

4 November 2022

9(2)(a)

Tēnā koe 9(2)(a)

**Official Information Act 1982 (OIA) – Response OIA2022092701**

Thank you for your request under the Official Information Act 1982 (the Act) which was received by Capital, Coast and Hutt Valley District (CCHV) on 6 October 2022.

Specifically, you have requested the following information:

*I request to know*

- 1. Is there a flexible working and work from home policy applicable to non-clinical staffs of Te Whatu Ora Capital, Coast and Hutt Valley*
- 2. If there a policy exist I wish to obtain a copy of same.*
- 3. I wish to know are employees eligible by default and what can be grounds to decline flexible working.*

District Health Boards were disestablished as legal entities on 1 July 2022 and Te Whatu Ora – Health New Zealand was established as a legal entity under the Pae Ora (Healthy Futures) Act 2022. Capital & Coast and Hutt Valley District Health Boards are now one district known as Capital, Coast and Hutt Valley District. Both locations share information, staff, many services and a single Interim District Director.

Our response to your request is outlined below.

**Response: Capital, Coast and Hutt Valley District**

- 1. Is there a flexible working and work from home policy applicable to non-clinical staffs of Te Whatu Ora Capital, Coast and Hutt Valley*

The Capital, Coast and Hutt Valley District support flexible working arrangements and has developed a Guide to Flexible Working for People Leaders to support flexible working arrangements in the workplace. A copy of this guidance is attached to this response.

The District has drafted a Flexible Working policy to support the reasonable accommodation of flexible working arrangements to meet the needs of all employees, including those with disabilities, religious or ethical beliefs, and/or family commitments.

The District is waiting for further guidance from Te Whatu Ora about the development of a national policy before releasing the draft policy for consultation with union partners and District employees.

2. *If there a policy exist I wish to obtain a copy of same.*

A copy of the District's Guide to Flexible for People Leaders, Flexible Working Request Form and Working from Home checklist are attached to this response.

3. *I wish to know are employees eligible by default and what can be grounds to decline flexible working.*

Part 6AA of the Employment Relations Act 2000 provides employees with the statutory right to make, or to have made on their behalf, a request for a variation of their working arrangements.

The decision to grant flexible working arrangements takes into consideration the need of the individual, the team as a whole and the organisation at large.

The District may only refuse requests for flexible working arrangements made under Part 6AA of the Employment Relations Act 2000 on certain grounds set out in Section 69AAF of the Employment Relations Act 2000.

The grounds for an employer to refuse a flexible working request include the following:

- Inability to reorganise work among existing staff
- Inability to recruit additional staff
- Detrimental impact on quality
- Detrimental impact on performance
- Insufficiency of work during the periods the employee proposes to work:
- Planned structural changes
- Burden of additional costs, and
- Detrimental effect on ability to meet customer demand

I trust this information fulfils your request. You have the right, under section 28 of the OIA, to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or you can free phone 0800 802 602.

Nāku ite noa, nā



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Interim District Director

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# 2DHB Flexible working

People Leaders Guide



Released under the  
Official Information Act 1982

*2DHB Flexible Working - People Leaders Guide – FINAL April 2022*

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## INTRODUCTION

This guide outlines the approach of Hutt Valley DHB and Capital Coast DHB (the DHBs) to flexible working and provides support to people leaders in the DHB to enable them to get the best out of flexible working.

In line with Te Kawa Mataaho | The Public Service's approach to flexible working, the DHBs are committed to a flexible-by-default or 'if not, why not' approach. This means flexible working arrangements should, where practical, be explored for all roles unless there are reasons why the role cannot be flexible.

As outlined in Part 6AA of the Employment Relations Amendment Act 2007 we also recognise the rights of employees to request flexible working arrangements from the first day of employment. As an employer we have a 'duty to consider' any requests made under this right.

The desired outcome for the DHBs as responsible employers is that flexible working is equitably accessed by employees and supports delivery of health services to our community.



## GUIDING PRINCIPLES



Manaakitanga  
Kotahitanga  
Rangatiratanga

### Whakatapoko | Accessibility

#### If not, why not

All roles are treated as flexible unless there is a genuine business reason for a role not to be. Flexibility is equally available to women, men and gender-diverse employees, irrespective of the reason for wanting it. Working flexibly does not undermine career progression or pay.

#### Actively championed by leaders

Leaders support, champion and role model flexible working for their teams and themselves.

#### Works for the role

Every role should be suitable for some form of flexibility, but not every type of flexibility will work for every role. Genuine business reasons may mean that some types of flexibility cannot be implemented for some roles.

### Flexible by default

*Flexibility is strategic in mindsets, systems and culture. Flexible working is normalised and equitably accessible.*

#### Requires give and take

Flexibility requires give and take between the employee, manager and team. It also places collective obligations on employees, managers and teams to be open and adaptable so that it works for everyone.

#### Works holistically

Flexible working should not be viewed as something which is just agreed between an employee and manager. This means the impact of flexible working arrangements should be considered on teams, services, patients and the DHB as a whole.

#### Mutually beneficial

Consideration should be given to how flexible working can maintain or enhance service delivery and the performance of services, teams and employees. It should not result in increased workloads for employees working flexibly, or for other team members who are not.

### Mana taurite | Equity

Mahi rangatira  
Being our best

Mahi tahi  
In partnership

Te atawhai tonu  
Always caring

Mahi pai  
Can do

HUTT VALLEY DHB

Capital & Coast  
District Health Board  
Ōpoko ki te Uru Hauora

## BENEFITS OF FLEXIBLE WORKING

Flexible working options foster an inclusive and diverse workplace where people can do their best work. Staff engagement tends to be higher for those who are enabled to explore flexible working options. Flexible working also:

- provides greater work-life balance and supports wellbeing
- increases diversity as it ensures our workforce is reflective of the communities we service
- creates options for different working styles, including for disabled people, as it enables people to work with hours and environments that are best suited to their abilities
- increases employee productivity and engagement, and in turn may lower rates of absenteeism
- supports business continuity, for example, during or after a pandemic or other disaster
- can help with gender equity in the workforce because women are more likely to take on family caring work and need to work flexibly
- allows for different career models and greater service delivery models resulting in a more agile workplace and helps to attract and retain staff.

