



# Flexible Working Arrangements Policy

February 2026

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## 1. PURPOSE

The purpose of The Riverina and Murray Joint Organisations (RAMJOs) Flexible Working Arrangements Policy is to provide a framework for consideration of flexible working options for employees of RAMJO. The policy seeks to provide this framework within the broader context of member expectations of service delivery, regional contribution and the beneficial impact of a supportive team environment within our office space.

## 2. OBJECTIVES

The Policy's objectives are to:

- Accommodate flexible work practices that are appropriate and reasonable and that do not compromise operational and service requirements;
- Support and embed a positive workplace culture based on teamwork, open communication, the facilitation of ideas across projects, strategies, focuses and shared experiences; and
- Ensure requests for flexible work arrangements are considered within the bounds of RAMJO Policy, Award requirements and relevant legislation.

## 3. SCOPE

This Policy applies to all employees of the Riverina and Murray Joint Organisation and is in force until 30 June 2026,.

## 4. DEFINITIONS

Term	Definition
Flexible Work Types	The flexible work options that may be available on an informal or formal basis. Not all these flexible work types will be suitable for every role. Possible Flexible Work Types are set out in <i>section 5.1</i>
Informal Flexible Work Arrangement	Ad-hoc and short-term changes to working arrangements that are subject to daily and week-to-week review based on operational and team needs. These arrangements do not require a formal application process. Informal Flexible Work Arrangements are set out in <i>section 5.3</i>
Formal Flexible Work Arrangement	Formal Flexible Work Arrangements alter the working arrangements of an employee for a defined period of up to 12 months. These arrangements may be reviewed sooner based on operational and team needs as set out in <i>section 5.4</i>
Application for a Flexible Work Arrangement	The process to request a Flexible Work Arrangement. The request process is set out in <i>section 5.6</i> .
Hybrid Work Arrangement	A type of Flexible Work Arrangement that provides employees who work in areas that can accommodate work from alternate locations with a degree of flexibility in terms of locations that are most productive. Work locations will include the RAMJO workplace(s), as well as other locations such as the employee's home or a member councils office. The terms for Hybrid Work Arrangements are set out in <i>section 5.2</i>
RAMJO Workplace	The primary workplace and location specified on the Contract of Employment
Executive Officer	The RAMJO Executive Officer.
Reasonable Adjustments	Changes to the work environment that allow people with a disability or injury to work productively and safely.

## 5. FLEXIBLE WORK PARAMETERS

### 5.1 Flexible work types

Flexible Work Type	Examples (all options may not available for all roles)
When work is done	<ul style="list-style-type: none"><li>• Flexible start and finish times</li><li>• Compressed hours work arrangements - 9 day fortnights</li></ul>
Where work is done	<ul style="list-style-type: none"><li>• RAMJO head office</li><li>• RAMJO workplace(s) Working from home</li><li>• Other locations by agreement</li><li>• A combination of the above</li></ul>
How work is done	<ul style="list-style-type: none"><li>• Reduced hours - temporary or permanent</li><li>• Negotiated working days</li></ul>
Other types of flexibility	<ul style="list-style-type: none"><li>• Utilising leave entitlements</li><li>• Leave without pay</li><li>• Alternative work-days to typical work days</li></ul>

### 5.2 Hybrid Work Arrangements

Hybrid Work Arrangements may be available to employees, subject to an employee's professional duties being able to accommodate work from alternate locations and where alignment to Policy can be clearly demonstrated by the employee.

Subject to the formal written agreement of the Executive Officer, employees working under Hybrid Work Arrangements must work a minimum of 20% of their work time across any given fortnightly payroll cycle in the RAMJO head office.

Formal written agreement may be withdrawn or amended as is deemed appropriate by the Executive Officer

Hybrid Work Arrangements must ensure that there are sufficient employees in the workplace for the work area to operate efficiently and effectively for all days and times of operation.

Hybrid Work Arrangements as part of an Informal Flexible Work Arrangement will be subject to week-to-week review based on operational and team needs as determined by Executive Officer.

Employees may be required to attend the RAMJO workplace at specific days or times based on operational and /or team needs as determined by their contracts and the Executive Officer.

The days that employees work at the RAMJO workplace are subject to regular and ongoing review based on operational and/or team needs. Accordingly, "working from home days" should not be considered as fixed.

