From: Brent Ferguson < Brent.Ferguson@aigroup.com.au >

Sent: Thursday, 29 October 2020 5:59 PM

To: Chambers - Ross J < Chambers.Ross.j@fwc.gov.au>

Cc: Luis Izzo < luis.izzo@ablawyers.com.au >; Michael Rizzo < mrizzo@asu.asn.au >; Sophie Ismail

<sismail@actu.org.au>

Subject: Application to vary the Clerks - Private Sector Award 2020 - proposed employer survey

Dear Associate,

I write in relation to the proceedings arising from the Ai Group/ACCI application to vary the *Clerks – Private Sector Award 2020*.

Please find attached a copy of proposed amended survey questions that have been prepared jointly by Ai Group and ACCI. A copy in 'track changes' form is also attached.

The employer parties intend to speak to the reasons for the alternate approach during the conference.

Regards,

Brent Ferguson

National Manager - Workplace Relations Advocacy & Policy

The Clerks Award & working from home during COVID-19

The Fair Work Commission wants to understand how businesses with employees covered by the Clerks Award have adapted to working from home during the COVID-19 pandemic.

Complete this survey if:

- You are an employer
- You have employees covered by the Clerks Private Sector Award 2020 (the Clerks Award).

Please **do not** complete this survey if you have an **Enterprise Agreement** in place which covers all of your employees who would otherwise be covered by the Clerks Award.

You should only complete the survey <u>once</u>, regardless of how many times you have received an invitation to complete the survey.

What will the survey ask?

We will ask you about **your business and your employees.** The survey includes questions about where your business is, how many employees you have and how many employees are covered by the Clerks Award.

We will also ask you about any **working from home arrangements** accessed by your employees. The survey includes questions about any changes to how your employees are working their hours while they're at home. It also includes questions about what extra help, if any, you've provided.

How do I know if my employees are covered by the Clerks Award?

The <u>Clerks Award</u> covers employees who mainly carry out clerical and administrative work in the private sector.

This includes:

- filing and photocopying
- typing and word processing
- managing accounts, invoices and orders
- billing clients and customers
- maintaining records and journals, including payroll
- answering calls
- cash handling
- operating a telephone switchboard
- attending a reception desk
- secretarial and executive support services.

Examples of employees covered by the Clerks Award include:

- an administrative assistant
- · a receptionist in an accounting firm
- a bookkeeper in a manufacturing company
- a clerical employee in a retail head office

If you're still not sure, you can check with the Fair Work Ombudsman.

What will we do with your responses?

The Commission will use your responses to understand how the flexibility provisions in the Clerks Award are being used by employees and employers during the COVID-19 pandemic.

If you have any questions or concerns about your privacy or how the data will be used, please X	contact
Your business and employees 1. Does your business have any employees covered by the Clerks Award?	
[] Yes	
[] No — End survey. Thank you for participating.	
2. Does your business have an enterprise agreement?	
[] Yes — Go to question 2.1 [] No — Go to question 3	
2.1. Does your enterprise agreement cover any employees who would otherwise be covered Clerks Award?	d by the
 Yes, all of them — End survey. Thank you for participating. Yes, some of them — Go to question 3 	
[] No — Go to question 3	
Approximately how many employees does your business currently employ? How many of your employees are covered by the Clerks Award (Don't count any employees by an enterprise agreement)?	covered
COVID-19 response 5. Approximately how many of your Clerks Award employees have been working fror since 1 July 2020? (You should include all employees working from home during this period, employees who started working from home after 1 July 2020).	
6. How many of these employees are:	
Gender Number of employees	
Male	
Female	
Other (Individuals who identify as non-	
binary, gender diverse, or with descriptors other than male or female.)	
 7. Of the employees working from home since 1 July 2020, have any of them change pattern of work. Tick all that apply. [] No change – Go to question 10 	ed their

