

## **Work-life balance quick reference guide for Queensland public sector managers**

The use of flexible working arrangements is a best practice approach for business. At present, Queensland Government agencies have varying written policies dealing with flexible working arrangements, but they are not always used to their full potential. The Queensland Government is committed to actively educating and providing practical tools to implement work-life balance policies and flexible working arrangements for individual organisations and their employees.

Consequently, the Work-Life Balance Strategy has been developed by the Department of Justice and Attorney-General's Office of Fair and Safe Work Queensland. This strategy aims to improve the implementation and uptake of work-life balance policies. The strategy offers:

- assistance to agencies to identify their specific barriers to the uptake and implementation of work-life balance policies and develop initiatives to address them
- information and practical tools for managers and employees to help them put work-life balance policies into practice.

One of the practical tools which has been developed is the Work-life balance Quick Reference Guide for Queensland public sector managers. The guide is designed to outline the work-life balance policies available to Queensland public sector employees. Please note that this guide is applicable only to employees engaged under the [Public Service Act 2008](#) and does not apply to entities identified as constitutional corporations.

This document is a guide only and must be read in conjunction with the applicable award, certified agreement, or directive. Departmental or agency specific policies may provide for more beneficial conditions than what is listed. If so, the superior conditions apply.

Different conditions may also apply to different employee groups, so please contact your local human resources branch if you require clarification or to confirm the available work-life balance policies for employees under your management.

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<b>Definitions</b>	
Act	An act of parliament is a statute (commonly called law) enacted as primary legislation.
Award	An award is a legally binding document approved by either the Australian Industrial Relations Commission or by a State Industrial Relations Commission (e.g. Queensland Industrial Relations Commission) which prescribes the minimum terms and conditions of employment for those employees covered by the application clause of the award.
Certified Agreement	A certified agreement is a written collective employment agreement that sets out the wages and working conditions for a particular group of employees. The group of employees may be the whole of a workforce or a specific group that is somehow separate and distinct. Certified agreements can cover a single workplace or be made to cover a group of associated employers.
Directive	Directives are rulings, issued by the Minister for Industrial Relations or Public Service Commission's Chief Executive, which can give entitlements to public sector employees in addition to those prescribed in Awards and Certified Agreements.
Immediate Family – <a href="#">Family Leave (Queensland Public Sector) Award - State 2004</a>	The term 'immediate family' in the context of the <a href="#">Family Leave (Queensland Public Sector) Award - State 2004</a> includes – <ul style="list-style-type: none"> <li>(a) a spouse (including a former spouse, a de facto spouse and a former de facto spouse) of the employee; and</li> <li>(b) a child (including an adult child, an adopted child, a foster child, a step-child or an ex-nuptial child), parent, grandparent, grandchild or sibling of the employee or spouse of the employee.</li> </ul>
Immediate Family – <a href="#">Bereavement Leave Directive 12/10</a>	The term 'immediate family' in the context of the <a href="#">Bereavement Leave Directive 12/10</a> includes – <ul style="list-style-type: none"> <li>(a) The employee's spouse; or a child, ex-nuptial child, step-child, adopted child, ex-foster child of the employee or employee's spouse; or parent, grandparent, grandchild, sister or brother of the employee and of the employee's spouse (such as the employee's mother-in-law, father-in-law, grandparent-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law).</li> </ul> <p>The list of family members provided for in this definition is not exhaustive. Agencies have the discretion to grant bereavement leave to employees on the death of family members that are not expressly provided for in this definition. Cultural and personal reasons may be taken into consideration when an agency makes a decision.</p>
Immediate Family – <i>Employee Assistance Service</i>	The term 'immediate family' in the context of the <i>Employee Assistance Service</i> includes – <ul style="list-style-type: none"> <li>(a) a spouse (including a de facto spouse), parent or child (including an adult child, an adopted child, a foster child, a step-child or an ex-nuptial child) of the employee; and</li> <li>(b) a family member of the employee (e.g. cousin or grandparent) living in the same dwelling as the employee in question.</li> </ul>
Industrial Instrument	The term 'industrial instrument' includes – <ul style="list-style-type: none"> <li>(a) an award or industrial agreement; and</li> <li>(b) a determination or rule of a commission, court, board, tribunal or other entity having authority under a law of the Commonwealth or this State to exercise powers of conciliation or arbitration for industrial matters or industrial disputes.</li> </ul>
Long Term Casual - <a href="#">Industrial Relations Act 1999 (Qld)</a>	A 'long term casual' employee is a casual employee engaged by a particular employer, on a regular and systematic basis, for several periods of employment during a period of at least 1 year immediately before the employee seeks to access family leave.

Primary Care Giver - <a href="#">Family Leave (Queensland Public Sector) Award - State 2004</a>	Under the provisions of the <a href="#">Family Leave (Queensland Public Sector) Award - State 2004</a> , the term 'primary care giver' means a person who assumes the principle role of providing care and attention to a child.
Short Term Casual - <a href="#">Industrial Relations Act 1999 (Qld)</a>	Means a casual employee, other than a long term casual employee.

<b>Accrued time</b> <a href="#">Schedule 5, Queensland Public Service Award - State 2003</a>	
<b>What is it?</b>	Time-based compensation for an employee for the time worked within the applicable spread of hours and in addition to the ordinary working hours.
<b>Who does it apply to?</b>	Full-time and part-time public service employees. This arrangement does not apply to: <ul style="list-style-type: none"> <li>• employees performing shift and continuous shift work;</li> <li>• casual employees; or</li> <li>• employees subject to the <a href="#">Field Staff Directive 10/07</a>.</li> </ul>
<b>How does it work?</b>	Employees progressively accrue the additional time worked within the applicable spread of hours and in addition to the ordinary working hours. Employees are able to take these hours off at a time convenient to both the employer and employee. Specific limitation can be determined by the Department's Chief Executive as to the quantity of accrued time able to be carried over to the next work cycle. The taking of accrued time by an employee will be by mutual agreement between the employer and the employee. Schedule 5 of the <a href="#">Queensland Public Service Award - State 2003</a> provides the entitlement for employees to access an accrued full day off during a work cycle. Some agencies may provide for more than this and agency specific policy should be consulted. Accrued time is not available to senior officers or senior executive service officers.
<b>What are the employee's obligations?</b>	An employee should provide the employer with reasonable notice of the intention to utilise accrued time and outline the duration of the absence.
<b>What are the employer's obligations?</b>	An employee should not unreasonably refuse an employee's request to utilise accrued time.

<b>Annual/recreation leave</b> <a href="#">Recreation Leave Directive (2/11)</a>	
<b>What is it?</b>	An accrued entitlement which enables employees to take leave for relaxation purposes.
<b>Who does it apply to?</b>	Permanent and temporary full-time and part-time employees. The provisions of the <a href="#">Recreation Leave Directive (2/11)</a> do not apply to casuals or teachers employed by the Department of Education and Training. Alternately, teachers are covered by other industrial instruments.
<b>How does it work?</b>	An employee receives a minimum of 4 weeks annual/recreation leave for each full year of service.

	<p>Shift workers are entitled to a minimum of 5 weeks annual/recreation leave for each full year of service.</p> <p>An employee, whose headquarters is based in the Northern and Western Region of Queensland as defined in the <a href="#">Recreation Leave Directive (02/11)</a>, is entitled to 5 weeks annual/recreation leave for each full year of service.</p> <p>Part-time employees receive a pro rata entitlement calculated as per the <a href="#">Recreation Leave Directive (02/11)</a>.</p> <p>Specific awards may grant longer periods of annual/recreation leave.</p> <p>Annual/recreation leave accrues over the year, and from year to year. It is exclusive of public holidays. Any public holidays that fall during a period of annual/recreation leave are in addition to annual/recreation leave (i.e. the public holiday is added on to the period of annual/recreation leave).</p> <p>In some awards and agreements, extra annual/recreation leave has been granted as compensation for work undertaken on public holidays (without penalty rates). In this case, the specified public holiday is not added on to the period of leave.</p> <p>The employer and employee may agree when leave is to be taken.</p> <p>If an employee is on higher duties, when accessing annual/recreation leave, the provisions of the <a href="#">Higher Duties Directive (04/11)</a> will apply.</p>
<b>Is annual leave payable on termination?</b>	All untaken annual leave is payable to the employee on termination of employment.
<b>What are the employee's obligations?</b>	<p>An employee must submit an application to access annual/recreation leave in writing or some other form determined by the department chief executive, outlining the duration of the absence.</p> <p>An employee is to give timely notice of the date from which they wish to take leave.</p>
<b>What are the employer's obligations?</b>	<p>An employer must respond to an employee's request to take leave in a timely manner indicating whether the leave applied for has been approved or not.</p> <p>An employer must not unreasonably refuse an application by an employee to take annual/recreational leave.</p> <p>If the employer and employee cannot agree on the timing of the leave, the employer may decide when leave is to be taken. In such cases, the employer must provide the employee with at least 14 days written notice of the starting date of leave.</p>