Employees will undertake their work duties during their ordinary hours.

Please note: Under no circumstance will working from home qualify for overtime or time in lieu.

Employees are responsible for ensuring that they have appropriate work equipment to accommodate safe and effective work when working at locations other than the RAMJO workplace. Equipment, other than items provided to the employee upon commencement or by prior documented agreement with the Executive Officer, will be purchased at the employee's expense.

Employees must comply with work health and safety requirements irrespective of work location as per the RAMJO Work Health and Safety Policy.

Employees must be easily contactable and available for communication about work-related issues during their typical contracted work hours.

### 5.3 Communication and Responsiveness Expectations

To maintain operational effectiveness and teamwork, employees working under Flexible or Work from Home Arrangements are expected to adhere to the following communication standards:

1. *Availability During Agreed Hours*
  - Employees must be contactable and responsive during their contracted working hours, regardless of work location
  - Standard responsiveness is expected within a reasonable timeframe (e.g., within 30 minutes for instant messages or phone calls), unless engaged in a meeting, fieldwork, or other pre-notified activity
2. *Team and Client Interaction*
  - Employees must attend all scheduled meetings (in-person or virtual) unless otherwise agreed
  - Employees are expected to actively participate in team communications and ensure timely updates on project progress or emerging issues
3. *Status Updates*
  - Staff should use agreed RAMJO systems (e.g., shared calendars, collaboration tools) to indicate their availability, meeting commitments, or out-of-office status
  - Changes to work location (e.g., switching a home day to an office day) should be communicated to the Executive Officer and relevant team members promptly
4. *Escalation*
  - Employees should escalate urgent matters without delay, using the appropriate communication channel as determined by their team or Executive Officer.
5. *Professional Standards*
  - Regardless of location, employees must maintain professional standards of responsiveness to colleagues, member councils and stakeholders, ensuring service levels are not adversely affected by flexible work arrangements.

If approved, the home will become a place of work and WorkCover Inspectors will have the legal right to enter that home at any time and without notice to inspect or deal with Work Health and Safety issues.

Prior to commencing home-based work, the employee and the Executive Officer will develop a work plan to ensure a clear understanding of the work that is to be performed and agreed timeframes. A copy of this work plan is to be placed in the employee's personnel file.

### 5.4 Informal Flexible Work Arrangements

Informal Flexible Work Arrangements encompass ad-hoc and immediate changes to working arrangements that are subject to week-to-week review based on operational and team needs.

Informal Flexible Work Arrangements may be initiated by the employee or the Executive Officer at any time, but must be agreed upon and documented (e.g. by email) before taking effect. A copy of any relevant email correspondence is to be copied to the individual's Personnel File.

### 5.5 Formal Flexible Work Arrangements

Formal Flexible Work Arrangements encompass changes to the working arrangements of an employee for a defined period of up to 12 months. At the end of the approval period, the employee must submit a new Flexible Work Arrangements Request in accordance with the Flexible Working Arrangements Policy.

Formal Flexible Work and Work from Home arrangements may be initiated by the employee by completing a **Flexible Work Arrangement Application** and submitting it to the Executive Officer for consideration.

## 5.6 Legal bases upon which a flexible work arrangement application might be based

Section 24 of the *NSW Local Government (State) Award 2023* addresses the basis upon which, in the context of Award provisions, flexible work arrangements might be sought.

A range of legislation might also apply to flexible work arrangements including, but not limited to, the *Disability Discrimination Act 1992* (Cth).

## 5.7 Work Health and Safety (WHS) Monitoring for Remote Work

To ensure RAMJO meets its duty of care obligations and that employees are working in a safe environment when working from home or an alternative location, the following processes will apply:

### 1. Initial Self-Assessment

- Prior to approval of a work from home arrangement, employees must complete a **WHS Self-Assessment Checklist** covering ergonomics, workstation setup, electrical safety, lighting, emergency access, and privacy/security considerations.
- The completed checklist will be reviewed by the Executive Officer (or delegate) and placed on the employee's personnel file.

### 2. Ongoing Compliance

- Employees are required to promptly notify the Executive Officer of any changes to their home working environment that may impact health, safety, or security.
- RAMJO may require periodic resubmission of the WHS Self-Assessment Checklist, at least annually, or sooner if there are significant changes to the arrangement.