[] [] []	Yes–Starting earlier than usual Yes–Finishing later than usual Yes–Breaking up working day Yes– Working longer periods on some days and shorter periods on other days Yes–Other, please provide details:
[]	Don't know
	How many of your employees who are covered by the Clerks Award and who have been working in home since 1 July 2020 have changed their working hours? All Most Some None Don't know
	inking about those employees who are working from home at different times, why are the erent working hours in place? Tick all that apply.
	Because of the employee's family/caring commitments Because the employee wishes to attend to personal matters during their usual working hours Because of the requirements of the work (e.g. client availability, manager availability, colleague availability or other work factors) Because the employer has asked the employee to work these different hours To accommodate an employee's secondary employment To accommodate an employee's study commitments Other
[]	Not sure / cannot say
	Where employees covered by the Clerks Award do work from home, who determines when breaks a work are taken?
[] [] []	The employee chooses when they have a break The employer directs the times that breaks may be taken Both Other
-	Have any additional payments or support been provided by the business to employees covered he Clerks Award who have been working from home since COVID-19 restrictions commenced (i.e. e March 2020)? If yes, please tick all that apply and provide further details below:
[]	Existing laptop, computer or other equipment has been transferred to the home (temporarily or permanently)
[]	New Laptop, computer or other equipment
[]	Allowance or reimbursement for purchasing office equipment
[]	Allowance or reimbursement to cover home internet and/or electricity costs
[]	Mental health support
[]	Additional training

[]	Provision of a telephone or payment of a telephone allowance or reimbursement Other, please provide details:
10.	Does your business have a policy about working from home?
[]	Yes
[]	No
emaili	– You are requested to please provide a copy of the policy to the Fair Work Commission by $x = x + x + y = x $
11. In	which state or territory is your business located (tick all that apply)?
[]	Australian Capital Territory
[]	New South Wales
[]	Northern Territory
[]	Queensland
[]	South Australia
[]	Tasmania
[] []	Victoria Western Australia
	le working arrangements and arrangements and ard spread of ordinary hours (for employees other than shiftworkers) under the Clerks Award ween:
•	7.00 am and 7.00 pm on Monday to Friday; and 7.00 am and 12.30 pm on Saturday.
	ally, an employee (other than a shiftworker) who works outside of this spread of hours would be d to paid overtime. \Box
emplo	erks Award Flexibility Schedule extends the spread of ordinary hours of work. It allows an yee who is working from home to request a change in the spread of ordinary hours of work so dinary hours can be worked between:
•	6.00 am and 10.00 pm, Monday to Friday; and 7.00 am and 12.30 pm on Saturday.
patter	Of your employees (other than shift workers) who are covered by the Clerks Award and have working from home in the period since 1 July 2020, how many have changed their working as so that they have either regularly or from time to time undertaken work before 7am on lays during this period?
[]	All
[]	Most
[]	Some None

Commented [BF1]: To be reworded/further considered by the Commission

[]	Don't know
Plea	ase indicated the approximate number if known:
they	Of your employees who are covered by the Clerks Award (other than shift workers) and have n working from home since 1 July 2020, how many have changed their working patterns so that have either regularly or from time to time undertaken work between 7pm and 10pm on weekdays ng this period:
[] [] [] []	All Most Some None Don't know
Plea	ase indicate the approximate number if known.
how	of those who have changed their work patters so as to undertake work between 7pm and 10pm, many have changed their working patters so that they have either regularly or from time to time ked any of their hours between the following times:
a.	9pm and 10pm:
b.	8pm and 9 pm:
c.	7pm and 8 pm:
d.	Another time (please specify)
e.	Not sure []
Futi	ure working from home arrangements
to p	In the future, assuming you were not required by any public health order or other legal obligation ermit an employee to work from home, do you anticipate that you would nonetheless allow some our employees covered by the Clerks Award to work from home at least some of the time?
[]	Yes No
	Are there any impediments to your business if employees covered by the Clerks Award are allowed york from home? If yes, please tick all that apply and provide further details below:
[] [] []	Work cannot be completed from home Reductions in the quality of the employee's work performance Work cannot be supervised to the same extent as in the workplace Loss of productivity