<h2>Bereavement leave</h2> <p><a href="#">Bereavement Leave Directive 12/10</a></p>	
<b>What is it?</b>	Leave to assist employees when there is a death in their immediate family or household.
<b>Who does it apply to?</b>	Permanent and temporary full-time and part-time employees and casuals.
<b>How does it work?</b>	<p><u>Employees other than casuals</u></p> <p>The employee is entitled to two days on full pay for each occasion where there is a death of a member of the employee's immediate family (as defined) or household.</p> <p>There is no limit to the number of times an employee can take bereavement leave each year.</p> <p>All employees are entitled to additional unpaid bereavement leave if they require extra reasonable time to travel to and from the funeral/ceremony.</p> <p>An employee can apply for other forms of paid leave (e.g. recreation leave) for bereavement purposes, if required.</p> <p>With the employer's agreement, an employee can take leave without pay or recreation leave on the death of a person who is not a member of their immediate family or household.</p>
<b>What are casual</b>	Casual employees are entitled to 2 days of unpaid bereavement leave for each

<b>employees entitled to?</b>	occasion where there is a death of a member of their immediate family (as defined) or household.
<b>Can an employer fail to re-engage a casual if they have accessed bereavement leave?</b>	An employer cannot fail to re-engage a casual because they have accessed bereavement leave.
<b>What are the employee's obligations?</b>	If requested by the employer, the employee must provide the employer with satisfactory proof of the bereavement. This may be in the form of a copy of the funeral notice or other evidence of the death.
<b>What are the employer's obligations?</b>	The employer can request that the employee provide the employer with satisfactory proof of the bereavement. This may be in the form of a copy of the funeral notice or other evidence of the death.

## Breastfeeding

### [Breastfeeding and Work Policy](#)

<b>What is it?</b>	The policy supports female employees to breastfeed and/or express breast milk while at work and contributes to improving safe and healthy work environments.
<b>Who does it apply to?</b>	All female employees.
<b>How does it work?</b>	<p>The Queensland Government acknowledges breastfeeding as optimal infant and young child nutrition and is committed to fostering a supportive work environment for employees who choose to breastfeed by:</p> <ul style="list-style-type: none"> <li>• providing suitable and reasonable workplace facilities for employees who choose to express breast milk or breastfeed their child;</li> <li>• providing lactation breaks during work hours;</li> <li>• supporting access to flexible work options;</li> <li>• ensuring employee awareness of breastfeeding policies and facilities; and</li> <li>• seeking to eliminate any unlawful direct and/or indirect discrimination on the grounds of breastfeeding.</li> </ul>
<b>What are the employee's obligations?</b>	<p>In relation to the workplace facility, employees engaged in their use should ensure that:</p> <ul style="list-style-type: none"> <li>• breastfeeding or expressing breast milk is only carried out in the designated workplace facility;</li> <li>• children are provided safe transportation to and from the workplace facility and that children are delivered directly to the workplace facility provided for the purpose of breastfeeding;</li> <li>• caregivers and children in their care are to leave the workplace at the completion of each breastfeeding break;</li> <li>• expressed breast milk is appropriately stored (e.g. labelled and dated before being placed in refrigerator);</li> <li>• the workplace facility is left clean and tidy; and</li> <li>• workplace health and safety and public liability policies and practices are complied with.</li> </ul> <p>Where possible, employees should notify their employer of their breastfeeding requirements during work hours prior to commencing work.</p> <p>Employees have an obligation to ensure that the timing of lactation breaks is to take into account reasonable business and organisational needs with a focus on minimising disruption to the workplace and service delivery.</p>
<b>What are the employer's obligations?</b>	<p>Workplace facilities should be provided, where practicable, for employees who choose to express breast milk or breastfeed their child during work hours.</p> <p>The minimum requirements for an appropriate workplace facility would include, where practicable:</p> <ul style="list-style-type: none"> <li>• a private, clean and hygienic space which is suitably signed and</li> </ul>

	<p>lockable;</p> <ul style="list-style-type: none"> <li>• appropriate seating and a table or bench to support breastfeeding equipment;</li> <li>• access to a refrigerator and a microwave; and</li> <li>• an appropriate receptacle for rubbish and nappy disposal.</li> </ul> <p>Lactation breaks are to be made available to employees to breastfeed or express breast milk during work hours.</p> <p>Where possible, lactation breaks are to be provided as time off without debit. For employees requiring more than one (1) hour for combined lactation breaks during a standard working day, flexible work or leave arrangements may be implemented to cover the time in excess of that hour.</p> <p>If, in emergent situations, there is a need to delay the taking of a lactation break, efforts should be made to ensure that the employee is able to take the break as soon as practicable in order to minimise any risks to the employee's health or milk supply or the child's health.</p> <p>All employees are to be provided with reasonable access to breastfeeding policies and facilities in their workplace.</p> <p>Pregnant employees applying for parental leave should be provided with information about combining breastfeeding and work.</p>
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<h2>Carer's leave</h2> <p>Permanent and temporary employees - <a href="#">Family Leave (Queensland Public Sector) Award - State 2004</a></p> <p>Casual employees – Section 39 A, B &amp; C of the <a href="#">Industrial Relations Act 1999 (Qld)</a></p>	
<b>What is it?</b>	Leave to give care and support to immediate family or household members during illness or unexpected emergencies.
<b>Who does it apply to?</b>	Permanent and temporary full-time, part-time employees and casuals.
<b>How does it work?</b>	<p><u>Employees other than casuals</u></p> <p>Employees can use their accumulated sick leave to provide care. Leave is on full pay and there is no set limit for full-time and part-time employees.</p> <p>If the employee has exhausted his/her sick leave other forms of leave can be taken with approval from the relevant person.</p>
<b>What are casual employees entitled to?</b>	<p>Long term casual (as defined) employees are entitled to ten days unpaid carer's leave each year.</p> <p>Short term casual (as defined) employees are entitled to leave work, or be unavailable to attend work for up to two days each time they need to provide care for immediate family or household members suffering an illness or in an emergency situation. This is unpaid leave. They can take longer periods of unpaid leave if the employer agrees.</p>
<b>Can an employee access carer's leave if someone else is taking leave to care for the same person?</b>	An employee cannot take carer's leave if someone else has already taken leave to give care to the person in question.
<b>What are the employee's obligations?</b>	<p>If requested by the employer, the employee must provide the employer with a doctor's certificate or a statutory declaration stating that the person being cared for is ill and needs care.</p> <p>The employee should also provide the employer with:</p> <ul style="list-style-type: none"> <li>• notice of their intention to take carer's leave;</li> <li>• the reason for taking leave;</li> <li>• the name of the person requiring care and their relationship to the employee;</li> <li>• the estimated period of absence; or</li> <li>• if the reason is an unexpected emergency, the nature of the emergency.</li> </ul>

	If practical, this information should be provided before leave is taken, otherwise, at the first possible opportunity.
<b>What are the employer's obligations?</b>	The employer can request that the employee provide a doctor's certificate or a statutory declaration stating that the person being cared for is ill and needs care.

## Compressed working hours

<b>What is it?</b>	<p>Allows employees to work additional hours so that they can accrue enough hours to have a day off.</p> <p>A day off can be accessed once a week (a four-day week arrangement), once a fortnight (a nine-day fortnight arrangement) or once a month (a nineteen-day month arrangement) as negotiated.</p>
<b>Who does it apply to?</b>	<p>Compressed working hours are only compatible with part-time or full-time employees. Casual work is paid by the hour so an accrued day off system can't be implemented.</p> <p>Eligibility depends on whether the relevant industrial instrument prohibits the introduction of compressed hours.</p>
<b>How does it work?</b>	<p>For example, an employee is required to work 36.25 hours a week and normally they do this by working 72.5 hours (i.e. 36.25 x 2 weeks) over 10 working days. If they want a nine-day fortnight arrangement, they must work all 72.5 hours in 9 days. Instead of working 7 hours and 15 minutes a day, they now have to work an extra 49 minutes each day (i.e. they now work 8 hours and 4 minutes a day). In return they get one day off every fortnight. While this example uses exact hours to be worked (i.e. 8 hours and 4 minutes a day) to accrue enough time for the 10<sup>th</sup> day to be taken off, flexible working hours can be used in accordance with individual agencies' hours of work arrangements. For example, an employee may wish, or be requested to work 9 hours on one day and 7 hours and 45 minutes on another.</p> <p>Irrespective of the compressed working hours arrangement in place, an employee who accesses sick leave or recreation leave during a compressed working period (e.g. weekly, fortnightly or monthly) is only entitled to be compensated for the normal hours of work for that day (e.g. 7 hours and 15 minutes) on those days. Given this, if leave is accessed during a compressed working arrangement and the employee is then unable to accrue enough time to cover the scheduled day off, the employee may be required to revert to the standard work hours for that period (e.g. weekly, fortnightly or monthly). For example, if an employee works a compressed working week (5 days in 4) they would need to work the following hours – 9 hours each on Monday, Tuesday and Wednesday and 9.25 hours on Thursday (a total of 36.25 hours). The employee would then have Friday off. However, if the employee was sick on Monday and Tuesday (both being recorded as 7.25 hours of sick leave), the maximum the employee could work on Wednesday and Thursday is 9.5 hours each, thus only accruing a total of 33.5 hours – not enough to take the Friday off. The employee would either have to forego the day off that week or seek approval to take it as recreation leave instead. Likewise, Public Holidays are also recorded as 7.25 hour days.</p> <p>Employers should check the relevant industrial instruments for any special requirements.</p> <p>Such arrangements may be implemented by employers and employees through negotiating a formal policy or agreement.</p>
<b>What are the employee's obligations?</b>	An employee must consult with the employer when seeking to establish a compressed working hours arrangement.
<b>What are the employer's obligations?</b>	<p>An employer should not unreasonably refuse a substantive full-time employee's request to work compressed hours.</p> <p>Employers are urged to consider the work, family and lifestyle responsibilities of their employees when considering such provisions.</p>

