



31 January 2023

Tēnā koe

On 29 November 2022, you emailed the Ministry of Social Development (the Ministry) twice, requesting information under the Official Information Act 1982.

On 16 January 2023, the Ministry emailed you to advise that more time was required to respond to your request for information. The reason for the extension was that consultations necessary to make a decision on the request were such that a proper response to the request could not reasonably be made within the original time limit.

For simplification, we have combined and numbered your requests as follow and I will answer your questions in turn.

Request Number 1:

1. What is Ministry of Social Development's current working from home policy?

The Ministry does not have a separate Working from Home policy but has several policies that include the ability for people to work from home as part of flexible working arrangements that may be either formal or informal.

Attached for your information are the relevant policy documents which include:

- Flexible Working policy
This is about people having options for how they work and can include changes to when and where they work, including working from home.
- Reasonable Accommodation in Employment Policy
This allows employee's specific needs to be met in relation to a disability or family commitments and particular practices of an employee's religious or ethical belief to support equal opportunity and may include flexible working and working from home.
- Remote Working Policy

This is a Ministry initiated arrangement where employees work primarily from a location other than a Ministry site, including working from home, for a specified period of time, in response to a business need. This is largely in place in case of restrictions on property capacity.

While the data may cover both formal and informal arrangements, many informal flexible working arrangements, which include working from home, are agreed between managers and individual staff. These informal arrangements are not specifically recorded as either flexible working or working from home as they do not require a change to individual employment terms.

2. How many staff currently work from home at least some of the time? What percentage is this of total workforce?

The Ministry supports various flexible working arrangements which may include the ability for people to work from home. Many flexible working arrangements are informal and agreed between the managers and individual staff. The number of staff who work from home is highly variable on any given day and this information is not centrally recorded.

However, information from the Ministry's remote network (VPN connection) provides an indicative number of staff who work outside of Ministry offices.

For the months of October 2022 and November 2022, information from the Ministry's remote network access (VPN connection) shows that on average 1739 (19%) permanent and fixed term Ministry employees worked outside of Ministry offices at some point during this period.

3. How much has the Ministry of Social Development spent on equipment / resources for staff to be able to work from home in 2022? On 6 December 2022, you refined this request to: "We would like information for the financial year for the year to date, 30 November 2022."

Spending to support staff to work from home is minimal as staff are fully equipped to enable themselves to work remotely. The equipment includes laptops, cables and adaptors.

However, for the year ended 30 November 2022, the following expenditure was incurred for staff working from home (WFH).

WFH requests	Item	Number	Spend
Purchase - Spark quote 1160554	Backpacks	300	\$ 11,052.00
Site requests for Bags for WFH	Bags	547	\$ 5,470.00
Couriers-Omicron response-Service Delivery sites	IT Equipment	1049	\$ 10,490.00
Couriers-Omicron response-Other sites	IT Equipment	216	\$ 2,160.00
Couriers-WFH Remedy Requests	IT Equipment	239	\$ 2,390.00
Couriers-Service Delivery WFH for RCs and RDs	IT Equipment	59	\$ 590.00
Couriers-Service Delivery WFH Regions	IT Equipment	852	\$ 8,520.00
			\$ 40,672.00

4. *What does the Ministry of Social Development pay per annum for any office space used by the department?*

At 30 September 2022, the annual cost of rent for all Ministry occupied space was \$43 million per annum.

Request Number 2:

5. *How many staff currently work at the Ministry of Social Development?*

As at 30 November 2022 the Ministry employed 9391 people (9257.4 FTE) permanent and fixed term staff. Casuals, Contractors, Panel Members and Committee Fee Members are excluded. For further information, please refer to the publicly available Workforce data which can be found on the Te Kawa Mataaho website: www.publicservice.govt.nz/research-and-data/guidance-data-drilldown-and-technical-guidance/. This website uses Workforce Data tables and visualisations that enables you to source a range of publicly available information.