Security/privacy concerns (including IT) WHS concerns	
Costs of facilitating the arrangement	
[] Other, please provide details:	
16. If you were to permit some of your employees covered by the sometimes work from home, are there circumstances or times when your all of these employees to undertake some work at your workplace?	•
[] Yes	
[] Potentially	
[] No	
If the employer answers "yes" or "potentially" move to question 17	
17. Why would you potentially require employees to undertake some w	ork at the workplace?
[] because some work activities cannot be performed remotely	
[] to participate in team meetings/gatherings	
[] to ensure adequate supervision of the employee	
[] to maintain regular contact with the workplace, supervisor, peers of	
[] because of concerns about the quality of work performed remotely	1
[] Other, please provide details	

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If you're still not sure, you can check with the Fair Work Ombudsman.

What will we do with your responses?

The Commission will use your responses to understand how the flexibility provisions in the Clerks Award are being used by employees and employers during the COVID-19 pandemic. Survey responses will remain confidential. We will not be able to identify you by your responses. If you have any questions or concerns about your privacy or how the data will be used, please contact X

x ·	, , ,		
Your business and employees			
1. Does your business have any employees	s covered by the Clerks Award?		
-[] Yes			mmented [ZB1]: ACCI suggest removing this note as it
[] No — End survey. Thank you for p	articipating.	ma	y cause confusion.
 Does your business have an enterprise 	orise agreement?		
Yes — Go to question 2.1		For	rmatted: Font: +Body (Calibri)
No — Go to question 3			(campin)
2.1. Does your enterprise agreement cover Clerks Award?	er any employees who would otherwise be	covered by the	
[] Yes, all of them — End survey. That		Foi	rmatted: Font: +Body (Calibri)
[] Yes, some of them — Go to questi	on 3		
[] No — Go to question 3			
3. Approximately how many employees do	pes your business currently <mark>employ</mark> ?		mmented [ZB2]: ACCI proposed amendment to reduce ninistrative burden.
		For	rmatted Table
4. How many of your employees are covered by an enterprise agreement)?	ed by the Clerks Award (Don't count any em	loyees covered	
an enterprise agreement,		For	rmatted Table
COVID-19 response		Co	mmented [ZB3]: ACCI suggestion
	r Clerks Award employees have been worl employees working from home during this ne after 1 July <mark>2020</mark>).	period, not just	mmented [ZB4]: ACCI proposed amendment to reduce ninistrative burden.
		For	rmatted Table
6. How many of these employees are: Gender	Number of amulauses		mmented [ZB5]: ACCI suggests deleting this question
Men Male	Number of employees		ing that it's not relevant.
Women Female		For	rmatted Table
Other (Individuals who identify as n	on-	For	rmatted: Font: +Body (Calibri)
binary, gender diverse, or v			(eansing
descriptors other than manmale	or	For	rmatted: Font: +Body (Calibri)
womanfemale.)		Foi	rmatted: Font: +Body (Calibri)
	·		, · · · ·