## Cultural leave

Section 40A, [Industrial Relations Act 1999 \(Qld\)](#)

<b>What is it?</b>	Unpaid leave to attend an Aboriginal or Torres Strait Island ceremony.
<b>Who does it apply to?</b>	All employees required by Aboriginal or Torres Strait Island custom or tradition to attend an Aboriginal or Torres Strait Island ceremony.
<b>How does it work?</b>	If the employer agrees the employee can take up to 5 days cultural leave each year
<b>What are the employee's obligations?</b>	Where practical, provide the employer with reasonable notice of their: <ul style="list-style-type: none"> <li>intention to take cultural leave;</li> <li>reason for taking leave; and</li> <li>expected absence.</li> </ul> If the above is impractical, the employee must provide at the first opportunity their: <ul style="list-style-type: none"> <li>reason for the absence; and</li> <li>expected period of absence.</li> </ul>
<b>What are the employer's obligations?</b>	An employer must not unreasonably refuse to grant leave. An employer must consider the: <ul style="list-style-type: none"> <li>employer's capacity to reorganise work arrangements to accommodate the employee's request;</li> <li>impact of the employee's absence on the delivery of customer service;</li> <li>particular circumstances of the employee; and</li> <li>impact of refusal on the employee including the employee's ability to balance work and family responsibilities.</li> </ul>

## Employee assistance program

<b>What is it?</b>	The employee assistance program (EAP) is a confidential, short-term counselling service to assist staff to resolve work related and/or personal problems that may impact on their work performance or quality of life. The service is provided free of charge to staff and their immediate family (as defined).
<b>Who does it apply to?</b>	The establishment of EAP is not provided for under the <a href="#">Industrial Relations Act 1999 (Qld)</a> . As such, employers and employees may negotiate an informal arrangement or a formal policy to introduce EAP support. Employers should contact their human resource department to find out what existing arrangements are currently available.
<b>How does it work?</b>	These services may be provided for a variety of personal or work related issues, including: <ul style="list-style-type: none"> <li>anxiety, depression, and general emotional problems;</li> <li>workplace conflict;</li> <li>coping with organisational change;</li> <li>career counselling;</li> <li>workplace stress and burnout;</li> <li>misuse of alcohol or drugs;</li> <li>grief and bereavement;</li> <li>interpersonal relationship issues; and</li> <li>marriage and family relationship difficulties.</li> </ul> EAP can assist with the development and implementation of effective staff

	<p>management strategies.</p> <p>The service is provided solely to assist in solving problems and cannot be used for disciplinary purposes. All discussions and written records are kept confidential. This information does not go on employees' personal files.</p>
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<h2>Exercise facilities</h2>	
What is it?	To provide employees with access to a range of exercise facilities.
Who does it apply to?	<p>Exercise facilities or activities are not provided for under the <a href="#">Industrial Relations Act 1999 (Qld)</a>. Consequently, employers and employees may negotiate an informal arrangement or a formal policy to introduce exercise facilities and activities.</p> <p>Employers should contact their human resource department to find out what arrangements may already be available.</p>
How does it work?	<p>Examples of exercise facilities or activities for employees which can be arranged by employers include:</p> <ul style="list-style-type: none"> <li>• group activities that take place during lunch time and before and after work, such as pilates, boot camp and yoga;</li> <li>• corporate gym memberships which would be cheaper than the usual gym memberships and might encourage employees to join the gym; or</li> <li>• participation in fun runs that have reduced entry fees when the workplace enters a team or high number of competitors.</li> </ul> <p><u>Insurance issues</u></p> <p>Workers' compensation insurance only applies to the actual worker. Organisations should have public liability in their workplace. The employer should ask their insurer whether accidents in an exercise facility are covered by their current policy.</p>

<h2>Family leave including maternity, spousal, adoption and surrogacy leave</h2> <p>Sections 16-38, <a href="#">Industrial Relations Act 1999 (Qld)</a>  <a href="#">Family Leave (Queensland Public Sector) Award - State 2004</a>  <a href="#">Paid Parental Leave Directive (26/10)</a></p>	
What is it?	A form of leave available when an employee or their spouse/partner gives birth, adopts a child or is the intended parent in a surrogacy arrangement.
Who does it apply to?	<p><u>Paid Maternity, Spousal, Adoption and Surrogacy Leave</u></p> <p>Public service officers, temporary employees, general employees and long term casuals who meet the qualifying service period (i.e. at least 12 months service in any one or more Queensland government departments or Queensland public service offices, where the service is unbroken but may include periods of paid and unpaid leave credited towards service).</p> <p>Long term casuals are casual employees engaged on a systematic and regular basis for 12 months.</p> <p><u>Unpaid Parental, Adoption and Surrogacy Leave</u></p> <p>Public service employees and long term casual employees.</p>
How does it work?	<p>Parental, Adoption and Surrogacy Leave is generally unpaid leave.</p> <p>An employee and their partner, if they both work within the Queensland Government, share a total of 52 weeks parental, adoption or surrogacy leave between them (i.e. parental, adoption, surrogacy leave taken by a partner reduces the leave available to the employee).</p> <p>An employee can apply for a combination of family leave that adds up to 52 weeks. Depending on the circumstance this may include:</p>

- Maternity Leave
  - 14 weeks paid leave for an eligible employee whose expected date of confinement has been confirmed in writing by a medical practitioner.
- Spousal Leave
  - 1 week paid leave for an eligible employee in connection with the birth of a child/children for whom that employee has accepted responsibility.
- Parental Leave
  - The remainder of 52 weeks which is granted to the person who will be the child's primary care giver.
- Adoption Leave
  - 14 weeks paid leave for an eligible employee at the time of placement or taking custody if he or she is the primary care giver; plus
  - The remainder of 52 weeks which is granted to the person who will be the child's primary care giver.
- Surrogacy Leave
  - 14 weeks paid leave for an eligible employee at the time of placement if he or she is the primary care giver; plus
  - The remainder of 52 weeks which is granted to the person who will be the child's primary care giver.

The period of leave can be extended up to a total of 104 weeks.

In addition to the paid maternity, spousal, adoption and surrogacy leave entitlements listed above, an eligible employee who:

- provides a medical certificate from a doctor stating that she is pregnant, will have access to paid pre-natal leave up to a total of either 36.25 or 38 hours per pregnancy to attend medical appointments prior to the birth of a child/children;
- provides a medical certificate from a doctor stating that their spouse is pregnant, will have access to paid pre-natal leave up to a total of either 7.25 or 7.6 hours per pregnancy to attend related medical appointments prior to the birth of a child/children;
- will be the primary care giver and who presents a letter from the Director-General of the relevant Queensland Government department administering adoptions, confirming the employee's status as a prospective adopter, will have access to paid leave up to a total of either 36.25 or 38 hours per adoption to attend related interviews prior to the adoption of a child/children.
- will be the secondary care giver at the time of placement and who presents a letter from the Director-General of the relevant Queensland Government department administering adoptions confirming that the employee is a prospective adopter, will have access to paid leave up to a total of either 7.25 or 7.6 hours (based on the average number of ordinary hours worked in a day) per adoption to attend related interviews prior to the adoption of a child/children.
- will be the primary care giver and who presents a statutory declaration that the employee is an intended parent under a surrogacy arrangement, will have access to paid leave up to a total of either 36.25 or 38 hours (based on the average number of ordinary hours worked in a week) per surrogacy to attend related interviews and court hearings prior to the surrogacy of a child/children.
- will be the secondary care giver at the time of placement and who presents a statutory declaration that the employee is an intended parent under a surrogacy arrangement, will have access to paid leave up to a total of either 7.25 or 7.6 hours (based on the average number of ordinary hours worked in a day) per surrogacy to attend related interviews and court hearings prior to the surrogacy of a child/children.