## DEFINITIONS AND EXAMPLES OF FLEXIBLE WORKING

An **informal flexible working arrangement** refers to an ad hoc or infrequent arrangement, agreed between a manager and employee, to enable work flexibility. Informal arrangements are those that **do not require any change in the employee's terms and conditions of employment**. They must be agreed ahead of time, between the employee and their people leader.

A **formal flexible working arrangement** refers to an arrangement requested in writing by an employee (and subsequently agreed or refused) under these guidelines, **requiring a change to the terms and conditions** of the applicant's employment. A formal arrangement is a change that occurs with regularity (i.e. once a week or more).

Arrangement	Description	Formal/informal (as a guide)
Arrival/departure times	Change the time you start and finish work. i.e. 7:30am – 4:30pm rather than 8am – 5pm	Informal
Variable work schedule	Completing 40-hour work week with some hours outside of standard operating times. i.e. making up for a 2-hour break during the day, after hours	Informal (usually short term)
Appointment time	Time during the work day to attend appointments i.e. Doctor, dentist, accountant etc.	Informal
Flexibility in work location	Occasionally or regularly working from another location, or from home	Informal or Formal Depends on regularity
Teleworking	Working from home, maintaining regular contact with the organisation	Informal, or Formal Depends on regularity
Compressed work week	Standard hours; shortened week. i.e. 40 hours across 4 days rather than 5	Formal
Reduced hours	Working less than the standard 40 hours, on a regular basis i.e. 32-hour work week	Formal
Job Share	2x part time staff sharing the duties & responsibilities of a full-time position	Formal
Phased retirement	Agreed plan between employee and employer to gradually reduce hours of work prior to retirement	Formal
Time in Lieu	Banked time worked over an agreed threshold (i.e. 5pm or 45 hours), to be taken at a later date	Informal or Formal
Reasonable accommodations	Changes that are need to ensure equity is applied	Informal or Formal

## ESTABLISHING INFORMAL FLEXIBLE WORKING ARRANGEMENTS

Some flexible arrangements can be managed on an informal basis and agreed between employees and their people leader without going through a formal request and response process.

Informal arrangements:

- Are appropriate for flexibility that doesn't involve changes to pay or employment agreements
- May be established at the request of an individual employee or by a people leader proactively offering informal arrangements to everyone in their team
- May involve ad hoc arrangements which are agreed between people leaders and employees on an as-needs basis, such as variable start and finish times and/or working remotely on some days, or flexibility during school holidays
- May also involve regular arrangements such as specific start and finish times on particular days, or regular days an employee will work remotely
- Should involve give and take on the part of the employee, manager and team, to ensure team delivery is maintained.

Although these types of arrangements can be agreed verbally between people leaders and employees, we suggest that the request and agreement is recorded in an exchange of emails to provide certainty and clarity for both parties. This may be especially helpful if a leader leaves or any issues arise with the flexible arrangement that need to be worked through.

If a contractor reaches out about flexible working hours, follow the same principals