7. Of the employees working from home since 1 July 2020, have any of them changed their	
pattern of work. Tick all that apply.	Commented [ZB6]: ASU suggest an additional question
[] No shares Cata musting 040	regarding whether the change in the pattern of work was initiated by the employer or the employee.
[] No change – Go to question 910 [] Yes–Starting earlier than usual	3 13 13
[] Yes—Finishing later than usual	Commented [ZB7]: ACCI suggestion.
[] Yes—Breaking up working day	
Yes—Working longer periods on some days and shorter periods on other days	Formatted: Font: +Body (Calibri), 11 pt
Yes–Other, please provide details:	Formatted Table
	Formatted: Font: Not Bold
⁴ ′	Commented [ZB8]: ACCI suggestion
	Formatted: Font: +Body (Calibri)
I. J. Doublinger	Formatted: Font: +Body (Calibri), 11 pt
Don't know	Formatted: Font: +Body (Calibri), 11 pt
8. How many of your employees that who are covered by the Clerks Award and who have been working	Formatted: Font: +Body (Calibri), 11 pt
from home since 1 July 2020 have changed their working hours?	Commented [ZB9]: ACCI suggestion
[] All	Formatted: Font: +Body (Calibri), 11 pt
[] Most	Formatted: Font: +Body (Calibri), 11 pt
[] Some [] None	Formatted: Font: +Body (Calibri), 11 pt
Don't know	Formatted: Font: +Body (Calibri), 11 pt
	//
89. Thinking about the those employees covered by the Clerks Award who are working from home	Formatted: Indent: Left: 0 cm, Hanging: 1.27 cm
at different times, why are the different working arrangements hours in place? Tick all that apply.	Formatted: Font: +Body (Calibri), 11 pt
[] December of the complement formily to since community contracts	Formatted: Font: +Body (Calibri), 11 pt
[]—]Because of the employee's family/caring commitments []—]Because the employee wishes to attend to personal matters during their usual working hours 4	Formatted: Font: +Body (Calibri), 11 pt
Because of the requirements of the work (ege.g. client availability, manager availability,	Formatted: Font: +Body (Calibri), 11 pt
colleague availability or other work factors)	Formatted: Font: +Body (Calibri), 11 pt
[+] Because the employer has asked the employee to work these different hours [-]	Formatted: Font: +Body (Calibri), 11 pt
To accommodate an employee's secondary employment	Formatted: Font: +Body (Calibri), 11 pt
[] To accommodate an employee's study commitments	Formatted: Font: +Body (Calibri)
Other	Formatted: Font: +Body (Calibri), 11 pt
Not sure / cannot say	Formatted: Font: +Body (Calibri)
9 <u>10</u> . Where employees covered by the Clerks Award do work from home, who determines when	
breaks from work are taken?	Formatted: Font: +Body (Calibri), 11 pt
H	Commented [ZB10]: ACCI suggestion
The employee chooses when they have a break	Formatted: Font: +Body (Calibri), 11 pt
The employer directs the times that breaks may be taken	Formatted: Font: +Body (Calibri), 11 pt
[] Both	Formatted: Font: +Body (Calibri), 11 pt
[] Other	Formatted: Font: +Body (Calibri), 11 pt
911. Have any additional payments or support been provided by the business to employees covered	Formatted: Font: +Body (Calibri), 11 pt
by the Clerks Award who have been working from home since COVID-19 restrictions commenced (i.e.	Formatted: Font: +Body (Calibri), 11 pt
since March 2020)? If yes, please tick all that apply and provide further details below:	Commented [ZB11]: ASU suggest an additional question
	about whether a risk assessment was undertaken.

[+1	Existing laptop, computer or other equipment has been transferred to the home	7	Formatted: Font: +Body (Calibri)
	(temporarily or <mark>permanently)</mark>	1/	Formatted: Font: +Body (Calibri)
[-]	New Laptop, computer or other equipment	, // ·	Formatted: Indent: Left: 0 cm, Hanging: 1.27 cm
-]	Allowance or reimbursement for purchasing office equipment	~ / /.	Commented [ZB12]: ACCI suggestion
-]	Allowance or reimbursement to cover home internet and or electricity costs		Formatted: Font: +Body (Calibri)
-]	Mental health support		Commented [ZB13]: ACCI suggestion
]	Additional training		Commented [ZB14]: Ai Group proposed amendment
	— Telephone		
<u> </u>	Provision of a telephone or payment of a telephone allowance or reimbursement Other, please provide details:		
			Formatted Table
[] [] If yes	Yes No - You are requested to please provide a copy of the policy to the Fair Work Commission by		
email made	emailing it to X if possible. A copy of any policy emailed to the Fair Work Commission will not be available to any party other than the Fair Work Commission. which state or territory is your business located (tick all that apply)?		Commented [ZB15]: Ai Group propose removing this question as it might identify the employer. The idea was the survey would be completed anonymously through at online platform and the employer would email the survey separately meaning that the survey responses couldn't be
[]	Australian Capital Territory		matched with the policy to identify the employer.
1	New South Wales		Commented [BF16]: To be reworded/further conside the Commission
1	Northern Territory		the Commission
	Queensland		
	South Australia		
1	Tasmania		
[]	Victoria		

p propose removing this employer. The idea was that monymously through an r would email the survey ey responses couldn't be ify the employer.

worded/further considered by

The standard spread of ordinary hours (for employees other than shiftworkers) under the Clerks Award is between:

- 7.00 am and 7.00 pm on Monday to Friday; and
- 7.00 am and 12.30 pm on Saturday.

