

**FAIR WORK COMMISSION**  
**4 Yearly Review of Modern Awards**  
**Common Issue: Family friendly work arrangements**  
**Matter: AM2015/2**

**Filed on behalf of:** Victorian Automobile Chamber of Commerce (VACC), Motor Trades Association of Queensland, Motor Traders' Association of NSW, Motor Trade Association of Western Australia and The Motor Trade Association of South Australia Inc.

**STATEMENT OF:**

I, Kevin Hoang of 464 St Kilda Road, Melbourne in the State of Victoria, state as follows:

**BACKGROUND**

1. I am employed by the Victorian Automobile Chamber of Commerce ('VACC') in the position of Research and Policy Officer.
2. I have been employed in this role since June 2014.
3. I was involved in drafting and coordinating a survey in response to a common claim filed by the Australian Council of Trades Unions ('ACTU') in Matter AM 2015/2 - Family friendly work arrangements on behalf of VACC, Motor Trades Association of Queensland, Motor Traders' Association of NSW, Motor Trade Association of Western Australia and The Motor Trade Association of South Australia Inc ('Survey').

**Exhibit WJC 1**

4. Attached to my Statement and marked "Exhibit KH 1" are the following documents:
  - (a) **Tab 1** contains a copy of the template covering email that was sent with the Survey (**Covering Email**);
  - (b) **Tab 2** contains a full copy of the Survey questions;
  - (c) **Tab 3** contains a full copy of the answers to Multiple Choice Questions in the Survey; and
  - (d) **Tab 4** contains a full copy of the answers to Free Text Questions in the Survey.

**DISTRIBUTION OF THE SURVEY**

5. I am aware that on or about 15 August 2017, the Covering Email including a link to the Survey was sent via email to members of:
  - (a) VACC;

<b>Lodged by:</b>	<b>Victorian Automobile Chamber of Commerce</b>	<b>Telephone:</b> (03) 9829 1122
<b>Address for Service:</b>	Victorian Automobile Chamber of Commerce Level 7, 464 St Kilda Road, Melbourne Victoria 3004	<b>Facsimile:</b> (03) 9866 1168 <b>Email:</b> bchesterman@vacc.com.au

- (b) Motor Trades Association of Queensland;
- (c) Motor Traders' Association of NSW;
- (d) Motor Trade Association of Western Australia; and
- (e) The Motor Trade Association of South Australia Inc,

(collectively the '**Motor Trades Organisations**').

6. Although I did not send the email distributing the Survey to members of the Motor Trades Organisations, I understand that:
  - (a) VACC sent the Survey email to a total of 5,229 members within Victoria and Tasmania at the time that the Survey was conducted;
  - (b) the Motor Traders' Association of NSW sent the Survey email to 3,289 members;
  - (c) the Motor Trades Association of Queensland sent the Survey email to 2,121 members;
  - (d) the Motor Trade Association of South Australia Inc sent the Survey email to 1,189 members; and
  - (e) the Motor Trade Association of Western Australia that the Survey email was sent to 1,570 members.
7. Based on the above enquiries, I have concluded that the total number of members of the Motor Trades Organisations that were sent the Survey is 13,398.
8. The Survey was open for responses between 15 August 2017 and closed on Monday, 11 September 2017. 955 completed responses were received during this time.
9. For the purpose of this survey, respondents that answered "No" or "Don't know" for Question 4: "Is your business covered by one or more modern award?" have been filtered out. As such, survey results only include those covered by one or more modern award, leading the survey to have a sample size of 748.

  
Kevin Hoang

3/11/2017

Date

**EXHIBIT KH 1**

**Tab 1**

**Copy of template covering email sent with Survey to members of Motor  
Trades organisations**

# **[Insert Association] needs your comments on an imminent review of flexible working arrangements**

## **ACTU proposed new right for employees to determine their hours of work**

The Fair Work Commission is currently considering an ACTU claim to include new provisions in virtually all modern awards that would give some employees with parenting and/or caring responsibilities a right to determine their days of work and starting/finishing times.

[insert Association] has joined with other employer groups to conduct a survey of employers in order to understand the potential impact of the proposal. We are writing to request that you participate in this important survey.

The survey contains a small number of questions and will take approximately 5 – 10 minutes to complete. Where you are required to provide a written response to a question it would be appreciated if you could provide a detailed reason for your answer.

In order to assist us to prepare our response to the claims please return the survey **by Friday, 8 September 2017**.

If you need any assistance, or have a question about the survey, please contact Kevin Hoang on 03 9829 1124.

We know that your time is valuable and we thank you sincerely for your participation.

Yours sincerely,

**Survey: [survey details to be inserted]**

**\*To access survey click the link above, or copy the link into your browser window.**

**EXHIBIT KH 1**

**Tab 2**

**Survey questions**

## Survey - Rights for employees to determine their hours of work

\* 1. The Australian Bureau of Statistics uses its own industry classification system. Which of the following industries describe your organisation's main business activity?

- |  |   |
|--|---|
| <input type="radio"/> Motor Vehicle Manufacturing                          | <input type="radio"/> Motor Cycle Retailing   |
| <input type="radio"/> Motor Vehicle Body and Trailer Manufacturing         | <input type="radio"/> Trailer and Other Motor Vehicle Retailing                     |
| <input type="radio"/> Automotive Electrical Component Manufacturing        | <input type="radio"/> Motor Vehicle Parts Retailing                                 |
| <input type="radio"/> Other Motor Vehicle Parts Manufacturing              | <input type="radio"/> Tyre Retailing  |
| <input type="radio"/> Car Wholesaling                                      | <input type="radio"/> Fuel Retailing  |
| <input type="radio"/> Commercial Vehicle Wholesaling                       | <input type="radio"/> Passenger Car Rental and Hiring                               |
| <input type="radio"/> Trailer and Other Motor Vehicle Wholesaling          | <input type="radio"/> Other Motor Vehicle and Transport Equipment Rental and Hiring |
| <input type="radio"/> Motor Vehicle New Parts Wholesaling                  | <input type="radio"/> Automotive Electrical Services                                |
| <input type="radio"/> Motor Vehicle Dismantling and Used Parts Wholesaling | <input type="radio"/> Automotive Body, Paint and Interior Repair                    |
| <input type="radio"/> Car Retailing  | <input type="radio"/> Other Automotive Repair and Maintenance                       |

Survey - Rights for employees to determine their hours of work

\* 2. How many employees does your business currently employ in Australia?

*Only numbers may be entered in these fields*

*Please provide a total head count (i.e. not full-time equivalents), include any employees on leave, do not include external contractors or labour hire employees. Where you do not have any employees employed in that category, please insert '0'.*

Full-time

Part-time

Casual

Survey - Rights for employees to determine their hours of work

\* 3. In which states or territories do your employees perform work?

*Please choose all that apply:*

New South Wales

Victoria

Queensland

South Australia

Western Australia

Tasmania

Northern Territory

Australian Capital Territory



## Survey - Rights for employees to determine their hours of work

\* 4. Is your business covered by one or more modern award?

*Please choose **only one** of the following:*

*Even if an enterprise agreement applies to some of all of your employees, your business may be covered by a modern award.*

- Yes
- No
- Don't know

\* 5. Which modern award(s) cover your business?

*Please choose all that apply:*

- |  |  |
|--|--|
| <input type="checkbox"/> Vehicle Manufacturing, Repair, Services And Retail Award 2010 | <input type="checkbox"/> Road Transport Distribution (Long Distance Operations) Award 2010 |
| <input type="checkbox"/> Clerks - Private Sector Award 2010                            | <input type="checkbox"/> Passenger Vehicle Transportation Award 2010                       |
| <input type="checkbox"/> Road Transport and Distribution Award 2010                    | <input type="checkbox"/> General Retail Industry Award 2010                                |

Survey - Rights for employees to determine their hours of work

\* 6. Since the beginning of 2010, has your business received a request from any employee(s) to change their hours of work (including days of work and starting/finishing times) because they have parenting responsibilities and/or caring responsibilities (e.g. for a person with a disability)?

*Please choose **only one** of the following:*

- Yes
- No
- Unsure

## Survey - Rights for employees to determine their hours of work

\* 7. Did the business agree to change the employee(s) hours of work (including days of work and starting/finishing times)?

*Please choose **only one** of the following:*

- Yes, each time the business agreed to change the employee(s) hours of work
- No, each time the business did not agree to change the employee(s) hours of work
- In some cases the business agreed, in other cases the business did not agree
- Unsure

## Survey - Rights for employees to determine their hours of work

\* 8. Thinking about the instances in which the business agreed to change the employee(s) hours of work (including days of work and starting/finishing times):

*Please choose the most relevant response:*

- The business agreed to change the employee(s) hours of work as per their request, without any modification
- The business agreed to change the employee(s) hours of work, with some modification to the hours of work that they had originally requested
- In some cases the business agreed to change the employee(s) hours of work as per their request without any modification and in other instances the business agreed to change the employee(s) hours of work with some modifications to the hours of work they had originally requested

## Survey - Rights for employees to determine their hours of work

\* 9. Thinking about the instances in which the business agreed to change the employee(s) hours of work (including days of work and starting/finishing times):

Please choose the most relevant response:

- The business agreed to change the employee(s) hours of work as per their request, without any modification
- The business agreed to change the employee(s) hours of work, with some modification to the hours of work that they had originally requested
- In some cases the business agreed to change the employee(s) hours of work as per their request without any modification and in other instances the business agreed to change the employee(s) hours of work with some modifications to the hours of work they had originally requested

10. Thinking about the instances in which the business agreed to change the employee(s) hours of work, including days of work and starting/finishing times) with some modifications to the hours of work that they had originally requested, please explain why those modifications were made.

Survey - Rights for employees to determine their hours of work

11. Thinking about the instances in which the business agreed to change the employee(s) hours of work, including days of work and starting/finishing times) with some modifications to the hours of work that they had originally requested, please explain why those modifications were made.



12. Thinking about the instances in which the business did not agree to change the employee(s) hours of work (including days of work and starting/finishing times), please explain why the business did not agree

Survey - Rights for employees to determine their hours of work

13. If your employees with parenting responsibilities and/or caring responsibilities (e.g. for a person with a medical condition) were given the right to decide their hours of work (including days of work and starting/finishing times) without your business having the right to refuse or modify their decisions, please describe the impact this would have on your business.

**EXHIBIT KH 1**

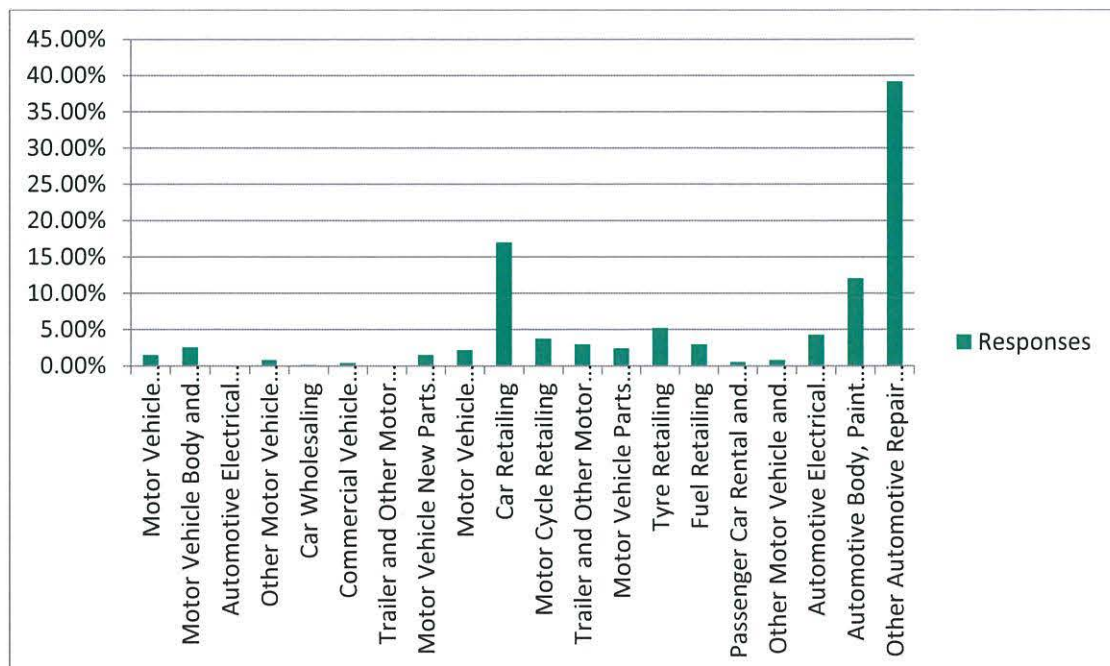
**Tab 3**

**Answers to multiple choice questions in the Survey**

### Question 1

The Australian Bureau of Statistics uses its own industry classification system. Which of the following industries describe your organisation's main business activity?

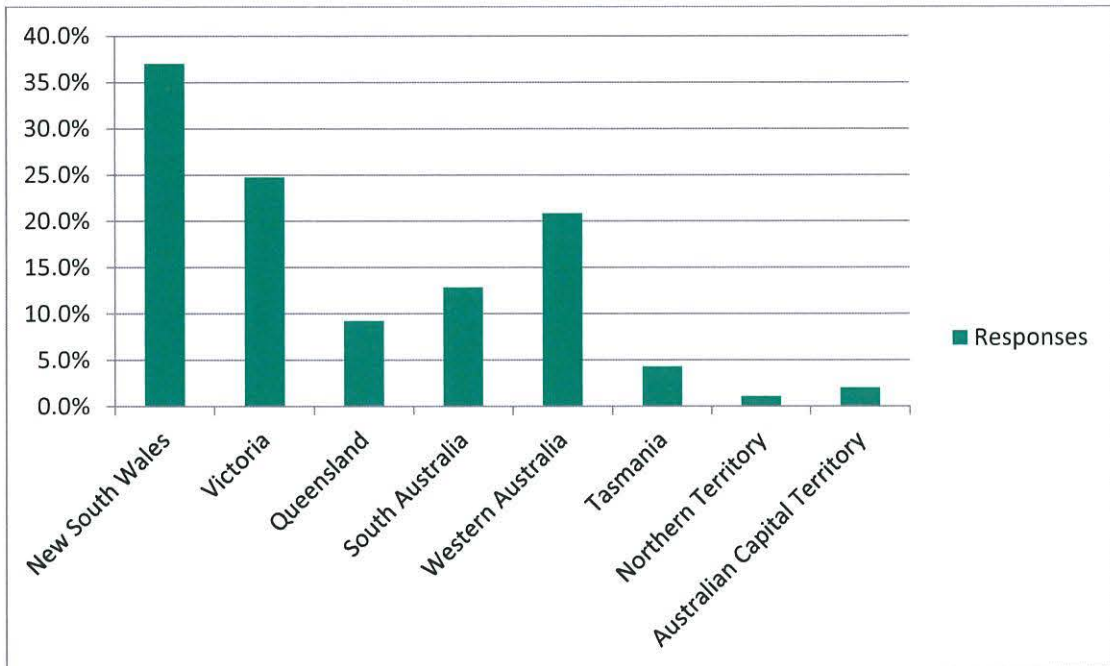
Answer Choices	Responses	
Motor Vehicle Manufacturing	1.47%	11
Motor Vehicle Body and Trailer Manufacturing	2.54%	19
Automotive Electrical Component Manufacturing	0.00%	0
Other Motor Vehicle Parts Manufacturing	0.80%	6
Car Wholesaling	0.13%	1
Commercial Vehicle Wholesaling	0.40%	3
Trailer and Other Motor Vehicle Wholesaling	0.00%	0
Motor Vehicle New Parts Wholesaling	1.47%	11
Motor Vehicle Dismantling and Used Parts Wholesaling	2.14%	16
Car Retailing	16.98%	127
Motor Cycle Retailing	3.74%	28
Trailer and Other Motor Vehicle Retailing	2.94%	22
Motor Vehicle Parts Retailing	2.41%	18
Tyre Retailing	5.21%	39
Fuel Retailing	2.94%	22
Passenger Car Rental and Hiring	0.53%	4
Other Motor Vehicle and Transport Equipment Rental and Hiring	0.80%	6
Automotive Electrical Services	4.28%	32
Automotive Body, Paint and Interior Repair	12.03%	90
Other Automotive Repair and Maintenance	39.17%	293
<b>Answered</b>		<b>748</b>
<b>Skipped</b>		<b>0</b>



**Question 3**

**In which states or territories do your employees perform work? Please choose all that apply:**

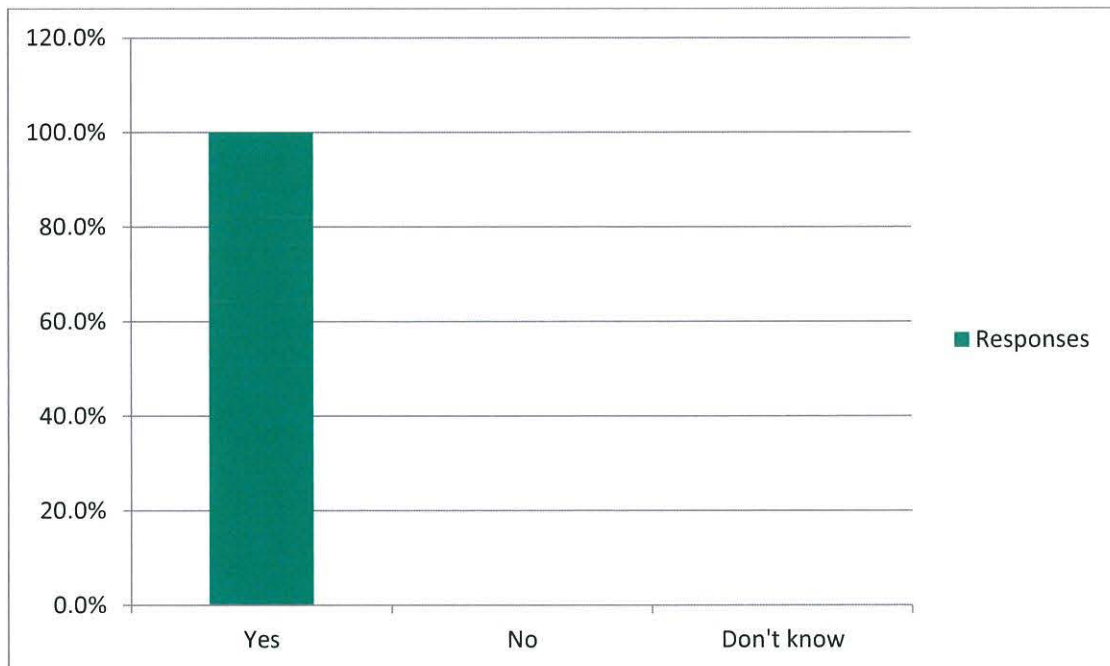
Answer Choices	Responses	
New South Wales	37.0%	277
Victoria	24.7%	185
Queensland	9.2%	69
South Australia	12.8%	96
Western Australia	20.9%	156
Tasmania	4.3%	32
Northern Territory	1.1%	8
Australian Capital Territory	2.0%	15
<b>Answered</b>	<b>748</b>	
<b>Skipped</b>	<b>0</b>	



#### Question 4

Is your business covered by one or more modern award?

