



HR People + Culture Policy and Guidelines

Current Version

Service Area	Disability, Aged, Community	Version	1.2
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Modification History

Version	Date	Author	Approved by	Description of change
1.0	5/2018	Natashia Telfer	Employsure	Broaden coverage across community
1.1	5/2023	Natashia Telfer	CEO	New policy (new system – Xero Me)

In conjunction with:

- Employment Contractual Obligations
- Daily Operations
- HR Recruitment + Onboarding
- HR Media Policy
- Brevity Onboarding: Scheduling Policy

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People + Culture Processes:

Employee Request for Documents and Supplies

POLICY STATEMENT

National is committed to providing quality, and responsive support and assistance to our employees and any document and/or supply requests.

SCOPE

This policy applies to all employees of National.

POLICY

National have a legal obligation to provide all employees with a letter of service upon request. Any requests beyond this, National are happy to fulfill within reason.

Employees are required to put all requests to management in written and allow reasonable timeframes to respond and action requests.

This can include but is not limited to the following:

Uniforms

Docket Books

Supplies: Gloves, masks, gowns

VISA Letters of Support

Letter of Service

Reference Reports

Post-Grad Applications

Reference Applications

Government Centrelink forms

Employee Responsibilities:

- Put in a written request within business hours and within reasonable time frames.
- Allow 3-5days for uniforms, dockets, supplies. Collection is from National HQ within business hours to ensure supply is in stock.
- Allow 7-days for all VISA and/or Support Letter Requests
- Employee to provide the pre-filled statutory declaration and/or Letter of Support to National with all appropriate information for verification, approval and signing.
In the event National need to adjust anything, you will be notified.
- Allow 7-days for all Government forms
- Allow 7-days for all reference related applications, reports and checks
- For all Grad Nursing References and Applications, National support our team in self-reflection and self-development and believe this is an important skill as a nurse. As such we promote all graduating nurses to complete the reference with an honest grading of their



experience and time at National. Upon submission to National for review, National will revise and make any necessary changes before signing and returning the reference.

- Please note, in some instances, particular forms and letters require verification from a Justice of the Peace. In this event, the management team are required to go off site to complete your request.
- National ask that employees are respectful of management working hours as we promote a healthy work life balance across all positions within National.
- All staff should be mindful and respectful of this process. Often such requests impact our management role daily operational duties within the business and disruptions to client services.

National Responsibilities:

- To fulfill employment requests in a timely manner.
- Utilise data captured within rosters and employee files to support document requests
- Prepare any uniform and supply requests for collection and notify employee when item(s) are ready for collection.
- In the event the item is out of stock, arrange orders and notify employee of situation and when new supply is available for collection.
- All finalised documents provided to employee should be scanned, saved and labelled appropriately on employee files in SharePoint. (See record keeping)



Flexible Work Arrangements: Non-Service Delivery

POLICY STATEMENT

National is committed to providing a safe and supported workspace for employees within identified National spaces, and take into consideration employee circumstance when negotiating flexible work arrangements.

PURPOSE

To provide a supportive alternative for eligible employees to maintain and/or improve on work related outcomes with flexible work arrangements.

SCOPE

This policy applies to all employees of National, noting Employees are not entitled to make the request unless they have completed at least 12 months of continuous service with their employer immediately before making the request.

POLICY

As per the National Employment Standards (NES), all employees covered by the national workplace relations system regardless of any award, agreement or contract have the right to request flexible working arrangements.

An employer can only refuse such a request on 'reasonable business grounds'.

Download the fact sheet:

- [Request for flexible working arrangements](#)

Eligibility

Employees are not entitled to make the request unless they have completed at least 12 months of continuous service with their employer immediately before making the request.

An employee may request a change in their working arrangements from their employer if they require flexibility because they:

- are the parent, or have responsibility for the care, of a child who is of school age or younger
- are a carer (within the meaning of the Carer Recognition Act 2010)
- have a disability
- are 55 or older
- are experiencing violence from a member of their family, or
- provide 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.

In the event medical conditions require flexible arrangements, evidence and advice from health professional stipulating the requirements and/or limitations is required upon request to assist with consideration.



If an employee is the parent of a child or has responsibility for the care of a child and is returning to work after taking parental or adoption leave, the employee may request to return to work on a part-time basis to help them care for the child.

Examples of changes in working arrangements may include:

- changes in hours of work (for example, reduction in hours worked, changes to start/finish times),
- changes in patterns of work (for example, working 'split-shifts' or job-sharing arrangements)
- changes in location of work (for example, working from home or another location).

Casual employees are entitled to make a request if:

- they have been employed by the employer on a regular and systematic basis for a sequence of periods of employment of at least 12 months immediately before making the request
- there is a reasonable expectation of continuing employment by the employer on a regular and systematic basis.

Approval Criteria as per NES:

The request must be made in writing and set out details of the change sought and reasons for the change.

Employers must give employees a written response to the request within 21 days, stating whether they grant or refuse the request. Employers may refuse the request only on reasonable business grounds. If the employer refuses the request, the written response must include the reasons for the refusal. For example: additional costs incurred on employer to facilitate request.

Reasonable Grounds for refusal

Reasonable business grounds for refusing a request for flexible working arrangements include but are not limited to:

- the role the worker has been employed as is identified as an essential forward-facing role meaning the employee is required onsite to fulfill onsite duties.
- the new working arrangements requested by the employee would be too costly for the employer
- there is no capacity to change the working arrangements of other employees to accommodate the new working arrangements requested by the employee
- it would be impractical to change the working arrangements of other employees, or recruit new employees, to accommodate the new working arrangements requested by the employee
- the new working arrangements requested by the employee would be likely to result in significant loss of efficiency or productivity
- the new working arrangements requested by the employee would be likely to have a significant negative impact on customer service.

COVID Allowances

During the height of ACT COVID lockdown, forward facing roles were still deemed essential, as such supporting letters can be provided to workers and safe practices implemented in both service



delivery roles and office management team. This includes access to PPE, adequate working space to maintain 1.5 metres in social distancing at all times. Office meeting rooms with a maximum of 3 people during such restrictions. Hand sanitation and disinfectant wipes made available at every workstation and shared spaces.

Negotiation

The NES do not require the employer to choose between granting an employee's request in full or refusing the request. Rather, employers and employees are encouraged to discuss their working arrangements and, where possible, reach an agreement that balances both their needs.

Dispute of decision

Employers must either approve or refuse an employee's request in writing within 21 days. If the request is refused, the employer must also include reasons for the refusal. It is a contravention of the Fair Work Act 2009 if an employer does not respond according to these requirements. There is no requirement for an employer to agree to a request for flexible working arrangements. However, the Fair Work Act 2009 empowers the Fair Work Commission or some other person to deal with a dispute about whether an employer had reasonable business grounds for refusing a request. This generally only happens if the parties to the dispute have agreed in an employment contract, enterprise agreement or other written agreement for that to occur.

In addition, the Fair Work Act 2009 allows State and Territory laws to continue to apply to employees where they provide more beneficial entitlements than the NES in relation to flexible work arrangements. In Victoria, for example, provisions of the Equal Opportunity Act 1995 prohibit an unreasonable refusal to accommodate an employee's responsibilities as a parent or carer. An employee may also have remedies under relevant discrimination legislation, including the discrimination provisions under the Fair Work Act 2009, if an employee considers they have been discriminated against by the employer's handling or refusal of their request.

For more information on unlawful workplace discrimination, please see [Workplace discrimination fact sheet](#).