<p><b>Can an employee and their spouse/partner take long term parental or adoption leave at the same time?</b></p>	<p>An employee and their spouse/partner, who both work within the Queensland jurisdiction of Government, cannot take long term parental, adoption or surrogacy leave at the same time. Leave may only be taken at the same time during the 1 week period in which an eligible employee is on maternity, adoption or surrogacy leave and their spouse is potentially on spousal leave.</p>
<p><b>Can an employee extend <i>maternity, spousal, adoption or surrogacy</i> leave?</b></p>	<p>An employee may by agreement with the employer extend the amount of paid maternity, spousal, adoption and surrogacy leave by the employee taking the leave on half-pay.</p> <p>14 weeks paid maternity, adoption and surrogacy leave may be extended to 28 weeks at half-pay.</p> <p>1 week paid spousal leave may be extended to 2 weeks at half-pay.</p> <p>Pre-natal/pre-adoption/pre-surrogacy leave cannot be extended on half-pay.</p> <p>When applying to extend leave, the application should be by a written notice stating start and end dates for the proposed extension of leave.</p> <p>The employer would not be expected to agree to any change in leave payments once leave has commenced unless the employee offers a substantial reason for the change.</p>
<p><b>Can an employee extend <i>maternity, spousal, adoption or surrogacy</i> leave up to 52 weeks?</b></p>	<p>If an employee has applied for maternity, spousal, adoption or surrogacy leave that is less than the possible 52 weeks, they may apply to have that leave extended up to the full 52 weeks. When applying to extend leave within and up to the 52 week maximum:</p> <ul style="list-style-type: none"> <li>• the application should be by written notice; and</li> <li>• it must be at least 14 days before the parental or adoption leave starts;</li> </ul> <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <li>• if the leave has already started, at least 14 days before the current leave period ends.</li> </ul>
<p><b>Can an employee extend <i>maternity, spousal, adoption or surrogacy</i> leave up to 104 weeks?</b></p>	<p>Long term maternity, spousal, adoption and surrogacy leave can be extended up to 104 weeks in total.</p> <p>When applying to extend leave beyond 52 weeks and up to 104 weeks the application should be by written notice. The notice should state:</p> <ul style="list-style-type: none"> <li>• start and end dates for the proposed extension of leave;</li> <li>• the impact of refusal on the employee and their dependants; and</li> <li>• a declaration from the employee seeking an extension stating that they will continue to be the child's primary care giver.</li> </ul> <p>Applications must be made at least 4 weeks before the current term of leave ends.</p>
<p><b>Can the employer refuse an employee's application for family leave?</b></p>	<p>14 weeks paid maternity, adoption or surrogacy leave, 1 week spousal leave and the 52 weeks of maternity, spousal, adoption or surrogacy leave is an employee entitlement and cannot be refused, as long as the conditions set out above are met.</p> <p>An employer must not unreasonably refuse an application to extend leave up to 104 weeks (or maternity, spousal, adoption or surrogacy leave on half-pay) and must give proper consideration to an employee's application. The employer must give their written decision to the employee within 14 days. For an application to extend leave on half-pay, the written decision must be given as soon as possible, and before the original leave period begins.</p> <p>In deciding whether to approve the application, the employer must consider:</p> <ul style="list-style-type: none"> <li>• the employee's circumstances, particularly those relating to the role of the primary care giver;</li> <li>• the impact of refusal on the employee and their dependants; and</li> <li>• the effect an approval would have on the conduct of the employer's business (e.g. additional costs, reorganisation of work, replacement staff, loss of efficiency, impact on delivery of customer service).</li> </ul> <p>If the application is refused, the employer must provide the employee with written reasons for refusal.</p>
<p><b>Can an employee return to work from a</b></p>	<p>On returning to work from parental leave, employees may utilise part-time employment in accordance with the <a href="#">Family Leave (Queensland Public Sector)</a></p>

<p><b>period of parental leave on a part-time employment arrangement?</b></p>	<p><a href="#">Award - State 2004</a>, the <a href="#">Paid Parental Leave Directive (26/10)</a> and section 29D of the <a href="#">Industrial Relations Act 1999</a>.</p> <p>The <i>Industrial Relations Act 1999</i> states that:</p> <p>In deciding whether to agree to an application for an application to return to work on a part-time basis the employer must consider the following:</p> <ul style="list-style-type: none"> <li>• the particular circumstances of the employee that give rise to the application, particularly circumstances relating to the employee’s role as the child’s caregiver;</li> <li>• the impact refusal of the application might have on the employee and the employee’s dependants;</li> <li>• the effect that agreeing to the application would have on the conduct of the employer’s business, including, for example: <ul style="list-style-type: none"> <li>◦ any additional cost the employer would incur; and</li> <li>◦ the employer’s capacity to reorganise work arrangements; and</li> <li>◦ the availability of competent replacement staff; and</li> <li>◦ any loss of efficiency in the conduct of the employer’s business; and</li> <li>◦ the impact of the employee’s absence or temporary absence on the delivery of customer service.</li> </ul> </li> </ul> <p><b>The employer must not unreasonably refuse an application.</b></p> <p>Specifically, before an employee begins approved part-time work following a period of parental leave, the employee and the chief executive must agree on the following matters:</p> <ul style="list-style-type: none"> <li>• that the employee may work part-time;</li> <li>• the hours to be worked by the employee including the days on which the employee is to work and the commencing times of work;</li> <li>• the nature of the duties to be performed;</li> <li>• the level of remuneration applying to the duties; and</li> <li>• the period the employee is to work part-time.</li> </ul> <p>The employee and the chief executive must record the terms of their agreement in writing, which must be signed by both parties.</p> <p>The agreement is to be retained by the chief executive and a copy is to be given to the employee.</p> <p>The terms of the agreement may be varied by further agreement between the parties.</p> <p>The work to be performed by the employee need not be the work which was performed by the employee in the employee’s former position.</p> <p>The employee may, at the request of the chief executive, work more hours than those recorded in the agreement.</p>
<p><b>What are the employee’s obligations?</b></p>	<p>An employee must:</p> <ul style="list-style-type: none"> <li>• give at least: <ul style="list-style-type: none"> <li>◦ 10 weeks written notice of their intention to take maternity or spousal leave; and</li> <li>◦ 4 weeks written notice of the dates on which the employee wants to start and end maternity or spousal leave;</li> </ul> </li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>◦ written notice of any approval to adopt a child at least 10 weeks before the expected date of placement of the child;</li> <li>◦ written notice of the dates on which the employee wants to start and end the leave, as soon as practicable after the employee is notified of the expected placement date but, in any case, at least 14 days before starting the leave;</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>◦ written notice of intention to take surrogacy leave at least 10 weeks before the expected date when a child is to start residing with the employee under the surrogacy arrangement;</li> </ul>

	<ul style="list-style-type: none"> <li>◦ at least 4 weeks written notice of the dates on which the employee wants to start and end the surrogacy leave.</li> <li>• provide the employer with a doctor's certificate stating that the employee or spouse is pregnant and the expected date of birth of the child;</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• provide the employer with a statement from the adoption agency stating the expected date of placement;</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• provide the employer with a statutory declaration stating that the employee is an intended parent under a surrogacy arrangement and the expected residence date.</li> </ul> <p>AND</p> <ul style="list-style-type: none"> <li>• provide the employer with a written statement outlining: <ul style="list-style-type: none"> <li>◦ any periods of spousal, adoption or surrogacy leave taken by the employee's partner in relation to the pregnancy, adoption or surrogacy arrangement;</li> <li>◦ confirmation that the employee intends to be the child's primary care giver; and</li> <li>◦ a declaration that the employee will not engage in conduct inconsistent with the terms of the employee's employment during a period of approved family leave.</li> </ul> </li> <li>• advise the employer if their contact details change throughout the leave, including a change of contact address.</li> <li>• take reasonable steps to inform the employer of any significant changes to: <ul style="list-style-type: none"> <li>◦ the length of maternity, spousal, adoption or surrogacy leave;</li> <li>◦ the date of return to work;</li> <li>◦ an intention to return to work early; or</li> <li>◦ an application to return to work part-time.</li> </ul> </li> </ul> <p>Also it is important to note that an employee who is pregnant, whether or not she has made an application for maternity leave must commence maternity leave at least 6 weeks prior to the expected date of the birth of her child and remain on maternity leave until at least 6 weeks after the birth of the child, unless there is a medical certificate stating that the employee is fit to work to a later date or return early.</p>
<p><b>What are the employer's obligations?</b></p>	<p>On becoming aware that an employee or an employee's spouse is pregnant, or that an employee is adopting a child, or that an employee is an intended parent under a surrogacy arrangement, an employer must inform the employee of:</p> <ul style="list-style-type: none"> <li>◦ the employee's entitlement to parental leave; and</li> <li>◦ the employee's obligations to notify the employer of any matter in relation to the leave.</li> </ul> <p>An employer:</p> <ul style="list-style-type: none"> <li>◦ is unable to reject a request from an eligible employee to access family leave providing the employee meets their abovementioned obligations;</li> <li>◦ may agree to an employee's request to extend the amount of paid maternity, spousal, adoption or surrogacy leave for which the employee qualifies by the employee taking the leave on half-pay;</li> <li>◦ may agree to an employee's request to extend the amount of unpaid maternity, spousal, adoption or surrogacy leave to 52 or 104 weeks;</li> <li>◦ must give proper consideration to an employee's request to return to work after parental on a part-time basis</li> </ul>