Normally, an employee (other than a shiftworker) who works outside of this spread of hours would be entitled to paid overtime.

The Clerks Award Flexibility Schedule extends the spread of ordinary hours of work. It allows an employee who is working from home to request a change in the spread of ordinary hours of work so that ordinary hours can be worked between:

Of your employees (other than shift workers) who are covered by the Clerks Award and have

- 6.00 am and 10.00 pm, Monday to Friday; and
- 7.00 am and 12.30 pm on Saturday.

12.

Some None Don't know

been working from home in the period since 1 July 2020, how many are have changed their working	
patterns so that they have either regularly startingor from time to time undertaken work before 7	Formatted: Font: Bold
am7am on weekdays? (Regularly means at least once a week). during this period?	Formatted: Font: +Body (Calibri)
	, ,
[] All	
<u>Most</u>	
Some	
None None	
Don't know	
<u>Please indicated the approximate number if known:</u>	
	Formatted Table
In the period since 1 July, have any of	
13. Of your day work employees who are covered by the Clerks Award worked ordinary hours before 7am whilst working from home?	Formatted: Font: +Body (Calibri), 11 pt
(other than shift workers)	Formatted: Font: +Body (Calibri), 11 pt
#syes go to question 13	Formatted: Font: 12 pt
If no go to question 14	Formatted: Font: +Body (Calibri)
n no go to question 14	Commented [ZB17]: Ai Group proposed amendment to
13. Of your employees who are covered by the Clerks Award and are working from home since	seek general responses to lighten the administrative burden
July 2020, how many are regularly starting ordinary hours of work before 7 am on weekdays	for those completing the survey
[] All	
[] Most	
[] Some	
[] None	
[] Don't know	Commented [ZB18]: Ai Group proposed amendment.
	They propose the same amendment to each of the questions
13. Of your employees who are covered by the Clerks Award and have been working from home	below.
since 1 July 2020, how many are regularly working until afterhave changed their working patterns so	
that they have either regularly or from time to time undertaken work between 7pm and 10pm on	Formatted: Font: Bold
weekdays <u>during this period</u> :	
[] All	
[] Most	