### High level process for establishing informal flexible working arrangements:

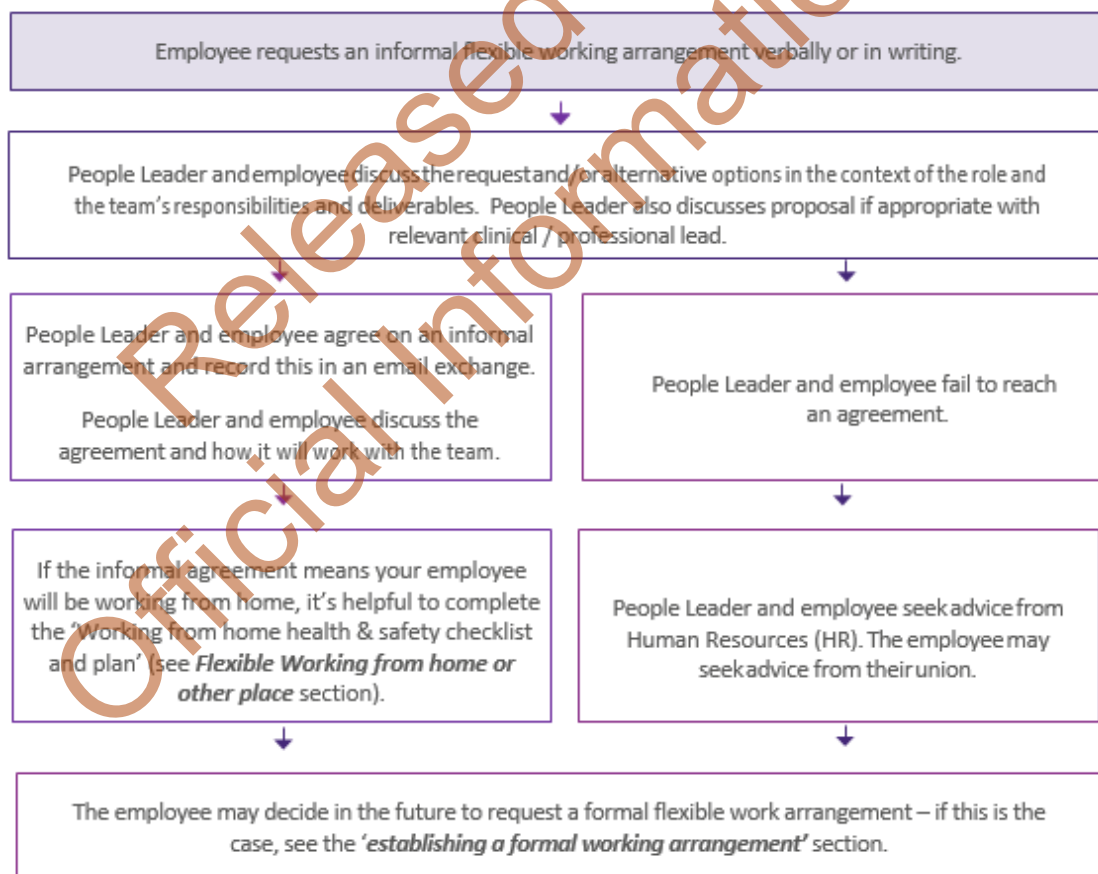


Figure 1 - flowpath of informal arrangement



## ESTABLISHING A FORMAL FLEXIBLE WORKING ARRANGEMENT

Where a flexible working arrangement involves changes to employment terms and conditions, such as working hours, patterns, location etc., the formal request and response process should be used as outlined below.

### High level formal flexible working request and response process\*\*:



*\*\*The formal flexible working request and response process outlined here is in line with Part 6A of the Employment Relations Act (ERA), but also incorporates the flexible-by-default principles outlined in this guidance, as well as approaches to enable effective flexible working discussions between managers and employees.*

Figure 2 - Flowpath of formal arrangement

## Considering a formal request for flexible working

People Leaders must consider requests for flexible working arrangements in a fair-minded way and in good faith. As you work through the process of considering and responding to the request, be guided by the principles of flexible by default as outlined on page 4.

We suggest you meet face to face with your employee to discuss the requested working arrangement in depth and consider how it could fit with the employee's role and the team's functions and deliverables.

**IMPORTANT:** if the working arrangement is a change to work pattern, change to hours or FTE, then you will need to complete the [Amendment to Terms & Conditions \(ATC\) form - HVDHB](#) or the [Existing Employee Advice Form \(EEAF\) - CCDHB](#).

### Key considerations:

**Fairness and consistency across employees:** flexible working should be fair for everyone – employees, team members, people leaders – and approached with openness and flexibility on all sides.

**Trust:** the relationship between manager and employee is of utmost importance and effective flexible work arrangements are based on mutual trust and commitment.

**Equity:** Are there any additional considerations or accommodations needed to ensure flexible working arrangements are sustainable, inclusive and not disadvantaging the employee?

### Some important questions to consider when making your decision:

- Is re-organising work necessary, and if so, how can it be managed?
- Is discussion and sign-off required with the clinical or professional lead to ensure business needs are appropriately taken into consideration?
- What are the current employment conditions of the employee? Does the proposed arrangement conflict with the employee's collective employment agreement / MECA? What is the impact on penal rates?
- If the employee works as part of a team, does the employee understand their commitment to the team under the new arrangement?
- Are there peaks and troughs of demand in the business that this new arrangement could meet?
- Are there health and safety implications (for example if the employee is working from home or if they are working alone late/early or out-of-core business hours).
- If the form of flexible working requested cannot be accommodated, which types could? Have these been fully explored with the employee?
- What is the likely impact on service delivery/ work outcomes? How can any issues be overcome?
- If you are considering flexible work arrangements for an entire team, what are the likely flow on effects of this to other service or parts of the organization? Who do you need to involve and engage before making this decision?
- What is the likely impact for this individual? What is the likely impact on colleagues, team dynamics?
- What is the likely impact on customers, clients and the DHB?

### If your employee is requesting a 'work from home or other place' flexible work arrangement:

Keep in mind:

- The need to balance service delivery with individual preferences for working arrangements.
- Although COVID-19 has made us think differently about how we work, flexible working is not a solution to avoiding vaccination. Our priority is to encourage our people to still

come on site and connect with each other, even if working flexibly.

- The balance between flexibility and continued 'team unity' – how can you ensure the team still come together on a regular basis to connect with each other? Can you agree on one day a week/fortnight/month where the team are all on site?
- Any new work arrangements working equally well for those on premise and those working remotely.
- Working from home doesn't suit everybody's working style – working from home is opt-in.

#### Communicate to and involve your team:

- Do you need a minimum number of people on premises each day?
- Will you roster people to be in the office / working from home?
- Are there some roles which can only be done on premise – is it possible for a portion of those roles to be done remotely e.g. planning, recordkeeping, reporting. Likewise, are there some roles which can be done completely from home?

#### Approving a request for a formal flexible working arrangement

- Once you've followed the high level process and considered your employee's request for flexible working arrangements (see section above), outline / record your decision using the '**Flexible Working Response**' form. **You must deal with a request no later than one month after you receive it. (Note: this is a statutory requirement).**
- **IMPORTANT:** If the flexible working arrangement is a change to work pattern, hours of work or FTE, you will also need to complete an [Amendment to Terms & Conditions \(ATC\) form – HVDHB](#) or an [Existing Employee Advice Form \(EEAF\) - CCDHB](#).
- Meet with the employee to formally run through the flexible working arrangement response form and issue any have them sign the form to acknowledge / accept the agreed arrangement.
- In conjunction with the employee work through any additional requirements i.e. if the flexible working arrangement is for home or other place of work, complete/issue the following:
  - Complete **Health & Safety Checklist and plan** and if applicable **technology/equipment register** (refer to the 'Working from home or other place' section on page 9 for more details).
  - Issue '**setting up your workstation**' and '**healthy working practices**' flyers.
  - Re-issue policies: **Code of Conduct, 3DHB Security Access Agreement Uses Terms & Conditions, and Privacy & Confidentiality agreement.**
- Once you have worked through all the necessary paperwork, provide the employee with the originals and send copies to Human Resources to be retained on the employee's file.
- Discuss the arrangement with your team. Although you are responsible for deciding on the request, it is useful to engage with the team as soon as possible as your team share responsibility for making flexible arrangements work and may have questions and concerns that are best worked through collaboratively.
- Diary three months and at the end of the trial period, use the **Flexible Working Arrangement Review** form to either confirm the ongoing arrangement or make changes (see below).

