety matters, consult NQBP's Safety professional.			
I the applicant agree that all information provided in this checklist is true and accurate in providing a workplace that is safe and without risk to my health.			
Employee's signature:		
Date	___ / ___ / _____ (DD/MM/YYYY)		
Photographic evidence attached:	Yes / No		

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Attachment 3 - Working from Home - Adhoc Basis- Requirements

Employees who work from home on an adhoc basis are responsible for ensuring that the following requirements are met at the time they are they working from home:

- (a) their work space is safe, appropriate and fit for the purpose of undertaking their work; and
- (b) their work space and home are free from hazards; and
- (c) their workstation size is adequate for the tasks to be performed, including leg space and work surface as well as the placement of their computer, screen and mouse, where required and relevant; and
- (d) they have an appropriate chair; and
- (e) there is adequate lighting for the tasks being performed.

If the requirement to work from home becomes more regular and/or permanent, employees are required to follow the process set out in this Procedure for Formal, permanent, regular arrangements to obtain the required pre-approval.

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