6. *What is the percentage of staff who currently work at the office on a regular basis?*

The Ministry does not record this information. We are therefore refusing your request under section 18(g) of the Act as the information you have requested is not held by the Ministry and we have no grounds to believe that the information is either held by or closely connected to the functions of another department, Minister of the Crown or organisation.

Please refer also to our responses at 1 and 2 above

7. *How many individual dedicated workspaces at Ministry of Social Development buildings are currently going unused? Individual dedicated workspaces include any area where a staff member could possibly work.*

The Ministry does not record this information. We are therefore refusing your request under section 18(g) of the Act as the information you have requested is not held by the Ministry and we have no grounds to believe that the

information is either held by or closely connected to the functions of another department, Minister of the Crown or organisation.

However, overall, staff working from home or other locations help ease capacity pressures at a number of our office buildings, and this means that we have not had to go ahead with leasing additional office space.

8. If all Ministry of Social Development buildings were at full capacity, how many staff would be working

The Ministry does not record this information in that format. We are therefore refusing your request under section 18(g) of the Act as the information you have requested is not held by the Ministry and we have no grounds to believe that the information is either held by or closely connected to the functions of another department, Minister of the Crown or organisation.

Please also refer to our responses at 5 and 7 above for staff numbers employed by the Ministry.

9. How many staff at the Ministry of Social Development are currently working at one of the buildings?

On 6 December 2022, you refined this part of your request to be: *We would like to know how many staff at MSD are working in all your offices across New Zealand.*

At Question 5, we have advised you of the total number of staff employed by the Ministry. At any given time, the number working from home and the number working at any other sites may vary and the Ministry does not record this information.

We are therefore refusing your request under section 18(g) of the Act as the information you have requested is not held by the Ministry and we have no grounds to believe that the information is either held by or closely connected to the functions of another department, Minister of the Crown or organisation.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by

publishing this letter on the Ministry's website. Your personal details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response regarding the Ministry's flexible working arrangements, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui

A handwritten signature in blue ink, appearing to read 'CML', is positioned above the typed name.

Cain McLeod
Group General Manager People

Flexible Working Policy

Last Review Date:	New 2020
Next Review Date:	December 2023
Approved by:	Leadership Team December; 2020
Owner:	Group General Manager People

Purpose

MSD is a service delivery organisation helping New Zealanders to be safe, strong and independent through a wide range of services. Doing this successfully requires us to have face to face engagement and collaboration with clients, colleagues and partners within core business hours.

This Policy provides guidance and clarity for employees and managers so they can fully consider flexible working arrangements and ensure arrangements meet the operational needs of the organisation and the team as well as the needs of individuals.

Having flexible working options helps MSD to:

- be a good employer
- build a more diverse and inclusive workplace
- enhance the ability to deliver better outcomes for the public in normal and crisis times
- attract and retain diverse talent
- honour our commitments to eliminating pay equity gaps
- attract and retain diverse talent
- create an agile and resilient organisation, able to ensure business continuity in times of crisis
- give effect to the Gender Pay Principles
- support the mental health and wellbeing of MSD employees.

Policy Statement

Flexible working can be across a range of areas including different work hours, leave patterns, location of work or flexibility within a role. To meet MSD's operational objectives, we need to be responsive and collaborate, this means that for some roles options such as working mostly from another location are less likely to fit well within our business context. Flexible working arrangements will need to fit with MSD's responsibilities, with the team's functions and deliverables and the employee's role.

Because our people and the work they do is so diverse, flexibility will be different for our people depending on the work they do, the team situation and their individual needs. Different types of flexibility may suit different types of roles. Managers, teams and individuals should formally agree what could work for them in their operational context.

Flexible working arrangements must be consistent with our obligations under the Health and Safety at Work Act 2015, Employment Relations Act 2000 and MSD's Code of Conduct.

Arrangements must not impact the delivery of services, compromise health and safety, information security or privacy obligations.

This policy is not intended to be used when MSD initiates people working from another location for a specified period of time (three months to two years). In these situations, [MSD's Remote Working Policy](#) will apply.

