



Addendum to Department of Infrastructure and Planning 2009-10 Annual Report

Carers (Recognition) Act 2008

The Department utilises new staff inductions, corporate induction workshops and the Departmental intranet as tools to increase staff awareness and understanding of the Act. By aligning Departmental human resource policies with the Act, carers have the following entitlements available to them:

- flexible working arrangements – including phased retirement, access to part-time work, leave, telecommuting
- flexible working hours and leave arrangements (e.g. special responsibility, cultural, parental, study, and emergent leave), ad hoc working from home, extended lunch breaks, evening or weekend working
- a holistic health and wellbeing program – health assessments, health newsletters, access for employees and immediate family to employee assistance and early intervention programs, information sessions covering mental, physical and financial health

- access to carer and breastfeeding rooms
- ethics and diversity training which emphasises the appreciation of difference, respect for persons and quality decision making (applicable to all staff related decisions).

During the 2009–10 reporting period, the Department participated in the pilot Work Life Balance Strategy Research project. This project explored barriers to the implementation and uptake of work/life balance policies, ‘parenting’ and ‘balancing work and family’ and conducted an employee engagement process that explored a range of issues including work/life balance. The outcomes of both processes, in conjunction with other sources of information, have informed the development of a Strategic Workforce Plan.

The Department’s Complaints Management Policy is available via its internet site or on request. Through this process, complaints are actioned to the relevant business area for consideration and response, in accordance with the Department’s policy and procedures.