#### Reviewing a flexible working arrangement

After a flexible working arrangement has been approved, it needs to be reviewed after three months to ensure the arrangement is working or to make changes if required.

After the trial period, a formal flexible working arrangement should be reviewed on an annual basis using the **Flexible Working Arrangement Review** form to ensure the arrangement continues to work for all parties. Alternatively, if business needs change over time, or the current flexible working arrangement no longer works then the arrangement can be reviewed at any time and reverted back to the previous working arrangement (or an alternative flexible working arrangement), as long as both parties agree.

## Declining a request for a flexible working arrangement

In a flexible-by-default workplace, you are encouraged to explore all options that may work for you, your employee, team and the DHB before declining a request.

This includes:

- Talking to the employee who has made the flexible working request to ensure that all options and solutions have been explored.
- Discussing the proposal with the appropriate clinical/professional lead (if applicable) to ensure there are no alternatives that could be considered.
- Consulting with your manager to consider any options or solutions that may not be obvious or within your delegations.
- Talking to your HR advisor if you still think it will not be possible to accommodate the request, to consider any possible solutions.

You also may not be able to approve the requested flexible working arrangement, as flexible-by-default does not mean all types of flexible working are always available for all roles.

Under the Employment Relations Act 2000, section 69AAF employers can only refuse a request on one or more of the following 'Recognised Business Grounds':

- Cannot re-organise work amongst existing employees
- Cannot recruit additional employees
- Negative impact on quality
- Negative impact on performance
- Not enough work during the periods the employee proposes to work
- Planned structural changes
- Burden of additional costs
- Negative effect on ability to meet customer demand.

Employers must also refuse a request if the proposed new working arrangement conflicts with the provisions of an employee's collective employment agreement. If you are not sure if the requested arrangement does, seek advice from your HR Advisor.

The DHB is required to notify the employee in writing of their decision, and if the request is refused, to give reasons for the refusal (the **Flexible Working Response form** fulfills our obligations in this regard).

When you meet with the employee to formally advise them of the decision, use the **Flexible Working Response form** as a basis for conversation. Employees will always be disappointed if their request is declined but they are more likely to accept that their request has been considered seriously if the reasons for the decision are clear. Your explanation should include all the key facts and clearly identify why the 'Recognised Business Ground' applies.

Most requests will conclude when you give your decision, but there will always be some instances where an employee feels their request has not been dealt with to their satisfaction. In this instance, always talk to your HR Advisor who can provide you with information and guidance in relation to the options available.

## FLEXIBLE WORKING FROM HOME OR REMOTELY

Where a flexible working arrangement means your employee will be working remotely, as a responsible employer we have additional requirements and obligations that need to be met.

### Suggested set up arrangements for employees

#### IMPORTANT POINTS:

- **All arrangements are negotiable depending on service requirements, employee needs, and accessibility or equity issues.**
- **No additional funding available for hardware or allowances; must come from service budgets over time as funding is available.**

	Ad hoc working from home mutually agreed and informal	1-2 days working from home a week	3-4 days working from home	Permanently working from home – 5 days a week
DHB office arrangements	Dedicated workspace.	Dedicated workspace, made available for hot-desking/sharing on days not in the office.	Unlikely to have dedicated workspace. Hotdesk if required.	No dedicated workspace in the office. Hotdesk if required.
Computer/Laptop	If employee is assigned a laptop, may take home, otherwise own equipment required.		DHB to consider assigning a laptop which must be transported to the office as required, or employee to provide own computer.	Laptop provided for home use if possible, or employee to provide own computer.
Remote access	Citrix using multi-factor authentication (MFA) to be used to remotely access work.			
Other IT equipment e.g. screens	Home-based equipment own responsibility.		DHB may consider providing additional equipment, to be returned at end of employment.	
Home office set up e.g. desk, chair	Employee's personal responsibility.			
Telephony	Arrangement to be made on case by case basis depending on whether role requires phone accessibility other than that available through Zoom.			
Health & Safety	Completion of <b>Working from home health &amp; safety checklist + plan</b> every 12 months.		Complete <b>Working from home health &amp; safety checklist + plan</b> and provide photo of set up every 6 months. DHB may require physical assessment by Occupational Health.	
Documented agreement and review period	Ad-hoc arrangement only requires a letter of understanding.	Complete <b>Flexible working review form</b> , after initial three month trial period and then review annually thereafter.		
Technology / equipment taken offsite	Any technology or equipment taken offsite for the purposes of working from home needs to be recorded and acknowledged by completing a <b>Working from home – technology / equipment taken offsite</b> form.			
Expenses	Hutt Valley and Capital & Coast DHBs will not pay for costs such as heating, lighting, electricity, gas, water, rent or wear and tear if an employee is working from home.			

### Making working remotely arrangement for new employees

If you make an offer to a new employee that includes working from home arrangements, the employment agreement and working from home arrangement are separated and a new employment agreement does not need to be offered if the working from home arrangement changes.



## Making health, safety and wellbeing a priority

When there is an agreement to work from home, the employee's home is considered a workplace, and the DHB therefore has a responsibility under the Health & Safety at Work Act 2015 to eliminate or minimize any health and safety risks, so far as reasonably practical.

