



Central Highlands Association of Neighbourhood Houses

Work - Life Balance Policy

Document Control

Policy Title:	Work - Life Balance		
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Relevant standards, legislation and other documents:

- Incorporations Act
- Victorian Human Rights Charter
- DHHS Service Agreement Information Kit

Definitions: (define key terms)	
CHANH	Central Highlands Association of Neighbourhood Houses
DHHS	Department of Health and Human Services
Members	Neighbourhood Houses (represented by managers and committees of management) funded by DHHS within the Central Highlands area
CoM	Individuals representing member houses in CHANH Committee of Management
Staff	Any person employed by CHANH or volunteering at CHANH
Executive Team	CHANH President, Vice President, Treasurer and Secretary

Central Highlands Association of Neighbourhood Houses

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Policy Declaration

The CHANH recognizes that greater flexibility for employees enables employees to provide a higher level of support to our membership houses when it is most needed.

Purpose:

This policy outlines CHANH's commitment to staff wellbeing through flexible and supportive working arrangements.

Owner:

This policy is the responsibility of the Executive Team and must be ratified by the CoM.

Application:

This policy applies to all employees. The policy sets the general parameters for managing TOIL and should be read in conjunction with the NHACE Agreement. The NHACE Agreement will prevail to the extent of any inconsistency. Furthermore, the specific hours set for each employee will normally be set out in their contract of employment.

Policy Rationale

CHANH recognises that in some circumstances Time Off In Lieu (TOIL) can provide a flexible way to balance both the needs of the service and the personal needs of individual employees. TOIL needs to be managed in a way which is industrially fair and beneficial to employees, and which is also operationally and financially sustainable for the agency.

The objectives of this policy are:

- to give effect to industrial obligations regarding Time In Lieu for overtime, and
- to set the parameters for Time In Lieu arising from flexible hours arrangements.

The policy also seeks to clearly distinguish between arrangements for overtime and flexible working arrangements.

Staff who work additional hours to their normal hours of employment are entitled to time in lieu provisions (TOIL) under the NHACE Agreement, where the additional hours are overtime which has been approved in advance. Staff may also work some additional hours as part of a flexible hours arrangement, with the agreement of their manager, and accrue TOIL on a flexible basis subject to this policy. This policy regarding TOIL is to be read in conjunction with and to supplement the Award, and the Award will prevail to the extent of any inconsistency.

It is important to note that TOIL accrued by working flexible hours, at the initiative of the employee, is treated differently to TOIL accrued by working overtime at the direction of the employer.

Procedures

Flexible Hours Arrangements

Flexible hours arrangements are available subject to operational requirements. Options available include, but are not limited to:

- Job Share
- Reduced hours
- Flexible Hours
- Working from home
- Special Leave
- Leave Without Pay

Staff may elect, with the agreement of their manager, to work additional hours as flexible hours.

TOIL accrued at the initiative of the employee as flexible hours is not overtime. If not taken, such TOIL will be paid out on termination at ordinary hours' rates.

Flexible extra hours may only be worked within the ordinary span of hours of 8am - 6pm (and up to 8pm, up to a maximum of 4 weekdays within any 28 day period without overtime provisions) prescribed by the NHACE Agreement.

Flexible extra hours may only be worked to a maximum of 10 hours in a day.

TOIL for flexible hours accrues on an hour for hour basis for the time worked.

Unless otherwise mutually agreed, the maximum amount of TOIL for flexible hours which may be accrued is two weeks working hours. Once an employee's accrued TOIL exceeds this limit, their manager may discuss with the employee when the TOIL will be taken. If no agreement is able to be reached about when the employee will use the accrued TOIL in excess of two weeks working hours, the staff member's manager may direct that it be taken at a time of the manager's choosing, or in exceptional circumstances may authorise that it be paid out. TOIL for flexible hours which is paid out will be at the ordinary time rate.