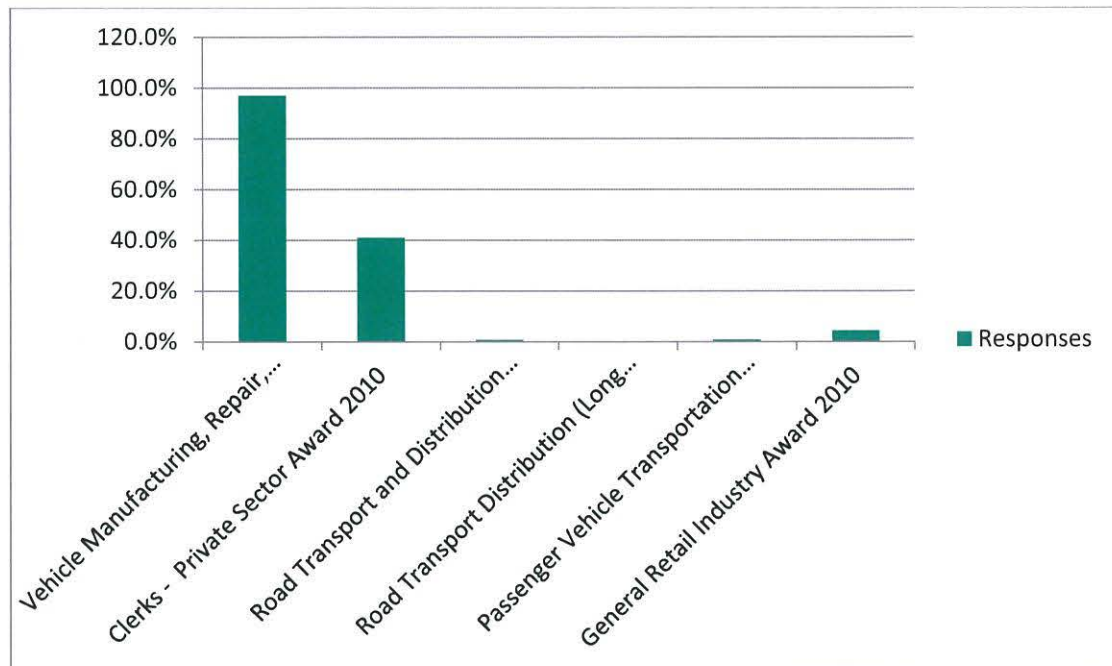
Answer Choices	Responses	
Yes	100.0%	748
No	0.0%	0
Don't know	0.0%	0
<b>Answered</b>		<b>748</b>
<b>Skipped</b>		<b>0</b>



**Question 5**

**Which modern award(s) cover your business?**

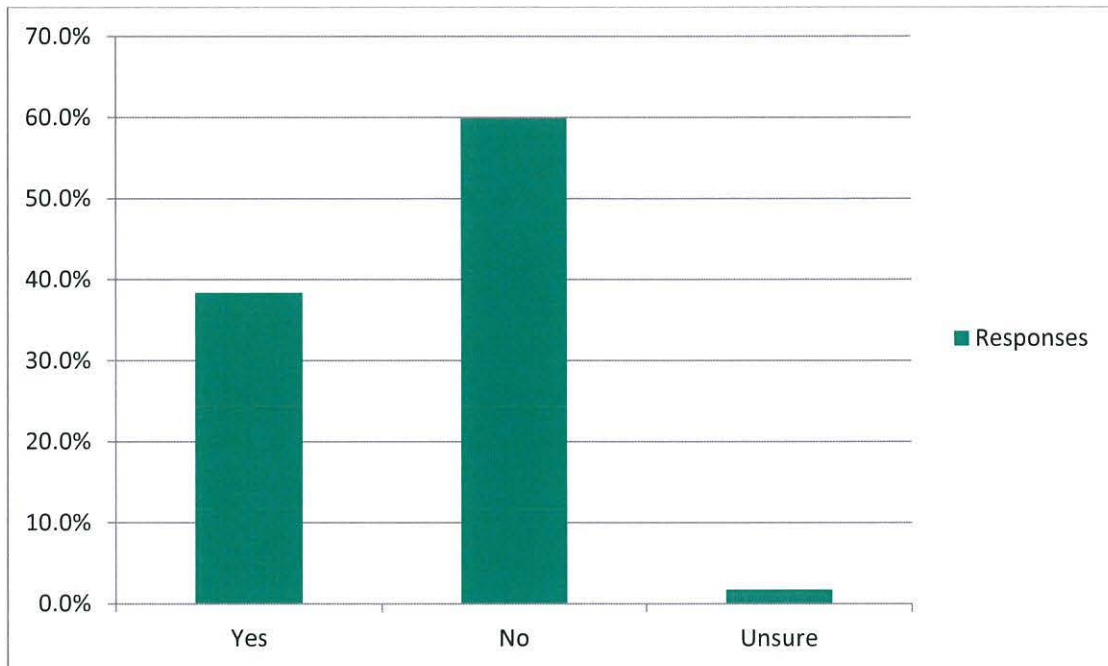
Answer Choices	Responses	
Vehicle Manufacturing, Repair, Services And Retail Award 2010	97.1%	726
Clerks - Private Sector Award 2010	41.0%	307
Road Transport and Distribution Award 2010	0.7%	5
Road Transport Distribution (Long Distance Operations) Award 2010	0.0%	0
Passenger Vehicle Transportation Award 2010	0.8%	6
General Retail Industry Award 2010	4.4%	33
<b>Answered</b>	<b>748</b>	
<b>Skipped</b>	<b>0</b>	



**Question 6**

**Since the beginning of 2010, has your business received a request from any employee(s) to change their hours of work (including days of work and starting/finishing times) because they have parenting responsibilities and/or caring responsibilities (e.g. for a person with a disability)? Please choose only one of the following:**

Answer Choices	Responses	
Yes	38.4%	287
No	59.9%	448
Unsure	1.7%	13
<b>Answered</b>		<b>748</b>
<b>Skipped</b>		<b>0</b>





**Question 7**

**Did the business agree to change the employee(s) hours of work (including days of work and starting/finishing times)? Please choose only one of the following:**

Answer Choices	Responses	
Yes, each time the business agreed to change the employee(s) hours of work	41.4%	120
No, each time the business did not agree to change the employee(s) hours of work	6.2%	18
In some cases the business agreed, in other cases the business did not agree	51.0%	148
Unsure	1.4%	4
	<b>Answered</b>	<b>290</b>
	<b>Skipped</b>	<b>458</b>

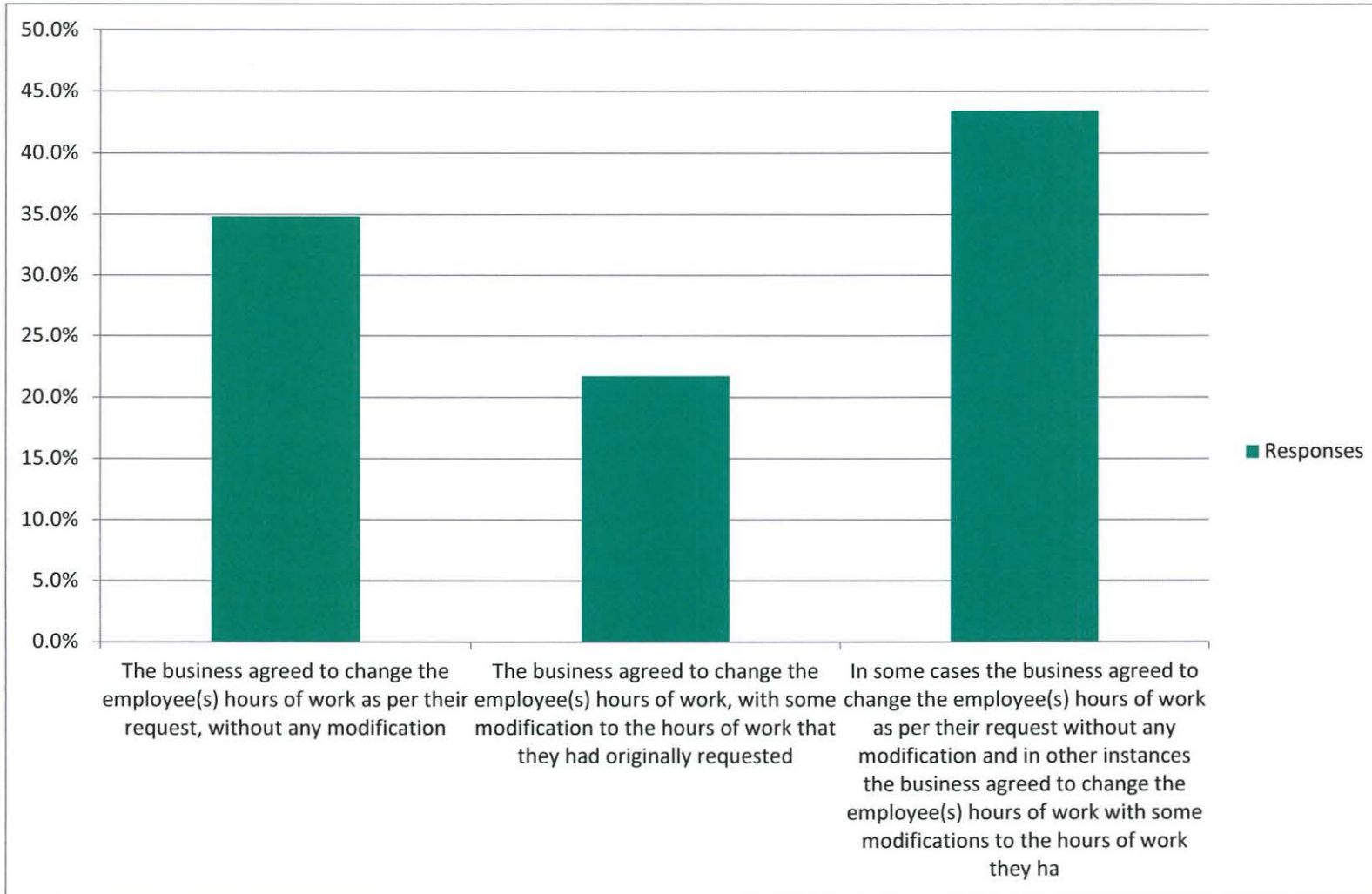


**Question 8**

**Thinking about the instances in which the business agreed to change the employee(s) hours of work (including days of work and starting/finishing times): Please choose the most relevant response:**

Answer Choices	Responses	
The business agreed to change the employee(s) hours of work as per their request, without any modification	34.8%	93
The business agreed to change the employee(s) hours of work, with some modification to the hours of work that they had originally requested	21.7%	58
In some cases the business agreed to change the employee(s) hours of work as per their request without any modification and in other instances the business agreed to change the employee(s) hours of work with some modifications to the hours of work they had originally requested	43.4%	116
	<b>Answered</b>	<b>267</b>
	<b>Skipped</b>	<b>481</b>

Question 8 cont.



**EXHIBIT KH 1**

**Tab 4**

**Answers to free text questions in the Survey**

**Question 2**

**How many employees does your business currently employ in Australia?**

Answer Choices	Average Number	Responses	
Full-time	51	100.00%	748
Part-time	3	100.00%	748
Casual	3	100.00%	748
<b>Answered</b>			<b>748</b>
<b>Skipped</b>			<b>0</b>

Respondents	Response Date	Full-time	Part-time	Casual
1	Sep 11 2017 05:01 PM	400	20	6
2	Sep 11 2017 09:53 AM	8	12	17
3	Sep 09 2017 01:50 PM	21	0	1
4	Sep 09 2017 09:59 AM	100	15	0
5	Sep 08 2017 06:17 PM	10	1	0
6	Sep 08 2017 01:45 PM	70	1	1
7	Sep 08 2017 12:22 PM	3	0	0
8	Sep 08 2017 05:56 AM	5	2	1
9	Sep 08 2017 01:42 AM	60	2	0

	Sep 08 2017 01:36			
10	AM	500	10	12
	Sep 08 2017 01:29			
11	AM	125	2	2
	Sep 08 2017 01:18			
12	AM	120	5	5
	Sep 08 2017 01:01			
13	AM	548	24	31
	Sep 07 2017 10:46			
14	PM	4	2	1
	Sep 07 2017 02:35			
15	PM	12	3	2
	Sep 07 2017 02:01			
16	PM	23	2	5
	Sep 07 2017 01:04			
17	PM	20	2	5
	Sep 07 2017 09:42			
18	AM	14	0	0
	Sep 06 2017 08:16			
19	PM	1	0	0
	Sep 06 2017 05:46			
20	PM	3	0	7
	Sep 06 2017 05:05			
21	PM	12	2	4
	Sep 06 2017 03:24			
22	PM	14	0	2
	Sep 06 2017 11:19			
23	AM	2	0	1
	Sep 06 2017 11:02			
24	AM	32	1	0
	Sep 06 2017 09:24			
25	AM	17	0	1

26	Sep 05 2017 05:55 PM	1	0	0
27	Sep 05 2017 03:06 PM	23	0	0
28	Sep 05 2017 02:04 PM	6	1	0
29	Sep 05 2017 01:34 PM	4	0	0
30	Sep 05 2017 01:19 PM	3	1	1
31	Sep 05 2017 11:41 AM	6	0	0
32	Sep 05 2017 11:35 AM	18	2	0
33	Sep 05 2017 11:09 AM	19	2	0
34	Sep 05 2017 09:39 AM	2	0	0
35	Sep 05 2017 09:25 AM	93	2	3
36	Sep 05 2017 08:04 AM	2	1	0
37	Sep 04 2017 11:22 PM	72	4	3
38	Sep 04 2017 06:28 PM	2	0	0
39	Sep 04 2017 06:16 PM	15	0	0
40	Sep 04 2017 05:42 PM	4	0	0
41	Sep 04 2017 05:39 PM	6	0	0

	Sep 04 2017 05:21			
42	PM	2	0	0
	Sep 04 2017 04:56			
43	PM	2	0	0
	Sep 04 2017 04:40			
44	PM	2	0	2
	Sep 04 2017 03:50			
45	PM	13	1	0
	Sep 04 2017 03:20			
46	PM	5	1	0
	Sep 04 2017 03:16			
47	PM	5	1	0
	Sep 04 2017 03:01			
48	PM	2	0	0
	Sep 04 2017 02:50			
49	PM	2	0	0
	Sep 04 2017 02:46			
50	PM	1	0	0
	Sep 04 2017 02:33			
51	PM	3	0	0
	Sep 04 2017 02:29			
52	PM	7	0	0
	Sep 04 2017 02:21			
53	PM	85	1	3
	Sep 04 2017 02:00			
54	PM	3	0	1
	Sep 04 2017 01:54			
55	PM	2	2	1
	Sep 04 2017 01:45			
56	PM	2	1	1
	Sep 04 2017 01:29			
57	PM	7	1	0



58	Sep 04 2017 01:23 PM	32	0	0
59	Sep 04 2017 01:16 PM	125	15	5
60	Sep 04 2017 01:14 PM	2	0	0
61	Sep 04 2017 01:11 PM	11	0	0
62	Sep 04 2017 12:53 PM	10	0	0
63	Sep 04 2017 12:49 PM	5	1	0
64	Sep 04 2017 12:47 PM	1	0	0
65	Sep 04 2017 12:45 PM	6	1	0
66	Sep 04 2017 12:41 PM	9	1	3
67	Sep 04 2017 12:35 PM	25	2	0
68	Sep 04 2017 12:35 PM	140	20	10
69	Sep 04 2017 12:34 PM	4	0	0
70	Sep 04 2017 12:30 PM	7	2	0
71	Sep 04 2017 12:26 PM	9	1	0
72	Sep 04 2017 12:23 PM	5	0	0
73	Sep 04 2017 12:20 PM	1	0	0

74	Sep 04 2017 12:17 PM	255	8	3
75	Sep 04 2017 12:15 PM	6	1	0
76	Sep 04 2017 12:15 PM	4	1	0
77	Sep 04 2017 12:14 PM	30	1	1
78	Sep 04 2017 12:13 PM	2	0	0
79	Sep 04 2017 12:11 PM	7	0	0
80	Sep 04 2017 12:11 PM	10	0	0
81	Sep 04 2017 12:01 PM	8	0	0
82	Sep 04 2017 12:01 PM	5	0	1
83	Sep 04 2017 12:01 PM	2	1	0
84	Sep 04 2017 12:00 PM	9	3	0
85	Sep 04 2017 12:00 PM	10	2	1
86	Sep 04 2017 12:00 PM	0	0	1
87	Sep 04 2017 11:59 AM	10	0	0
88	Sep 04 2017 11:51 AM	8	0	0
89	Sep 04 2017 11:50 AM	4	1	0

90	Sep 04 2017 11:46 AM	13	0	0
91	Sep 04 2017 11:45 AM	800	300	50
92	Sep 04 2017 11:45 AM	3	0	0
93	Sep 04 2017 11:44 AM	2	0	0
94	Sep 04 2017 11:41 AM	3	1	0
95	Sep 04 2017 11:38 AM	623	17	6
96	Sep 04 2017 10:54 AM	98	2	4
97	Sep 04 2017 10:23 AM	8	0	0
98	Sep 04 2017 09:33 AM	46	0	5
99	Sep 03 2017 07:15 PM	3	0	1
100	Sep 02 2017 05:30 PM	12	0	4
101	Sep 01 2017 02:20 PM	3	0	8
102	Sep 01 2017 01:40 PM	5	0	0
103	Sep 01 2017 10:28 AM	14	2	0
104	Sep 01 2017 08:46 AM	1	0	1
105	Aug 31 2017 05:42 PM	16	0	0

106	Aug 31 2017 05:21 PM	84	8	2
107	Aug 31 2017 04:17 PM	5	0	47
108	Aug 31 2017 04:08 PM	10	0	0
109	Aug 31 2017 03:44 PM	4	0	0
110	Aug 31 2017 02:00 PM	28	1	2
111	Aug 31 2017 01:45 PM	3	1	0
112	Aug 31 2017 01:31 PM	34	5	3
113	Aug 31 2017 12:23 PM	6	0	0
114	Aug 31 2017 11:09 AM	5	1	2
115	Aug 31 2017 10:53 AM	13	3	0
116	Aug 31 2017 07:33 AM	9	1	0
117	Aug 30 2017 08:54 PM	10	45	0
118	Aug 30 2017 08:19 PM	7	2	0
119	Aug 30 2017 08:17 PM	2	0	3
120	Aug 30 2017 08:15 PM	4	0	0
121	Aug 30 2017 07:36 PM	8	2	1

122	Aug 30 2017 06:45 PM	1	0	0
123	Aug 30 2017 05:50 PM	16	1	0
124	Aug 30 2017 05:40 PM	5	0	0
125	Aug 30 2017 05:29 PM	6	1	0
126	Aug 30 2017 05:24 PM	8	0	3
127	Aug 30 2017 05:18 PM	5	0	0
128	Aug 30 2017 04:51 PM	10	3	0
129	Aug 30 2017 04:40 PM	4	0	0
130	Aug 30 2017 04:28 PM	8	0	0
131	Aug 30 2017 04:24 PM	8	1	0
132	Aug 30 2017 04:23 PM	7	0	0
133	Aug 30 2017 04:23 PM	11	1	1
134	Aug 30 2017 04:16 PM	3400	200	50
135	Aug 30 2017 04:13 PM	4	0	0
136	Aug 30 2017 04:09 PM	1	0	0
137	Aug 30 2017 04:06 PM	7	0	1

138	Aug 30 2017 03:34 PM	1	4	1
139	Aug 30 2017 03:20 PM	3	3	0
140	Aug 30 2017 03:19 PM	12	1	0
141	Aug 30 2017 03:18 PM	20	0	0
142	Aug 30 2017 03:18 PM	2	0	1
143	Aug 30 2017 02:18 PM	12	2	0
144	Aug 30 2017 12:27 PM	23	2	1
145	Aug 30 2017 11:51 AM	6	1	1
146	Aug 30 2017 11:00 AM	3	0	0
147	Aug 30 2017 10:21 AM	4	0	1
148	Aug 30 2017 09:58 AM	47	3	3
149	Aug 30 2017 09:50 AM	13	0	3
150	Aug 30 2017 09:29 AM	3	1	0
151	Aug 30 2017 08:40 AM	5	1	0
152	Aug 29 2017 10:04 PM	38	2	2
153	Aug 29 2017 06:53 PM	2	1	0

