

## Need help making an agreement for your workplace?

### Workplace advisory service

The Australian Government Department of Employment and Workplace Relations offers a free advisory service to help employers and employees better understand their agreement making options. A Workplace Adviser can visit you at your workplace or meet with you in our offices to discuss these issues in detail.

To contact an Adviser or to obtain more information on federal agreement making phone:

New South Wales	1300 363 264
Victoria	1300 650 838
Queensland	(07) 3223 1250
Western Australia	(08) 9464 4200
South Australia	(08) 8306 8700
Tasmania	(03) 6222 6303
Northern Territory	1300 363 264
Australian Capital Territory	1300 363 264

### The Office of the Employment Advocate

Detailed information on AWAs can be obtained from the Office of the Employment Advocate at

[www.oea.gov.au](http://www.oea.gov.au) or by phoning 1300 366 632.

## Other workplace relations information

The Australian Government Department of Employment and Workplace Relations provides telephone and internet services to help employers and employees with questions about their terms and conditions of employment.

WageLine is a telephone enquiry service that can provide general information on:

- federal pay rates and employment conditions;
- annual leave and public holidays;
- unfair dismissal and termination of employment; and
- information about other services.

WageLine can be contacted by phoning:

New South Wales	1300 363 264
Victoria	1300 363 264
Queensland	1300 369 945
Western Australia	1300 655 266
South Australia	1300 365 255
Tasmania	1300 363 264
Northern Territory	1300 363 264
Australian Capital Territory	1300 363 264

WageNet at [www.wagenet.gov.au](http://www.wagenet.gov.au) provides 24 hour access to:

- federal pay rates and employment conditions;
- public holiday information;
- fact sheets;
- information about other services; and
- useful workplace relations links.



Australian Government

Department of Employment and Workplace Relations

## Family Friendly Workplace Agreements



[www.oea.gov.au](http://www.oea.gov.au)

WageNet  
24 hour access  
[www.wagenet.gov.au](http://www.wagenet.gov.au)

Feb 2004

## Why have family friendly practices?

Australian employers are increasingly recognising the many benefits to be gained by providing family friendly and flexible working arrangements in their workplaces.

Working arrangements which assist employees to achieve a better balance in their work and family lives can result in:

- increased productivity;
- less absenteeism;
- better morale and commitment;
- increased staff retention;
- increased ability to attract and recruit good staff;
- less stress; and
- enhanced corporate image.



## Agreement making for family friendly work practices

The Workplace Relations Act 1996 encourages and assists the development of family friendly workplaces. One object of the Act supports employees and employers in effectively balancing work and family responsibilities through the development of mutually beneficial work practices.

Employers can choose to make one of two types of formal agreements in the federal system:

- a **Certified Agreement** is made collectively between an employer and a group of employees or their unions; or
- an **Australian Workplace Agreement (AWA)** is an agreement made between an employer and an individual employee.

## Possible family friendly work practices

- Flexible Working Hours is one of the most effective ways to assist employees to balance their work and family responsibilities - This may include flexible start and finish times, averaging of hours over a set period and/or time off in lieu of overtime.
- Regular Part-time Work allows employees to take care of family or other responsibilities, and is particularly useful for employees returning from parental leave.
- Flexible Leave Arrangements may include:
  - personal/carer's leave;
  - purchased annual leave (eg: granting an employee extra leave without pay in the year, but averaging their income over the whole year); and/or
  - more flexible use of annual leave including single day's leave.
- Paid Maternity Leave encourages women to return to the organisation thereby reducing turnover rates and costs of retraining.
- Job Sharing allows two or more people to share one job, with each working part-time on a regular, ongoing basis. Job sharing provides the benefit to the employer of having more than one employee trained for a position.
- Home Based Work or Teleworking is where an employee works away from the workplace on a part-time, full-time, temporary or permanent basis.

## Online Database

You can access a practical and easy to use database of family friendly clauses to provide you with ideas that can be included in your next Certified Agreement or in an AWA.

You can access the database at:

[www.wagenet.gov.au/FFAC](http://www.wagenet.gov.au/FFAC)

## National Work and Family Award winners say...

"For IBM, work/life balance is not just an issue for women with young children; nor is it solely a family issue. It is about considering the whole person - acknowledging the many roles each person plays at work and at home. It is about building trust and encouraging work practices that are sustainable and create an environment where every individual has an opportunity to achieve work/life harmony, regardless of salary or seniority." **Phillip Bullock, Chief Executive Officer, IBM Australia/New Zealand, 2002 Gold Award Winner.**

"Fuller Communications was founded on and maintains a strong commitment to the philosophy that work is an integral part of life and that the two need to be in balance. It believes that its directors and staff are individuals with lives, families and commitments that can be supported by valued, flexible, paid employment. The company practices flexibility and responsiveness and receives mutual ongoing loyalty, trust, honesty and openness, which results in a supportive, fun and productive workplace." **Kathryn Fuller, General Manager, Fuller Communications, 2002 Highly Commended Small Business.**

The Department's Work and Family website at [www.workplace.gov.au/WorkFamily](http://www.workplace.gov.au/WorkFamily) provides more information on work and family issues.