<h2>Family room</h2>	
<p><b>What is it?</b></p>	<p>A family room is a clean and private area at the workplace which is available to employees for emergencies. For example, it can be used when employees</p>

	<p>need to care for a child or dependant person recovering from a non-contagious illness, or when child care arrangements break down. This room may also be made available for employees who need to breastfeed or express milk.</p> <p>The room could include kitchen facilities, a computer, telephone and usual office set-up, a cot, sofa bed, television and toys.</p>
<b>Who does it apply to?</b>	<p>A family room is not provided for under the <a href="#">Industrial Relations Act 1999 (Qld)</a> and is generally not provided for in industrial instruments. It must be negotiated with the employer, who may approve it.</p> <p>A family room may be implemented by employers and employees negotiating an informal arrangement. They may also negotiate a formal policy or a formal agreement which is approved or registered by an authority or tribunal. Employers are urged to consider the work, family and lifestyle responsibilities of their employees when considering such provisions.</p>
<b>How does it work?</b>	<p><b><i>Important things to consider:</i></b></p> <p><u>Insurance issues</u></p> <p>Workers' compensation insurance only applies to the actual worker. Any accidents occurring in the family room involving people who are not workers at the organisation (e.g. children in the family room) are not covered by workers' compensation.</p> <p>Organisations should have public liability in their workplace. The employer should ask their insurer whether accidents in a family room would be covered by their current policy.</p> <p><u>Workplace health and safety</u></p> <p>In establishing a family room, the employer must consider the workplace health and safety of children and people being cared for in the room. In Queensland, the <a href="#">Workplace Health and Safety Act 1995</a> provides for the protection of all people at workplaces. This includes children and young people who are working, as well as children and young people who are in the workplace for any other reason. Workplace health and safety responsibilities apply to the family room as they apply to the rest of the workplace.</p> <p>As part of ensuring a safe workplace, the employer should ensure a risk management process is undertaken to manage any potential risks to children/young people who may visit the family room. For example, computer and electrical equipment should be tested for safety.</p> <p>The employer should develop a procedure that defines when the room can be used and for what purpose, and this should be communicated to all workers. If children and young people will be at a workplace, there should be clear guidelines about entry and supervision, which should be visible in the room itself. Physical barriers, such as locked cupboards and storage areas also minimise exposure to risk.</p> <p>An employee should notify the organisation of any work related incident, accident or injury that occurs whilst using the family room.</p> <p>After the family room is established, workplace health and safety officers are required by the <a href="#">Workplace Health and Safety Act 1995</a> to conduct an assessment of the workplace, at least annually, to identify any hazards and unsafe or unsatisfactory workplace health and safety conditions and practices.</p>

## Flexible work hours – Hours of work arrangements

[Queensland Public Service Award - State 2003](#) or other applicable Award and/or agency/departmental policy

<b>What is it?</b>	Provides the employee flexibility in their starting and finishing time, provided they work their required number of hours.
<b>Who does it apply to?</b>	Full-time and part-time public service employees. This arrangement does not apply to:

	<ul style="list-style-type: none"> <li>employees performing shift and continuous shift work;</li> <li>casual employees; or</li> <li>employees subject to the <a href="#">Field Staff Directive (10/07)</a>.</li> </ul>
<b>How does it work?</b>	Schedule 5 of the <a href="#">Queensland Public Service Award - State 2003</a> sets out the parameters for establishing flexible working hours. Further specifications concerning the application of flexible working hours are typically prescribed in agency policy. Individuals seeking to negotiate flexible working hours within their respective work area need to consult with the aforementioned documents relevant to their occupation and agency to determine the applicable ordinary hours of work and hours of work arrangements. Ordinary hours describe the maximum number of hours an employee can work per week and per day, without having to receive overtime payments. The industrial instruments relevant to individual occupations and agencies should also specify the earliest starting time and latest finishing time through the spread of hours.
<b>What are the employee's obligations?</b>	An employee should notify the employer of occasions in which flexible start and finish time will be utilised, including the specific times.
<b>What are the employer's obligations?</b>	An employee should not unreasonably refuse an employee's request to work flexible start and finish times.

<b>Health programs</b>	
<b>What is it?</b>	To provide information and support to reinforce better health among employees.
<b>Who does it apply to?</b>	Health programs are not provided for under the <a href="#">Industrial Relations Act 1999 (Qld)</a> . This means employers and employees may negotiate an informal arrangement or a formal policy to introduce a health program.  Employers should contact their human resource department to find out what existing arrangements are currently available.
<b>How does it work?</b>	Health programs could include, but are not limited to the following: <ul style="list-style-type: none"> <li>health risk assessments;</li> <li>health information sheets;</li> <li>health newsletters;</li> <li>rehabilitation services or programs;</li> <li>subsidised vaccinations (e.g. flu shots); and/or</li> <li>corporate membership for private health insurance (e.g. the employer could negotiate lower premiums with health insurance providers).</li> </ul>

<b>Job sharing</b>	
<b>What is it?</b>	Job sharing involves two or more employees sharing one full-time job. Each employee works part-time. This may be a viable option when ordinary part-time work would be difficult, such as when the job needs to be filled on a full-time basis, though not necessarily by one person.  Duties and responsibilities for job sharers may be split vertically (each job sharer performing all the duties and responsibilities on a part-time basis), or horizontally (each job sharer is given defined duties and responsibilities).  Job sharing is made through a voluntary agreement between employees with approval from their respective manager. Where the job is split horizontally, care should be taken to avoid job sharers limiting the use of their skills by performing the same duties for a long period of time.
<b>Who does it apply to?</b>	Part-time public service employees.
<b>How does it work?</b>	Employees sharing a job must be able to work as a team and communicate

	<p>effectively to ensure the work is performed in an efficient and timely manner. Communication between job sharers, management and other employees is crucial to ensure that tasks are performed on time and without duplication. Poor communication can cause the arrangement to fall apart or create a decline in productivity.</p> <p>Communication between job sharers is best left to the job sharers themselves, but a log book containing a written record of all relevant developments during the day is a common approach.</p> <p>A performance agreement which is set up as part of the normal performance management process is a useful mechanism to be implemented when developing a job sharing arrangement. It can be used to clearly define the expectations of the job share employees and the employer. This agreement can also provide a framework for managing each individual's contribution to the job share arrangement.</p>
<b>What are the employee's obligations?</b>	Both employees involved must consult with the employer when seeking to establish the ordinary hours of work and normal work pattern to affect a job sharing employment arrangement.
<b>What are the employer's obligations?</b>	An employer should not unreasonably refuse a request by employees' to work in a job-sharing arrangement.

<h2>Long service leave</h2> <p>Sections 42-57, <a href="#">Industrial Relations Act 1999 (Qld)</a>  <a href="#">Long Service Leave Directive (01/11)</a></p>	
<b>What is it?</b>	A period of paid leave given to an employee in recognition of a long period of service to the employer. Long Service Leave is paid at the ordinary rate received by the employee immediately before leave is taken. If an employee is on higher duties when accessing long service leave, the provisions of the <a href="#">Higher Duties Directive (04/11)</a> will apply.
<b>Who does it apply to?</b>	Public service employees including public service officers, temporary employees, general employees and casual employees.
<b>How does it work?</b>	<p>Long service leave accumulates at the rate of 6.5 working days or 1.3 calendar weeks for each year of continuous service.</p> <p>Employees are also entitled to a proportional amount of long service leave for an incomplete year of service.</p> <p>Employees with 10 years continuous service are entitled to take long service leave or be paid out long service leave on termination.</p> <p>Employees with 7 years continuous service, but less than 10 year continuous service, are entitled to take pro rata long service leave.</p> <p>Continuous service includes any time spent on paid leave and time spent on unpaid leave that is recognised for long service leave purposes under the <a href="#">Leave Without Salary Credited as Service Directive (07/08)</a>.</p> <p>The minimum period of long service leave that may be taken at any one time is one (1) calendar week unless:</p> <ul style="list-style-type: none"> <li>• a Chief Executive has decided to allow employees of his or her department to access long service leave for a period of less than one week but not less than (1) one day; or</li> <li>• an employee is recalled from long service leave; or</li> <li>• an employee becomes ill and is granted sick leave instead of the long service leave already approved; or</li> <li>• the employer gives an employee at least 3 months written notice for the employee to take a minimum of 4 weeks long service leave in the event that the employer and employee are unable to agree on the timing of the leave.</li> </ul> <p><u>Part-time</u></p> <p>Receive the same entitlements as a full-time employee except on a proportional basis.</p>