154	Aug 29 2017 05:59 PM	3	1	0
155	Aug 29 2017 05:40 PM	19	0	0
156	Aug 29 2017 05:32 PM	7	0	0
157	Aug 29 2017 04:42 PM	51	1	0
158	Aug 29 2017 04:37 PM	33	0	3
159	Aug 29 2017 04:33 PM	15	0	1
160	Aug 29 2017 02:54 PM	580	30	20
161	Aug 29 2017 02:53 PM	36	2	0
162	Aug 29 2017 02:38 PM	13	2	1
163	Aug 29 2017 11:25 AM	5	1	2
164	Aug 28 2017 05:43 PM	418	108	45
165	Aug 28 2017 03:49 PM	20	60	15
166	Aug 28 2017 03:18 PM	25	5	2
167	Aug 28 2017 12:39 PM	3	3	0
168	Aug 28 2017 12:34 PM	24	1	0
169	Aug 28 2017 11:27 AM	25	2	0

170	Aug 28 2017 10:12 AM	10	4	3
171	Aug 28 2017 08:24 AM	3	0	2
172	Aug 26 2017 05:57 PM	180	5	0
173	Aug 25 2017 04:10 PM	18	0	1
174	Aug 25 2017 12:13 PM	3	0	2
175	Aug 24 2017 09:24 PM	265	8	9
176	Aug 24 2017 05:32 PM	11	1	4
177	Aug 24 2017 04:54 PM	2	0	0
178	Aug 24 2017 04:34 PM	2	0	2
179	Aug 24 2017 11:50 AM	34	2	1
180	Aug 24 2017 10:38 AM	9	3	0
181	Aug 23 2017 07:44 PM	6	0	0
182	Aug 23 2017 06:04 PM	25	8	1
183	Aug 23 2017 03:11 PM	62	2	0
184	Aug 23 2017 12:53 PM	18	0	0
185	Aug 23 2017 12:29 PM	5	0	0



186	Aug 23 2017 12:06 PM	12	4	1
187	Aug 23 2017 11:48 AM	43	0	0
188	Aug 23 2017 10:46 AM	2	2	0
189	Aug 23 2017 10:43 AM	33	2	2
190	Aug 23 2017 10:14 AM	1	0	0
191	Aug 22 2017 06:21 PM	8	0	5
192	Aug 22 2017 04:48 PM	14	0	2
193	Aug 22 2017 03:45 PM	5	0	1
194	Aug 22 2017 02:43 PM	991	25	54
195	Aug 22 2017 01:24 PM	8	0	35
196	Aug 22 2017 01:19 PM	481	18	23
197	Aug 22 2017 12:20 PM	187	14	22
198	Aug 22 2017 11:57 AM	6	0	0
199	Aug 22 2017 11:16 AM	2	2	0
200	Aug 22 2017 11:15 AM	6	0	2
201	Aug 22 2017 10:19 AM	2	1	0

202	Aug 21 2017 05:24 PM	12	1	1
203	Aug 21 2017 05:21 PM	5	0	0
204	Aug 21 2017 03:24 PM	10	0	1
205	Aug 21 2017 02:26 PM	12	1	2
206	Aug 21 2017 01:30 PM	235	3	3
207	Aug 21 2017 01:22 PM	6	2	0
208	Aug 21 2017 12:18 PM	3	0	1
209	Aug 21 2017 11:06 AM	7	1	0
210	Aug 21 2017 11:02 AM	6	2	2
211	Aug 21 2017 10:44 AM	16	0	4
212	Aug 21 2017 10:29 AM	368	8	25
213	Aug 21 2017 10:05 AM	450	0	0
214	Aug 21 2017 09:58 AM	2	0	2
215	Aug 21 2017 09:28 AM	3	0	0
216	Aug 21 2017 09:19 AM	7	20	2
217	Aug 21 2017 09:18 AM	5	0	3

218	Aug 20 2017 04:31 PM	8	0	3
219	Aug 20 2017 03:10 PM	268	6	0
220	Aug 20 2017 11:43 AM	18	2	0
221	Aug 19 2017 12:18 PM	100	10	3
222	Aug 19 2017 11:23 AM	11	0	2
223	Aug 18 2017 05:49 PM	8	0	2
224	Aug 18 2017 05:14 PM	580	30	20
225	Aug 18 2017 03:52 PM	8	0	1
226	Aug 18 2017 03:16 PM	900	100	300
227	Aug 18 2017 02:49 PM	262	14	10
228	Aug 18 2017 02:34 PM	1	0	1
229	Aug 18 2017 02:24 PM	25	0	0
230	Aug 18 2017 01:34 PM	11	0	1
231	Aug 18 2017 01:32 PM	13	0	2
232	Aug 18 2017 01:22 PM	6	0	0
233	Aug 18 2017 12:46 PM	4	0	1

234	Aug 18 2017 12:29 PM	6	1	0
235	Aug 18 2017 12:25 PM	2	0	0
236	Aug 18 2017 12:08 PM	104	5	0
237	Aug 18 2017 12:05 PM	0	0	10
238	Aug 18 2017 11:56 AM	40	5	3
239	Aug 18 2017 11:56 AM	4	2	2
240	Aug 18 2017 11:50 AM	3	0	0
241	Aug 18 2017 11:43 AM	13	2	7
242	Aug 18 2017 11:39 AM	271	9	4
243	Aug 18 2017 11:35 AM	3	0	0
244	Aug 18 2017 11:32 AM	180	15	5
245	Aug 18 2017 11:28 AM	40	2	0
246	Aug 18 2017 11:01 AM	10	0	40
247	Aug 18 2017 10:58 AM	8	0	1
248	Aug 18 2017 10:54 AM	4	2	0
249	Aug 18 2017 10:54 AM	25	0	0

	Aug 18 2017 10:48			
250	AM	10	0	1
	Aug 18 2017 10:46			
251	AM	30	4	0
	Aug 18 2017 10:46			
252	AM	22	2	0
	Aug 18 2017 10:40			
253	AM	2	1	0
	Aug 18 2017 10:33			
254	AM	1	1	0
	Aug 18 2017 10:26			
255	AM	92	2	4
	Aug 18 2017 10:25			
256	AM	3	1	2
	Aug 18 2017 10:18			
257	AM	5	0	0
	Aug 18 2017 10:15			
258	AM	18	1	1
	Aug 18 2017 10:14			
259	AM	3	0	0
	Aug 18 2017 10:08			
260	AM	11	0	2
	Aug 18 2017 10:01			
261	AM	5	0	0
	Aug 18 2017 10:00			
262	AM	85	5	6
	Aug 18 2017 10:00			
263	AM	3	0	1
	Aug 18 2017 09:58			
264	AM	22	2	1
	Aug 18 2017 09:57			
265	AM	10	0	1

266	Aug 18 2017 09:46 AM	9	3	0
267	Aug 18 2017 09:45 AM	6	0	2
268	Aug 18 2017 09:41 AM	3	0	0
269	Aug 18 2017 09:13 AM	1	0	0
270	Aug 18 2017 08:53 AM	5	1	0
271	Aug 18 2017 08:50 AM	4	2	1
272	Aug 18 2017 08:09 AM	12	1	0
273	Aug 18 2017 07:49 AM	12	1	0
274	Aug 18 2017 07:23 AM	3	0	0
275	Aug 18 2017 01:24 AM	120	6	0
276	Aug 17 2017 11:24 PM	2	1	5
277	Aug 17 2017 11:16 PM	110	5	2
278	Aug 17 2017 10:45 PM	3	0	2
279	Aug 17 2017 09:43 PM	2	0	2
280	Aug 17 2017 08:46 PM	5	1	1
281	Aug 17 2017 08:26 PM	13	2	0

282	Aug 17 2017 07:43 PM	0	0	1
283	Aug 17 2017 07:28 PM	5	0	29
284	Aug 17 2017 07:27 PM	50	0	20
285	Aug 17 2017 07:26 PM	4	1	2
286	Aug 17 2017 07:20 PM	11	0	4
287	Aug 17 2017 07:16 PM	3	0	1
288	Aug 17 2017 07:15 PM	7	0	0
289	Aug 17 2017 07:12 PM	39	0	3
290	Aug 17 2017 07:00 PM	102	6	4
291	Aug 17 2017 06:58 PM	6	0	5
292	Aug 17 2017 06:54 PM	7	0	1
293	Aug 17 2017 06:52 PM	14	0	2
294	Aug 17 2017 06:50 PM	31	2	1
295	Aug 17 2017 05:48 PM	32	3	2
296	Aug 17 2017 05:25 PM	96	4	0
297	Aug 17 2017 04:17 PM	3	0	0

298	Aug 17 2017 03:27 PM	3	2	1
299	Aug 17 2017 02:23 PM	3	0	0
300	Aug 17 2017 01:56 PM	1	1	0
301	Aug 17 2017 01:20 PM	12	1	1
302	Aug 17 2017 01:12 PM	35	4	1
303	Aug 17 2017 12:59 PM	110	5	0
304	Aug 17 2017 12:45 PM	3	0	0
305	Aug 17 2017 12:37 PM	41	2	0
306	Aug 17 2017 12:24 PM	48	3	0
307	Aug 17 2017 12:09 PM	5	0	0
308	Aug 17 2017 12:04 PM	6	0	1
309	Aug 17 2017 12:03 PM	18	3	3
310	Aug 17 2017 11:46 AM	6	0	1
311	Aug 17 2017 11:46 AM	48	2	0
312	Aug 17 2017 11:08 AM	2	0	4
313	Aug 17 2017 10:56 AM	5	1	0



314	Aug 17 2017 10:39 AM	8	0	1
315	Aug 17 2017 10:34 AM	117	2	1
316	Aug 17 2017 09:18 AM	3	1	0
317	Aug 17 2017 07:40 AM	42	3	0
318	Aug 17 2017 04:17 AM	2	3	10
319	Aug 16 2017 08:21 PM	4	4	7
320	Aug 16 2017 07:53 PM	4	1	1
321	Aug 16 2017 07:49 PM	616	21	31
322	Aug 16 2017 07:41 PM	4498	157	135
323	Aug 16 2017 07:41 PM	3	1	0
324	Aug 16 2017 07:18 PM	7	1	2
325	Aug 16 2017 07:17 PM	4	0	1
326	Aug 16 2017 07:10 PM	4	0	0
327	Aug 16 2017 07:05 PM	9	0	0
328	Aug 16 2017 06:59 PM	4	1	0
329	Aug 16 2017 06:55 PM	6	2	0

330	Aug 16 2017 06:34 PM	11	0	0
331	Aug 16 2017 06:30 PM	30	2	1
332	Aug 16 2017 06:01 PM	200	10	2
333	Aug 16 2017 05:55 PM	6	0	0
334	Aug 16 2017 05:52 PM	10	0	0
335	Aug 16 2017 05:51 PM	3	0	0
336	Aug 16 2017 05:33 PM	170	5	0
337	Aug 16 2017 05:29 PM	2	0	0
338	Aug 16 2017 05:18 PM	9	0	3
339	Aug 16 2017 05:18 PM	3	2	11
340	Aug 16 2017 05:00 PM	8	3	1
341	Aug 16 2017 04:44 PM	30	2	0
342	Aug 16 2017 04:35 PM	3	1	0
343	Aug 16 2017 04:23 PM	55	2	0
344	Aug 16 2017 04:23 PM	16	2	0
345	Aug 16 2017 04:19 PM	35	2	1

346	Aug 16 2017 03:52 PM	7	2	0
347	Aug 16 2017 03:43 PM	3	0	0
348	Aug 16 2017 03:29 PM	3	0	0
349	Aug 16 2017 03:27 PM	13	0	1
350	Aug 16 2017 03:13 PM	367	25	33
351	Aug 16 2017 03:04 PM	130	3	0
352	Aug 16 2017 02:53 PM	45	0	0
353	Aug 16 2017 02:27 PM	14	0	0
354	Aug 16 2017 02:09 PM	7	0	2
355	Aug 16 2017 01:54 PM	52	6	0
356	Aug 16 2017 01:53 PM	6	2	1
357	Aug 16 2017 01:43 PM	16	0	0
358	Aug 16 2017 01:42 PM	4	1	0
359	Aug 16 2017 01:37 PM	3	0	3
360	Aug 16 2017 01:28 PM	70	5	4
361	Aug 16 2017 01:25 PM	47	3	1

362	Aug 16 2017 01:23 PM	16	1	11
363	Aug 16 2017 01:21 PM	586	28	10
364	Aug 16 2017 01:14 PM	10	1	1
365	Aug 16 2017 01:13 PM	33	0	0
366	Aug 16 2017 01:11 PM	8	0	0
367	Aug 16 2017 01:04 PM	3	0	0
368	Aug 16 2017 01:03 PM	1	1	0
369	Aug 16 2017 12:43 PM	9	1	0
370	Aug 16 2017 12:43 PM	4	0	2
371	Aug 16 2017 12:31 PM	8	1	0
372	Aug 16 2017 12:30 PM	3	1	0
373	Aug 16 2017 12:25 PM	9	0	0
374	Aug 16 2017 12:24 PM	20	63	12
375	Aug 16 2017 12:15 PM	22	0	0
376	Aug 16 2017 12:12 PM	5	2	0
377	Aug 16 2017 12:11 PM	7	0	0

378	Aug 16 2017 12:10 PM	3	1	0
379	Aug 16 2017 12:05 PM	4	0	1
380	Aug 16 2017 11:46 AM	2	2	3
381	Aug 16 2017 11:40 AM	1	0	2
382	Aug 16 2017 11:38 AM	6	1	0
383	Aug 16 2017 11:34 AM	2	0	2
384	Aug 16 2017 11:31 AM	1	0	58
385	Aug 16 2017 11:29 AM	7	1	0
386	Aug 16 2017 11:24 AM	70	2	4
387	Aug 16 2017 11:23 AM	120	4	50
388	Aug 16 2017 11:18 AM	3	1	0
389	Aug 16 2017 11:05 AM	164	30	38
390	Aug 16 2017 11:04 AM	40	1	0
391	Aug 16 2017 10:49 AM	3	1	1
392	Aug 16 2017 10:37 AM	122	2	5
393	Aug 16 2017 10:29 AM	7	0	0

394	Aug 16 2017 10:22 AM	5	4	0
395	Aug 16 2017 10:19 AM	9	0	2
396	Aug 16 2017 10:02 AM	1	0	2
397	Aug 16 2017 09:50 AM	5	0	1
398	Aug 16 2017 09:49 AM	5	1	0
399	Aug 16 2017 09:09 AM	8	0	2
400	Aug 16 2017 09:09 AM	6	0	0
401	Aug 16 2017 08:57 AM	48	3	0
402	Aug 16 2017 08:45 AM	5	0	1
403	Aug 16 2017 08:11 AM	9	0	1
404	Aug 16 2017 07:37 AM	2	0	0
405	Aug 16 2017 02:24 AM	3	1	2
406	Aug 15 2017 11:34 PM	8	0	1
407	Aug 15 2017 10:54 PM	3	2	0
408	Aug 15 2017 10:15 PM	1	0	1
409	Aug 15 2017 10:13 PM	4	0	22

410	Aug 15 2017 10:05 PM	1	0	0
411	Aug 15 2017 09:52 PM	105	1	1
412	Aug 15 2017 09:51 PM	5	0	0
413	Aug 15 2017 09:23 PM	20	2	1
414	Aug 15 2017 09:00 PM	10	15	12
415	Aug 15 2017 08:43 PM	4	0	0
416	Aug 15 2017 08:38 PM	2	0	0
417	Aug 15 2017 08:23 PM	1	1	5
418	Aug 15 2017 08:12 PM	3	1	0
419	Aug 15 2017 08:07 PM	34	2	2
420	Aug 15 2017 07:53 PM	36	0	0
421	Aug 15 2017 07:45 PM	6	0	0
422	Aug 15 2017 07:38 PM	5	0	0
423	Aug 15 2017 07:24 PM	11	0	2
424	Aug 15 2017 07:16 PM	3	0	0
425	Aug 15 2017 07:09 PM	11	2	1

	Aug 15 2017 06:59			
426	PM	0	0	0
	Aug 15 2017 06:55			
427	PM	2	2	0
	Aug 15 2017 06:55			
428	PM	2	1	0
	Aug 15 2017 06:55			
429	PM	120	6	0
	Aug 15 2017 06:53			
430	PM	6	1	3
	Aug 15 2017 06:53			
431	PM	26	1	0
	Aug 15 2017 06:52			
432	PM	3	0	1
	Aug 15 2017 06:51			
433	PM	3	0	1
	Aug 15 2017 06:47			
434	PM	10	1	0
	Aug 15 2017 06:45			
435	PM	2	0	1
	Aug 15 2017 06:38			
436	PM	6	0	0
	Aug 15 2017 06:38			
437	PM	3	0	0
	Aug 15 2017 06:36			
438	PM	4	0	2
	Aug 15 2017 06:34			
439	PM	15	2	0
	Aug 15 2017 06:33			
440	PM	4	0	0
	Aug 15 2017 06:29			
441	PM	4	0	0



442	Aug 15 2017 06:29 PM	10	0	1
443	Aug 15 2017 06:24 PM	4	0	0
444	Aug 15 2017 06:21 PM	6	2	0
445	Aug 15 2017 06:17 PM	31	1	0
446	Aug 15 2017 06:14 PM	8	1	0
447	Aug 15 2017 06:14 PM	7	0	1
448	Aug 15 2017 06:14 PM	2	0	0
449	Aug 15 2017 06:14 PM	15	0	0
450	Aug 15 2017 06:13 PM	125	9	0
451	Aug 15 2017 06:07 PM	100	21	7
452	Aug 15 2017 06:01 PM	4	2	0
453	Aug 15 2017 06:00 PM	4	0	0
454	Aug 15 2017 05:59 PM	3	0	0
455	Aug 15 2017 05:58 PM	0	2	2
456	Aug 15 2017 05:56 PM	2	1	0
457	Aug 15 2017 05:54 PM	21	2	0

458	Aug 15 2017 05:54 PM	11	1	1
459	Aug 15 2017 05:53 PM	7	1	0
460	Aug 15 2017 05:52 PM	450	21	16
461	Aug 15 2017 05:50 PM	2	2	0
462	Aug 15 2017 05:47 PM	8	0	0
463	Aug 15 2017 05:47 PM	300	10	2
464	Aug 15 2017 05:46 PM	58	1	0
465	Aug 15 2017 05:44 PM	5	3	0
466	Aug 15 2017 05:43 PM	3	0	4
467	Aug 15 2017 05:42 PM	8	0	1
468	Aug 15 2017 05:42 PM	3	0	0
469	Aug 15 2017 05:41 PM	10	0	0
470	Aug 15 2017 05:40 PM	4	1	0
471	Aug 15 2017 05:39 PM	5	0	0
472	Aug 15 2017 05:36 PM	5	0	0
473	Aug 15 2017 05:33 PM	6	4	0