### 3. Inspections and Verification

- WorkCover Inspectors retain the legal right to enter a home-based workplace without notice.
- RAMJO reserves the right, with reasonable notice and in consultation with the employee, to conduct a virtual or in-person inspection of the home workspace to verify WHS compliance.

### 4. Reporting Obligations

- Employees must report all workplace hazards, incidents, injuries, or near misses occurring at the home workplace through RAMJO's standard incident reporting process.

### 5. Continuous Improvement

- RAMJO will review WHS issues arising from flexible work arrangements annually to identify trends, implement improvements, and ensure compliance with legislative obligations.

## 6. REQUESTING A FLEXIBLE WORK ARRANGEMENT

Informal Flexible Work Arrangements may be requested by the employee at any time, in writing. These arrangements do not require a formal application process but do need to be documented.

Prior to commencing home-based work, the employee must lodge a written request for approval to work from home with the Executive Officer.

The request must include:

- a) a brief explanation about their request, that is, the reasons and benefits to both themselves and RAMJO
- b) the dates and duration/hours of work to be undertaken from home. If the request is for regular work from home, or for more than a few consecutive days, it must also address issues such as how they will communicate with the workplace and attend required meetings. Further, the amount of time spent working from home needs to be negotiated and agreed but cannot be a full time working from home arrangement
- c) an explanation as to how they will address home work environment issues including ensuring an appropriate work environment including (but not limited to WHS and privacy and security considerations) and a statement to the effect that they will not be a primary care provider to another person whilst they are performing RAMJO work from home

- d) a statement to the effect that they will not be engaged in activities that may lead to a real or perceived conflict of interest with RAMJO during the period of home-based work.

Employees should consider the Flexible Working Arrangements Policy, and the Flexible Work Principles set out in this Policy when requesting a Formal Flexible Work Arrangement.

Requesting a Flexible Work Arrangement does not guarantee that it will be approved. The request will be assessed as set out in *section 7* of the Policy and may be approved or declined based on reasonable business grounds, reasons of which will be shared with the employee.

## 7. ASSESSING AND RESPONDING TO REQUESTS

Flexible Work Arrangements will not be approved where doing so would result in negative operational or service outcomes, including insufficient employee numbers at the workplace, reduced service levels, increased cost to RAMJO, RAMJO communities or where the arrangement would place unreasonable demands on other employees or limit the availability of RAMJO fleet vehicles.

If multiple and / or conflicting requests for Flexible Work Arrangements are submitted within a work area and all requests cannot be accommodated, the Executive Officer will in the first instance consider requests from employees with a legal right to request flexibility.

The Executive Officer must ensure that they comply with legislative requirements and make reasonable efforts to consider and try to reach an agreement to support the needs of employees with a legal right to request flexible work. If presented with any such a request, the Executive Officer must discuss the decision the employee prior to a decision being made.

Before declining any request for a Flexible Work Arrangement, the Executive Officer will consider the following potential grounds for refusal:

- the requested arrangement would have a negative impact on the adopted budget.
- the requested arrangement would result in a significant loss of efficiency, productivity or team dynamic
- the requested arrangement would have a significant negative impact on customer service
- there is no capacity to change the working arrangements of other employees to accommodate the requested arrangement
- it would be impractical to change the working arrangements of other employees or recruit new employees to accommodate the request.

The Executive Officer must provide an employee with a written response to any Flexible Work Arrangements Application within 21 days of its submission, either approving or declining the request. Where an application is not approved, the response will include the reasons for this.

If an employee is not satisfied with a decision relating to a request for Flexible Work Arrangements they may discuss the matter with the Executive Officer.

### 7.1 Modifying or Terminating Flexible Work Arrangements

Informal Flexible Work Arrangements are subject to week-to-week review based on operational and team needs as determined by the Executive Officer.

Either RAMJO or the employee may modify or terminate a Formal Flexible Work Arrangement at any time by mutual agreement or by giving 28 days' notice.