	<p>The qualifying period for long service leave purposes for part-time employees is 10 calendar years of continuous service worked on a part-time basis, or a combination of full-time, part-time and/or casual service.</p> <p><u>Casual</u></p> <p>Receive the same entitlements as a full-time employee except based on the number of hours the employee has worked.</p> <p>The service of a casual employee is regarded as continuous if the employee has service that has been recognised for long service leave purposes and it extends over a period of 10 years or longer.</p> <p>Continuity of service for casual employees is broken when the break in employment is greater than 12 months as per the <a href="#">Recognition of Previous Service and Employment Directive (10/10)</a>. The formula for a casual employee's entitlement to long service leave is contained in the <a href="#">Long Service Leave Directive (01/11)</a></p>
<p><b>Is long service leave payable on termination?</b></p>	<p><u>Full-time</u></p> <p>An employee with 10 years continuous service is entitled to be paid out long service leave on termination.</p> <p>An employee who has completed at least 7 years continuous service but less than 10 years continuous service is entitled to a proportionate payment for long service leave on the termination of the employee's service only if:</p> <ul style="list-style-type: none"> <li>• the employee terminates his or her service because of: <ul style="list-style-type: none"> <li>◦ ill health or incapacity that is significant but does not qualify for ill health retirement; or</li> <li>◦ a domestic or other pressing necessity; or</li> </ul> </li> <li>• the employer: <ul style="list-style-type: none"> <li>◦ dismisses the employee for a reason other than the employee's conduct or performance; or</li> <li>◦ unfairly dismisses the employee.</li> </ul> </li> </ul> <p>Proportionate payments will be made to employees whose employment has been terminated in the following circumstances and have completed the period of continuous service prescribed below:</p> <ul style="list-style-type: none"> <li>• On termination of contract: <ul style="list-style-type: none"> <li>◦ Where the chief executive terminates the employment of an officer on a contract of employment under section 122 of the <a href="#">Public Service Act 2008</a> and the termination is for reasons other than disciplinary action or retirement on the grounds of mental incapacity.</li> <li>◦ 1 year of continuous service.</li> </ul> </li> <li>• On action because of surplus: <ul style="list-style-type: none"> <li>◦ A public service employee whose position is deemed to be surplus to the department's needs because the department employs more employees than it needs for the effective, efficient, economical and appropriate performance of its functions or the duties performed by the employee are no longer required.</li> <li>◦ 1 year of continuous service.</li> </ul> </li> <li>• Voluntary retirement: <ul style="list-style-type: none"> <li>◦ An employee referred to in section 136 of the <a href="#">Public Service Act 2008</a> who: <ul style="list-style-type: none"> <li>▪ has elected to retire from the public service on turning 55 or older; and</li> <li>▪ who is not an employee who is deemed to be surplus to the department's needs; or</li> <li>▪ is permitted to retire under a directive.</li> </ul> </li> <li>◦ 5 years of continuous service.</li> </ul> </li> <li>• Ill health retirement: <ul style="list-style-type: none"> <li>◦ A person referred to in section 174 of the <a href="#">Public Service Act 2008</a>, who is retired on the grounds of mental or physical incapacity.</li> <li>◦ 5 years of continuous service.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• On death: <ul style="list-style-type: none"> <li>◦ An employee who dies.</li> <li>◦ 5 years of continuous service.</li> </ul> </li> </ul> <p><u>Part-time</u> A part-time employee, provided they meet the qualifying period for long service leave, has access to the same termination entitlements as a full-time employee except on a pro rata basis.</p> <p><u>Casuals</u> Casual employees, provided they meet the qualifying period for long service leave, have access to termination entitlements based on the number of hours the employee has worked. The formula for a casual employee's entitlement to long service leave is contained in the <a href="#">Long Service Leave Directive (01/11)</a>.</p>
<b>What are the employee's obligations?</b>	<p>An employee must submit an application to access long service leave in writing or some other form determined by the department chief executive, outlining the duration of the absence.</p> <p>An employee is to give timely notice of the date from which they wish to take leave.</p>
<b>What are the employer's obligations?</b>	<p>To determine the form of the written application to be submitted by employees where long service leave is sought. An employer must respond to an employee's request to take leave in a timely manner indicating whether the leave applied for has been approved or not.</p> <p>An employer must not unreasonably refuse an application by an employee to take long service leave.</p> <p>If the employer and employee cannot agree on the timing of the leave, the employer may decide when leave is to be taken. In such cases, the employer must provide the employee with at least 3 months written notice of the date on which the employee must take at least 4 weeks long service leave.</p>

## Parenting and family support programs

<b>What is it?</b>	Employers may provide employees who are parents with a formal educational program about parenting.
<b>Who does it apply to?</b>	<p>The establishment of a parenting or family support program is not provided for under the <a href="#">Industrial Relations Act 1999 (Qld)</a>.</p> <p>Where there are no provisions under the <a href="#">Industrial Relations Act 1999 (Qld)</a> or awards, employers and employees may negotiate an informal arrangement or a formal policy. Employers should contact their human resource department to find out what arrangements may already be available.</p>
<b>How does it work?</b>	<p>Employers could arrange presentations and referrals to established parenting programs, such as the <b>Triple P (Positive Parenting Program)</b> which was developed by the University of Queensland. Such programs provide parents with information to help them become positive and assertive parents. Triple P offers programs for parents of children (0-12 years) and teenagers (10-16 years) in either an individual or group format.</p> <p>Triple P can also facilitate seminars to provide parents with tips to help them manage common concerns with children's behaviour. Parents are also able to arrange for individual sessions. For further information regarding Triple P's Positive Parenting Program please contact the Parenting and Family Support Centre directly on (07) 3365 7290.</p> <p>Employers could also provide employees with contact information of organisations that provide advice on parenting, child health and family support. Some of these are listed below.</p> <p>The <a href="#">Department of Communities</a> website provides information resources about child care, an information sheet with helpful contacts for families (e.g. family payments, family support services) and tips on discipline for teenagers.</p> <p><a href="#">Queensland Health Community Child Health Service</a> website provides</p>

information for parents and carers on child advocacy, child development, child health, parenting, nutrition and common conditions. Various programs are available which provide education and support, including a residential care centre.

The service includes a searchable list of Child Health Clinics across Queensland and links to Immunisation Clinics.

The [Raising Children Network](#) website provides extensive information for parents of children of all ages. It provides information on behaviours, development, health and nutrition, safety and sleep relevant to newborns right up to school age children. It also provides information for parents on issues such as pregnancy, looking after yourself, work and family balance and dealing with separation.

**Parentline** (1300 30 1300) is a confidential telephone counselling service aimed at providing professional counselling and support for parents and all persons who care for children. Information is available on what to expect as children develop into young adults, how to manage unexpected problems with children and how to work out strategies to manage long term problems with children.

**dvconnect** is a state-wide telephone service for counselling and support on domestic and family violence matters. dvconnect is comprised of three services:

- **dvconnect womensline** (1800 811 811) provides a 24 hour, 7 day a week service to women and their children experiencing domestic and/or family violence. The service provides crisis intervention, support, information, advocacy, counselling, referrals and the state-wide coordination of emergency refuge and shelter placements across Queensland;
- **dvconnect serviceline** operates in conjunction with dvconnect womensline and provides immediate access for related service professionals such as the Police Service, hospital emergency departments and refuge staff. This service is accessed by a '1300' number (available to service professionals on request), during business hours, is serviced by a specialised worker and is managed after-hours by 24 hour domestic violence counsellors;
- **dvconnect mensline** (1800 600 636 10am - 6pm Monday to Friday) is staffed by male counsellors who provide professional counselling and information to men who are seeking strategies to address their own use of violence and other destructive patterns in their personal lives and relationships. The service also assists those who may be (or have been) victims of violence themselves, family members, parents and friends. In addition, dvconnect mensline acts as a point of referral for men on issues of domestic and family violence, relationship problems and other significant issues for men. Furthermore dvconnect mensline maintains a data base of state-wide services, groups, courses and conferences and are able to direct callers to services in their local areas for ongoing support.

**Mensline Australia** (1300 789 978) supports men who are dealing with family and relationship difficulties, particularly surrounding family break-down or separation. Mensline Australia provides confidential, professional and non-judgmental short-term telephone counselling, support and referral to local services and relationship coaching and practical strategies for managing difficult situations. The service is also available for women and children who are concerned about a male family member, partner or friend.

## Part-time employment

### What is it?

A part-time employee is a worker who is engaged to work a regular pattern of ordinary hours each fortnight, where the ordinary hours in any one week is less than the prescribed weekly hours of a full-time employee.

	Employees can work part-time on a permanent basis or under a part-time agreement for a set period of time.
<b>Who does it apply to?</b>	Substantive permanent part-time positions are to be applied for or a substantive full-time employee can arrange to work part-time with the consent of the relevant delegated officer. Employees may move from full-time to part-time and back to full-time again as personal circumstances require and with the consent of the relevant delegated officer.
<b>How does it work?</b>	The Chief Executive or delegate shall, in consultation with the employee, determine a regular pattern of hours to be worked under a part-time arrangement. The ordinary hours of work and the normal work pattern are to be recorded in writing and can only be amended by agreement between the Chief Executive or delegate and the employee and must be recorded in writing.  On returning to work from parental leave, employees may utilise part-time employment in accordance with the <a href="#">Family Leave (Queensland Public Sector) Award – State 2004</a> the <a href="#">Paid Parental Leave Directive (5/08)</a> and section 29D of the <a href="#">Industrial Relations Act 1999</a> . See the <b>Family Leave including maternity, spousal, adoption and surrogacy leave</b> section for more information.
<b>What are the employee's obligations?</b>	An employee must consult with the employer when seeking to establish the ordinary hours of work and normal work pattern to affect a part-time employment arrangement.
<b>What are the employer's obligations?</b>	An employee should not unreasonably refuse a substantive full-time employee's request to work part-time.