	Aug 15 2017 05:33			
474	PM	4	1	1
	Aug 15 2017 05:32			
475	PM	40	5	5
	Aug 15 2017 05:30			
476	PM	100	30	10
	Aug 15 2017 05:20			
477	PM	5	0	0
	Aug 15 2017 05:16			
478	PM	12	1	0
	Aug 15 2017 05:05			
479	PM	13	0	0
	Aug 15 2017 05:05			
480	PM	12	75	10
	Aug 15 2017 04:56			
481	PM	19	1	0
	Aug 15 2017 04:49			
482	PM	9	1	2
	Aug 15 2017 04:45			
483	PM	8	0	0
	Aug 15 2017 04:32			
484	PM	9	0	0
	Aug 15 2017 04:32			
485	PM	4	0	0
	Aug 15 2017 04:29			
486	PM	7	0	1
	Aug 15 2017 04:25			
487	PM	48	2	0
	Aug 15 2017 04:24			
488	PM	3	0	0
	Aug 15 2017 04:23			
489	PM	10	2	1

490	Aug 15 2017 04:22 PM	58	3	0
491	Aug 15 2017 04:17 PM	6	0	0
492	Aug 15 2017 04:17 PM	4	2	1
493	Aug 15 2017 04:16 PM	3	0	0
494	Aug 15 2017 04:15 PM	6	2	1
495	Aug 15 2017 04:14 PM	30	2	0
496	Aug 15 2017 04:12 PM	40	5	7
497	Aug 15 2017 04:05 PM	47	2	0
498	Aug 15 2017 04:05 PM	2	1	0
499	Aug 15 2017 04:04 PM	4	1	0
500	Aug 15 2017 03:58 PM	2	0	0
501	Aug 15 2017 03:57 PM	50	2	1
502	Aug 15 2017 03:57 PM	3	4	4
503	Aug 15 2017 03:53 PM	5	0	0
504	Aug 15 2017 03:51 PM	3	1	0
505	Aug 15 2017 03:51 PM	28	0	0

506	Aug 15 2017 03:51 PM	15	3	4
507	Aug 15 2017 03:46 PM	8	0	0
508	Aug 15 2017 03:45 PM	3	1	0
509	Aug 15 2017 03:42 PM	3	0	0
510	Aug 15 2017 03:42 PM	12	2	0
511	Aug 15 2017 03:41 PM	96	1	6
512	Aug 15 2017 03:41 PM	38	0	0
513	Aug 15 2017 03:38 PM	200	3	5
514	Aug 15 2017 03:37 PM	4	1	1
515	Aug 15 2017 03:37 PM	14	0	70
516	Aug 15 2017 03:32 PM	2	1	1
517	Aug 15 2017 03:27 PM	5	0	3
518	Aug 15 2017 03:27 PM	18	0	2
519	Aug 15 2017 03:25 PM	13	4	1
520	Aug 15 2017 03:24 PM	7	2	2
521	Aug 15 2017 03:24 PM	15	2	0

522	Aug 15 2017 03:22 PM	4	2	0
523	Aug 15 2017 03:19 PM	4	1	0
524	Aug 15 2017 03:19 PM	220	10	10
525	Aug 15 2017 03:16 PM	32	1	0
526	Aug 15 2017 03:12 PM	6	0	0
527	Aug 15 2017 03:11 PM	2	1	1
528	Aug 15 2017 03:08 PM	165	20	0
529	Aug 15 2017 03:02 PM	23	2	0
530	Aug 15 2017 03:02 PM	2	0	0
531	Aug 15 2017 02:52 PM	8	1	0
532	Aug 15 2017 02:48 PM	2	0	0
533	Aug 15 2017 02:46 PM	14	1	0
534	Aug 15 2017 02:45 PM	3	0	0
535	Aug 15 2017 02:44 PM	6	4	0
536	Aug 15 2017 02:41 PM	20	0	0
537	Aug 15 2017 02:40 PM	16	0	3

538	Aug 15 2017 02:39 PM	9	0	1
539	Aug 15 2017 02:38 PM	2	0	0
540	Aug 15 2017 02:33 PM	7	0	0
541	Aug 15 2017 02:30 PM	7	1	0
542	Aug 15 2017 02:29 PM	10	4	2
543	Aug 15 2017 02:27 PM	3	1	0
544	Aug 15 2017 02:27 PM	2	0	0
545	Aug 15 2017 02:26 PM	2	1	0
546	Aug 15 2017 02:24 PM	3	0	2
547	Aug 15 2017 02:23 PM	11	0	3
548	Aug 15 2017 02:21 PM	0	0	4
549	Aug 15 2017 02:20 PM	5	1	1
550	Aug 15 2017 02:18 PM	3	0	0
551	Aug 15 2017 02:17 PM	13	0	1
552	Aug 15 2017 02:11 PM	45	0	2
553	Aug 15 2017 02:11 PM	3	0	1

554	Aug 15 2017 02:10 PM	5	1	0
555	Aug 15 2017 02:03 PM	4	0	1
556	Aug 15 2017 02:01 PM	163	3	1
557	Aug 15 2017 01:58 PM	75	3	5
558	Aug 15 2017 01:57 PM	8	1	2
559	Aug 15 2017 01:57 PM	6	1	0
560	Aug 15 2017 01:57 PM	45	5	0
561	Aug 15 2017 01:54 PM	3	2	1
562	Aug 15 2017 01:54 PM	1	0	0
563	Aug 15 2017 01:53 PM	35	3	0
564	Aug 15 2017 01:53 PM	1	2	1
565	Aug 15 2017 01:51 PM	5	0	0
566	Aug 15 2017 01:50 PM	5	1	0
567	Aug 15 2017 01:50 PM	1	0	5
568	Aug 15 2017 01:49 PM	5	0	0
569	Aug 15 2017 01:47 PM	20	0	2



570	Aug 15 2017 01:46 PM	7	0	1
571	Aug 15 2017 01:46 PM	3	0	0
572	Aug 15 2017 01:46 PM	1	0	1
573	Aug 15 2017 01:45 PM	4	0	0
574	Aug 15 2017 01:43 PM	46	0	1
575	Aug 15 2017 01:42 PM	3	2	0
576	Aug 15 2017 01:41 PM	4	0	1
577	Aug 15 2017 01:41 PM	39	0	5
578	Aug 15 2017 01:40 PM	7	2	0
579	Aug 15 2017 01:39 PM	4	0	1
580	Aug 15 2017 01:39 PM	4	0	0
581	Aug 15 2017 01:36 PM	20	0	3
582	Aug 15 2017 01:35 PM	8	0	0
583	Aug 15 2017 01:35 PM	1	1	5
584	Aug 15 2017 01:34 PM	6	1	1
585	Aug 15 2017 01:34 PM	11	1	0

586	Aug 15 2017 01:33 PM	28	1	0
587	Aug 15 2017 01:33 PM	0	0	14
588	Aug 15 2017 01:32 PM	8	0	1
589	Aug 15 2017 01:26 PM	5	0	0
590	Aug 15 2017 01:25 PM	26	0	1
591	Aug 15 2017 01:25 PM	12	0	0
592	Aug 15 2017 01:24 PM	5	0	0
593	Aug 15 2017 01:22 PM	53	0	0
594	Aug 15 2017 01:21 PM	9	1	0
595	Aug 15 2017 01:20 PM	18	0	12
596	Aug 15 2017 01:19 PM	5	0	0
597	Aug 15 2017 01:18 PM	81	4	7
598	Aug 15 2017 01:17 PM	16	0	0
599	Aug 15 2017 01:16 PM	9	2	2
600	Aug 15 2017 01:16 PM	19	2	0
601	Aug 15 2017 01:16 PM	15	0	0

602	Aug 15 2017 01:15 PM	5	0	5
603	Aug 15 2017 01:14 PM	47	1	2
604	Aug 15 2017 01:13 PM	8	0	2
605	Aug 15 2017 01:13 PM	10	0	0
606	Aug 15 2017 01:11 PM	4	1	1
607	Aug 15 2017 01:11 PM	10	4	0
608	Aug 15 2017 01:10 PM	6	1	0
609	Aug 15 2017 01:09 PM	4	0	0
610	Aug 15 2017 01:08 PM	9	0	0
611	Aug 15 2017 01:08 PM	2	0	0
612	Aug 15 2017 01:07 PM	8	0	0
613	Aug 15 2017 01:07 PM	7	0	0
614	Aug 15 2017 01:05 PM	14	1	1
615	Aug 15 2017 01:05 PM	115	8	6
616	Aug 15 2017 01:05 PM	100	3	1
617	Aug 15 2017 01:04 PM	7	2	1

618	Aug 15 2017 01:04 PM	6	0	0
619	Aug 15 2017 01:04 PM	1	2	2
620	Aug 15 2017 01:03 PM	32	1	0
621	Aug 15 2017 01:03 PM	2	3	0
622	Aug 15 2017 01:02 PM	5	0	0
623	Aug 15 2017 01:01 PM	22	4	2
624	Aug 15 2017 12:59 PM	54	6	4
625	Aug 15 2017 12:59 PM	4313	147	151
626	Aug 15 2017 12:58 PM	2	1	0
627	Aug 15 2017 12:58 PM	162	0	10
628	Aug 15 2017 12:58 PM	100	1	1
629	Aug 15 2017 12:57 PM	2	0	1
630	Aug 15 2017 12:56 PM	4	0	0
631	Aug 15 2017 12:56 PM	27	3	0
632	Aug 15 2017 12:56 PM	2	0	0
633	Aug 15 2017 12:56 PM	15	0	0

634	Aug 15 2017 12:55 PM	3	0	0
635	Aug 15 2017 12:55 PM	11	0	5
636	Aug 15 2017 12:54 PM	5	0	1
637	Aug 15 2017 12:54 PM	12	1	0
638	Aug 15 2017 12:54 PM	11	0	1
639	Aug 15 2017 12:53 PM	3	0	0
640	Aug 15 2017 12:53 PM	25	4	0
641	Aug 15 2017 12:53 PM	12	1	1
642	Aug 15 2017 12:52 PM	5	0	10
643	Aug 15 2017 12:52 PM	2	0	2
644	Aug 15 2017 12:52 PM	10	0	1
645	Aug 15 2017 12:51 PM	41	1	0
646	Aug 15 2017 12:51 PM	2	0	3
647	Aug 15 2017 12:51 PM	15	0	3
648	Aug 15 2017 12:51 PM	15	0	0
649	Aug 15 2017 12:50 PM	13	0	0

650	Aug 15 2017 12:50 PM	11	0	0
651	Aug 15 2017 12:49 PM	8	0	0
652	Aug 15 2017 12:49 PM	15	0	2
653	Aug 15 2017 12:49 PM	15	0	0
654	Aug 15 2017 12:48 PM	8	0	3
655	Aug 15 2017 12:48 PM	5	1	0
656	Aug 15 2017 12:47 PM	8	1	0
657	Aug 15 2017 12:47 PM	40	0	0
658	Aug 15 2017 12:47 PM	34	4	0
659	Aug 15 2017 12:46 PM	9	0	0
660	Aug 15 2017 12:46 PM	6	0	1
661	Aug 15 2017 12:45 PM	7	1	1
662	Aug 15 2017 12:44 PM	5	2	0
663	Aug 15 2017 12:44 PM	4	3	0
664	Aug 15 2017 12:44 PM	3	0	0
665	Aug 15 2017 12:44 PM	13	0	1

666	Aug 15 2017 12:43 PM	8	0	1
667	Aug 15 2017 12:43 PM	7	0	0
668	Aug 15 2017 12:43 PM	7	0	0
669	Aug 15 2017 12:43 PM	4	0	2
670	Aug 15 2017 12:41 PM	5	2	2
671	Aug 15 2017 12:40 PM	25	5	0
672	Aug 15 2017 12:40 PM	23	0	0
673	Aug 15 2017 12:40 PM	2	0	1
674	Aug 15 2017 12:39 PM	55	1	3
675	Aug 15 2017 12:39 PM	20	2	0
676	Aug 15 2017 12:38 PM	60	0	2
677	Aug 15 2017 12:38 PM	3	0	0
678	Aug 15 2017 12:38 PM	1	1	1
679	Aug 15 2017 12:37 PM	85	3	3
680	Aug 15 2017 12:37 PM	4	5	1
681	Aug 15 2017 12:37 PM	4	1	0

682	Aug 15 2017 12:37 PM	16	5	1
683	Aug 15 2017 12:37 PM	15	3	0
684	Aug 15 2017 12:37 PM	10	0	0
685	Aug 15 2017 12:36 PM	3	1	1
686	Aug 15 2017 12:36 PM	25	0	2
687	Aug 15 2017 12:36 PM	1	0	0
688	Aug 15 2017 12:35 PM	8	1	1
689	Aug 15 2017 12:35 PM	8	0	0
690	Aug 15 2017 12:35 PM	20	0	0
691	Aug 15 2017 12:35 PM	2	0	0
692	Aug 15 2017 12:34 PM	59	0	0
693	Aug 15 2017 12:34 PM	16	0	0
694	Aug 15 2017 12:33 PM	9	0	0
695	Aug 15 2017 12:33 PM	50	0	15
696	Aug 15 2017 12:33 PM	40	0	0
697	Aug 15 2017 12:33 PM	4	0	0

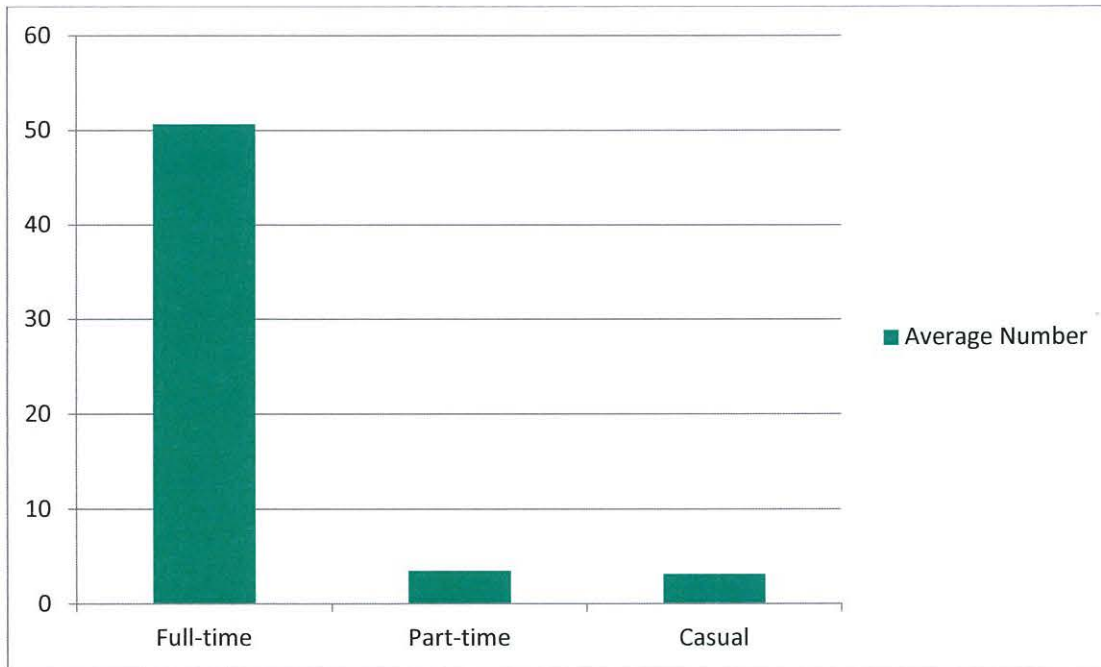


698	Aug 15 2017 12:33 PM	14	0	0
699	Aug 15 2017 12:32 PM	6	0	0
700	Aug 15 2017 12:32 PM	5	0	0
701	Aug 15 2017 12:32 PM	3	2	2
702	Aug 15 2017 12:32 PM	11	1	0
703	Aug 15 2017 12:30 PM	72	4	0
704	Aug 15 2017 12:30 PM	2	1	0
705	Aug 15 2017 12:29 PM	8	1	0
706	Aug 15 2017 12:28 PM	68	4	1
707	Aug 15 2017 12:28 PM	5	3	1
708	Aug 15 2017 12:28 PM	4	1	1
709	Aug 15 2017 12:28 PM	4	1	0
710	Aug 15 2017 12:26 PM	70	5	0
711	Aug 15 2017 12:26 PM	5	0	0
712	Aug 15 2017 12:26 PM	2	1	0
713	Aug 15 2017 12:26 PM	15	2	0

714	Aug 15 2017 12:25 PM	30	0	0
715	Aug 15 2017 12:25 PM	28	1	1
716	Aug 15 2017 12:25 PM	20	0	5
717	Aug 15 2017 12:25 PM	10	2	1
718	Aug 15 2017 12:24 PM	50	0	10
719	Aug 15 2017 12:24 PM	2	0	1
720	Aug 15 2017 12:24 PM	10	2	0
721	Aug 15 2017 12:21 PM	24	1	0
722	Aug 15 2017 12:20 PM	79	2	2
723	Aug 15 2017 12:20 PM	2	0	0
724	Aug 15 2017 12:20 PM	16	1	0
725	Aug 15 2017 12:19 PM	5	0	0
726	Aug 15 2017 12:19 PM	2	1	0
727	Aug 15 2017 12:19 PM	15	1	0
728	Aug 15 2017 12:18 PM	63	1	0
729	Aug 15 2017 12:18 PM	143	0	1

730	Aug 15 2017 12:17 PM	90	4	0
731	Aug 15 2017 12:17 PM	5	0	1
732	Aug 15 2017 12:17 PM	5	0	0
733	Aug 15 2017 12:16 PM	8	3	0
734	Aug 15 2017 12:16 PM	4	0	0
735	Aug 15 2017 12:14 PM	13	2	1
736	Aug 15 2017 12:08 PM	5	1	1
737	Aug 15 2017 12:05 PM	35	0	1
738	Aug 15 2017 12:04 PM	80	2	10
739	Aug 15 2017 12:03 PM	175	6	3
740	Aug 15 2017 12:00 PM	9	0	2
741	Aug 15 2017 12:00 PM	2	0	2
742	Aug 15 2017 11:59 AM	5	0	0
743	Aug 15 2017 11:57 AM	4	1	0
744	Aug 15 2017 11:44 AM	2	0	4
745	Aug 15 2017 11:43 AM	8	1	1

746	Aug 15 2017 11:29 AM	13	0	1
747	Aug 15 2017 11:28 AM	60	40	20
748	Aug 15 2017 11:25 AM	20	20	20



**Question 9**

**Thinking about the instances in which the business agreed to change the employee(s) hours of work, including days of work and starting/finishing times) with some modifications to the hours of work that they had originally requested, please explain why those modifications were made.**

**Answered 47**  
**Skipped 701**

Respondents	Response Date	Responses
	Sep 07 2017	
1	02:04 PM Sep 04 2017	To make sure that they could carry out the job requirements.
2	02:24 PM Sep 04 2017	We could not operate in accordance with the employee's original request
3	12:19 PM Sep 04 2017	As a retail company, we have standard operating hours and it is not always possible to accommodate requests that are inconsistent with those operating hours.
4	12:04 PM Sep 04 2017	TO SUIT OUR WORK SCHEDULE & OUR CUSTOMERS REQUIRMENTS Family Requirements
	Sep 04 2017	Job Requirements
5	10:57 AM Sep 04 2017	Business Requirements
6	09:35 AM Sep 04 2017	Due to necessary resource needs in a customer facing role.

