



1. Objective

The objective of this Policy is to advise employees of the procedure to be followed to request flexible working arrangements and explains the process for determining whether or not Stewart & Heaton Clothing Company Pty Ltd (**Stewart & Heaton**) will grant such requests.

2. Application

This Policy applies to:

- All permanent employees who have completed at least 12 months' continuous service with the organisation; and
- All casual employees who have been employed by the organisation on a regular and systematic basis for more than 12 months and who have a reasonable expectation of continuing employment.

3. Definitions

NES refers to the National Employment Standards as defined in the *Fair Work Act 2009* (Cth).

Carer, within the meaning of the *Carer Recognition Act 2010* (Cth) (**CR Act**), is an individual who provides personal care, support and assistance to another individual who needs it because that other individual:

- Has a disability;
- Has a medical condition (including a terminal or chronic illness);
- Has a mental illness; or
- Is frail and aged.

An individual is not a carer where the care, support and assistance provided is:

- Under a contract of service or a contract for the provision of services;
- In the course of doing voluntary work for a charitable or community organisation;
- As part of the requirements of a course of education or training.

An individual is not a carer merely because he or she is the guardian, spouse, de facto partner, parent, child or other relative of an individual; or lives with an individual who requires care.

4. Eligibility to request a flexible working arrangement

An employee may make a request for a flexible working arrangement if the employee:

- Is the parent, or has responsibility for the care, of a child who is of school age or younger;
- Is a carer (within the meaning of the CR Act);
- Has a disability;
- Is 55 years of age or older;
- Is experiencing violence from a member of his or her family;
- Provides care or support to a member of his or her immediate family, or a member of the employee's household, who requires care or support because the member is experiencing violence from the member's family.

5. Procedure for making a request



A request for flexible working arrangements must:

- Be made to the employee's manager;
- Be in writing;
- Set out details of the change sought; and
- Provide details of the reasons for the change.

6. Responding to a request

6.1. Written response

Stewart & Heaton will provide a written response to the request within 21 days. The response will state whether the request has been granted. If the request is not granted, the written response will include details of reasonable business reasons for the refusal.

6.2. Reasonable business reasons for refusal

Stewart & Heaton can refuse a request for a change in working arrangements on reasonable business grounds.

Reasonable business grounds can include (but are not limited to):

- The new working arrangements requested by the employee would be too costly for the business;
- There is no capacity to change the working arrangements of other employees to accommodate the working arrangements requested;
- It would be impractical to change the working arrangements of other employees, or recruit new employees, to accommodate the new working arrangements requested;
- The new working arrangements requested by the employee would be likely to result in significant loss in efficiency or productivity; and
- The new working arrangements requested by the employee would be likely to have a significant negative impact on customer service.

6.3. Documenting any agreed arrangement

Any change to the working arrangement agreed to between Stewart & Heaton and employee will be documented in writing.

The written agreement should include:

- Details of the agreed change;
- Whether the change will be permanent or temporary;
- If temporary, the duration of the arrangement;
- The length of any trial period;
- Details of the review process (including review date); and
- What is to occur if the trial is unsuccessful i.e. does the employee revert to the previous arrangement.