



Version	Approved by	Approval date	Effective date	Next review
1.0	President and Vice-Chancellor	16 December 2021	16 December 2021	December 2024
Policy Statement				
Purpose	UNSW is committed to developing a high-performing workplace culture that supports the needs of a diverse workforce and enables staff to be able to integrate their work and other life responsibilities. The flexible work policy, and its underpinning principles, sets out the University’s position on flexible work for eligible staff at UNSW, and provides guidance to staff and managers when discussing flexible work arrangements.			
Scope	All fixed-term and continuing academic and professional staff at UNSW. This policy does not apply to staff who are approved or required to work overseas or interstate. This policy does not apply to casual staff of UNSW.			
Policy Provisions				

1. Introduction

The University values excellence in performance and is committed to providing staff with the opportunity to have a balanced and rich life where they are able to be their best selves both at home and at work. A range of flexible work options provide staff with this opportunity and allows UNSW to drive a flexible work culture across professional and academic staff, embracing the productivity and health benefits for everyone across the whole university.

UNSW starts from a position of supporting workplace flexibility, an approach which fosters equity, diversity, and inclusion in the way we work at UNSW. Equally, UNSW is committed to making its campuses a vibrant, sustainable, safe and engaging place where students and staff can study and do their best work.

The *Flexible Work Policy* operates in conjunction with the relevant provisions of [The University of New South Wales \(Academic Staff\) Enterprise Agreement 2018](#) and [The University of New South Wales \(Professional Staff\) Enterprise Agreement 2018](#).

Any arrangement must consider the legislative and industrial provisions relating to flexible work that apply to certain categories of staff as outlined in the National Employment Standards and as set out in the [Fair Work Act 2009](#).

2. Flexible Work Principles

Flexible work arrangements are open to all UNSW employees where it is operationally viable within their role for such an arrangement to be implemented. UNSW's Flexible Work Principles set out the standards that underpin UNSW's culture of flexibility and provide guidance to staff and managers in carrying out their respective roles and responsibilities, ensuring at all times performance expectations and stakeholder needs are met. The 10 Principles are:

1. **UNSW is committed to providing staff with the opportunity to balance their work and home lives** and recognises the many benefits of flexible work.
2. **UNSW trusts that all staff members will work in the best interests of the University**, its students, staff, and other stakeholders at all times.
3. **Communication is key** between a staff member and their manager when agreeing, evaluating and reviewing flexible work arrangements. Communication about agreed arrangements with team members, colleagues and students is also important.
4. **Flexible work arrangements reflect the needs of the University, the team, and the individual**, and will consider:
 - The staff member's role and responsibilities

- University requirements (including but not limited to efficiency, productivity, and service)
- Stakeholder needs (including students and internal clients)
- Team objectives (with all arrangements considering the impact on other team members)
- Individual circumstances

There are a range of flexible work options available that may be considered, and the most appropriate option/s will meet the needs of both the University and the individual. A flexible work request can be refused on reasonable business grounds.

5. **There is no one-size-fits-all approach** and not all types of flexibility will be available for every role and every individual. Flexible working options may also change, pause, or cease over time for many reasons, including operational ones. In these instances, alternative approaches may be discussed.
6. **Performance is defined by productivity and outcomes**, where performance expectations are clear and attention is paid to the quality and quantity of work that is delivered rather than on when, where, or how work is completed.
7. **Staff are transparent about when, where, and how they work**, and flexible work arrangements are reviewed regularly to ensure they are still operating in support of all the Flexible Work Principles.
8. **Staff and managers recognise and value the importance of in-person connection**, and acknowledge that attendance at campus is necessary for reasons including, but not limited to:
 - Team culture, connection and relationship building
 - Collaboration
 - Face-to-face student, colleague, and internal client interactions
 - Learning and development
 - Onboarding, training, and welcoming new team members
 - Maintaining a vibrant campus
9. **There is a shared responsibility to make flexible work arrangements a success** for all team members. This includes living the UNSW Values of Excellence, Collaboration, Innovation, Diversity and Inclusion, and Respect.
10. **UNSW and all staff are committed to safe work practices** whenever and wherever they may be working.

3. Types of Flexible Work

There are a range of flexible work options available for staff and managers as set out below. These options may be considered on their own, or multiple options may apply at the same time.

3.1. Flex Place – Location of work

Depending on the nature of their role, staff may choose to work from home or in an alternative work location outside the office that is both safe and productive. This may include full or partial days away from campus working from home or an alternative location (including other UNSW campuses). A hybrid model may combine the best aspects of remote work with the benefits of coming to campus for collaboration, team-building, and non-remote tasks.

3.2. Flex Schedule - Varying start and finish times

Staff may wish to have flexibility in their usual schedule of work. This may include, but not be limited to, varied start/finish times to manage commutes, caring responsibilities or engaging in activities to enhance wellbeing. Professional Staff should note that the span of hours for all positions is set out in Schedule 5 of the Enterprise Agreement for Professional Staff. Professional staff will need to ensure that they perform work within the relevant span of hours which applies to their position.

3.3. Flex Hours - Compressed work week or part-time work

A flexible work schedule provides the opportunity for staff to work in different ways for a specified period or on an ongoing basis. A compressed work week or fortnight may mean working longer hours across fewer days. Part-time arrangements may be considered for an agreed period or on a permanent basis.