- 7 Aug 29 2017 11:29 AM We are a small team and need to ensure key positions are covered during hours of business at all times. We worked with the team member to ensure the day they asked to work back, suited the best interest of the business and the team.
- 8 Aug 28 2017 06:35 PM We are open to new ideas and care and show support to our team members however we still must ensure that everything is done in a timely manner. This sometimes means compromising.  
Aug 24 2017 new parents
- 9 Aug 23 2017 09:26 PM Ill children or family members
- 10 Aug 22 2017 12:26 PM We only made a small change
- 11 Aug 18 2017 06:24 PM circumstances included appointments for children to attend doctors appointments
- 12 Aug 18 2017 10:02 AM We agreed on days and times that best suited our customer needs
- 13 Aug 18 2017 09:53 AM employee wanted 4 days but more hours per day, we did not agree to that. We needed to hire another employee for the spare day and no or little net business cost  
Aug 18 2017 Because we understand that family comes first and we try to accommodate where possible. If we didn't agree the employee would of just taken a "sickie" anyway. Not much we could really do.
- 14 Aug 18 2017 09:48 AM
- 15 Aug 17 2017 01:26 AM The employee was unrealistic about the days they didn't want to work. For example Mondays and Fridays are our busiest days, but they are the days they wanted off.
- 16 Aug 17 2017 11:29 PM I was suggested a few choices to assist in programming to suit us and the employee.

- Aug 17  
2017
- 17 07:02 PM They were employees we wanted to keep.
- Aug 17  
2017
- 18 06:52 PM Valued the experience of the employee and did not want to lost that experience
- Aug 17  
2017
- 19 01:13 PM To suit the needs of the business
- Aug 17  
2017
- 20 01:01 PM Required for the role the person is employed in  
An arrangement was devised in conjunction with the employee, to ensure it was mutually beneficial for both the employee and the company. Any flexible working arrangements are subject to regular review to ensure the continued appropriateness of the agreement.
- Aug 16  
2017
- 21 07:53 PM
- Aug 16  
2017
- 22 06:05 PM Needed time to care for a child while partner was ill.  
Two different employees - one starts later and is only paid for the hours she works
- Aug 16  
2017
- 23 05:58 PM The other has time off when needed but makes the time up. Both are to do with childrens needs
- Aug 16  
2017
- 24 01:57 PM The business could not support the length of time requested so a longer working week was agreed on.
- Aug 16  
2017
- 25 10:43 AM We didn't want everyone coming asking for the same working hours, so we put an end date to this arrangement for when the child goes to school.
- Aug 16  
2017
- 26 10:35 AM His original request meant we lost too many hours and made booking in of customer work difficult.

- Aug 15  
2017
- 27 07:50 PM Requested 5.30am start time , have settled on 6.30 to 3.00 instead of 7.30 to 4.00
- Aug 15  
2017
- 28 06:16 PM HOURS CHANGE BACK TO FULL TIME DURING SCHOOL HOLIDAYS
- Aug 15  
2017
- 29 05:35 PM To assist the employee with a transition to come back to work on a more permanent basis
- Aug 15  
2017
- 30 05:32 PM To and fro'ing about what works best for both parties. Always amicable and both both did in the proper manner.
- Aug 15  
2017
- 31 04:18 PM to help both party
- Aug 15  
2017
- 32 04:14 PM reduce lunch time etc
- Aug 15  
2017
- 33 03:33 PM TO FIT IN WITH WIFE WORKING HOURS AND SCHOOL CARE
- Aug 15  
2017
- 34 02:22 PM To accommodate the needs of the employee so as they could both, work reasonable hours of work to fit in with their personal needs.
- Aug 15  
2017
- 35 02:13 PM To suit business requirements
- Aug 15  
2017
- 36 02:00 PM Employees caring for their school aged children and elderly parents



- Aug 15  
2017  
37 12:49 PM These modification were made to suit both the request from the employee and what is beneficial to the employer/business.  
Employee requested to work certain days of the week which was agreed to by all. The employer discussed with the employee that if extra days were required to be worked at certain busy times would the employee work these days at a normal rate of pay and not at an overtime rate. This was agreed to by the employee. An overtime rate would be paid if the employee worked outside of the agreed daily hours of work.
- Aug 15  
2017  
38 12:44 PM To help the employee care for their family, but where modifications were made it was to protect the business as well. I have found being flexible most times works out better for the company.
- Aug 15  
2017  
39 12:39 PM employee wanted different finish times different days, we negotiated one finish time for all days to avoid confusion.
- Aug 15  
2017  
40 12:37 PM so the employee could start later and finish earlier in order to pick their child up from school
- Aug 15  
2017  
41 12:36 PM Good workers & as long as the required hours of work is being performed it doesn't make a difference to the times worked.
- Aug 15  
2017  
42 12:34 PM We were able to cope with an hour here and there on different days if we had prior notice but just to walk out of work for hours interfered with productively
- Aug 15  
2017  
43 12:29 PM Better fit with the business/ role of employee
- Aug 15  
2017  
44 12:28 PM To work around the business and employee's needs
- Aug 15  
2017  
45 12:22 PM

Aug 15

2017

46 12:21 PM to assist with a fair work life balance.

1. A lady needed to collect her children from day care by a certain time.

Aug 15

2017

47 12:21 PM 2. A lady is a primary carer for her mother with dementia.

3. A lady wanted to start earlier and finish earlier.

**Question 10**

**Thinking about the instances in which the business agreed to change the employee(s) hours of work, including days of work and starting/finishing times) with some modifications to the hours of work that they had originally requested, please explain why those modifications were made.**

**Answered**            120  
**Skipped**             628

Respondents	Response Date	Responses
1	Sep 11 2017 05:07 PM	The agreed hours took into account trading hours and the difficulty in providing adequate cover. Approval was only given for hours that met our business and customer facing needs and where alternative arrangements, eg job share, were able to be negotiated. In some cases requested hours did not align with our busiest trading days, in these cases changes to the original request were negotiated.
2	Sep 09 2017 10:01 AM	To ensure staff levels remained constant during the busy and quiet times.
3	01:03 AM	Employees request was not practical
4	Sep 07 2017 02:41 PM	We operate a 24 hour business so with mutual consent sometimes shifts are swapped by mutual consent by parties to meet their personal situations and requirements, this is provided it does not affect another employee negatively. It is not possible to run a 24 hour on demand service business and meet the clients requirements if the employer does not have the staff to meet the demands. Therefore it is not viable that a employee in this industry can totally dictate the hours they wish to work. Hours are negotiated at the commencement of their employment and of course if the employee has personal difficulties it is by mutual agreement if viable that changes are made.

- Sep 06  
2017
- 5 11:05 AM TO BE FLEXIBLE WITH THE EMPLOYEE  
These modifications were made as we did not have the capacity for a part time person, this was purely a change that assisted the employee, it was a massive disadvantage to the business therefore we requested slightly long hours of work than what the employee demanded. This had a large impact on the business and is not something we would consider lightly. This employee has now been able to return to full time hours, again at their request, due to change in child's school.
- Sep 06  
2017
- 6 09:30 AM
- Sep 05  
2017
- 7 09:27 AM It suited both the business and the employee.  
Sep 04 it wasn't for a carers problem but for the worker who had a degerative back condition. when I got busier he would not revert, had to have a fair work meeting  
2017 where it was returned to my business needs.
- 8 05:43 PM  
Sep 04 We were unable to accommodate exact hours requested but were able to  
2017 accommodate slight changes to requested hours
- 9 05:23 PM  
Sep 04
- 2017
- 10 02:03 PM Fantastic employee that we did not want to lose  
Sep 04
- 2017
- 11 01:18 PM Because it didn't unduly impact on our Customer Service delivery  
Sep 04
- 2017 To retain quality staff while offering our customers the service they demand. A  
12 12:39 PM constant juggling act  
Sep 04
- 2017 It would have had an adverse effect to our business to fully accomodate the  
13 12:37 PM requested hours.

	Sep 04 2017	Where employee requirements could not be simply met, adjustments to hours were explored to try to help employees as far as practical without detriment to business performance or sustained viability
14	12:30 PM Sep 04 2017	
15	12:29 PM Sep 04 2017	Did not fit in with co workers hours
16	11:54 AM Sep 04 2017	We can only do this for office worker employee and it was made because of school hours. Because as leaders of industry we need to evolve.
	Sep 04 2017	
17	11:48 AM Aug 31 2017	To become a place where staff wish to work you need to become more accomodating and flexible. did not agree with request in 1st instance, 12 months later and a new rate for employee, courtesy of federal treasurer, it became a bargaining point with employee.
18	05:53 PM Aug 31 2017	
19	05:23 PM Aug 31 2017	To better suit business requirements because we provide a service and the employees expectations did not meet our requirements
20	01:47 PM Aug 30 2017	
21	05:56 PM Aug 30 2017	to hold the employee as a member of the company depended on personal circumstance of the employee and their position in the business
22	04:18 PM Aug 30 2017	
23	04:10 PM	Modifications were made so that both the Business and Employee could benefit without it negatively effecting the productivity of work

- 24 Aug 30 2017 03:25 PM while it's important to accomodate good staff, work still has to be completed in a reasonable time frame, therefore when the request is prohibiting work being completed on time, it is reasonable to expect compromises to meet the needs of both parties.
- 25 Aug 30 2017 02:24 PM So they could still retain full time employment within our operating hours  
Aug 30 2017 It is a fulltime job but is shared at the moment with one of the employees looking to retire soon so the other employee will have to adjust to work an extra day when the time comes.
- 26 Aug 29 2017 10:05 AM To fit with the requirements of the position the person held. eg. either an early finish or late start.
- 27 Aug 29 2017 02:58 PM To fit in with other employees and to cover the days work  
Aug 28 2017 We operate with extended business hours and our staffing levels require as much as possible employees to work across full operating hours. In some instances we could accommodate employees in to job share roles, or in to working in peak periods. In other instances, we proposed alternative suggestions which suited operational needs.
- 28 Aug 28 2017 02:41 PM The person wasn't responsible for day to day operations and the business could schedule things around the employee not being present
- 29 Aug 28 2017 05:46 PM employee requested
- 30 Aug 28 2017 03:20 PM To accommodate our guests to provide a service
- 31 Aug 26 2017 10:15 AM
- 32 Aug 26 2017 05:59 PM

- Aug 23  
2017
- 33 07:48 PM The business already had work booked so it was nonviable.
- Aug 23  
2017
- 34 12:56 PM Had to look after children - wife working and unable to do it - came in early and left early
- Aug 23  
2017
- 35 11:51 AM Modifications were made to allow for better customer service at peak times
- Aug 23  
2017
- 36 10:45 AM Required to suit business and customer demands.
- Aug 22  
2017
- 37 02:45 PM mutual convenience
- Aug 22  
2017
- 38 01:27 PM Some employees are more highly valued than others due experience, work ethic, flexibility & service.
- Aug 22  
2017
- 39 12:28 PM Modifications were made so that it benefited both parties. It is important that the role can be covered when required.
- Aug 21  
2017
- 40 02:28 PM On a case by case basis, sometimes it is possible to accommodate. Other times it is not.
- Aug 21  
2017
- 41 09:21 AM To enable the employee to maintain a balanced work & home life and take care of his children during school holidays
- Aug 19  
2017
- 42 12:20 PM Allow for pick up and drop off of children

- Aug 18  
2017
- 43 05:52 PM to enable our business to deliver the type of service our customers require
- Aug 18  
2017
- 44 05:18 PM Some requests were unsuitable and unrealistic
- Aug 18  
2017
- 45 03:19 PM they were suitable for both business and employee  
We had a Finance Manager that wanted to work less hours. We need someone that is here for doing finance quotes and applications when the business is open, so working normal hours of work. We agreed to initially leaving at 3.15pm each day, but we have since altered this to her leaving early 2 days a week, as it was a large inconvenience to the customers, and we were losing money.
- We need someone to fill that position during those times, otherwise we wouldn't have advertised as such!
- Aug 18  
2017
- 46 02:37 PM Customer facing jobs are much less flexible with work times as they match the opening hrs of the business.
- Aug 18  
2017
- 47 12:49 PM to assist staff member to drop off and pick up kids
- Aug 18  
2017
- 48 11:58 AM They needed to accommodate the business ability to maintain the same level of service to our customers
- Aug 18  
2017
- 49 11:41 AM to suit the business
- Aug 18  
2017
- 50 10:49 AM so as to work in with other employees in the same area of employment and to ensure satisfactory coverage of work tasks and customer service



- Aug 18  
2017
- 51 10:48 AM To better enable the business meeting customer commitments
- Aug 18  
2017
- 52 10:29 AM To fit in with how the business will benefit
- Aug 18  
2017
- 53 10:26 AM Business needs came first.  
Aug 18 The employee didn't take the business' ability to cover their absence into account.  
2017 As a small business it is a lot harder to cover absences and keep the company
- 54 08:59 AM viable financially
- Aug 17  
2017
- 55 11:18 PM To arrive at a mutually acceptable arrangement.
- Aug 17  
2017
- 56 08:28 PM We could cater to them.  
Aug 17 to fit in with the customers available times to bring the vehicles in for repair. the  
2017 employee wanted to start work earlier and finish earlier but this wasn't always
- 57 02:26 PM possible if clients couldn't fit in with these times.  
Aug 17 Starting at an earlier time so employee can finish earlier for school pick up. The  
2017 employee agreed to still complete 34 hours per week and also every 3rd Saturday
- 58 12:45 PM half day.
- Aug 17  
2017
- 59 12:05 PM To suit our trading hours
- Aug 17  
2017
- 60 10:36 AM Modifications were days of work to overlap other employees with the same skills  
and abilities (assist with job sharing)

	Aug 16 2017	Employee is going thru a custody case and needed flexible time.
61	06:58 PM Aug 16 2017	Extremely tough to implement and keep other employees happy and productivity up
62	03:16 PM Aug 16 2017	the business was able to accommodate the requested change with modifications to the workplace
63	03:07 PM Aug 16 2017	Caring for parents, caring for grandchildren, spending more time with family.
64	02:12 PM Aug 16 2017	Had to be removed form the weekend roster.
65	01:45 PM Aug 16 2017	to cause minimal disruption to workflow As we have to be fair and consistent across our whole business team. Also we needed to ensure that jobs were available to be preformed during the requested
66	01:31 PM Aug 16 2017	times and that staff would not be left alone onsite in the event of WHS concerns
67	01:24 PM Aug 16 2017	The hours requested were not suitable, they did not cover the busy times and did not allow anyone else to be employed during the away times
68	12:45 PM Aug 16 2017	To fit with customer needs and the business needs. We have customers in from 8am so don't need staff in from 6.30am even if that suits them best.
69	11:26 AM Aug 16 2017	The hours had to suit the business - not the employee.
70	09:04 AM	In an attempt to be as flexible as possible. This in the end is not what was best for business but with staff shortages, we negotiated

- Aug 15  
2017
- 71 09:54 PM Due to the business requirements
- Aug 15  
2017
- 72 07:56 PM Hours and days of work alterations requested did not suit the operation of the business and would of impacted negatively on the business.
- Aug 15  
2017
- 73 06:40 PM Allowing access to work areas.  
Only partial accommodation to employees request could be made due to timetables for work completion needing to be kept. it was not practical to share workload across other employees nor bring in another employee to fill the gaps due to the skills and knowledge to complete the roles and cost to train being too prohibitive to the business
- Aug 15  
2017
- 74 06:02 PM
- Aug 15  
2017
- 75 05:49 PM Can not find staff in small towns
- Aug 15  
2017
- 76 05:45 PM MODIFICATIONS NEEDED TO BE MADE FOR THE BUSINESS TO BE ABLE TO MEET CUSTOMER DEMANDS AND OPERATE
- Aug 15  
2017
- 77 05:36 PM Loyal employee and we wanted to keep her. We understood at the start of her employment this would happen and agreed.
- Aug 15  
2017
- 78 05:35 PM To try to make the best decision for the business as well as trying as best as we could to accommodate the employee.
- Aug 15  
2017
- 79 04:34 PM to meet customer needs

Aug 15 2017 Busy periods of the day need certain staff, esp. when other staff are on Annual leave already. Small business with 7 days week open hours needs the roster to be consistant, and staffed well.  
 80 03:24 PM  
 Aug 15 2017  
 81 03:21 PM Because we didn't want to lose the employee  
 Aug 15 2017 short term changes only, the original job description had not changed , only the  
 82 03:05 PM employees personal conditions had changed  
 Aug 15 2017  
 83 03:05 PM So the required duties could be done,and kept up to date.  
 Aug 15 2017 there maybe certain times during the day that require an employee to be at their  
 84 02:08 PM work station. Eg from 7.30am or until a least 5pm  
 IT NEEDED TO SUIT THE BUISNESS DEMANDS  
 Aug 15 2017 IT NEEDED TO BE BALANCED  
 85 02:02 PM IT NEEDED TO BE ACCOMMODATED AND PLANNED FOR  
 Aug 15 2017  
 86 01:50 PM Modification was made to suit both employee and employer  
 Aug 15 2017  
 87 01:41 PM For the efficient operation of the buiness  
 WE HAD 1 EMPLOYEE WHO WANTED ONLY 4 DAYS A WEEK FOR THE REST  
 OF THE YEAR DUE TO HER CHILD, WE AGREED THIS THIS AS SHE WAS A  
 Aug 15 2017 GOOD EMPLOYEE AND WE WANTED HER TO STAY. HOWEVER IT PUT  
 STRESS ON THE OTHER WORKERS WHEN SHE WASNT IN, AND SHE ENDED  
 88 01:31 PM UP LEAVING SOON AFTER ANYWAY AS SHE WANTED MORE TIME AT HOME

- Aug 15 2017  
89 01:22 PM To cater for the demands of the opening hours of the business. Other employees had their hours modified to try and best fit the requirements of each employee whilst keeping our staffing levels consistent.
- Aug 15 2017  
90 01:17 PM To marry in with all other staff and their current working hours
- Aug 15 2017  
91 01:13 PM Because ultimately it had to fit in with the Business work load without compromising or negatively impacting the Business
- Aug 15 2017  
92 01:11 PM because he had to have time off to take his teenager to the hospital
- Aug 15 2017  
93 01:11 PM One office employee works from home at the hours that suit her and her family. We believe that we should work with our employees. And where it is possible for other staff to cover the other persons position then we allow the modification for a short period of time.
- Aug 15 2017  
94 01:07 PM Usually with employees that had parenting responsibilities, and who had experience in the roles they were filling.
- Aug 15 2017  
95 01:07 PM Usually with employees that had parenting responsibilities, and who had experience in the roles they were filling.
- Aug 15 2017  
96 01:05 PM We try and work with our staff for mutual benefit and satisfaction
- Aug 15 2017  
97 01:01 PM to fit in with the operating hours of the business and the resourcing required at peak times
- Aug 15 2017  
98 01:01 PM The request was outside of the normal business hours and it was not appropriate to have only 1 person on site at that time

	Aug 15 2017	
99	01:00 PM	To meet the operational requirements of the business
	Aug 15 2017	
100	12:57 PM	return from Maternity leave, school hours
	Aug 15 2017	
101	12:55 PM	impact on other employes work load
	Aug 15 2017	Depending on the need for the change and the length of time the change was required for. Also depending on the persons position in the business and the
102	12:55 PM	business' ability to maintain production without affecting other employees.
	Aug 15 2017	
103	12:54 PM	To suit both parties and achieve a satisfactory outcome
	Aug 15 2017	
104	12:54 PM	PEAK WORK PERIODS HAD TO BE COVERED
	Aug 15 2017	The operating hours of the business required the employee to be available during
105	12:53 PM	certain times beyond school hours
	Aug 15 2017	
106	12:45 PM	So as to ensure the needs of the business continued to be met.
	Aug 15 2017	because it was unviable to accept the employees request with-out having
107	12:41 PM	modification
	Aug 15 2017	
108	12:38 PM	TO MEET BUSSINESS NEEDS

- 109 Aug 15 2017 12:38 PM As we are a retail business needed staff to be present at certain times if they cant be there for those times the job is not for them. we still have to make money to employee them as they don't work for free and the government likes to take all profit we try to make.
- 110 Aug 15 2017 12:34 PM The business has opening times of 8.30 to 5.30. Retail staff are not required outside of these times. Mechanical staff aren't allowed to work on their own in case of accident / emergency.
- 111 Aug 15 2017 12:31 PM While it was against the best interests of the business to change, in the interest of accommodating good employees, changes were agreed where possible.
- 112 Aug 15 2017 12:31 PM Primarily related to start / finish times to enable appropriate coverage of Customer Contact + without impinging on other employees workload or previously agree working hours.
- 113 Aug 15 2017 12:26 PM Employee had choice of makeup time or be paid for reduced hours.
- 114 Aug 15 2017 12:25 PM Due to the nature of smash repairs an employee cannot be allowed to work alone, so where we could accommodate flexibility in the hours worked we did
- 115 Aug 15 2017 12:20 PM Staff member returning from maternity leave - we only agreed to some of the terms due to the persons skill and difficultly finding skilled staff
- 116 Aug 15 2017 12:08 PM To jointly suit the business and the employee
- 117 Aug 15 2017 12:06 PM Sales people need to work Saturdays as it is our busiest day
- 118 Aug 15 2017 12:05 PM To suit business requirements

Aug 15  
2017

119 11:29 AM adjustments for children, adjustments to retirement

Aug 15  
2017

120 11:27 AM because the initial request from the employee did not suit our business needs and was not reasonable.