This policy complements MSD's Reasonable Accommodation in Employment Policy which relates to adjustments within the workplace.

This policy is based on and aligned to, Public Service flexible-by-default principles and Gender pay principles. MSD supports people to request flexible working arrangements and will consider these taking into consideration the needs of the of the organisation, the team and the individual. MSD will comply with the requirements [of the Employment Relations Act 2000](#).

Scope

This policy applies to all MSD employees.

Policy principles

Te Kawa Mataaho – Public Services Commission have established six principles for flexible working. These principles underpin flexible working arrangements at MSD:

If not, why not?

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

Works for the role

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

Works for agencies and teams

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

Requires give and take

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

Mutually beneficial

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

Actively championed by leaders

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

Specific types of flexible arrangements

This is an overview of some of the more common types of flexible working¹.

Flexi-time Options that allow employees to vary their work hours or days on a regular basis or from time to time	Flexi-leave Options that allow employees to vary their leave patterns to create more flexibility	Flexi-place Options that allow employees to work from locations other than their designated workplace	Flexi-role/Career Options that allow employees to manage their roles and careers more flexibly
<ul style="list-style-type: none"> flexible start and finish times ie variable start and/or finish times are worked on a regular or as needed basis swapping workdays or hours with non-work hours or days part-time hours compressed week or fortnight ie full-time employees work longer days over a four-day week or nine-day fortnight flexible shifts – full time or part time fixed shifts – full time or part time combination of fixed shifts and flexible shifts – full or part time 	<ul style="list-style-type: none"> leave without pay term-time working ie working during school terms and taking leave during school holidays other types of leave eg study leave, special leave 	<ul style="list-style-type: none"> working from another location eg another MSD office or home regularly or from time-to-time working from another location – part time working from another location temporarily as part of a return to work plan 	<ul style="list-style-type: none"> phased return to work ie employees gradually increases their hours on returning from long-term leave phased retirement ie employees gradually reduce their hours as they approach retirement seasonal working ie to cover busy periods job sharing ie splitting a role with another employee taking career breaks

¹ Adapted from Ngā Whakarutenga Ngāwaru E Aynia Ana Mō Te Mahi - Flexible-Work-By-Default Guidance and Resources – retrieved 11 November 2020: www.publicservice.govt.nz/assets/SSC-Site-Assets/Workforce-and-Talent-Management/Flexible-Work-by-Default-Guidance-and-Resources.pdf

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Responsibilities

Person/Party	Responsibilities
Employee	<p>Read MSD's flexible working policy and guidance before making a request for flexible work arrangements.</p> <p>Make all requests for formal flexible working arrangements in writing.</p>

Person/Party	Responsibilities
	<p>Ensure a request for formal flexibility is made at least one month in advance of when they want it to take effect.</p> <p>Provide enough information on the variation to working arrangements that they are after to enable their manager (and MSD) to give their request proper consideration.</p> <p>Be able to discuss their request in an open and constructive manner with their manager.</p> <p>Be prepared to be flexible themselves in order to reach an agreement.</p>
Employer (Manager)	<p>Provide guidance and expectations for their team on how flexible working can work for MSD, teams and individuals.</p> <p>Consider formal requests fully in accordance with the set process set out in the flexible working guidelines which includes responding to employees' requests in writing.</p> <p>Deal with the request in a timely manner, no later than one month after receiving it. NB: For requests for flexible working arrangements for people affected by domestic violence, this is 10 working days (refer to MSD's Domestic and Family Violence Policy).</p> <p>Understand the support employees need to make flexible working successful.</p> <p>Discuss formal flexible work arrangements with HR Business Advisory/AskHR before deciding a request.</p> <p>If a request is accepted, ensure it is made clear to the employee where the variation is for a fixed period of time and what the end date is, or at what point the variation will be reviewed.</p> <p>Refuse the request where grounds for refusal of request provided for in Section 69AAF(2) of the Employment Relations Act 2000.</p> <p>If request is refused, state that the request is refused because of a ground in section 69AAF (2) and explain the reason to the employee including the business and/or team context as applicable.</p> <p>Refuse the request if it is from an employee covered by a collective agreement and the employee's proposed working</p>