In conjunction with the employee, complete the **Working from home health & safety checklist + plan** and **Working from home – technology / equipment taken offsite** forms which will record how the employee will work. Make sure you cover off all the [Working from home talking points outlined in Appendix 1](#) and consider the **tips for making it work** outlined below.

All DHB policies and guidelines need to be adhered to, no matter the location of work. It's a good idea to re-issue these so the employee is clear around their responsibilities with the arrangement:

- Code of Conduct
- 3DHB Security Access Agreement Users Terms & Conditions
- Privacy & Confidentiality Agreement.
- Health and Safety Policy

## Tips for making it work

- Outline your expectations of the employee regarding work output and delivery timelines.
- Raise any concerns as soon as they become apparent, so together you can address issues quickly and as they arise.
- Maintain expectations that the employee dials into team meetings and other collective conversations.
- If the flexible working arrangement means the employee does need to be in the workplace periodically, set clear expectations around the frequency and duration of this e.g. employee is required to attend a monthly team meeting, or employee needs to come on site to complete a particular task.
- Ensure privacy is always front of mind, regardless of location of remote working.
- Let your employee know they need to be available to take calls. The employee should update their cellphone number in the Staff Directory. If the employee does not have a work cellphone, the team should know an alternate number they can be contacted on.
- Where possible respond quickly to, and be available for your employee's questions.
- If your employee is working extensively from home:
  - Set up a regular pattern of check-ins. Determine a time suitable for both parties. Every conversation should include some time around general wellbeing and what is going on. This helps maintain a sense of connection and some awareness of what might be going on in the employee's life.
  - Face-to-face interactions should still occur to ensure team unity and connection continues to be a priority. These should be agreed up front and planned in advance.
- As a team discuss some of the possible impacts of current working from home arrangements and plan together how you can support each other with these.
- Regularly review how the working from home option is going with your employee. Remember, this arrangement won't always work for everyone, and there are no issues with reverting to previous arrangements (if in agreeance by both parties).
- Check in regularly with your HR Advisor – they will be able to provide you with support to help you with this new style of leading teams.

## APPENDIX 1: WORKING FROM HOME & REMOTELY – Talking points

When there is an agreement to work from home, the employee's home is considered a workplace, and the DHB therefore has a responsibility under the Health & Safety at Work Act 2015 to eliminate or minimize any health and safety risks, so far as reasonably practical. Employees may not have the ideal equipment, systems, or set up straight away, so managers may need to support them to find short-term alternative solutions. Here are some of the things managers should consider when managing health and safety risks, and supporting their employees' wellbeing when working from home.

### WORKSTATION

Employees will need to make arrangements for a workspace in their home with a surface that they can comfortably sit at with forearms and feet both resting parallel to the floor. Devices can be propped up with items like books so the monitor is at eye level, and books or cushions can be useful as foot rests. Sit on a supportive chair with a back rest if possible.

### WELLBEING

Asking people about their wellbeing lets them know it is ok to talk about how they are feeling. Regularly check in with your employee about how they are, what support they need and work together to adjust workload, work responsibilities, and work times accordingly. Use the [wellbeing check in guide](#) to support you with these conversations. Role model good self-care yourself.

### PERSONAL PRIVACY + SECURITY

Your employees may be more at risk if people know they are working from home. Talk with them about not disclosing their location and keeping safe on social media. They should ensure they take reasonable steps to keep their homes secure. Talk with your employees and help them return to DHB premises if they have any domestic concerns or are unable to work from home. If this happens, discuss additional FV supports options.

### WORK ENVIRONMENT

Help employees to identify things around the home that could cause them harm e.g. electrical equipment, overloaded outlets, and cables. Consider potential slip/trip hazard, excessive noise, lighting, fire hazards, and other people in the work-space. The work environment should also be warm and dry.

### TEAM CONNECTION

Talk with your team about the importance of maintaining team unity if some or all are working from home. Set up regular zoom team meetings to keep the team connected, and set a schedule for face to face team meetings in the office (perhaps alternate these). Encourage the use of video conferencing for meetings and catch ups.

### INFORMATION PRIVACY + SECURITY

You should talk to your team about the how to follow privacy and security requirements for DHB information they are allowed to work with at home or remotely. They may need to adjust the work they do or take extra precautions to protect patient or business information, such as physically locking devices and information away if not in use or waiting to make a phone call or work on specific information if you can't ensure privacy in that moment.

### EMERGENCIES

Ensure you have a list of all employee's contact numbers, including their emergency contact. Help them to put in place a plan for managing emergencies in their house, considering what to do in a fire, medical emergency, earthquake, power outage etc. Discuss how incidents should be reported.

### WORK

Working from home is only appropriate if employees can manage the same tasks and workload at home that you expect of them in the office. Perhaps there are days of the week where they need to be on DHB premises to do their work - make a plan that works for your service, your employee and their team members.

### HEALTH & SAFETY INCIDENTS

Ensure that your team know to report any incidents or near misses in the home workplace on SQUARE in the same way they would for other workplace incidents.

### HOME / CARING RESPONSIBILITIES

There must be a clear agreement that working from home is not a replacement for having a caregiver for children or other dependents. Discuss with your employee how they will manage children at home after school or in the school holidays. Work together to make a plan for how to manage work around this. This may include altering hours worked, allowing for regular breaks, or altering workload.

### CREATING A ROUTINE

Encourage your team to structure their day like a normal work day. They should try to work their usual hours and take regular breaks, as well as allocate time for hydration/meal breaks, exercise, and talking with colleagues. Encourage them to "separate work from home" by working away from general living areas and switching off devices at the end of the work day.