**Question 11**

**Thinking about the instances in which the business did not agree to change the employee(s) hours of work (including days of work and starting/finishing times), please explain why the business did not agree**

**Answered 154**  
**Skipped 594**

Respondents	Response Date	Responses
1	Sep 11 2017 05:09 PM	Impact on continuity of customer service and operational requirements was too great to accommodate. Was not financially feasible to accomodate job-share or part-time hours around the hours requested.
2	Sep 09 2017 10:02 AM	Staff wanted to work shifts that were too short or required the company to double pay to ensure shifts were covered.
3	Sep 08 2017 01:33 AM	Wanted to only work 4 hours in middle of the day and that is our quiet time we need someone early and late but could not employ someone for only2 hours morning or afternoon not practical
4	Sep 08 2017 01:20 AM	Needed employee to be at work during peak hours
5	Sep 07 2017 01:05 AM	Unrealistic requests. Employee was looking for more of a casual arrangement varied each week. This is not possible given the responsibilities of the work
6	Sep 07 2017 02:42 PM	There was no viable solution. See Q9. for more info.
7	Sep 07 2017 09:50 AM	ITS THE NATURE OF THE BUSINESS

- Sep 06  
2017
- 8 11:09 AM UNABLE TO COVER THE SHORT FALL CREATED.  
Sep 06 We were unable to agree to the complete change as the business would not have  
2017 been able to preform at this capacity and this persons reduction in hours could not  
9 09:31 AM be replaced by another person.  
Sep 05 It was impractical for the business to accept these changed times, due to the  
2017 position of the employee in the production line, customer demands on the business  
10 11:12 AM to be able to deliver products and the ability for other workers to perform their tasks  
Sep 05 with out other suitable staff being present.  
2017
- 11 09:27 AM Didn't suit the business needs.  
Sep 04  
2017 As it did not suit my business has to employ casual employee to cover the  
12 05:44 PM RDO..did not suit the requirements of my small business  
Sep 04  
2017 We were unable to accommodate exact hours requested but were able to  
13 05:23 PM accommodate slight changes to requested hours  
Sep 04  
2017
- 14 02:03 PM We were happy for that employee to leave  
Sep 04  
2017
- 15 01:19 PM It would not have been mutually beneficial.  
Sep 04 On occasion, a staff members request for hours of work may not meet the demand  
2017 for their skills. This can mean their role must change to meet thier preferred hours.  
Sometimes meaning a change to remuneration or a role may not be  
16 12:41 PM vacant/available  
Sep 04 The business could only make adjustments within certain constraints, such as  
2017 reduced hours equivalent of 1/2 a standard week, which meant finding additional  
17 12:37 PM labour to cover the short fall (critical mass with respect to the number of employees

required to reach minimum revenue requirements to make the business viable).  
 Finding appropriate resources to bridge the short fall is too costly and difficult in the  
 current labour hiring environment

- Sep 04  
2017
- 18 12:37 PM Adverse effect to the operations, sustainability and profitability of the business
- Sep 04  
2017
- 19 12:29 PM not applicable
- Sep 04  
2017
- 20 11:55 AM Did not suit our opening hours or the employee's job description
- Sep 04  
2017
- 21 11:48 AM Because the cusotmer service experience would have been affected.
- Sep 02  
2017
- 22 05:33 PM This is a retail business with opening hours from 8 until 5. Most of the roles in the  
business can only be performed during these times.
- Sep 01  
2017
- 23 01:46 PM The business did not agree if it will interrupt job flow which in return will be a delay  
for the customer  
only every requested for 4 day week with same pay,refused this.
- Aug 31  
2017
- 24 05:56 PM Would not acceptance any other hours of work other than 8-5.30 for any staff. Does  
not suit business model !!!!!
- Aug 31  
2017
- 25 05:23 PM Did not suit business requirements
- Aug 31  
2017
- 26 01:47 PM request was not suitable for a service provider being open to the general public

	Aug 30 2017	
27	08:56 PM	Wanted it from the next day
	Aug 30 2017	WE NEED 7 STAFF IN ORDER TO RUN OUR BUSINESS IN ORDER TO MAKE A PROFIT, THE EXTRA COST OF HIRING OUTSIDE LABOUR CAN NOT BE
28	08:26 PM	JUSTIFIED WHILE STILL PAYING THE STAFF THAT HAVE THE DAY OFF.
	Aug 30 2017	
29	05:57 PM	they were not suitable to the company
	Aug 30 2017	depended on personal circumstance of the employee and their position in the business
30	04:19 PM	As the request would negatively impact the productivity and profitability of the business - they request unreasonable hours and times outside of the opening and running hours of the business
	Aug 30 2017	
31	04:11 PM	
	Aug 30 2017	
32	03:27 PM	When a suitable compromise could not be agreed upon..
	Aug 30 2017	
33	03:22 PM	Not applicable
	Aug 30 2017	we need to get the job done and if nobody is here we would have to hire staff that can be
34	02:26 PM	
	Aug 30 2017	The job requires fulltime hours and at the moment it is shared but will require someone fulltime when one employee retires.
35	10:14 AM	
	Aug 29 2017	
36	02:59 PM	A compromise couldn't be found.

- Aug 29  
2017
- 37 02:41 PM Hours did not suit the workplace
- Aug 28  
2017
- 38 05:48 PM We did not agree to some requests where: the employee wanted only specific restricted hours and on specific days which did not suit our roster patterns or where other employees were not prepared to accommodate changes.
- Aug 28  
2017
- 39 03:52 PM they agreed from the time of employment on their hours
- Aug 28  
2017
- 40 03:21 PM The business needed that person present in the morning or afternoon to function properly. The person carried more responsibility with the business function
- Aug 28  
2017
- 41 10:15 AM unable to schedule work flow
- Aug 26  
2017
- 42 06:00 PM Poor worker with history
- Aug 23  
2017
- 43 07:49 PM The business already had work booked which made it nonviable.  
Aug 23  
2017 Needed the staff to be at work at the time - had to be available to complete trailer repairs when they came back from a subcontractor
- 44 12:58 PM
- Aug 23  
2017
- 45 11:54 AM The business did not agree based on the impact it would have on the ability to be able to complete the requirements of the position.
- Aug 23  
2017
- 46 10:45 AM It was not feasible from a business perspective.

- We can't have a single operator working outside the normal ours for safety reasons. Also our equipment requires large amounts of power and lighting a full factory is expensive. We can't afford to run large compressors with 30hp motors for one small machine operation as they wish to work different hours. There is a number more reasons why this can't happen with every business.
- 47 Aug 22 04:55 PM 2017
- 48 Aug 22 01:28 PM 2017 Newer employees not willing to work within our roster needs.
- 49 Aug 22 12:29 PM 2017 The position requires a full time employee to be able to complete the tasks required.
- 50 Aug 21 02:29 PM 2017 It would have left the business without enough employees in a particular section
- 51 Aug 21 09:22 AM 2017 The hour requested did not enable the business function to be maintained efficiently
- 52 Aug 19 12:20 PM 2017 did not suite the business
- 53 Aug 18 05:54 PM 2017 Did not fit in with our obligations to our customers on our opening times & or closing times. Did not have enough staff or the ability to afford more staff to retain our existing opening hours
- 54 Aug 18 05:19 PM 2017 Because the particular job required specific days/ hours
- 55 Aug 18 03:19 PM 2017 Business requirements, retail opening hours
- 56 Aug 18 02:40 PM 2017 A service receptionist wanted a day off every week (for removed family), but we need someone in her position for that day each week. We would have to employ an additional person for one day a week! The information gets lost, the training cost is

doubled, customers get annoyed, as things that were being worked on are left for an extra day etc..

- Aug 18  
2017
- 57 12:50 PM because it didn't work for the business to run effectively.
- Aug 18  
2017
- 58 11:58 AM They did not accommodate the businesses ability to maintain the same level of service to our customers
- Aug 18  
2017
- 59 11:41 AM to suit the business
- Aug 18  
2017
- 60 10:58 AM As a small business with an extensive work load, this request could not be accommodated due to fixed trading business hours
- Aug 18  
2017
- 61 10:50 AM The business could not offer that level of flexibility without adversely affecting service to our customers
- Aug 18  
2017
- 62 10:50 AM Changes would have imposed additional unacceptable operating costs ie energy, supervision.
- Aug 18  
2017
- 63 10:31 AM the business was lacking with staff coverage
- Aug 18  
2017
- 64 10:27 AM The business was put first.
- Aug 18  
2017
- 65 09:00 AM We didn't have the staff or resources to cover their request
- Aug 17  
2017
- 66 11:18 PM It was a disruption to the business.

- Aug 17  
2017
- 67 08:28 PM It did not suit our working arrangements and production.
- Aug 17  
2017
- 68 07:17 PM Did fit with business requirements or objectives.  
Aug 17 Only on one occasion did we say no because it was for a service advisor who  
2017 wanted to start at 10.30am and our busiest time for this role is between 7.30am and  
69 05:27 PM 9am.
- Aug 17  
2017
- 70 02:27 PM same as previous question, unable to provide work to be do for those hours  
Aug 17  
2017 Because it would not be safe for a staff member to be working here on the their  
71 12:47 PM own.
- Aug 17  
2017 It was not operationally a wise decision to allow the changes. It would have affected  
72 12:46 PM the department financially.
- Aug 17  
2017 Role was customer facing and the employee needed to be here during opening  
73 12:27 PM hours
- Aug 17  
2017
- 74 12:06 PM Would not work with our small amount of employees and our trading hours.  
Aug 17 As one day per week was requested which would not have reasonably assisted the  
2017 business with day to day requirements. The business would require a minimum of 2  
75 10:36 AM days of attendance from an employee to maintain consistency in work being  
achieved.  
Dealership Operating Hours
- Aug 16  
2017 Nature of Customer Facing Operations
- 76 07:43 PM



Cost and Headcount Restrictions

Expenses associated with change in hours

- Aug 16  
2017  
77 06:59 PM Hard to keep up productivity as the retail repair industry commonly works 8 am -5 pm and keeping other employees happy as well is very hard
- Aug 16  
2017  
78 03:17 PM the business was unable to accommodate the requests because of the operational requirements of the business
- Aug 16  
2017  
79 03:10 PM Our customers want 7 day a week service these days which we do provide in some areas of our business. We must be open in office hours and therefore are unable to allow all staff to work nights or other odd hours.
- Aug 16  
2017  
80 02:55 PM UNFAIR TO OTHER EMPLOYEES
- Aug 16  
2017  
81 02:15 PM Wanted to reduce hours however splitting the full time role into 2 part time roles was not practical.
- Aug 16  
2017  
82 01:45 PM hours/days requested too restrictive, unable to maintain workflow throughout shop too detrimental to business
- Aug 16  
2017  
83 01:39 PM as the time was integral to operation  
As the requests would be unfair and disadvantage other employees through us requiring to change someone else's roster to comply with the other employees request. At times we agreed to a change of hours for a fixed time eg a week or a month to assist our employee but could not accommodate it on an ongoing basis.
- Aug 16  
2017  
84 01:34 PM
- Aug 16  
2017  
85 01:25 PM Hours requested were not practical and the employee was not prepared to make modifications

- Aug 16  
2017
- 86 01:15 PM Impact to the ability to meet customer needs
- Aug 16  
2017
- 87 01:07 PM Short notice & work already booked in.
- Aug 16  
2017
- 88 12:45 PM It would mean paying staff to do nothing at off peak times and not having enough people to do the required work at peak times.
- Aug 16  
2017
- 89 11:27 AM The position didn't warrant a change of hours. Some positions have to be full time - they cannot be part time jobs. We tried to be flexible but it did not suit the position.
- Aug 16  
2017
- 90 09:17 AM Not applicable.
- Aug 16  
2017
- 91 09:06 AM The effect on business with staff being on job share, changed hours and shift splitting was evident. The consistency of work performed from the staff created an additional burden on our ability to provide a sound service to our customers
- Aug 16  
2017
- 92 07:41 AM There was only myself and 1 other mechanic who wanted to have shorter hours to care for his child outside school hours as his partner may be taking on another job, was unable to reduce his hours as very small business (only 2 of us working on the floor) very busy with bookings out to 3 weeks in advance so could not afford to loose any productive hours.
- Aug 15  
2017
- 93 09:54 PM The position wasn't able to sustain the hours requested
- Aug 15  
2017
- 94 07:57 PM The change to hours and days of work requested would of impacted negatively on the functionality of the business
- Aug 15  
2017
- 95 07:27 PM Not enough staff in the department the employee was working in

- Aug 15 2017  
96 06:50 PM The employee wanted to start earlier and finish earlier which is impossible as customers generally aren't dropping their car off at the earlier time he wanted to start.
- Aug 15 2017  
97 06:40 PM Because of access to work areas.  
We have a business to run, and that means having employees here until close of business (6pm)
- Aug 15 2017  
98 06:15 PM The employee wanted to finish 15 minutes early, and we wouldnt let her.  
the daily hours of availability were too restrictive to cover. was not practical to fill shorter days by sharing the sharing the role with split shifts.
- Aug 15 2017  
99 06:02 PM
- Aug 15 2017  
100 05:50 PM Group interaction needed.
- Aug 15 2017  
101 05:47 PM THE HOURS PROPOSED DID NOT FIT IN WITH WHAT WAS REQUIRED OF THE EMPLOYEE TO SUSTAIN A VALUABLE POSITION IN A SMALL BUSINESS
- Aug 15 2017  
102 05:45 PM We are a small business and have kids of our own which is why we employ people so we can look after our own family
- Aug 15 2017  
103 05:37 PM We could not function as a business with the limited days/hours proposed  
Because it has to be mutually beneficial. We are not a cash machine, we are a business that has needs and we must provide a service to our customers. That is how we all get paid.
- Aug 15 2017  
104 05:36 PM
- Aug 15 2017  
105 05:29 PM being a small business & limited tradesman in the industry makes it hard to replace or cover staff to do the job

	Aug 15 2017	
106	04:34 PM	to meet customer needs and staffing requirements
	Aug 15 2017	
107	04:00 PM	the request did not fit within times that would be viable for the company
	Aug 15 2017	
108	03:42 PM	non conducive to our strict operating hours set by our industry. Only one request, the employee wanted to start work at 6:30 and finish at 2:30. We couldn't allow this as we did not want the employee working alone on the premises and it did not suit our operational requirements.
	Aug 15 2017	
109	03:41 PM	It was not an emergency, not enough notice was given and the staff members has a full time carer of children at home.
	Aug 15 2017	
110	03:25 PM	Because we felt it could impact the business
	Aug 15 2017	
111	03:21 PM	Earlier Starting and finish times to suit Mechanics doesn't work when it doesn't fit into customer times and requirements.
	Aug 15 2017	
112	03:09 PM	employee requests were untenable with no thought given to profitability and sustainability of the position and terms they accepted originally.
	Aug 15 2017	
113	03:06 PM	there were no good reason for the request or benefit to the company. Some want to work 4 days and get paid 5
	Aug 15 2017	
114	02:15 PM	IT DID NOT SUIT THE NEEDS AND DEMANDS OF THE BUISNESS
	Aug 15 2017	
115	02:04 PM	

- Aug 15 2017  
116 01:59 PM The change to hours was requested more than a week in advance and it gave him enough time to make other arrangements. Our business needs at the time demanded full staffing levels.
- Aug 15 2017  
117 01:57 PM Busy time of day and month or no one else available to do that shift
- Aug 15 2017  
118 01:51 PM Because we would be short staff on the day and time.
- Aug 15 2017  
119 01:42 PM It simply wasn't practical or workable  
WE CANNOT AFFORD PEOPLE NOT TO BE HERE REGULARY. IT PUTS TOO MUCH STRESS ON THE OTHER WORKS TO DO THEIR SHARE OF WORK TOO. AND/OR MEANS MANAGEMENT NEEDS TO WORK LONGER HOURS SO THEY CAN WORK BACK TO MAKE UP THE LOST TIME.
- Aug 15 2017  
120 01:33 PM
- Aug 15 2017  
121 01:22 PM Did not enable us to have consistent staffing levels to meet the demands of the public.
- Aug 15 2017  
122 01:17 PM It did not suit the current working hours of all other staff, i.e. there needs to be one person per department in-store at all times.
- Aug 15 2017  
123 01:16 PM It could not agree to hours that would have a negative impact on Business i.e. not suiting customer requirements or demands
- Aug 15 2017  
124 01:12 PM because his daughter was over 21 and her mother could have helped
- Aug 15 2017  
125 01:11 PM Our opening times did not work with the hours requested

126	Aug 15 2017 01:09 PM	At times we were short staffed and could not cover that persons position. But then the employee was asked to make alternate arrangements where we could allow time off
127	Aug 15 2017 01:08 PM	Some roles require full-time attendance, while other roles can be managed with part-time attendance. It depends very much on the role the employee plays in the Company
128	Aug 15 2017 01:05 PM	Customer demands and for customer servicing reasons, it was not possible
129	Aug 15 2017 01:02 PM	would cause resourcing shortfall and negative customer experience
130	Aug 15 2017 01:02 PM	The tasks performed were specific to that person and needed to be performed at specific times
131	Aug 15 2017 01:02 PM	Because we couldn't accept the requested changes and still run a sustainable business. These requests impact the whole of the business including other employees livelihoods.
132	Aug 15 2017 01:01 PM	To meet the operational requirements of the business
133	Aug 15 2017 12:58 PM	The roll was full time and there is no scope for Job sharing
134	Aug 15 2017 12:56 PM	impact on quality of service for customers
135	Aug 15 2017 12:55 PM	same as previous

- Aug 15  
2017
- 136 12:55 PM They employees role required them to be available to perform their duty within our trading hours and outside of school start / finish times
- Aug 15  
2017
- 137 12:55 PM Arrangements not able to be made to achieve work requirements. Other compromises made to reach an outcome
- Aug 15  
2017
- 138 12:54 PM PEAK PERIODS HAD TO BE COVERED
- Aug 15  
2017
- 139 12:47 PM Either the employee did not have sufficient leave or it did not suit the business needs at the time.
- Aug 15  
2017
- 140 12:41 PM unviable
- Aug 15  
2017
- 141 12:39 PM THEY FITTED WITH IN THE NEEDS OF THE BUSSINESS
- Aug 15  
2017
- 142 12:39 PM Didn't agree as they were hired to cover that time of work.  
A business in general needs structure and part of that is start and finish times for employees. We need employees available at the time that our customers require.
- Aug 15  
2017
- 143 12:35 PM We are in a service industry and our business lives or dies by the quality of service delivery. This can only be achieved by having people available to deliver the kind of service our customers expect.
- Aug 15  
2017
- 144 12:34 PM Refer last answer
- Aug 15  
2017
- 145 12:32 PM See previous response

	Aug 15 2017	Where other staff and / or management were disadvantaged in their work times to
146	12:26 PM	facilitate employees not working alone
	Aug 15 2017	
147	12:26 PM	Not a valid request
	Aug 15 2017	
148	12:20 PM	Because of the impact it would have had on the business and other staff members in that department
	Aug 15 2017	We would really love to but we just can't get enough qualified & reliable people on the floor to offer good customer service. Our business may not be able to be
149	12:14 PM	sustainable if this were to occur.
	Aug 15 2017	
150	12:11 PM	Would have been detrimental to the business
	Aug 15 2017	
151	12:06 PM	Our business is not a simple 9-5pm business. Customers enter our business at all hours
	Aug 15 2017	
152	12:05 PM	Because it disadvantaged business
	Aug 15 2017	
153	11:30 AM	not possible to complete the position in the time requested
	Aug 15 2017	
154	11:28 AM	the request did not suit the business needs and there were other options available to the employee



**Question 12**

**If your employees with parenting responsibilities and/or caring responsibilities (e.g. for a person with a medical condition) were given the right to decide their hours of work (including days of work and starting/finishing times) without your business having the right to refuse or modify their decisions, please describe the impact this would have on your business.**

**Answered**            712  
**Skipped**             36

Respondents	Response Date	Responses
1	Sep 11 2017 05:14 PM	Enormous!!!!. Such a position would create immeasurable inefficiencies, as well as the added cost associated with recruitment and training. In a service environment the added cost of hand-over and the impact on continuity of workflow would seriously impact the business and the ability to meet our customer service obligations/expectations. This would also impact our ability to ensure adequate staffing during our peak trading hours/days.
2	Sep 11 2017 09:58 AM	This is a ridiculous scenario. The opportunity for the business OWNER to run THEIR business in accordance with market trends would be severely impacted. Once again, the business owners, who already put everything on the line to set up and run their business, would be basically punished.
3	Sep 09 2017 01:51 PM	would not work in my business
4	Sep 09 2017 10:05 AM	It could result is increased running costs Which will increase cost to customers ie hire/training more staff,
5	Sep 08 2017 06:48 PM	It would not have a good impact on our business as it could have a detrimental effect on the wait times for our customers to have items manufactured, and in turn we could lose a lot of business and get a bad name around town.