Person/Party	Responsibilities
	arrangements would be inconsistent with the collective agreement as outlined under section 69AAF(3).
One up manager	Decide a review of decisions of flexible working arrangements
Level 3 Manager as defined by HR delegations (eg Group General Manager, Regional Commissioners, General Managers)	Set the organisational context for flexible working with managers within their group to ensure arrangements can work for MSD and teams.
HR Business Advisory	<p>Provide advice on flexible working, including guidance on approving or refusing flexible working requests.</p> <p>Action formal flexible working arrangements in myHR (if required).</p> <p>Complete appropriate employment documentation related to the flexible working arrangements agreed between employees and MSD.</p>

Definitions

Word/ phrase	Definition
Formal	Occurs when a recurring work arrangement impacts on pay or involves changes to employment terms and conditions such as working hours, patterns and location. It may take place for an agreed period or on an ongoing basis with regular review. Examples could include regular part-time hours, job sharing or working from another location on a regular basis.
Informal	Usually occurs when managers agree that employees have flexibility over when and where they carry out their work, subject to meeting position responsibilities and deliverables. This can mean that the exact arrangements (times or place of work) vary and are agreed between managers and employees as and when needed. It can also involve agreements to more regular arrangements, such as regular changes to start and finish times, as long as arrangements don't require changes to pay or employment agreements.
Employee	Person engaged on either a permanent, fixed term or casual employment agreement with MSD.

Reasonable Accommodation	Adjustments in the workplace to ensure a person can perform their job. Reasonable accommodation refers to creating an environment to ensure equality of opportunity by meeting an employee's needs in relation to a disability or particular practices of an employee's religious or ethical beliefs. ²
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Related policies:

- Domestic and Family Violence Policy
- Equal Employment Opportunities
- Remote Working Policy
- Reasonable Accommodation in Employment Policy

For more information see:

- Flexible Working Guidance
- Flexible Working Questions and Answers

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² Taken from the [guidance](#) on MBIE's website explaining what 'reasonable accommodation' means.

Reasonable Accommodation in Employment Policy

Last Review Date:	New 2020
Next Review Date:	November 2023
Approved by:	Leadership Team [December 2020]
Owner:	Group General Manager People

Purpose

The purpose of this policy is to define 'reasonable accommodation in employment' as it applies at MSD and outline the Ministry's approach. This policy is to be read in conjunction with the [Reasonable Accommodation in Employment Guidance](#).

This policy complements but does not replace MSD's [Flexible Working Policy and Guidance](#) which outlines our obligations under [Part 6AA](#) of the Employment Relations Act 2000 (ERA).

Policy statement

MSD recognises that each employee has their own individual circumstances and that making reasonable accommodations fosters an inclusive environment which creates equal opportunities for our people to reach their full potential, enabling high levels of trust and wellbeing and building strong communities.

Reasonable accommodation enables employees to get the workplace adjustments they need to perform their job, in a way that is appropriate to them, and can apply from when someone first applies to work for MSD, all the way through to when they finish their employment with the Ministry.

Most adjustments are relatively simple and involve little or no cost, eg demonstrating how to complete a task in addition to providing written instructions. Other adjustments require more thought and/or are provided to address a more specific need, eg adjusting a test in an interview to make it accessible for someone with a hearing impairment or providing documents that are accessible to employees with visual impairment.

MSD's policy and definition of reasonable accommodations reflect the expectations set out in the [Human Rights Act 1993](#), the [United Nations Convention on the Rights of People with Disabilities \(UNCRPD\)](#) and the [Lead Toolkit](#):

- The Human Rights Act 1993 directs employers to make reasonable accommodations in order to avoid unlawful discrimination and specifically discusses considerations regarding disabled people.
- Article 27 of the UNCRPD further details the rights of people with disabilities to work on an equal basis with others in work environments that are open, inclusive and accessible.
- The Lead Toolkit succinctly describes reasonable accommodations as the creation of an environment in which employees' specific needs are met.

