



## FREQUENTLY ASKED QUESTIONS (FAQs)

### Flexibility

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#### **What does work/life balance actually mean?**

We want greater flexibility for our growing workforce that provides our employees with a fulfilling career and job satisfaction while also balancing their personal life and commitments outside the workplace.

#### **Can you provide an example of how a 'modern' workforce works?**

Absolutely. To succeed in the future, with the level of change around us, we need to create a more modern workplace with a flexible workforce that provides our people with satisfying jobs and careers into the future. For example, a modern and flexible workplace that provides options to work part-time or at flexible hours can increase job satisfaction and help people to maintain an effective work/life balance.

#### **What is the difference between hours worked now for an individual compared to working more flexibly under 'One Team, One Metro'? How does that improve fatigue, family balance and responsibilities at home and wages?**

Creating a more modern workplace with a flexible workforce is vital to maintain a successful Metro that both meets the growth and transformation of the rail network and provides our employees with job satisfaction and careers into the future.

Flexibility is a term that is often used to describe an approach to work that enables us to meet the needs of our ever changing environment – in this case, the city of Melbourne – and helping our people have a fulfilling career and job satisfaction while balancing their personal life and commitments outside the workplace.

The level of change our network will see over the next decade and beyond will be unprecedented and ensuring we can meet the demands that go along with that is vital to build a successful, progressive and sustainable Metro for everyone.

Safety is our number one priority and Fatigue Management plays a key role in keeping our people safe. Working flexibly does not mean compromising safety. A flexible approach to work may see rosters developed that better suit fatigue management principles and also assist in greater work-life balance. The EA that we have in place should enable the effective implementation of new rosters through real and meaningful consultation with our people.

A 'fair day's pay for a fair day's work' is something that has been front and centre of our thinking for the upcoming EA negotiations and we will ensure employees will receive benefits from the upcoming EA process that are fair and reasonable. In return for this, there are key business initiatives that the new EA must support in order to meet the cost of the increases in benefits to our people.

#### **Will Individual Flexibility Agreements (IFAs) be seriously considered from the next EA?**

Individual Flexibility Agreements (IFAs) are a tool that, when used effectively, can meet the needs of our people and the business. They allow for certain terms of the EA (such as arrangements for when work is performed) to be altered on an individual basis to meet the needs of the employee and the



business. A common example might be when an employee wishes to alter their start/finish times on certain days to drop their children at school.

The IFA clause in the current EA is written in such a way that these types of arrangements can only cover 'senior managers, technical specialists or administrative support staff'. The use of an IFA needs to meet both the business needs AND the needs of the employee. If they do not meet the needs of both parties and the terms are not genuinely agreed to, there is little value in implementing them.

If you are interested in going on an IFA or have any questions about their use, please contact the Workplace Relations team.

**What are you going to do to assist people in hardship or returning to work after having a family to ensure work/life balance?**

We are working toward greater flexibility for our growing workforce that provides employees with more choice including part-time work, transition to retirement and work/life balance.

*It's important to us that your questions are answered and your voice is heard.*

*You can submit your questions at any time to [enterpriseagreement@metrotrains.com.au](mailto:enterpriseagreement@metrotrains.com.au)*

*We'll keep adding to our FAQs section based on the common questions our colleagues are asking.*