I also think some employees could/would take advantage of being employed on a full time basis, then drop hours once they have passed probation periods, thus leaving the employer in the lurch.

I definitely think the employer needs to have rights to be able to refuse the request if it is going to affect the business negatively, or have rights to be able to compromise with the employee to come to an agreement that suits both

- Sep 08  
2017
- 6 01:47 PM Being a Retail business we require sufficient staff at the Dealership to meet the Demand of enquiries both by phone and in person
- Sep 08  
2017
- 7 12:25 PM SALES WILL DECREASE  
Sep 08  
2017 It simply would not permit us to to have the employee present at more demanding times when required. In some areas of our business, work load varies, it is not evenly spread and requires a immediate attention.
- 8 06:01 AM This would depend on what hours the employee wanted but potentially it could cause major issues with deadlines and customer service. It may not be possible to run an efficient business with staff levels not being maintained at maximum capacity during peak hours
- Sep 08  
2017
- 9 01:45 AM
- Sep 08  
2017
- 10 01:38 AM Business needs to be able to refuse if the employees request does not fit the business needs
- Sep 08  
2017
- 11 01:34 AM Very difficulty to run the business
- Sep 08  
2017
- 12 01:22 AM Unable to provide coverage for all hours without employing more employees which would be too expensive to do

- 13 Sep 08 2017 01:07 AM Depends on position but would more likely make difficult to provide coverage for all hours dealership is open Therefore not practical this could potentially close my business as i struggle to find well trained/skilled qualified staff as it stands, my working hours could not be changed to compensate for differing employee times, my family time/lifestyle is based aruond normal working hours
- 14 Sep 07 2017 10:50 PM The introduction of these rules would result in my businesses being reluctant to employ people in this category because of the potential cost and inefficiencies. Ultimately the consumer will have to bear the increased costs for a select few.
- I am not sure how far businesses can be pushed to accommodate these social expectations but from my industry view it could result in an increase or more costly casual labour with reduced efficiency and job security and a reduction in the number of suitable employee candidates. We already accommodate where possible staff requirements and their requirements are considered in rosters. I do not believe it is necessary to introduce this law. I have concern about the abuse and/or manipulation by employees with no concern to the business or customer.
- 15 Sep 07 2017 02:45 PM
- 16 Sep 07 2017 02:06 PM It would make it very difficult to co-ordinate production and cover job requirements. This would greatly impact on our business as we only run one shift and each area is dependant on the area previous to be able to complete their work in the allotted timeframe.
- 17 Sep 07 2017 01:06 PM IT WILL NOT WORK ITS AN 8.00 TO 5.00 JOB ITS TO HARD TO EXPLAIN WE REPAIR & PAINT CARS ARE YOU GOING TO LEAVE YOUR CAR HERE AT 2.00 AM TO GET A BUMPER TOUCH UP !!!!
- 18 Sep 06 2017 09:58 AM
- 19 Sep 06 2017 08:17 PM Loss of valuable time

There could be a major financial cost to the business. We need employees to be available when the customer requires our services, not just when it may suit the employee. Before a person takes on employment they have the chance to access to position to see if it is suitable to their circumstances and commitments and also have the opportunity to try and negotiate variations that are acceptable and viable to both parties. The above proposal removes the right of the employer (who pays the wages) to efficiently meet customers demands. My business does not operate in the normal 9 to 5 hours and is already paying substantial penalty rates just to operate normally and

Sep 06 2017 20 06:26 PM

Sep 06 2017 21 05:48 PM

extra load on other employees who would have to cover shifts  
 If employees were given the right to decide their hours of work there is a big concern that the requirements of the role may not be met. We already have the ability to be flexible within business, however it is made (not directed) between the employee and employer as fundamentally goals and tasks need to be achieved according to the role requirements. You cannot begin with the employee and their requirements and fit a job around their constraints this would apply so much pressure to employers/businesses. Surely the job comes first and then the employee applies and as part of the application flexibilities are discussed and agreed upon but not the other way around where the employee makes that decision as it is based on personal circumstances and not necessarily business circumstances. Already as a business we see so much cost related to personal and carers leave, as a small/med business we don't need further pressure and lower decision making capabilities when coming to run our business - is this now a business or is it a charity??

Sep 06 2017 22 03:38 PM

Sep 06 2017 23 11:21 AM

Sep 06 2017 24 11:10 AM

Unable to repair cars on time. impacts for customer wait times, drop off times. Staff are restricted to operating hours.

WOULD BE UNABLE TO OFFER CUSTOMER SERVICE AND THEREFORE  
 WOULD NOT BE ABLE TO TRADE.

There would not be a business!

Sep 06  
2017  
25 09:34 AM

A business can not run efficiently and productively if you have employees working the days and time they state. As a business we know the times and days we need employees to be here and are flexible where we can be. We would not continue to operate if this change was made to the Awards as we know our industry could not operate under these conditions.

Our business is reliant on our staff to be here for the hours they are employed to satisfy our customer expectations for continued and future business. This decision would be detrimental to our productivity and the financial impact on the business would require us to reduce our number of staff, as we would not be meeting our obligations to our suppliers or our customers. Today's consumer demands a high standard of service and availability, having employees nominated their availability as they deem required, will have a flow on effect that will see businesses have to employ more staff to fulfil the hours, adding additional cost to the business that is not always affordable.

Sep 05  
2017  
26 03:21 PM

The business would suffer if an employee was able to choose their hours, the business has to be open early and Saturday morning to catering for the customers that work the same hours that we do.

Sep 05  
2017  
27 02:08 PM

It would make it very difficult to complete jobs for customers at a time when they require the return of their vehicle.

Sep 05  
2017  
28 01:48 PM

Sep 05  
2017  
29 01:20 PM

Loss of work  
The impact would be felt because of our small number of staff .Our customers expect us to deliver our services

Sep 05  
2017  
30 11:46 AM

from 8.30am till 5.30pm.Having to fit in RDO,holidays & 10 days sick leave/personal is all the flexibility we can give .

	Sep 05 2017	
31	11:38 AM	I would not employ those people This would seriously impact the ability of the business to meet our customer demands and to efficiently operate our production line. The impact of which ultimately would put pressure on the businesses ability to continue to win work, as our ability to deliver products sets us ahead of our import competition, and therefore the feasibility of the business to continue operations.
	Sep 05 2017	
32	11:19 AM	
	Sep 05 2017	
33	09:42 AM	not worth having an employee
	Sep 05 2017	
34	09:28 AM	Depends on the role they performed.
	Sep 05 2017	
35	08:05 AM	I would not allow this it is my buisness
	Sep 04 2017	
36	11:24 PM	IT WOULD MAKE THE BUSINESS UNMANAGEABLE AND UNABLE TO MEET CUSTOMER DEMANDS. It has the potential to cause customer frustration due to odd hours and also could create OHS and safety issues due to staff working alone. Hours still need to be within standard business hours.
	Sep 04 2017	
37	06:31 PM	
	Sep 04 2017	
38	06:22 PM	Just wouldn't work, how are we expected to staff when its busy(not knowing when and what time we will be busy??) are they dreaming ! We would have to schedule work around the employees hours rather than the customer requests. We may have to employ more staff at a cost to our financial viability.
	Sep 04 2017	
39	05:47 PM	
	Sep 04 2017	
40	05:46 PM	Turning away customers loosing business. knocking back bigger jobs causinbg loss of income and profits.

	Sep 04 2017	We are quite flexible, but need to work with the employee to have a happy outcome for both parties, it would mean having to employ further people at a larger expense
41	05:25 PM Sep 04 2017	
42	04:57 PM Sep 04 2017	NONE
43	04:44 PM	We would have to employ another staff member We could not function as a result due to not knowing if we will have a available staff to accommodate customers demands which will vary most of the time. This will result in lost sales, poor customer relations and place a burden on other staff members present. It would also affect the productivity of other staff who may be relying on that employee to have completed their duties so they can then perform theirs. It will impact the business a due to possibly not having enough staff at work when needed - our customers don't make appointments and usually come are walk in.
44	Sep 04 2017 03:57 PM Sep 04 2017	
45	03:23 PM Sep 04 2017	would be difficult to manage work loads, booking in work. Extra loads would need to be then shared by other employee's
46	03:20 PM Sep 04 2017	It would reflect negatively, we work business hours to meet customer demand
47	03:05 PM Sep 04 2017	As a very small business it would mean that we would have to close and make workers redundant - including ourselves. We could not afford to carry the load.
48	02:53 PM Sep 04 2017	It would create uncertainty and a inability to plan the daily workload which is all booked in advance, so I would close down and retire
49	02:39 PM	Would not be able to manage workload and run business as required.

- 50 Sep 04 2017 02:34 PM This would heavily impact our business, as it is the directors of this business work incredibly long hours, if an employee had the opportunity to dictate their hours we would have to change the structure of our business around them as each individual plays a role in a team effort it would dramatically alter work flow & our workplace procedures, not to mention upsetting other staff in the business.
- 51 Sep 04 2017 02:25 PM We would have to close down
- 52 Sep 04 2017 02:14 PM I would not employ people with children or commitments. We require staffing levels to meet the demand in our business. Our customers book in on days and times that suit them at short or long notice and plan their days accordingly. We accommodate as best we can, but must have staff to do that work.
- To allow staff to dictate there days and times of work would cause massive issues with management, customer service, efficiency and profitably.
- 53 Sep 04 2017 02:09 PM We already have 2 technicians that share 1 full time job, which is harder for me to manage, but provides the flexibility they require.
- 54 Sep 04 2017 02:06 PM The reason we have start and finish times is so that all areas of the workshop are covered at all times, we would have periods that no one would be able to attend to customers if people could choose their own hours, if we don't have good customer service we may as well not bother opening. This is a business and we set 7.6 hour days to get the optimum for customer and workers.
- 55 Sep 04 2017 01:40 PM would have a big impact on retail and workshop turn around times sounds like there is no point being an employer in this day and age
- 56 Sep 04 2017 01:28 PM Our clientele have expectations as to hours of business and delivery of our products and services. Notwithstanding our business model is based on particular assumptions of resource availability, utilisation and customer contact with our staff.



To manipulate this without the businesses' influence or its consent would be to place the business under additional stress in an already difficult climate, for example we do not operate on the weekend, in order to do so would require additional staff and associated penalties to support the individual in question.

- Sep 04  
2017  
57 01:24 PM Not practical, we have working hours 8-5 and we do not do work outside these times
- Sep 04  
2017  
58 01:19 PM It would increase our costs as we would have to employ other staff to cover absences.
- Sep 04  
2017  
59 01:17 PM Unworkable  
Sep 04  
2017  
60 01:14 PM WOULD NOT BE MANAGABLE, OUR SPREAD OF HOURS IS DETERMINED BY OUR OPENING HOURS AND WE COULD NOT ADJUST THESE TO SUIT AN EMPLOYEE
- Sep 04  
2017  
61 12:56 PM could be quite devastating.  
This is a small business with only 6 employees. Even only 1 employee being able to set their own hours would have a massive impact on the rest of the staff. The uncertainty around which staff members are in the building at different times would be disruptive. Also, with only 2 staff in the workshop it is important that they work the same hours for staff safety.
- Sep 04  
2017  
62 12:52 PM
- Sep 04  
2017  
63 12:47 PM business could not operate if they were unavailable at particular times.
- Sep 04  
2017  
64 12:44 PM WE WOULD HAVE TO EMPLOY AN EXTRA CASUAL WHICH WOULD BE DIFFICULT TO DO

- Sep 04  
2017  
65 12:42 PM Please refer to commercial outcomes in communist countries or government institutions. I believe that's how they do things there (the tail wagging the dog)..
- Sep 04  
2017  
66 12:38 PM It would have a negative impact to the feasibility of our business.  
This would have a major impact on our business as we do run a number of businesses from our premises. Two of our staff drive school buses and we also have an apprentice. If our mechanic was to change his hours we would be required to closed our workshop down and terminate our apprentice as we would not have staff available to constantly guide our apprentice
- Sep 04  
2017  
67 12:37 PM
- Sep 04  
2017  
68 12:33 PM This would have a major negative impact that would effect the business at all levels and may lead to losses which would create staff layoffs  
Would not be viable for our trade staff. If a mechanic is working on a vehicle that job needs to be completed as soon as possible to get customer back on the road.
- Sep 04  
2017  
69 12:31 PM Can't wait a day or two until mechanic is back at work.
- Sep 04  
2017  
70 12:26 PM This a very small business and relies on tight management of our staff availability.  
We would have to employ casuals to cover any such absenteeism.
- Sep 04  
2017  
71 12:23 PM Our business only operates within certain hours so an employee nominating their own hours would be detrimental to our business  
In most cases, requests can be accommodated. If an employee wants to go part time, other employees or new hires can usually be utilised to make up hours lost. It is when an employee wants to start earlier or finish later which would mean a loss of service to the external or internal customer, than the requests are more difficult to accommodate.
- Sep 04  
2017  
72 12:21 PM
- Sep 04  
2017  
73 12:19 PM would have a definite effect on business running smoothly and be financially ineffective.

- 74 Sep 04 2017 12:19 PM May as well shut it down - we need to structure work across every day to be profitable. This is a demand driven business, and we need to be busy all day, every day. I cannot find mechanics let alone ones who want to job share.  
We don't have the facilities where staff can fill in for the duties of others, therefore if someone is away, often no-one is able to perform their duties to the same standard.
- 75 Sep 04 2017 12:18 PM That would impact on other staff to complete their duties, impact on our customer delivery and satisfactions and to a degree impact on the overall efficiency of our business.  
This would impact our business badly. Our business is Automotive electrical and Air Conditioning, we operate from 8.30 - 5.30 , 5 days a week , we could not operate our business to its potential if employees were able to dictate their working hours/ days.
- 76 Sep 04 2017 12:17 PM Air Conditioning, we operate from 8.30 - 5.30 , 5 days a week , we could not operate our business to its potential if employees were able to dictate their working hours/ days.
- 77 Sep 04 2017 12:14 PM cant run business
- 78 Sep 04 2017 12:12 PM As a small business, we wouldn't be able to operate properly because the hours of operation would be difficult as well as the ability to manage staff shifts
- 79 Sep 04 2017 12:09 PM Business owners carry all the risk and responsibility and therefore should have the last right of refusal. Customer bookings would be affected.
- 80 Sep 04 2017 12:07 PM OUR WORK LOAD IS ALWAYS 8 TILL 5 IT WOULD BE VERY DIFFICULT TO DO BUSINESS IF THE BULK OF OUR STAFF WERE NOT AVAILABLE TO WORK  
ON THESE HOURS  
NO INPACT AS WE WOULD MODIFY HIS
- 81 Sep 04 2017 12:06 PM HOURS TO SUIT HIS JOB
- 82 Sep 04 2017 12:04 PM This is not a workable scenario for a business of our size and structure!

- 83 Sep 04 2017 12:04 PM It would have a huge impact. We need two mechanics here 38 hours a week to get the jobs completed, if one decides to do less hours, then not as much work is able to be completed. We struggle when one takes holidays, so for it to permanent it would mean we would have to employ someone else who is able to do the hours required.
- 84 Sep 04 2017 12:02 PM It would have a major impact on the production of our business.
- 85 Sep 04 2017 12:01 PM not good
- 86 Sep 04 2017 12:00 PM I WOULD ACCEPT IT AS WE CANT RUN OUR BUSINESS THAT WAY
- 87 Sep 04 2017 11:57 AM It would be almost impossible for our business to function  
MASSIVE IMPACT AS MANAGERS WOULD HAVE TO ALSO VARY HOURS TO ACCOMMODATE THE VARIED
- 88 Sep 04 2017 11:55 AM HOURS & POSSIBLY HIRE REPLACEMENT STAFF.  
Service delivery would not occur. I would however suggest that if an employee wished to reduce their hours then a job share arrangement could be entered into.
- 89 Sep 04 2017 11:51 AM Also when you look at the automotive industry many staff work beyond a 38/40hr week which could be deemed as unethical. This loop hole or employment arrangement is the reason why we people leave the automotive retail sector to pursue other avenues.
- 90 Sep 04 2017 11:49 AM We would not be able to deliver the service our customers expect as decided hours and days may not suit the business model or customer demand.

- Sep 04  
2017
- 91 11:39 AM yes  
it would impact the demands of the business. Each role is required to perform duties on certain days and certain times to ensure our customers receive superior prompt service. If our staff could not conduct their required duties as per the demands of the business we would not be efficient and productive in our industry.
- Sep 04  
2017
- 92 10:59 AM This would mean that the business would need to employ extra employees to cover the times when the staff are away. This would mean also that the extra staff would need to be train to do their roles adding more financial burden on our small company. I feel that this would detrimental to our business
- Sep 04  
2017
- 93 10:39 AM
- Sep 04  
2017
- 94 09:36 AM Lack of ability to cover our opening hours and customer service needs
- Sep 03  
2017
- 95 07:16 PM would disrupt job completion times and annoy our client base  
This would just not work. We would have to employ additional staff to cover the absense while the business is open. If staff wanted to work outside the normal business hours, then myself as the owner (or a manager) would have to work longer hours to supervise, the utilities costs would increase, if people choose to work at night we would need to hire security. Basically the cost of opening the business would significantly increase and the level of service we are able to offer customers may decrease and the safety of the employees could be compromised.
- Sep 02  
2017
- 96 05:39 PM
- Sep 01  
2017
- 97 02:22 PM This would make it nearly impossible to run a business and roster staff for shifts totaling 16 hours a day.
- Sep 01  
2017
- 98 01:47 PM our business has to run on a schedule if this is interrupted the customer is unhappy and the business will not survive

Customers have an expectation that their needs will be met by a business during its operating hours. If we don't meet our customers needs, we don't make sales and we don't get paid.