At MSD, the Reasonable Accommodation in Employment Policy applies to all employees, including those who do not have a disability and may benefit from a reasonable accommodation. As an organisation, we recognise that it's good management practice to provide reasonable accommodations in the workplace to meet the individual needs of our employees. This helps our organisation attract good employees and assists with retaining experienced staff.

Scope

This policy applies to all employees and workers (hereafter "employee/s") at MSD and includes the provision of reasonable accommodations in recruitment.

Policy principles

Our Reasonable Accommodation in Employment Policy and guidance are supported by the following principles:

Whānau – we are inclusive and build a sense of belonging by valuing diversity and encouraging everyone at MSD to be who they are

Manaaki – we work together with respect, openness and compassion to make accommodations that promote success and wellbeing

Tika me te pono – we do the right thing by our people and act with integrity

Responsibilities

Person/Party	Responsibilities
Employee	<p>Discuss your needs with your manager and follow the reasonable accommodation guidance to make a request for accommodations. Explore available options together.</p> <p>Follow the Flexible Working Policy and Guidance to request a change to work hours or environment.</p> <p>Register pain and discomfort events in the STAR event reporting system.</p>
Manager	<p>Engage in regular conversations with applicants and employees about what they need to perform their job and follow the reasonable accommodation guidance. Explore all options available.</p> <p>Approve reasonable accommodation requests on behalf of MSD and record any reasonable accommodations that have been agreed.</p> <p>Treat reasonable accommodation requests as a priority to ensure employees have what they need to do their job.</p> <p>Take active steps to ensure we meet our obligations under the Human Rights Act, UNCRPD and the ERA.</p>

Person/Party	Responsibilities
One up manager	Decide on review of decisions for reasonable accommodations

Definitions

Word/ phrase	Definition
Reasonable accommodation	<p>Adjustments in the workplace to ensure a person can perform their job.</p> <p>Reasonable accommodation refers to creating an environment intended to ensure equality of opportunity to meet an employee's needs in relation to a disability or family commitments and particular practices of an employee's religious or ethical beliefs¹.</p> <p>Reasonable accommodations can include – but aren't limited to – providing instructions in writing as well as verbally, demonstrating how to do a task, reallocating aspects of the job to another employee, changes to lighting and desk arrangements, facilities, equipment or software. In some instances, more than one accommodation may best suit a person's circumstances. However, MSD only provides work-related and additional specialised equipment for an employee's main place of work, which is defined as an MSD office unless otherwise stated in the conditions of employment.</p> <p>Reasonable accommodations should be fully explored before considering whether an employee can no longer work and the medical retirement process is initiated.</p> <p>When considering what is reasonable, factors to take into account include:</p> <ul style="list-style-type: none"> • how effective the adjustment will be in assisting the employee to perform their job • whether it's practical to make the adjustment • the financial or other costs of the adjustment • how much disruption, if any, will be caused to our services or our people.
Flexible working arrangements	<p>Arrangements can be:</p> <ul style="list-style-type: none"> • formal – a recurring work arrangement which impacts pay or involves changes to employment terms and conditions such as working hours, pattern or location.

¹ As described in [guidance](#) on Employment New Zealand's website explaining 'what reasonable accommodation means'.