### OTHER PEOPLE AT HOME

Talk to your team about other people who may be in the home. They may have to share a working space with flat mates or family members which could impact how they can work from home and what they can work on. Discuss this with each team member and put a plan in place on how to manage this situation. If working remotely, think of who else is around you that could impact the work you're able to do privately.

## APPENDIX 2 - WORKING REMOTELY – Set up, plan & HSW checklist

Employee name/ preferred name : \_\_\_\_\_

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

*Tick checkboxes below as you complete this form in conjunction with your employee*

**IMPORTANT – Are any reasonable accommodations needed to ensure mana taurite me whakatapoko | equity and accessibility? Apply this lens of thinking to all aspects of the below**

### WORK ENVIRONMENT

- ☐ Employee has assessed the workspace as follows:
  - ☐ A safe (physical & psychosocial), confidential place to work
  - ☐ Electrical sockets and plugs in good condition, not overloaded & has surge protection
  - ☐ Electrical leads in good condition and not causing trip hazard
  - ☐ Lighting suitable for requirements and no glare on screen
  - ☐ Noise levels allow to work without disturbance
- ☐ Employee has provided photos of home workspace, if applicable (attached)

### WELLBEING

- ☐ Discussed employee wellbeing and a plan for regular wellbeing check in's
- ☐ Discussed how isolation can affect our wellbeing, agreed steps to mitigate wellbeing risk and connect with others, specified in wellbeing plan
- ☐ Wellbeing plan completed

### WORKSTATION SET UP

- ☐ Employee has an appropriate desk
- ☐ Employee has an adjustable chair with back rest
- ☐ Employee has a computer with up to date security software
- ☐ Employee uses a second monitor
- ☐ Employee has any additional equipment needed to assist
- ☐ **Technology or equipment taken offsite form** completed if applicable
- ☐ Employee has high speed broadband connection and knows how to login remotely using Multi Factor Authentication (MFA)
- ☐ Employee has self-reported / documented any existing work-related discomfort or pain
- ☐ Issued **'Setting up your home workspace'** information to employee

### EMERGENCIES

- ☐ Emergency contact details available and up to date in employee file
- ☐ Emergency plan discussed, closest civil defense center is \_\_\_\_\_
- ☐ Employee has first aid kit in the home
- ☐ Employee has manager's and one other's contact number stored on mobile phone, can connected with social media groups
- ☐ Employee has enough emergency supplies for civil defense's location recommendation

### PERSONAL PRIVACY AND SECURITY

- ☐ Discussed personal safety, not disclosing work location to others, including social media
- ☐ Discussed security of home and impact this may have on others sharing the location

### CREATING A ROUTINE

- ☐ **ongoing assessment of work environment | aromatawai tikanga haumaru**
- ☐ Employee's preferred method of contact has been discussed and agreed as \_\_\_\_\_
- ☐ Employee contactable by phone on number \_\_\_\_\_
- ☐ Discussed safe computer use including micropauses, stretching and regular breaks
- ☐ Issued **'Healthy working practices'** information to employees
- ☐ Employee has set reminders each day to remind them to stretch, go outside or add physical movement around the remote working location.

### TEAM UNITY, CONNECTION AND COMMUNICATION

- ☐ Plan in place for regular team meetings to enable connection (both video conferencing and face to face on site)
- ☐ Employee's preferred method of contact has been discussed and agreed as \_\_\_\_\_
- ☐ Employee has a working remote kaimahi, to socialise and connect with

### WORK EXPECTATIONS

- ☐ Employee understands that 2DHB premises are the primary workplace and that travel between home and the 2DHBs is at their own cost and time
- ☐ Clear deliverables are set for the Employee to manage their working hours
- ☐ Expectations in relation to regular time on site, attendance of team meetings, communication methods and have been discussed, agreed and are outlined below:

#### Formal changes?

- ☐ **Amendment to Terms & Conditions form – HVDHB** or an **Existing Employee Advice Form - CCDHB** completed, and sent to your HR Advisor

### INFORMATION PRIVACY AND SECURITY

- ☐ Employee has workspace which provides for privacy of phone calls and information on screens
- ☐ Employee has password protection on computer
- ☐ Employee has provision for securing paperwork and documents
- ☐ Re-issued policies: **Code of Conduct, 3DHB Security Access Agreement Uses Terms & Conditions, and Privacy & Confidentiality agreement**

### HOME CARING RESPONSIBILITIES

- ☐ Employee has made arrangements for the care of children and other dependents
- ☐ Employee has explained childcare arrangements for after school and holidays

## Making a working remotely plan

What do you need to manage?	How will you manage it?		When and how you will make sure it's working
	Option One: preferred option	Option Two: next best option	
<b>EXAMPLE: Correct</b> Desk set up	Permanent home desk that is the correct height for continuous work	Working at dining room table, if safe to do so, until I can buy an office desk to go in spare bedroom	Weekly during scheduled phone call
<b>EXAMPLE: Zoom communication difficulties</b>	Watch Zoom tutorial on <a href="#">Connect me</a> or Ko Aatea	Call on mobile or other preferred method of contact	Check in each 1:1 meeting
<b>EXAMPLE: Electrical safety</b>	Buy a new surged protected multi plug	Minimise or unplug unused devices in the electrical sockets.	Employee to check, as and when needed.
<b>EXAMPLE: Interpreter needed</b>	<a href="#">Ezispark 24/7 call line</a> 0800 472 314 select either 'phone interpreter' or 'customer service'. 2DHB pin is 13900		At the end of each meeting, summarise what has been discussed and agreed to by both parties

People Leader signature \_\_\_\_\_

Employee signature \_\_\_\_\_

The People Leader should refer to their Occupational Health & Safety Advisor if they require assistance with any outstanding actions on the plan. **A signed copy of this checklist and plan should be sent to Human Resources for the employee's file.**

**Next review date:**

If employee is working from home on an ad-hoc basis or one to two days a week, employee to complete health & safety checklist / plan **every 12 months.**

Next review date: \_\_\_\_\_

If employee is working from home more than three days a week, health & safety checklist / plan is to be completed **every six months and photo of workstation set-up to be provided.**

Next review date: \_\_\_\_\_

# Flexible Working Request

## ABOUT THIS FORM

**Who should use this form?** Employees who wish to request a flexible working arrangement.

**What is this form for?** This form will provide your People Leader with the details they need to make a decision about a flexible working arrangement. Your People Leader will respond to you in writing within one month.