•		Formatted Table
And of those who have changed their work patters so as to undertake work between 7pm and 10pm, how many are have changed their working patters so that they have either regularly working until: or from time to time worked any of their hours between the following times:		
a. <u>9pm and</u> 10pm:		Formatted Table
b. <u>8pm and</u> 9 pm:		Formatted Table
c. <u>7pm and</u> 8 pm:		
d. Another time (please specify)		Formatted Table
4		Formatted Table
	,	Formatted: Font: +Body (Calibri)
e. Not sure []		Commented [ZB19]: Suggested new section from ACCI to understand the difference between COVID responses and future WFH arrangements
Future working from home <mark>arrangements</mark>		Formatted: Font: +Body (Calibri)
	,	Formatted: Font: +Body (Calibri)
14. In the future, <u>assuming you were not required by any public health order or other legal</u> obligation to permit an employee to work from home, do you intend on allowing anticipate		Formatted: Font: +Body (Calibri)
that you would nonetheless allow some of your employees covered by the Clerks Award to	//,	Formatted: Font: +Body (Calibri)
work from home at least some of the time?	//,	Formatted: Tab stops: 0.75 cm, Left
		Formatted: Font: +Body (Calibri)
[]Yes	//	Formatted: Font: +Body (Calibri)
[]_No	/	Formatted: Font: +Body (Calibri)
45 Annah ann an iaga diaga ta Channan basinan (d. 11 - 11 Channal ann ann an dhatha		Formatted: Font: +Body (Calibri)
15. Are there any impediments forto your business with allowingif employees covered by the Clerks Award are allowed to work from home? If yes, please tick all that apply and provide		Formatted: Font: +Body (Calibri)
further details below:		
Tarther details select.		Formatted: Font: +Body (Calibri)
[+]Work cannot be completed from home		Formatted: Tab stops: 0.75 cm, Left
[] Concerns about] Reductions in the quality of the employee's work (eg. client experience,		Formatted: Font: +Body (Calibri)
accuracy, availability of resources at home)performance		Formatted: Font: +Body (Calibri)
[+]Work cannot be supervised to the same extent as in the workplace		Formatted: Font: +Body (Calibri)
[] Concerns about loss [] Loss of productivity		Formatted: Font: +Body (Calibri)
[+] Security/privacy concerns (including IT)		Formatted: Font: +Body (Calibri)
[]WHS concerns [] Concerns about 'flow on effect' (eg. other employees will also seek to work from home).	//	Formatted: Font: +Body (Calibri)
[-] Costs of facilitating the arrangement		Formatted: Font: +Body (Calibri)
Cher, please provide details:		Formatted: Font: +Body (Calibri)
		Formatted: Tab stops: 0.75 cm, Left
4		Formatted: Font: +Body (Calibri)
		Formatted Table
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		Formatted: Font: +Body (Calibri)	
16. If an employee you were to permit some of your employees covered by the Clerks Award		Formatted: Font: +Body (Calibri)	
works to generally or sometimes work from home, are there circumstances or times when		Formatted: Font: +Body (Calibri)	
you will <u>likely still</u> require the employee to return to the some or all of these employees to		Formatted: Font: +Body (Calibri)	
undertake some work at your workplace on particular days/weeks?? Tick as many as apply		Formatted: Font: +Body (Calibri)	
[1] West			
[] Yes		Formatted: Font: +Body (Calibri)	
Potentially [] Potentially)	Formatted: Font: +Body (Calibri)	
<u>No</u>			
If CL Novem		Formatted: Font: 12 pt	
If Never Never Net Likely, this is not commonly required		Formatted: Font: +Body (Calibri)	
L Vac tor particular client meetings			
[] Yes, for particular client meetings [] Yes, for particular the employer answers "yes" or "potentially" move to question 17			
[] Yes, for particular the employer answers "yes" or "potentially" move to question 17		Formatted: Tab stops: 0.75 cm, Left	
[] Yes, for particular the employer answers "yes" or "potentially" move to question 17 17. Why would you potentially require employees to undertake some work at the workplace? [] because some work activities cannot be performed remotely [] Yes, for [] to participate in team meetings/gatherings		Formatted: Tab stops: 0.75 cm, Left Formatted: Font: +Body (Calibri)	
[] Yes, for particular the employer answers "yes" or "potentially" move to question 17 17. Why would you potentially require employees to undertake some work at the workplace? [] because some work activities cannot be performed remotely [] Yes, for [] to participate in team meetings/gatherings [] Yes,]to ensure adequate supervision of the employee		<u> </u>	
[] Yes, for particular the employer answers "yes" or "potentially" move to question 17 17. Why would you potentially require employees to undertake some work at the workplace? [] because some work activities cannot be performed remotely [] Yes, for [] to participate in team meetings/gatherings [] Yes,] to ensure adequate supervision of the employee [] Yes,] to maintain regular contact with the workplace, supervisor, peers or clients.		Formatted: Font: +Body (Calibri)	
[] Yes, for particular the employer answers "yes" or "potentially" move to question 17 17. Why would you potentially require employees to undertake some work at the workplace? [] because some work activities cannot be performed remotely []Yes, for[] to participate in team meetings/gatherings []Yes,] to ensure adequate supervision of the employee []Yes,] to maintain regular contact with the workplace, supervisor, peers or clients. [] because of concerns about the quality of work performed remotely		Formatted: Font: +Body (Calibri) Formatted: Font: +Body (Calibri) Formatted: Font: +Body (Calibri)	
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[] Yes, for particular the employer answers "yes" or "potentially" move to question 17 17. Why would you potentially require employees to undertake some work at the workplace? [] because some work activities cannot be performed remotely []Yes, for[] to participate in team meetings/gatherings []Yes,] to ensure adequate supervision of the employee []Yes,] to maintain regular contact with the workplace, supervisor, peers or clients. [] because of concerns about the quality of work performed remotely		Formatted: Font: +Body (Calibri)	
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We will also ask you about any **working from home arrangements** accessed by your employees. The survey includes questions about any changes to how your employees are working their hours while they're at home. It also includes questions about what extra help, if any, you've provided.