## Sick leave

Section 10, [Industrial Relations Act 1999 \(Qld\)](#)

[Sick Leave Directive \(18/10\)](#)

<b>What is it?</b>	Leave taken when the employee is ill or incapacitated.
<b>Who does it apply to?</b>	Public service officers, temporary employees and general employees. It does not apply to employees engaged on a casual basis.
<b>How does it work?</b>	Eligible full-time employees will accumulate sick leave at a rate of 10 working days for each completed year of service and a proportional amount for an incomplete year of service.  Eligible part-time employees will receive the same entitlements as a full-time employee except on a proportional basis.  Sick leave may be taken for part of a day.  Sick leave accumulates over the year and from year to year unless the relevant industrial instruments states otherwise.  Routine check-ups and preventative care are excluded from sick leave as are medical check ups and attendances at doctor's surgeries for a non-incapacitating illness. An employee could use accrued time in these circumstances as the appointments are usually short term.
<b>What are the employee's obligations?</b>	Promptly notify the employer of any illness or incapacity, and estimated duration of absence.  When the absence is more than three days the employee is required to provide a medical certificate or other evidence of illness to the employer's satisfaction outlining the nature of the illness and approximate period of absence.
<b>What are the employer's obligations?</b>	To determine the form of the written application to be submitted by employees for every absence where sick leave is sought.

## Special leave

### [Special Leave Directive \(18/09\)](#)

<b>What is it?</b>	A form of leave for special circumstances which may be discretionary or non-discretionary and maybe granted on full salary or without salary, depending on the circumstances.
<b>Who does it apply to?</b>	Public service officers, temporary employees and general employees (where applicable). It does not apply to employees engaged on a casual basis.
<b>How does it work?</b>	<p>Public service officers will be granted leave for:</p> <ul style="list-style-type: none"><li>• Australian volunteers abroad purposes:<ul style="list-style-type: none"><li>◦ A maximum of 2 years without salary for undertaking service overseas.</li><li>◦ Public service officers must make arrangements with the Government Superannuation Office regarding contributions in accordance with the superannuation legislation.</li></ul></li></ul> <p>Public service officers and employees will be granted leave for:</p> <ul style="list-style-type: none"><li>• Election purposes:<ul style="list-style-type: none"><li>◦ A total period not exceeding 2 months for campaigning purposes to contest a state or local government election.</li><li>◦ Leave may be granted either as a charge against accrued recreation leave, long service leave or without salary.</li></ul></li><li>• Local government purposes:<ul style="list-style-type: none"><li>◦ A maximum of 5 working days per calendar year on full salary for attendance at council meetings or for undertaking council business as an elected mayor, commissioner or chair; or</li><li>◦ a maximum of 3 working days per calendar year on full salary for attendance at council meetings or for undertaking council business as an official other than an elected mayor, commissioner or chair; plus</li><li>◦ an additional period of leave without full salary shall be granted as required.</li><li>◦ Public service officers or employees who have been granted special leave on full salary to attend council meetings or business and who receive payments by the council must submit the payment to the Department's Chief Executive for reimbursement to departmental funds. However, the employee is entitled to retain the difference between their salary and the amount paid by the Council where the salary of the employee is less than the amount received for the time spent on council business.</li><li>◦ When determining the amount paid by the council, expenses for travel and accommodation are not to be taken into account.</li><li>◦ Where an absence may cause disruption to transport or essential services, the granting of leave is subject to approval having regard to all the circumstances.</li><li>◦ These conditions do not apply to employees who are elected as full-time councillors, and who are paid a salary for holding such office.</li></ul></li><li>• Declared emergencies or disaster situations:<ul style="list-style-type: none"><li>◦ An amount of time as required on full salary to assist in an emergency or disaster situation as directed.</li></ul></li><li>• Defence Reserve Forces purposes:<ul style="list-style-type: none"><li>◦ Up to a maximum of 32 calendar days per financial year on full salary for attending continuous training and/or for deployment situations; plus</li><li>◦ an additional 14 days on full salary during the officer or employee's first year of reserve service for attending recruitment/initial training; plus</li></ul></li></ul>

- o up to a maximum of 4 days per financial year on full salary for travelling to and from the employee's place of residence to attend continuous training or for participating in an advance or rear party in connection with a period of continuous training with the Defence Reserve Forces; plus
- o an additional period of leave without salary shall be granted as required.
- o Public service officers or employees who have been granted special leave for Defence Reserve Forces purposes must, where possible, provide at least three (3) months notice prior to the commencement of leave; plus
- o provide evidence of the necessity for the employee's attendance at continuous training in the form of a Training Notice which must be submitted along with an application and, at the conclusion of the event, a certificate of attendance from the Commanding Officer; and/or
- o produce written evidence of the proposed period of deployment; and
- o provide evidence certified by the Commanding Officer that any additional period of leave without salary is required.

Public service officers may be granted leave on full salary for:

- Emergency or compassionate purposes:
  - o A maximum of 3 working days in any 12 month period.
- Sporting competitions:
  - o A maximum of 5 working days per calendar year for participation (as a competitor, team manager, team coach, umpire or referee) at a major national or international competition which they are selected to attend, travelling to and from the competition and for mandatory periods of training; plus
  - o the period an officer is required to be absent from duty to permit the officer's attendance at the Olympic Games, Commonwealth Games or International Games for the Disabled.
  - o Public service officers who have been granted special leave for sporting competition purposes must provide documentary evidence of selection by the recognised governing body and outline the period for which participation at the identify sporting competition is required.
  - o A major sport is one that has at least a registered minimum membership in Australia of 20,000 or is listed as a recognised sporting event at the Olympic or Commonwealth Games.
  - o The requirement for a minimum membership of 20,000 is waived in the case of disabled officers.
- Seminars, conferences other than as an official representative:
  - o A maximum of 5 working days per calendar year for attendance and travelling to and from seminars and conferences.
  - o Leave may be granted for attendance at more than one seminar or conference.
  - o Public service officers who have been granted special leave for attending seminars or conferences must submit a report on the seminar or conference proceedings to his or her department for dissemination.
  - o The department is not to incur any additional costs.
- Returning officers at a state election:
  - o An amount to be determined by the Department's chief executive for the officer to discharge electoral duties at a state election.

Public service officers and employees may be granted leave on full salary for:

- Floods, cyclones or bushfires:
  - o A maximum of 5 working days per calendar year if the employee is unable to attend their normal place of employment due to floods, cyclonic disturbances, storms or bushfires.

- The chief executive may consider additional special leave on full salary in exceptional and deserving cases or where an employee is affected by more than one disaster in any one year.
- Where practicable public service officers and employees should report for duty at another Government office within the vicinity.
- Leave may be granted if:
  - it is not practical for the employee to attend for duty at another Government office;
  - the employee is absent from his or her usual place of residence on approved leave or during a weekend and is unable to return in sufficient time to attend the normal place of employment or it is not practicable to attend duty at another Government office;
  - the employee is required to return home before the employee's usual ceasing time to ensure personal safety, the protection of the employee's family and property or the availability of transport facilities which may be disrupted or discontinued because of weather or environmental conditions;
  - the employee must, of necessity, remain at home to safeguard the employee's family or property;
  - the employee remains at home to have temporary repairs effected, restore belongings, clean up etc; or
  - the employee is travelling on transfer and is unavoidably delayed from arriving at the destination.
- Approval for leave is subject to the chief executive being satisfied that the absence is unavoidable or justified.
- Leave approved will not affect an officer's entitlement to leave for emergency or compassionate absences.
- Emergency Management Courses:
  - If selected, a maximum of 5 working days per calendar year for attendance and travelling to and from a State Emergency Service Emergency Management Course; or
  - if selected, necessary leave for attendance at an Australian Emergency Management Institute's Emergency Management Course.
  - Public service officers and employees who have been granted special leave to attend emergency management courses should provide documentary evidence of selection to attend a State Emergency Service or Australian Emergency Management Institute's Emergency Management Course.
  - The department is not responsible for payment of travelling and other expenses involved during the employee's absence.
- Attendance at emergencies:
  - An amount of time as required for attendance at an emergency as an Honorary Ambulance Officer or St. John Ambulance volunteer or to fight fires as a member of the State Emergency Service, Rural Fire Brigade, auxiliary service of Fire Brigade or voluntary member of a local fire fighting unit.
  - Leave on full salary is not available for training purposes.
- Platelet donors:
  - A maximum of 3 hours per three months for attendance as a donor for an aphaeresis procedure.
- Blood donors:
  - A maximum of 2 hours per three months for attendance at a recognised facility to donate blood.
- Pre-retirement seminars:
  - An amount of time as required for attendance and travelling to and from a pre-retirement seminar.
  - Leave shall not be granted where an employee chooses to attend a