This form will take you approximately 20 mins to complete



## ABOUT YOU

Full name

Employee number

Position & department

## CURRENT WORKING ARRANGEMENT

My current working arrangement is:

Days of work

Hours of work

Current location

## REQUESTED WORKING ARRANGEMENT

The type of working arrangement I am requesting is:

☐

Permanent arrangement

Starting: (specify date)

☐

Temporary arrangement

Starting: (specify date)

Ending:

The working arrangement I would like to have is:  
[Please specify days of work / hours of work / start or finish times]

Location e.g. home	Days	Hours or start/finish times	Breaks

Additional arrangements not outlined above:

**\*\*Please complete the sections over the page**



My new working arrangement will affect my team and the service I provide in the following ways:

*Please provide details about any impacts for the DHB, your team, service, customer and patients, and any solutions that could mitigate the impacts.*

I believe my new working arrangement can work successfully in the following ways:

*Please detail the benefits of the flexible working arrangement for yourself, the DHB, your team, service and patients.*

## YOUR SIGNATURE

I would like to request a variation to my current working arrangement under Part 6AA of the Employment Relations Act 2000.

If I am requesting a working from home arrangement, and it is approved, I will also complete a **Working from home health and safety checklist and plan** with my manager.

I understand that any change in my working arrangement would be a change to my terms and conditions of employment, unless a temporary arrangement is agreed to. I also understand that any flexible working arrangement agreed to will be reviewed on an annual basis. If the change is permanent, Capital & Coast DHB / Hutt Valley DHB will be under no obligation to revert to my previous working arrangement unless otherwise agreed between the parties.

Signature

Date

# Flexible Working Response

## WHAT IS THIS FORM FOR?

**Who should use this form?** People Leaders who have received a request from an employee for flexible working arrangements.

**What is this form for?** Use this form to support your conversations with your employee and outline your decision in relation to the flexible working request.

This form will  
take you  
approximately 30  
mins to complete



## EMPLOYEE DETAILS

Full name

Employee number

Position & department

## FLEXIBLE WORKING REQUEST DECISION

I

Employer / Manager name and position

Have considered your flexible working request and wish to advise the following (please tick one):

☐  
☐  
☐

I can confirm that I have **approved** your request as outlined below in **section 1**.

I am **declining** your request at this time for the reasons outlined below in **section 2**.

I am **declining** your original request, however, I am able to offer an **alternative arrangement** as outlined below in **sections 2 and 3**.

Please complete the section(s) below that relate to the flexible working arrangement decision agreed upon above.

**Section 1: Flexible working request approved:** (detail arrangements including place(s), days and times of work)

Location e.g. home	Days	Hours or start/finish times	Breaks

Additional arrangements e.g. attendance at regular meetings onsite, regular check-in's, frequency of being onsite:

If **temporary** your new working arrangement will commence from:

Start date:

End date:

If **permanent** we will review the arrangement after a three month trial period on:

**IMPORTANT: The flexible working arrangement will then be reviewed on an annual basis using the Flexible Working Arrangement Review Form to ensure the arrangement continues to meet the needs of all parties.**

**\*\*Please complete the sections over the page**



Give the original to your employee. Email a scanned copy or send a copy in the internal mail to Human Resources.

Need help or have a question?  
Refer to the Flexible Working Leaders Guide  
Page 1 of 3



**Section 2: Flexible working request declined** as it cannot be accommodated under the following grounds specified in Section 69AAF (2) or (3) of the Employment Relations Act 2000 and its amendments:

<input type="checkbox"/>	Inability to reorganise work among current staff
<input type="checkbox"/>	Inability to recruit additional staff
<input type="checkbox"/>	Detrimental impact on quality
<input type="checkbox"/>	Detrimental impact on performance
<input type="checkbox"/>	Planned structural changes
<input type="checkbox"/>	Burden of additional costs
<input type="checkbox"/>	Detrimental impact on the ability to meet customer and patient demand
<input type="checkbox"/>	You are bound by a collective employment agreement and the request relates to working arrangements to which the collective applies. The working arrangement, if approved, would be inconsistent with the collective agreement.

The reasons which support this decision are:

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**Section 3: Alternative flexible working arrangement offered.** Although I have been unable to accommodate your original request, I am able to offer the following arrangement which we have discussed and you agreed would be suitable to you: *(detail arrangements including place(s), days and times of work)*

Location e.g. home	Days	Hours or start/finish times	Breaks
Additional arrangements e.g. attendance at regular meetings onsite, regular check-in's, frequency of being onsite:			

If **temporary** your new working arrangement will commence from:

Start date: \_\_\_\_\_ End date: \_\_\_\_\_

If **permanent** we will review the arrangement after a three month trial period on: \_\_\_\_\_

**IMPORTANT: The flexible working arrangement will then be reviewed on an annual basis using the Flexible Working Arrangement Review Form to ensure the arrangement continues to meet the needs of all parties.**

*\*\*Please complete the sections over the page*

## MANAGER'S SIGNATURE

I have considered your request for a variation to your current working arrangement under Part 6AA of the Employment Relations Act 2000 and the decision is outlined above.