## **8. RESPONSIBILITIES**

### **8.1 Employee Responsibilities:**

- Ensure that Flexible Work Requests align to the Flexible Working Arrangements Policy and Principles
- Be flexible and open to genuine negotiation about the types of flexible work arrangements available. There may be other alternatives to support the need for the flexibility request that may have less impact on RAMJO
- Work collaboratively and work with the Executive Officer to evaluate Flexible Work Arrangements, address any issues or respond to changing operational needs
- Continue to meet all expectations and requirements of their role
- Consider the impact that Flexible Work Arrangements may have to entitlements, such as annual leave, long service leave and superannuation and seek their own financial advice in relation to any financial impact the work flexibility may have
- Ensure the physical and data security of RAMJO information and assets at all times
- Report any workplace hazards, incidents, injuries or illnesses that occur, including when working.

### **8.2 Executive Officer Responsibilities:**

- Work collaboratively with employees to discuss and evaluate Flexible Work Arrangements options and work with the employee to address any issues as they arise
- Assess all applications for work flexibility arrangements with consideration to relevant legislation and the Flexible Work Policy, Flexible Work Principles, operational needs and other requests received within the same team, including if the employee has a RAMJO vehicle and the absence of this vehicle may impact operations
- Ensure that the achievement of business objectives drives approval of work flexibility arrangements
- Provide a response to employees who have submitted a Flexible Work Request within 21 days

Employee Details	
Name:	
Position:	
Employment Status:	<input type="checkbox"/> Full-time <input type="checkbox"/> Part-time                      FTE: _____ <input type="checkbox"/> Casual
Type of Arrangement Requested	(Please tick all that apply) <input type="checkbox"/> Flexible start/finish times <input type="checkbox"/> Compressed hours (e.g., 9-day fortnight - RDO) <input type="checkbox"/> Hybrid work (combination of home and RAMJO workplace) <input type="checkbox"/> Work from home (regular or ad-hoc) <input type="checkbox"/> Reduced hours (temporary or permanent) <input type="checkbox"/> Other (please specify): _____
Details of Request	
Proposed start date	
Proposed end date:	(if temporary):
Requested work location(s):	<input type="checkbox"/> RAMJO head office <input type="checkbox"/> RAMJO workplace (specify): <input type="checkbox"/> Home (specify address): <input type="checkbox"/> Other (specify):
Requested work pattern	<i>Please note days/times:</i>
Rationale for Request	<i>Please outline the reasons for your request, including any personal circumstances, benefits to you, and benefits to RAMJO (e.g., improved productivity, reduced travel, better work-life balance):</i>
Communication and Responsiveness	<i>Please describe how you will remain contactable and responsive during your agreed working hours (e.g., phone, email, Teams, calendar updates):</i>

*(Signature below confirms acceptance)*

### WHS and Home Office Arrangements (if working from home)

- I have completed the WHS Self-Assessment Checklist.
- I confirm that my home workspace is safe, ergonomic, and complies with WHS requirements.
- I acknowledge that I must promptly report any workplace hazards, incidents, or injuries to RAMJO.
- I acknowledge that WorkCover Inspectors may enter my home workspace without notice if required.

### Conflict of Interest

I confirm that I will not undertake activities that create a real or perceived conflict of interest while working under this arrangement.

I have read and understood the Flexible Working Arrangements Policy and confirm that the information provided above is accurate.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_

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### Executive Officer Use Only

Date Application Received: \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_

Assessment completed:  Yes

Outcome:  Approved  Declined

If declined, provide reasons:

Executive Officer Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_

Employee Name:	
Date Completed:	
Home Work Location:	
Please provide a yes or no answer, or additional commentary if required, to all options below.	
<b>Ergonomics &amp; Workstation Setup</b>	
Chair provides lumbar support	
Feet flat / footrest used	
Monitor at eye level	
External keyboard/mouse used	
Laptop raised on stand	
<b>Electrical Safety</b>	
Cables and power boards undamaged	
No daisy-chaining of power boards	
Smoke alarm functional	
<b>Lighting, Thermal Comfort &amp; Noise</b>	
Adequate lighting	
Glare controlled	
Comfortable temperature	
<b>Privacy &amp; Information Security</b>	
Screen locked when unattended	
Confidential documents secured	
Files saved only to approved systems	
<b>Emergency Access, Exit &amp; Safety</b>	
Clear, unobstructed access to all external exits - can be reached quickly without moving obstacles.	
Work area located where an emergency exit can be accessed without delay.	
<b>Wellbeing &amp; Work Organisation</b>	
Regular breaks taken	
Workload manageable	
Daily team contact maintained	
Employee Signature	
Executive Officer Signature	