3.4. Flex Role – Job and role sharing

Job and role sharing enables development opportunities, provides options for staff who wish to gain a broader mix of skills and experience in different areas, and enables those who may wish to reduce their hours. Job and role sharing opportunities may include:

- An arrangement where two part-time staff members with similar skills and experience share a role
- An arrangement where staff with complementary skills share a role based on individual or work needs, or as a development opportunity
- An arrangement where one staff member works across two functions or roles. This could include combining different roles, filling two part-time positions, or facilitating a temporary development opportunity.

3.5. Flex Leave - Purchased leave

Staff may apply to purchase additional leave during the year with a commensurate reduction in salary across the year. Staff may also access a range of leave options including long service leave at full or half pay where they are eligible.

4. Applying for Flexible Work and Legal Requirements

An eligible staff member may discuss with their manager a flexible work arrangement at any time. Each request will be reviewed and considered against the flexible work principles outlined above, and approvals cannot be unreasonably withheld. Appeals will be handled by the relevant HR Business Partner and escalated as required to the relevant Dean or Divisional leader for resolution if required. The Flexible Work toolkit outlines the process for different types of requests, as well as the appeals mechanism.

A flexible work arrangement that changes any of the following employment conditions will require the relevant manager and HR approval, and the change confirmed in an employment contract variation:

- The number of hours worked in a day and/or week
- Changes to the days worked across a week/fortnight
- Changes that impact salary, leave accruals or superannuation contributions

The *Fair Work Act 2009* also provides eligible staff with a right to make a request for a flexible work arrangement in certain circumstances. If a request cannot be accommodated, the manager will explain the business reason for that decision.

A staff member may also request to end a flexible work arrangement that is in place. This will need to be discussed and agreed with their manager before any changes are made to the work arrangement. Reasonable notice of up to 21 days will normally be required unless a shorter period is agreed.

Subject to any legislative obligations, if a manager decides that the flexible work arrangement needs to change or cease, the manager will discuss this with the staff member and provide reasonable notice so the staff member can make appropriate arrangements.

5. Work, Health and Safety

UNSW's policies and procedures including UNSW Work Health and Safety (WHS) policies, procedures, responsibilities, and duties continue to apply where staff have approval to perform their duties from a location other than their UNSW workplace. Staff and managers are responsible for ensuring their health and safety when working from home or a non-UNSW affiliated work location. If your non-UNSW workspace does not comply you must work from campus.

6. IT, Workspace and Equipment

Except where a staff member is entitled to a reasonable adjustment, costs associated with setting up a flexible, safe (compliant with the provisions of UNSW Work Health and Safety (WHS) policies and procedures), and productive workspace away from campus are the responsibility of the staff member. This may include a desk, office chair and internet connection. IT equipment including access to a laptop and software should be discussed between the manager, staff member and IT.

7. Support and Advice

A Flexible Work Toolkit is available for staff and managers and provides guidance, advice, and checklists for setting up a Flexible Work arrangement.

Staff should initially discuss any concerns regarding flexible work arrangements or requests for flexible work with their supervisor or manager as appropriate. If, following these steps, the matter remains unresolved, staff may contact their HR Business Partnering team member or the University's Complaint Officers for further guidance and support.

Accountabilities				
Responsible Officer		Chief HR Officer		
Contact Officer		Executive Officer, HR		
Supporting Information				
Legislative Compliance		<p>This Policy supports the University's compliance with the following legislation:</p> <p><i>Anti-Discrimination Act 1977 (NSW)</i></p> <p><i>Australian Human Rights Commission Act 1986 (Cth)</i></p> <p><i>Disability Discrimination Act 1992 (Cth)</i></p> <p><i>Discrimination Act 1991 (ACT)</i></p> <p><i>Fair Work Act 2009 (Cth)</i></p> <p><i>Workplace Gender Equality Act 2012 (Cth)</i></p> <p>Work Health and Safety Act 2011</p> <p>Work Health and Safety Act 2011 (NSW)</p> <p>WHS Regulation 2017</p>		
Supporting Documents		<p>The University of New South Wales (Academic Staff) Enterprise Agreement 2018</p> <p>The University of New South Wales (Professional Staff) Enterprise Agreement 2018</p> <p>Change of Hours Form (HR09)</p> <p>Flexible Work Toolkit</p> <p>HS114 Workstation Checklist</p> <p>Work Health and Safety - Workstations website</p> <p>Working Flexibly – Work Health Safety and Wellbeing Guide</p>		
Related Documents		<p>Code of Conduct (staff)</p> <p>Staff Complaints Procedure</p> <p>Health and Safety Policy</p> <p>Reasonable Adjustment Guidelines for Managers of Staff and Potential Staff with Disabilities</p> <p>HS307 Hazard and Incident Reporting Procedure</p> <p>HS337 Health and Safety Consultation and Issue Resolution Procedure</p> <p>HS329 Risk Management Procedure</p> <p>HS432 Hazardous Manual Tasks Procedure</p>		
Superseded Documents		<p>Working from Home Agreement 2005</p> <p>Flexible Work Guidelines, v1.0, 2019</p>		
File Number		2021/045263		
Revision History				
Version	Approved by	Approval date	Effective date	Sections modified
1.0	President and Vice-Chancellor	16 December 2021	16 December 2021	New policy