	<p>seminar during recreation leave or long service leave.</p> <ul style="list-style-type: none"> <li>• Other exceptional circumstances: <ul style="list-style-type: none"> <li>◦ An amount to be determined by the Department's chief executive.</li> </ul> </li> <li>• Special leave without salary: <ul style="list-style-type: none"> <li>◦ Public service officers and employees may be granted leave without salary for any minimum or maximum period determined by the Department's chief executive for any purpose. This form of special leave does not apply to leave without salary in respect of family leave and leave granted under the Study and Research Assistance Scheme. Where special leave without salary approved exceeds 6 months, public service officers may be deployed: <ul style="list-style-type: none"> <li>▪ in the same manner as the public service officer was employed prior to the commencement of the leave; or</li> <li>▪ where departmental convenience requires, in a different job role or different location provided that the placement is at the same classification and within the same department or sub-department as applied before the officer took leave (this does not apply to a public service officer absent on Workers' Compensation).</li> </ul> </li> </ul> </li> <li>• The department's chief executive shall determine whether accrued recreation leave or long service leave should be taken prior to the commencement of any leave without salary. Specific periods of leave without pay may be recognised for leave and increment purposes under the <a href="#">Leave Without Salary Credited as Service Directive (07/08)</a>. Purchased leave: <ul style="list-style-type: none"> <li>◦ Public service officers and employees may be granted purchased leave by the department's chief executive for any minimum or maximum period determined by the chief executive in accordance with Queensland Government policy and/or industrial instruments. Current policy under the Memorandum of Agreement 05/07 requires agencies to offer employees up to 6 weeks purchased leave per year as a minimum.</li> </ul> </li> </ul>
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<h2>Study and examination leave</h2> <p><a href="#">Study and Examination Leave Directive (12/99)</a></p>	
<b>What is it?</b>	Study leave, with or without pay, as determined by the <a href="#">Study and Examination Leave Directive (12/99)</a> .
<b>Who does it apply to?</b>	Public service officers and temporary employees (excluding casuals).
<b>How does it work?</b>	Employees who are undertaking study and who must attend classes, lectures or examinations during ordinary hours can apply for paid leave. The granting of such leave is at the discretion of the Department's Chief Executive.
<b>What are the employee's obligations?</b>	Leave must be requested in advance, and should be requested at times when the employee's absence will not adversely affect their work unit.
<b>What are the employer's obligations?</b>	An employer should not unreasonably refuse a request for study and examination leave. When considering a request, an employer should consider the appropriate level of assistance to be provided, the impact on the workplace, the impact on the employee's ability to balance their work and academic obligations, and any particular circumstances of the employee.

<h2>Telecommuting (working from home or outside the central workplace)</h2>	
<b>What is it?</b>	Telecommuting allows employees to work from home or outside of the central workplace using their own or the organisation's equipment.  It can be done on a full-time or part-time basis, with the employee often

	<p>spending some part of the week working in the central workplace office.</p>
<b>Who does it apply to?</b>	<p>Telecommuting is not provided for under the <a href="#">Industrial Relations Act 1999 (Qld)</a>, and is generally not provided for in industrial instruments (with some exceptions). Therefore, it must be negotiated with the employer who may approve it.</p> <p>Chief Executive Officers (CEO) are solely responsible for determining telecommunicating arrangements within their own organisation.</p>
<b>How does it work?</b>	<p>Telecommuting is a voluntary arrangement and must be agreed to between the employee and employer.</p> <p>Telecommuting on a regular basis should be implemented through a formal telecommuting agreement. The telecommuting agreement should stipulate all working arrangements and conditions, a period of notice for both parties to terminate the agreement and be signed by the relevant manager and employee.</p> <p>Employee benefits and conditions, including pay, leave, employment security, training and career development activities and the provision of relevant organisational information, must be maintained for telecommuters in a non-discriminatory manner.</p> <p><b><i>Important things to consider:</i></b></p> <p><u>Certain jobs may not be compatible with a telecommuting arrangement</u></p> <p>This may include:</p> <ul style="list-style-type: none"> <li>• jobs where the employee's performance can only be measured by their presence in the workplace;</li> <li>• jobs where the employee may need to be consulted by other employees on a regular basis, or which involve a high level of collaboration; or</li> <li>• jobs that require certain equipment unsuitable for the home environment (e.g. truck motor mechanic).</li> </ul> <p><u>Provision of equipment needed to perform the work</u></p> <p>Normally, the organisation is responsible for provision and maintenance of equipment, furniture and supplies. However, the employer and the telecommuter may agree on alternative arrangements if appropriate.</p> <p><u>Workplace health and safety requirements</u></p> <p>Workplace health and safety responsibilities for both the employer and individual telecommuter apply as if the work is conducted at the central workplace. This should include a workplace health and safety audit being completed on the designated telecommuter workplace, ongoing audit/inspection access as required and the designated workplace being maintained by the telecommuter to a safe standard as required by existing legislation and regulations.</p> <p>The telecommuter should notify the organisation of any work related incident, accident, injury, or illness which occurs whilst telecommuting.</p> <p><u>Insurance issues</u></p> <p>Workers' compensation insurance only applies to the telecommuter.</p> <p>Accidents occurring at the designated telecommuting office involving people, who are not workers at the organisation, are not covered by workers' compensation.</p> <p>For the safety of the employee and the security of the employer's property, it is recommended that clients are not invited to the designated office. Meetings can be arranged at the central workplace instead. If it is necessary to see clients at the designated office, public liability insurance is important. There are two options here for employers:</p> <ul style="list-style-type: none"> <li>• Organisations should have public liability in their workplace. They could ask</li> </ul>

	<p>their insurer for an extension of this to the telecommuting arrangement; or</p> <ul style="list-style-type: none"> <li>• Have the employee take out public liability insurance naming the employer as co-insured. If the employee already has public liability insurance relating to their home, the employee must check with their insurance provider that the policy is valid for telecommuting arrangements. The employee should maintain the policy for the duration of the telecommuting arrangement.</li> </ul> <p>A higher premium may be required by the insurance company to cover such circumstances. Payment of any costs should be discussed between the employer and telecommuter.</p> <p><u>Monitoring performance and productivity</u></p> <p>Management of outputs, outcomes, and results measurement should be agreed and documented on a regular basis. This should be done by the manager and telecommuter in line with agreed performance indicators.</p> <p><u>Communication with management and colleagues</u></p> <p>Decreased physical access to the workplace may result in feelings of isolation and regular contact with the workplace needs to be maintained to ensure that the employee is kept 'in the loop'. They should also be actively involved with developments in the workplace to ensure continued access to career and development opportunities.</p> <p>If an employee will be working outside the central workplace on an ongoing basis, arrangements could be made for them to attend the office at least a few hours each week or fortnight. This would generally be for staff meetings or progress meetings with supervisors. Alternatively, supervisors can regularly meet with the employee at the designated telecommuting office.</p>
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<p><b>TOIL – Time off in lieu</b></p> <p>Section 6.4, <a href="#">Queensland Public Service Award - State 2003</a>  <a href="#">Hours and Overtime Directive (5/05)</a></p>	
<b>What is it?</b>	Compensation on a time for time basis for employees who work overtime.
<b>Who does it apply to?</b>	Public service officers, general employees and temporary employees earning wages over paypoint four of the AO5 level of the Classification Remuneration Scheme (CRS). This is commonly known as the "overtime cut-off". TOIL does not apply to casual employees who are paid money for all overtime worked. TOIL does not apply to senior officers or senior executive service officers.
<b>How does it work?</b>	Employees above the overtime cut-off are compensated for all overtime worked by time off on a time for time basis. Employees can take TOIL at a time convenient to both the employer and employee. For employees earning wages over paypoint four of the AO5 level of the CRS, and under paypoint four of the AO6 level, if TOIL is not taken within 12 months of the date of accrual, then TOIL will be paid out, provided the employee has requested to take the TOIL and been refused. However, for employees earning wages over paypoint 4 of the AO6 level of the CRS, TOIL is unable to be paid out if not taken within 12 months of the date of accrual. Furthermore, for such employees TOIL not taken lapses after 12 months. The taking of TOIL by an employee will be by mutual agreement between the employer and the employee. The <a href="#">Hours and Overtime Directive (5/05)</a> provides that if an agreement cannot be reached on the taking of TOIL, the employer may direct the employee when it is to be taken.
<b>What are the employee's obligations?</b>	An employee must promptly notify the employer of their intention to take TOIL. No claim for overtime can be approved where an employee elects to work solely for his or her own benefit or convenience.

<b>What are the employer's obligations?</b>	<p>As far as practical, provide an employee reasonable notice of any upcoming requirement for the employee to work outside of the applicable spread of hours or beyond the maximum number of ordinary daily hours of duty.</p> <p>Obtain the approval of the Department's Chief Executive for employees to work in excess of their normal hours.</p> <p>Ensure that employees are able to safely return home after working overtime.</p>
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