How do I know if my employees are covered by the Clerks Award?

The <u>Clerks Award</u> covers employees who mainly carry out clerical and administrative work in the private sector.

This includes:

- filing and photocopying
- typing and word processing
- managing accounts, invoices and orders
- billing clients and customers
- maintaining records and journals, including payroll
- answering calls
- cash handling
- operating a telephone switchboard
- attending a reception desk
- secretarial and executive support services.

Examples of employees covered by the Clerks Award include:

- an administrative assistant
- · a receptionist in an accounting firm
- a bookkeeper in a manufacturing company
- a clerical employee in a retail head office

If you're still not sure, you can check with the Fair Work Ombudsman.

What will we do with your responses?

[]

No change – Go to question 10

The Commission will use your responses to understand how the flexibility provisions in the Clerks Award are being used by employees and employers during the COVID-19 pandemic.

Survey responses will remain confidential. We will not be able to identify you by your responses. If you have any questions or concerns about your privacy or how the data will be used, please contact

	will not be able to identify you by your responses. our privacy or how the data will be used, please contact
Your business and employees 1. Does your business have any employees cov	rered by the Clerks Award?
[] Yes	
[] No — End survey. Thank you for partic	ipating.
2. Does your business have an enterprise	agreement?
[] Yes — Go to question 2.1 [] No — Go to question 3	
2.1. Does your enterprise agreement cover ar Clerks Award?	ny employees who would otherwise be covered by the
[] Yes, all of them — End survey. Thank y [] Yes, some of them — Go to question 3	• • •
[] No — Go to question 3	
3. Approximately how many employees does y4. How many of your employees are covered by an enterprise agreement)?	y the Clerks Award (Don't count any employees covered
	erks Award employees have been working from home ployees working from home during this period, not just iter 1 July 2020).
6. How many of these employees are:	
Gender	Number of employees
Male	
Female Other (Individuals who identify as non-binary, gender diverse, or with descriptors other than male or female.)	
7. Of the employees working from hom pattern of work. Tick all that apply.	e since 1 July 2020, have any of them changed their

[] [] []]]]	Yes–Starting earlier than usual Yes–Finishing later than usual Yes–Breaking up working day Yes– Working longer periods on some days and shorter periods on other days Yes–Other, please provide details:
[]	l	Don't know
	m ho	many of your employees who are covered by the Clerks Award and who have been working ome since 1 July 2020 have changed their working hours? All
		Most
		Some
[]		None
[]		Don't know
		ing about those employees who are working from home at different times, why are the at working hours in place? Tick all that apply.
[]		Because of the employee's family/caring commitments Because the employee wishes to attend to personal matters during their usual working hours Because of the requirements of the work (e.g. client availability, manager availability, colleague availability or other work factors)
[]		Because the employer has asked the employee to work these different hours
[]		To accommodate an employee's secondary employment
[]		To accommodate an employee's study commitments Other
[] []		Not sure / cannot say
		ere employees covered by the Clerks Award do work from home, who determines when breaks ork are taken?
[] [] []		The employee chooses when they have a break The employer directs the times that breaks may be taken Both Other
-	the (Have any additional payments or support been provided by the business to employees covered Clerks Award who have been working from home since COVID-19 restrictions commenced (i.e. larch 2020)? If yes, please tick all that apply and provide further details below:
[]		Existing laptop, computer or other equipment has been transferred to the home (temporarily or permanently) $\frac{1}{2}$
[]		New Laptop, computer or other equipment
[]		Allowance or reimbursement for purchasing office equipment
[]		Allowance or reimbursement to cover home internet and/or electricity costs
[]		Mental health support
[]		Additional training