Where flexible working arrangements are used, it is expected that employees will generally use TOIL rather than paid leave to cover minor absences such as appointments, and also to help manage peaks and troughs in workloads.

Where an employee requests any of the above flexible arrangements, Employer will seriously consider the request, and subject to operational requirements, will not unreasonably withhold

agreement. It is recognised that agreeing to such requests may require some reasonable accommodation and changes to usual arrangements to be made by the employer.

It is also recognised that consideration of a request may lead to some negotiation and modification of the employee's original proposal.

In general, requests for flexible arrangements may only be refused on grounds of operational requirements where it can be demonstrated that the proposal will lead to significant adverse consequences for the organisation such as:

- the burden of additional costs
- detrimental effect on the ability to meet customer demand
- inability to re-organise work among existing staff
- detrimental impact on quality
- detrimental impact on performance
- insufficiency of work during the periods the employee proposes to work
- planned structural changes

An employee making a request for flexible arrangements may be required to provide a written proposal which:

- Explains the effect they think it will have on the work of their area, and
- Proposes how this may be accommodated by the work area.

Employer will respond to such a written request within 21 days, in accordance with the National Employment Standard.

Overtime

Overtime may only be worked with the prior approval of the relevant manager. It is intended that overtime will only rarely be required to be worked.

A staff member who is required to work overtime may be granted TOIL for overtime subject to agreement between the staff member and their manager. This should be determined before any overtime is approved.

TOIL for overtime accrues on the basis:

- Hours in excess of ordinary hours: time and a half for the first two hours, double time after
- Hours worked on Saturday or Sunday: double time

If there is no agreement to take TOIL for overtime, the overtime will either not be approved or will be paid at the appropriate (penalty) rate prescribed by the Award/Agreement.

TOIL for overtime must be taken within three months of the overtime being worked at a time agreed to by the staff member and their supervisor.

If TOIL for overtime is not taken within the three-month period it will be paid out.

TOIL for overtime which is paid out will be at the appropriate penalty rate/ordinary rate (check award/agreement).

An important objective of this policy is to ensure that staff do not carry an excessive amount of TOIL for lengthy periods. The organisation reserves the right to review and amend this policy if TOIL accruals across the organisation regularly exceed the limits set by this policy.

Records of TOIL hours, indicating whether for overtime or for flexible hours, are kept on the staff member's timesheet.

Annual Leave

Annual leave accrues progressively from the start date of the employee's employment, is credited fortnightly and accumulates from year to year.

The purpose of annual leave is to provide employees with a period of rest and recreation away from the workplace. For this reason employees are encouraged to use their annual leave entitlement within the 12 months period that it was accrued.

Employees are required to:

- Ideally provide a minimum of two weeks' notice when requesting leave;
- Ideally take at least 10 consecutive working days of annual leave once a year;
- Gain pre-approval to bank or accumulate leave for special purposes e.g. overseas trips, marriage, etc.;
- Submit an Application for Leave form for the period of their absence;

Employees are required to use Annual Leave for the week between Christmas and New Year, each year, unless by special arrangement with the Executive Committee.

Applying for Leave

For Leave of any description, employees are required to complete a Leave Application Form, to be submitted with relevant Timesheet.

Review by Executive

Any ongoing arrangements made will be subject to review.

Ultimately it is the Executive Committee has the right to decide on working arrangements for its employees. Any arrangements are subject to change.

Related Organisational Policies and Procedures:

- Leave Permission Form & Process
- Flexible Working Arrangements Request

- One off circumstances require written permission from a member of the Executive Committee
- NES – Fair Work Statement
- NHACE Award

Responsibilities

Executive Team:

- To implement and monitor policy

Members:

- To be informed of the Policy Development Policy
- To participate in policy reviews as required

Staff:

- Implementation of policy, as outlined in position descriptions
- Participation in policy review as required

Breach of Policy

A breach of this policy may result in disciplinary action up to and including termination of employment.