	Name	Signature	Date
Manager	_____	_____	_____

### What do I do if I wish to appeal this decision?

You can appeal the decision only if Capital & Coast DHB / Hutt Valley DHB did not respond to your flexible working arrangement request within a one-month period or did not specify why the request was refused.

Should you wish to appeal a decision made by your Manager, please contact Employment New Zealand for assistance:

[www.employment.govt.nz](http://www.employment.govt.nz)

## EMPLOYEE'S SIGNATURE

I acknowledge the flexible working response as outlined above.

Employee Name \_\_\_\_\_

Employee Signature \_\_\_\_\_

### Note to employee:

If you have any questions on the information provided on this form, please contact me as soon as possible to discuss.

Please note that any change in your working arrangement will be a permanent change to your terms and conditions of employment unless a specified period of time is identified and agreed for which the new arrangement will last. If the change is permanent, you will have no right to revert to your previous working arrangement unless both parties agree. Any flexible working arrangement agreed to will be reviewed on an annual basis.

If working from home is part of this arrangement then you are responsible to ensure your home environment is set up appropriately to work safely and to comply with all DHB policies.

Released under the Official Information Act 1982

# Flexible Working Arrangement Review

## WHAT IS THIS FORM FOR?

**Who should use this form?** People Leaders who have employees who currently have flexible working arrangements in place which require review.

**What is this form for?** You should use this form to support conversations with your employee to review the flexible working arrangement to ensure it's working for all parties.

This form will  
take you  
approximately 30  
mins to complete



## EMPLOYEE DETAILS

Full name

Employee number

Position & department

Date of review

## DETAILS OF CURRENT FLEXIBLE WORKING ARRANGEMENT

(Detail current flexible working arrangement e.g. place(s), days and times of work)

Location e.g. home	Days	Hours or start/finish times	Breaks

Additional arrangements e.g. attendance at regular meetings onsite, regular check-in's, frequency of being onsite:

## REVIEW OF CURRENT FLEXIBLE WORKING ARRANGEMENT

(Discuss the following points and record any notes below)

☐

What is working well with the current arrangement?

☐

What if anything is not working well with the current arrangement?

☐

Has anything changed that may impact on the employee, team, service or DHB that needs to be considered?



## REVIEW DECISION

(Tick one box and insert the appropriate date to indicate the outcome of the flexible working arrangement review. Use the space below to record any additional information in need)

<input type="checkbox"/>	The flexible working arrangement will remain unchanged with the next review due _____
<input type="checkbox"/>	The flexible working arrangement will be changed as outlined below from _____
<input type="checkbox"/>	The flexible working arrangement will cease on _____

Location e.g. home	Days	Hours or start/finish times	Breaks
Additional arrangements e.g. attendance at regular meetings onsite, regular check-ins, frequency of being onsite:			

## MANAGER'S SIGNATURE

In conjunction with my employee I have reviewed the flexible working arrangement and decisions have been made as outlined above.

	Name _____	Signature _____	Date _____
Manager	_____	_____	_____
Employee Name	_____		
Employee Signature	_____		

### What do I do if I wish to appeal this decision?

You can appeal the decision only if Capital & Coast DHB / Hutt Valley DHB did not respond to your flexible working arrangement request within a one-month period or did not specify why the request was refused.

Should you wish to appeal a decision made by your Manager, please contact Employment New Zealand for assistance:

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### Note to employee:

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If working from home is part of this arrangement then you are responsible to ensure your home environment is set up appropriately to work safely and to comply with all DHB policies.

## WORKING REMOTELY – Set up, plan & HSW checklist

Before your employee starts working remotely, complete the following checklist with them to ensure health, safety and wellbeing, privacy and security are considered. The next page provides a space to capture any arrangements and together make a robust plan.

Employee name/ preferred name : \_\_\_\_\_ Date: \_\_\_\_\_

Tick checkboxes below as you complete this form in conjunction with your employee

**IMPORTANT** – Are any reasonable accommodations needed to ensure mana taurite me whakatapoko | equity and accessibility? Apply this lens of thinking to all aspects of the below

### WORK ENVIRONMENT

- ☐ Employee has assessed the workspace as follows:
  - ☐ A safe (physical & psychosocial), confidential place to work
  - ☐ Electrical sockets and plugs in good condition, not overloaded & has surge protection
  - ☐ Electrical leads in good condition and not causing trip hazard
  - ☐ Lighting suitable for requirements and no glare on screen
  - ☐ Noise levels allow to work without disturbance
- ☐ Employee has provided photos of home workspace, if applicable (attached)

### WELLBEING

- ☐ Discussed employee wellbeing and a plan for regular wellbeing check in's
- ☐ Discussed how isolation can affect our wellbeing, agreed steps to mitigate wellbeing risk and connect with others, specified in wellbeing plan
- ☐ Wellbeing plan completed

### WORKSTATION SET UP

- ☐ Employee has an appropriate desk
- ☐ Employee has an adjustable chair with back rest
- ☐ Employee has a computer with up to date security software
- ☐ Employee uses a second monitor
- ☐ Employee has any additional equipment needed to assist
- ☐ **Technology or equipment taken offsite form** completed if applicable
- ☐ Employee has high speed broadband connection and knows how to login remotely using Multi Factor Authentication (MFA)
- ☐ Employee has self-reported / documented any existing work-related discomfort or pain
- ☐ Issued **'Setting up your home workspace'** information to employee

### EMERGENCIES

- ☐ Emergency contact details available and up to date in employee file
- ☐ Emergency plan discussed, closest civil defense center is \_\_\_\_\_
- ☐ Employee has first aid kit in the home
- ☐ Employee has manager's and one other's contact number stored on mobile phone, can connected with social media groups
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### PERSONAL PRIVACY AND SECURITY

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Employee signature \_\_\_\_\_

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