	<ul style="list-style-type: none"> informal – an agreement between manager and employee to have flexibility over when and where they carry out their work subject to meeting position responsibilities and deliverables. <p>This is covered by MSD’s Flexible Working Policy and Guidance.</p>
Workstation assessments	<p>A formal workstation assessment is conducted once pain and discomfort has been registered in the STAR event reporting system. An occupational therapist will complete a report that recommends the height of desk, chair and monitor and may recommend equipment such as a personalised chair, mouse or document holder.</p> <p>A formal workstation assessment is not required for reasonable accommodations to be made. As well, a health practitioner may recommend specialised equipment or other accommodations to ensure a person’s wellbeing in the workplace.</p> <p>Conversations about health and safety can complement discussions about reasonable accommodations.</p>
Support Funds	<p>Support Funds is external funding, specifically for disabled employees, that can be applied for by the employee (rather than the employer) to cover the "cost of disability" – that is additional work costs that are a direct consequence of a person’s disability.</p> <p>Support Funds are particularly useful for more expensive specialised requirements that are unlikely to be used again when the person leaves MSD. Items typically covered by Support Funds are specialised equipment or software, and New Zealand Sign Language (NZSL) interpreters. Any equipment or software belongs to the employee so they can move with the employee if they change roles or employers.</p> <p>Support Funds do not cover disabilities covered by ACC.</p>

Related policies

- [Flexible Working Policy and Guide](#)
- [Health and Safety Policy](#)
- [Equal Employment Opportunities Policy](#)
- [Rehabilitation Policy](#)
- [Car Parks at Ministry Sites](#)
- [Domestic and Family Violence Policy](#)

For more information see:

- [Reasonable Accommodation in Employment Guidance](#)

Remote Working Policy

Last Review Date:	New
Next Review Date:	September, 2023
Approved by:	Business Committee; September 2020
Owner:	Group General Manager People

Purpose

This policy defines 'remote working' as it applies to MSD and outlines the requirements of remote working arrangements such as health, safety and security.

Policy statement

Remote working is an MSD initiated arrangement where employees work primarily from a location other than an MSD site for a specified term (defined as minimum three months - maximum two years) in response to a business need. Where an employee will be working primarily from a location that is not the employee's home, such as an NGO, other Government agency or a rented venue, this policy must be used in conjunction with the [Off-site safety and security policy](#)

This policy does not replace our obligations under Part 6AA of the Employment Relations Act 2000, under which allows employees to request a change to their working arrangements. These requests are covered by MSD's [Flexible Working Arrangements](#) guidance.

This policy is not intended to be used as part of MSD's response to a site, regional or national crisis including, but not limited to natural disaster or pandemic. These situations would be covered by the business continuity plans.

Scope

This policy applies to all permanent and fixed term MSD employees.

Principles

Approach

- Remote working is initiated by MSD in response to a business need as approved by Senior Management.
- All decisions to work remotely will be mutually agreed between a manager and their employee. Any agreement will take into consideration the appropriateness of the arrangement for MSD and the employee, the health, safety and security of the employee, and the privacy and security of MSD information (e.g. making sure the remote working environment is suitable for an enduring remote

arrangement before any agreement is made, including internet connectivity and a working space away from other occupants).

- Remote working will be supported by effective management and support. This includes employee access to coaching, training, 'buddies', Helpline, peer networks and EAP.
- Workload distribution and management, productivity and performance will be proactively managed between the manager and employee.
- Employees may need to work from an MSD site for a period of time to receive support to address any issues that have arisen.

Contracts and obligations

- Remote working arrangements will be for a specified term (minimum three months, maximum two years) which will be reviewed every three months to ensure the arrangement is operating effectively.
- The benefits of working remotely should offset any ongoing additional expenses. Any actual and reasonable costs associated with a remote working arrangement will require pre-approval.
- The setup of the remote working environment must be suitable, including management of health and safety, information security and privacy requirements.
- There may be occasions where employees will need to travel to MSD sites.

Provision of suitable equipment

- Employees will be provided with the appropriate IT equipment, and a desk or chair if required and consideration of reasonable accommodations as agreed between MSD and the employee.
- Remote workers will not have a dedicated desk at an MSD site. They may arrange with their manager to work from an MSD site on occasion if there is space, to attend meetings or use office facilities etc.