[]	Provision of a telephone or payment of a telephone allowance or reimbursement Other, please provide details:
10. []	Does your business have a policy about working from home? Yes No
emailin	- You are requested to please provide a copy of the policy to the Fair Work Commission by g it to X if possible. A copy of any policy emailed to the Fair Work Commission will not be made le to any party other than the Fair Work Commission.
11. In v	which state or territory is your business located (tick all that apply)?
[]	Australian Capital Territory
[]	New South Wales
[]	Northern Territory
[]	Queensland
[]	South Australia
[]	Tasmania
[] []	Victoria Western Australia
	e working arrangements ndard spread of ordinary hours (for employees other than shiftworkers) under the Clerks Award een:
•	7.00 am and 7.00 pm on Monday to Friday; and 7.00 am and 12.30 pm on Saturday.
	lly, an employee (other than a shiftworker) who works outside of this spread of hours would be d to paid overtime.
employ	erks Award Flexibility Schedule extends the spread of ordinary hours of work. It allows an wee who is working from home to request a change in the spread of ordinary hours of work so dinary hours can be worked between:
•	6.00 am and 10.00 pm, Monday to Friday; and 7.00 am and 12.30 pm on Saturday.
patterr	Of your employees (other than shift workers) who are covered by the Clerks Award and have vorking from home in the period since 1 July 2020, how many have changed their working as so that they have either regularly or from time to time undertaken work before 7am on anys during this period?
[] [] []	All Most Some None

Commented [BF1]: To be reworded/further considered by the Commission

[]	Don't know			
Please indicated the approximate number if known:				
13. Of your employees who are covered by the Clerks Award (other than shift workers) and have been working from home since 1 July 2020, how many have changed their working patterns so that they have either regularly or from time to time undertaken work between 7pm and 10pm on weekdays during this period:				
[] [] [] []	All Most Some None Don't know			
Plea	ase indicate the approximate number if known.			
And of those who have changed their work patters so as to undertake work between 7pm and 10pm, how many have changed their working patters so that they have either regularly or from time to time worked any of their hours between the following times:				
a.	9pm and 10pm:			
b.	8pm and 9 pm:			
c.	7pm and 8 pm:			
d.	Another time (please specify)			
e.	Not sure []			
Fut	ure working from home arrangements			
14. In the future, assuming you were not required by any public health order or other legal obligation to permit an employee to work from home, do you anticipate that you would nonetheless allow some of your employees covered by the Clerks Award to work from home at least some of the time?				
[]	Yes No			
15. Are there any impediments to your business if employees covered by the Clerks Award are allowed to work from home? If yes, please tick all that apply and provide further details below:				
[] [] []	Work cannot be completed from home Reductions in the quality of the employee's work performance Work cannot be supervised to the same extent as in the workplace Loss of productivity			

[]	Security/privacy concerns (including IT) WHS concerns
[]	Costs of facilitating the arrangement
[]	Other, please provide details:
som	If you were to permit some of your employees covered by the Clerks Award to generally or netimes work from home, are there circumstances or times when you will likely still require some all of these employees to undertake some work at your workplace?
[]	Yes Potentially No
If th	ne employer answers "yes" or "potentially" move to question 17
17.	Why would you potentially require employees to undertake some work at the workplace?
[]	because some work activities cannot be performed remotely
[]	to participate in team meetings/gatherings
	to ensure adequate supervision of the employee
[]	to maintain regular contact with the workplace, supervisor, peers or clients. because of concerns about the quality of work performed remotely
[]	Other, please provide details
1	