Flexible by Design
An introduction
Queensland public sector
Future of Work video

(press HERE to start)
Evolution

Work, workers and workplaces are changing

From:
- Permanent workforce
- Retiring at 65
- Inflexible and rigid work patterns
- Baby boomer and Gen X dominance
- Limited repurposing required

To:
- Average tenure 3 years
- 100 year life (retiring in 70s and 80s)
- Team/project based work
- Re-purposing and re-skilling labour the new normal
- Gen Z and Gen Y dominance
- About the experience
- Blended and contingent
- Flexible work the norm
New ways of working

Approaches to flexible work are limited only by imagination
Benefits

Flexible by Design

Organisation
- Employer brand
- Inclusion and diversity

Team
- Culture
- Decision making
- Delivery

Individual
- Opportunity
- Choice
- Trust
- Wellbeing
- Work-life blend

Performance
- Productivity
- Mobility
- Agility
Myths busted

Work and lifestyle measures only benefit employees with dependent children

Things are fine the way they are

Being physically at work equals commitment and performance

*Given people an inch and they will take a mile*

This is just a women’s issue

Injuries are more likely with telecommuting

*There will be nobody left to do the work*

Balancing work and lifestyle gives some workers an advantage over others

We can only know outcomes when someone is at work

Balancing work and lifestyle is not for senior staff
An evaluation

Excessive hours a badge of honor

SOME FLEXIBLE WORK PATTERNS ARE NOT RESPONSIVE TO CHANGE

- No timesheet = increased trust
- Part-time workers have less opportunity
Working for Queensland survey

- 61.6% satisfaction with work-life balance
- 28.2% feel burned out by their work ($579 million in absenteeism costs)
- 29.9% of the sector is part-time
- Part-time up 5% in the last 10 years

- 64% of managers use no flexibility
- 71% of managers of managers use no flexibility
- The sector’s telecommuting 2.4% vs 30% for Australians
- 45% of workforce works flexibly in some way

2016 survey results
Tammy* is a shift worker and professional athlete preparing for the Commonwealth Games in 2018 and her outside work commitments are escalating over time.

Kim* works in dam safety which means very long hours some seasons and smaller amounts of urgent priorities in other seasons.

Anastasia* works part-time in procurement, but takes calls and checks emails outside hours and feels like she’s doing a full-time role just being paid less.

Chris* is a teacher caring for a partner receiving cancer treatment which means there are many doctors appointments and needs to be close by at times.

* Not real names or pictures
Flexible by Design

is about finding ‘flexibility within flexibility’ and transforming traditional approaches to work-life balance to meet future needs.

1. Achieve better organisational outcomes by being flexible
2. Empower employees to find balance, wellbeing and bring their whole selves to work
3. Reduce bureaucratic process and increase mobile technology to enable flexibility
Supporting products

Managers guide to encouraging flexible work conversations

Flexible work agreement template

How, when and where we work

Leaving loudly

Right to request facts

Guide to considering requests for flexible work

Management by outcomes

Evaluation of flexible work practices executive summary

Flexible work myths
Smart Jobs is changing

*Full-time not the default*

<table>
<thead>
<tr>
<th>Job-type option</th>
<th>Description</th>
<th>Online (e.g. SEEK) advertising categories</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flexible</td>
<td>Multiple flexible work options are up for discussion</td>
<td>Full-time, part-time</td>
</tr>
<tr>
<td>Flexible full-time</td>
<td>Full-time hours only, however other flexible work options are up for discussion</td>
<td>Full-time</td>
</tr>
<tr>
<td>Flexible part-time</td>
<td>Only available for particular hours, but other flexible work options are up for discussion</td>
<td>Part time</td>
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<tr>
<td>Full-time</td>
<td>Full-time hours only and no other flexible work options are available</td>
<td>Full-time</td>
</tr>
<tr>
<td>Part-time</td>
<td>Only available for particular hours and no other flexible work options are available</td>
<td>Part-time</td>
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