Health, safety, security and wellbeing of remote workers

- Hazards and risks must be identified in advance, effectively controlled and reviewed regularly through an active Safety Plan.
- Ergonomic issues and any sign of pain and discomfort will be managed through self-management and support. The standard MSD process will apply to people experiencing pain or discomfort, including early reporting in STAR. Workstation assessments will be initiated through the same process that exists for people working in MSD sites and will be carried out by WellNZ, MSD's contracted provider.
- Where health, safety and wellbeing issues are unable to be reasonably accommodated in the remote location, employees may need to be relocated to an MSD site in order to address these needs.

Responsibilities

<i>Person/Party</i>	<i>Responsibilities</i>
Manager	<p>Understand and meet the requirements of managing remote workers including proactive, regular communication and connection to teams.</p> <p>Meet obligations under the Health and Safety at Work Act 2015, including management of hazards and risks in partnership with employee.</p>
Employee	<p>Must abide by all MSD policies and obligations, including MSD's Code of Conduct, health, safety and security, and information security and privacy requirements.</p> <p>Meet obligations under the Health and Safety at Work Act 2015, including identification and management of hazards and risks in partnership with manager.</p>
Senior Management i.e. at least GM level	Responsible for approving the use of remote working within their designated group.

Definitions

<i>Word/ phrase</i>	<i>Definition</i>
Remote working	An agreement, based on business need, for an employee to work primarily from a location other than an MSD site, including from an employee's home, for a specified term (minimum three months - maximum two years).
Flexible working	<p>Flexible working is about people having options regarding how they work and can include adjustments to when and where they work. Arrangements can be:</p> <ul style="list-style-type: none"> formal – recurring work arrangement which impacts pay or involves changes to employment terms and conditions such as working hours, pattern or location. informal – agreement between manager and employee to have flexibility over when and where they carry out their work subject to meeting position responsibilities and deliverables.

<i>Word/ phrase</i>	<i>Definition</i>
Primarily	An employee's full working week from another location with the ability to return to the office on occasion, as outlined in the policy principles.

Related policies

The following is not an exhaustive list but an indication of the types of policies you need to be aware of when working remotely as all MSD policies apply.

<i>Policy</i>	<i>Definition</i>
Acceptable Use of Technology Policy	Outlines what is acceptable use of technology including, use of technology to store, transfer or process MSD information, and personal use of MSD technology for anything other than MSD work.
Business-Related and Sensitive Expenditure Policy	Provides principles and policies that must be followed when claiming reimbursement of expenditure incurred on behalf of the Ministry.
Code of Conduct	Guides you on how to go about your work and how best to service the Government of the day. It does not cover every situation or requirement that you experience in your role, but it does include very clear expectations about behaviours or conduct that we cannot and will not tolerate.
Flexible Working Arrangements	Sets out MSD's approach to flexible working arrangements in line with Part 6AA of the Employment Relations Act 2000.
Health and Safety Policy	Sets out MSD's commitment to the health, safety, security and wellbeing of our people and the people we work with, and how we will meet our responsibilities to ensure a psychologically and physically healthy and safe working environment.
Legislative Compliance Policy	Explains how certain legislation and law impacts on our people, clarifies rights and obligations, gives guidance about what to do and what to avoid and says who to contact with specific queries.
Managing Performance Policy	Outlines the mutual responsibilities of managers and employees in relation to performance issues.

Off-site Safety and Security Policy	<p>Staff have the responsibility for the on-going assessment of the off-site environment in which they are working and for making appropriate decisions to keep themselves safe in those environments.</p>
Responsibility for the Security of MSD Computer Systems	<p>Everyone has a responsibility for the security of MSD computer systems. This includes MSD, managers, staff and Human Resources.</p>
Secure Workplace Policy	<p>Defines the requirements for how employees should protect MSD information both in the workplace and when working remotely.</p>
Travel, Accommodation, and Related Expenses Policy	<p>Sets out the principles and policies that must be followed when organising, undertaking, or authorising business-related travel on behalf of the Ministry.</p>

Appendices

- **Appendix 1:** Employee Self-Assessment
- **Appendix 2:** Employee Guide
- **Appendix 3:** Managers Guide

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