Front line staff need to be in the business during business hours, coming to work outside of these times is irrelevant. If employees are able to decide what hours they work it will require a complete restructure of how a business is resourced. One option maybe to move the majority of roles to part time or casual and employee more people for less hours per week?

Current short-term absences for personal leave, annual leave, school events, etc are covered by other staff, key managers and business owners. If changing hours for personal reasons becomes more frequent and regular, resulting in customer service suffering, then why these people are employed will be questioned.

Sep 01  
2017  
99 11:12 AM

As we are a very small business, most of our business is booked prior but we also rely on being able to meet demands when customers need us. Which doesn't necessarily suit any arrangement to the contrary

100 08:50 AM  
Aug 31  
2017

this would be extremely disruptive and we would incur further unnecessary expenses to maintain business. totally unacceptable

101 05:58 PM  
Aug 31  
2017

some business operations may be affected, may also place additional pressure on other employees to meet the gap

102 05:24 PM  
Aug 31  
2017

Would result in possibly having to try to cover small gaps in roster of 2-4 hrs which is hard to attract other workers to fill.

103 04:19 PM  
Aug 31  
2017

104 03:45 PM

as we work from 8am-5pm this would not be effective to us

- 105 Aug 31 2017 02:03 PM Significantly disrupt business. Each store has 3-6 people working in it. When someone is sick or on leave other workers have to work harder to get the work done.
- 106 Aug 31 2017 01:50 PM we would not be able to meet the needs of our clients- we would fail. Our staff would not be here to meet clients and discuss their cars issues then they would expect to work back when our clients expect to be home for the day
- 107 Aug 31 2017 01:33 PM Depending on the employees position it may require the company to employ another employee to cover the hours
- 108 Aug 31 2017 12:25 PM We need employees to be working the same hours for continuity and proper communication with each other
- 109 Aug 31 2017 11:11 AM MINIMAL IMPACT AS I TEND TO WORK WITH MY EMPLOYEES TO ACHIEVE AS LITTLE DISRUPTION AS POSSIBLE
- 110 Aug 31 2017 11:00 AM in these economic times it is extremely hard to run a viable business, if employees were able to dictate their hours of work, our business would be unsustainable and forced to close down.
- It is already very difficult to find employees for our industry, and having staff that can choose to work their own hours/days places the business into a precarious position, given that profitability is already declining on a monthly basis, due to continual downward pressure on retail prices versus buy prices.
- Filling the times of day that those employees choose to not be at work would require us to find casual staff, which is nigh on impossible, without even considering the additional cost pressures that this would place on the business.
- 111 Aug 31 2017 07:45 AM
- 112 Aug 30 2017 08:56 PM Will be hard to manage

- Aug 30  
2017
- 113 08:28 PM PLAIN & SIMPLE, MY BUSINESS WOULD " GO BROKE"  
Being a business that is open 7 days per week 352 days per annum and 14-16 hours per day, the outcome would involve having to employ more staff to cover, or getting management to be flexible to cover and in a small business in a small country location this is not practicable!
- Aug 30  
2017
- 114 08:26 PM
- Aug 30  
2017
- 115 08:16 PM Day to day planning and bookings would be a nightmare  
Due to the current and future projection of retail and repair businesses being less profitable this would have a DISASTROUS effect on the running of the business. Customer service would be negatively affected which would impact on the profitability and future of the business.
- Aug 30  
2017
- 116 07:51 PM
- Aug 30  
2017
- 117 06:49 PM The working hours would slow down the completion time of repairs it would not be suitable.
- Aug 30  
2017
- 118 05:57 PM we would have to cease operations  
It would have a major impact on our business and all small business in general. We need to have consistent hours of production to ensure we can continue to meet our customer needs. This would have a massive impact on time frames and in turn price of production.
- Aug 30  
2017
- 119 05:46 PM
- Aug 30  
2017
- 120 05:30 PM I need staff when I am busy and not when I am not. If the rules changed I would employ more casual staff and not full time.
- Aug 30  
2017
- 121 05:22 PM if staff could choose their own start and finish times, this would severely impact my ability to run a business, as I would not be able to quote and finish jobs on time



- 122 Aug 30 2017 04:55 PM Would make things extremely difficult. We need a set amount of staff on full time to get through our workload and obligations to clients. Small business is tough enough as it is  
Why would I employ someone if I don't need them here during business hours??  
Customers are becoming more and more demanding - they don't and wont wait for work to be done. So how does having an employee not at work help this?
- 123 Aug 30 2017 04:45 PM Absolute stupid government decisions made by people that can work when they want.... try and run a small business sometime
- 124 Aug 30 2017 04:30 PM Would be unable to continue the manufacturing process  
Staff needs could be very different to business needs. We could be in a position of employing someone for the hours that weren't required, and then having to hire someone additional for the required hours. This could adversely affect profitability of the business. If, as a result, the business became non-viable, we would have to close the doors, everyone would lose their job. In this current economy, we are constantly striving for more cost effective ways to achieve a higher standard of product and service. Superfluous staff would be in a direct contravention to this end.
- 125 Aug 30 2017 04:30 PM
- 126 Aug 30 2017 04:27 PM It would not work we are only open 8am until 5pm, the hours worked would have to fit into those hours.
- 127 Aug 30 2017 04:25 PM We have deadlines and a lot of difficulty replacing absent workers. Therefore it impacts our business financially when there is excessive absenteeism.
- 128 Aug 30 2017 04:20 PM it would be unmanageable and impact the reasonable day to day operations of the business over the long term - come to work when it suits?  
It could potentially cripple the business and in the long term force the closure of the business. Panel Beating shops have experienced increasing harder times with both Insurance companies restricted work flow and profits and with increase expenditures that are not reflected into costing by Insurance companies we walk a
- 129 Aug 30 2017 04:18 PM

very fine line to keep the businesses running with little to no profit. If workers were able to pick and choose days and hours this would cripple the potential of any profit as certain hours and days must be reached to achieve the small profit that there is. This would destroy all small businesses as they only have a limited number of staff even one staff member not meeting their goals can cost a small business greatly

- Aug 30  
2017
- 130 04:17 PM Outside normal business hours isn't an option as we sell products eg tyres to retail stores in normal opening times.
- Aug 30  
2017
- 131 04:15 PM As the only employee he needs to accept that I will require him to start and finish at the times I prescribe as my customers require work to be done within set hours
- Aug 30  
2017
- 132 03:39 PM It could jeopardise the viability of the business, depending on which employee, and what circumstances apply.  
It would greatly impact our ability to staff our business accordingly. Our business is busy across the whole day and we need all our staff at work during these hours.
- Aug 30  
2017
- 133 03:31 PM There is no need or requirement for a casual position. We also would find it impossible to find replacement casual staff to fill need.
- Aug 30  
2017
- 134 03:29 PM We would be unable to trade effectively and therefore be forced to re employ
- Aug 30  
2017
- 135 03:23 PM We would struggle with manpower to get the work completely daily.
- Aug 30  
2017
- 136 03:23 PM It would make it difficult to plan our vehicle repairs and repairs could take longer we only employ tradesman full-time and our operating hours allow for limited flexibility. we do not open 7 days a week and cannot ask management/supervisors to work 60+ hours/week
- 137 02:29 PM

- It would depend on the nature of their work. If they were a mechanic who was required between normal working hours, the manager would have to book in service work that suited the employee. This may not be suitable to customers. If it was for a sales person or parts interpreter, then this would disrupt the normal flow of business during business hours when customer expect the business to be operating. Other staff not experienced would have to help which would increase their workload.
- 138 Aug 30 2017 12:32 PM Clerical staff could be more flexible
- 139 Aug 30 2017 11:53 AM This would limit the future employment of such employee's
- 140 Aug 30 2017 11:01 AM SIMPLE. MY BUSINESS WOULDNT BE ABLE TO FUNCTION. WITHOUT NOTICE, THIS WOULD IMPACT MY BUSINESS AS TO SHEDULING APPOINTMENTS, - WITH NOTICE I COULD WORK AROUND STAFFING NUMBERS TO SUIT THE WORKLOAD
- 141 Aug 30 2017 10:23 AM
- 142 Aug 30 2017 10:16 AM This would hugely impact the business due to most positions requiring fulltime commitment.
- 143 Aug 30 2017 09:53 AM work load on other employees would be impacted
- 144 Aug 30 2017 09:37 AM I will be forced to find additional casual staff to cover them (which can be very hard to find with relevant experience). In a small business like mine this would be difficult and disruptive, I would probably be forced to try and get rid of that employee. Our work involves jobs that either need to be repaired asap or two or more tradesmen to work together to get the job out on time. We do not want to have to work longer hours to allow staff to start earlier or finish later esp now we are starting
- 145 Aug 30 2017 08:46 AM to look a retirement in the near future. We work as a team which means everyone

		needs to be here at the same time or it will create burdens on the other staff members esp us the owners.
		our hours of business are limited and require all employees to cover the standard days/hours of business. there is not much scope out of these hours so would be hard to accomdate out of hours changes it would basically mean reduced hours and that would mean having an extra expense of having to hire someone else on a casual basis to cover the workload that this person could not fill. extra expense in training, an extra wage and finding someone casual to fit odd and perhaps small hours without any promise of further employment is nearly impossible. we do cater for staff when a family emergency happens and are very flexible with this but only in emergency situations , we can handle it short term but not if 5 employees have different parenting responsibilities. this would lead to more employees feeling like this was unfair so if everyone got on board we would struggle to staff our business and this would result in high stress for management and loss of business
146	Aug 29 2017 10:14 PM	Our hours are 8am-5pm so if they wanted to work outside of these hours that would not be able to be accommodated.If they wanted to reduce their hours by half, that too, would be difficult as we would be down half an e'ee's work, impact would be to reduce what we could do to earn income.Like if the e'ee got half way through servicing a car and then left, the customer wouldn't get his car back and would likely not come back again. So impact of unregulated times could be immense.
147	Aug 29 2017 07:02 PM	I will not employ them, this is a business, here to provide service for our customers, the people who pay our bills, not a holiday resort for people to decide when they come and go. As the owner, I do not get that privilege. If they cannot work when we need them, they need to find somewhere else to work.
148	Aug 29 2017 05:45 PM	Seriously unacceptable. We are a retail business with a workshop attached, and we need to know that our staff will be here during opening hours. AS employers, surely we have the right to dictate working hours. We are paying the wages
149	Aug 29 2017 05:36 PM	This would affect other employees.
150	Aug 29 2017 04:53 PM	Reduction in efficiency of jobs.

- 151 Aug 29 2017 04:51 PM This would be catastrophic to our business as we would have no control over booking schedules time frames for repairs or completion dates of customers vehicle. This model would be unworkable for our business
- 152 Aug 29 2017 04:45 PM we would have to look at employing people with no parenting/caring responsibilities in the future
- 153 Aug 29 2017 04:35 PM The business would not be able to function properly
- 154 Aug 29 2017 03:00 PM It would impact on the business to operate effectively.
- 155 Aug 29 2017 02:56 PM loss of revenue and reputation as we couldn't supply the current level of customer service
- 156 Aug 29 2017 02:41 PM Would have to hire more staff to cover leading to more expense  
It would be near impossible to run as efficiently or profitable or provide the customer service we are known for, as we do now.

There are key "trained" positions with in the business such as parts interpreter and mechanic, who need to be present during core business hours to ensure we provide the best possible service to the public and other mechanics in the area.

- 157 Aug 29 2017 11:52 AM Being a small team, this new policy would add a lot of stress on small business owners and to small teams. It would make it really difficult to compete with big businesses, who could absorb such flexibility flawlessly.

We already allow flexibility for our casuals and "non-skilled" positions (such as delivery driver) as requested, on the proviso that it suits the team and the role can be covered by some one else.

Aug 28

2017

158 06:38 PM

We have a can do attitude. Although initially it would cause problems, a solution would be found, perhaps 2 part time roles for the 1 position.  
Due to rotating rosters and lean staffing, we could find the impact of this to be too harsh and not economically sustainable. It could lead to: business units not operating to required productivity; the potential for over staffing to occur; potential for poor recruitment decisions being made; risk of favouritism / indirect discrimination and for fewer part time positions being available in the business. Where we have staff patterns that are not suitable for the business we cannot meet profit targets.

Aug 28

2017

159 05:57 PM

There must be an ability for an employer to work with an employee to discuss and agree to flexible working arrangements based on operational needs.

Aug 28

2017

160 03:53 PM

severe impact due to 24/7 shift work required for our business . one person finishes and the other starts

Aug 28

2017

161 03:22 PM

we would have to demote or terminate some employees for not being able to fulfill there role within the business

Aug 28

2017

162 12:41 PM

It would be impossible to run efficiently.

Aug 28

2017

163 12:38 PM

We are a retail operation and we need to be able to service our clients and it would not be possible for a sales and service perspective.

	Aug 28 2017	
164	11:29 AM	na
	Aug 28 2017	
165	10:16 AM	out of business .. OURS IS A TIMES BASED BUSINESS  PEOPLE BOOK VEHICLES IN FOR REPAIR
	Aug 28 2017	
166	08:26 AM	IF EMPLOYEES CHOOSE WHEN TO WORK HOW COULD YOU BOOK IN WORK
	Aug 26 2017	
167	06:01 PM	Reduce the quality of service to our guests. Hard to control bookings for each different day Major negative impact - lack of control over production and meeting customers needs. Impact on team work and other staffs morale. Increased cost of operations as being required to opening either earlier or later depending on what the employee chooses - which may need other staff being directed to work-in with this type of employee - which will disadvantage the rest of the team members by being required to work times that don't suite them. The resultant increase costs and lack of control over the business could result in me leaving it!
	Aug 25 2017	
168	04:23 PM	It would make really depend on the individual and the hours they could do, as we are a specialist business, our employees are required to hold trade certificates, and it is not easy to find a replacement tradesman, or someone who could make up the hours, so no I would not like an employee to be able to dictate the hours of work without our business having a right to refuse. I believe it should be a mutual decision between employee and employer.
	Aug 25 2017	
169	12:20 PM	
	Aug 24 2017	
170	09:27 PM	nil

		It would make the business virtually unmanageable and unprofitable, and most importantly devoid of customers - we are essentially a retail business, which means we need to tailor our business towards our customers needs. This means we need to be able to provide services to our customers on the days and at the times that they want to receive them - not at the varying times staff would prefer to work. This business is divided into 5 different departments - all of which are completely dependent on the others, and can not function efficiently without the other 4 departments being operational at the same time as they are open for business
	Aug 24 2017	
171	05:39 PM	
	Aug 24 2017	
172	04:57 PM	greater work load on other employees
	Aug 24 2017	
173	04:37 PM	It would slow down the work flow if staff could choice their start and finish times not practical. they either want jobs or they dont. Yes we all have children and resposibilities out side work then you need to choice the right job for that situation we have operation hours that the business is open for, a lot of the jobs require tasks to be completed by other staff member before and after a single staff member, so them not being at work during operating hours would either slow the process of conducting business or someone else would have to do there tasks for them. if there were multiple people then this just wouldn't allow the business to operate
	Aug 24 2017	
174	11:54 AM	
	Aug 24 2017	
175	10:40 AM	As our Business has to operate between specific times it would make it very difficult to complete work on time
	Aug 23 2017	
176	07:53 PM	The running, procedures & operations of the business would be affected causing a downturn in turnover. We would probably need to sack someone to save that money to pay someone that could work our predictable & required business hours.
	Aug 23 2017	
177	06:06 PM	Detrimental to the nature of running a lean business with staff
	Aug 23 2017	
178	06:04 PM	It could cause major issues with staffing. We could end up with too many staff on some days and not enough on others. We are already dealing with this issue with two of our staff not being able to change days. For the choice to be taken from our



hands the problem could be exacerbated. The day to day needs of a business must be taken into account. Having no choice will most likely end up with businesses not offering positions to those that may need to change their work hours in the future.

- Aug 23  
2017  
179 03:13 PM significant disruption  
Our staff would be here unsupervised - possibly at hours where they are not able to access parts - morning tea & lunch times would be all over the place so we would not know who is available or not - jobs would have to be rearranged due to staff all being here at different times - pick up times by the owner could be in jeopardy.
- Aug 23  
2017  
180 01:18 PM Extra work hours would cost more in electricity/gas. The reason we have opening hours & days is because that is when we need people to work
- Aug 23  
2017  
181 12:31 PM It would result in us having to put more staff on to cover that person not being there. Or we would need to get our other staff to work overtime to make up the difference  
Reduction in customer service leading to loss of sales. Staff that have requested modified hours have requested to only work during school hours. The busiest periods for the business are outside these hours i.e before 9:00am and after 3:00pm. We also require staff to work weekends, if staff were to decide there hours and days of work we would have no one working on a weekend.  
I would not be able to trade efficiently. I would loose money e.g by having to stop my work to answer phones if my office staff are not there when I need them to be, or if my mechanic decide he wants to start at 4 pm and that is when customers normally pick up cars etc.
- Aug 23  
2017  
183 10:51 AM It would be bad for business all round, I can only get parts between the hours 8-5 so that is when i trade
- Aug 23  
2017  
184 10:48 AM Poor customer service, additional stress and sick days for other staff. Reduced profits and possible loss of other good staff. Possible increased staffing beyond what the business can afford.

	Aug 22 2017	we are customer focused and in the service industry. We guarantee services on time and within budget and need as much notice as possible when changes are made.
185	06:25 PM Aug 22 2017	
186	04:56 PM Aug 22 2017	It will raise costs and I will close the doors.
187	04:13 PM Aug 22 2017	Severe disruption to our customer service delivery.
188	02:46 PM Aug 22 2017	Could be unworkable
189	01:30 PM Aug 22 2017	May not be a good fit for our 24/7 businesses & may get less (or no) shifts as a consequence.
190	01:23 PM  Aug 22 2017	This might potentially impact our operations and the ability to have the right people at the right time to serve our customer and provide a reliable service This would have a major impact on the business because it does not take in to account the needs or requirements of the business. Tasks would not be completed in the required timeframe and employees would become hard to manage with their hours of work. This would also have an impact on the employees who need to complete the tasks while the other person not at work.
191	12:38 PM Aug 22 2017	
192	11:59 AM Aug 22 2017	Would have a very large impact - would not be employable! Having full time employees dictating their hours of work will make things very difficult for job planning. It would be easier for general admin roles but not with the
193	11:18 AM Aug 22 2017	service & repair side of the business
194	11:18 AM	At this point in time, nil impact.

	Aug 22 2017	
195	10:21 AM Aug 21 2017	Big impact due to few staff
196	05:25 PM Aug 21 2017	It would be very disruptive as we have set opening hours and deal with the public
197	05:23 PM Aug 21 2017	we would be short staffed Our business runs certain hours so the employee wouldn't be able to work any other hours. it is NOT possible to make up hours. If one of our employees has to care for somebody we would cater to there needs at the time but could not change our working hours.
198	03:29 PM Aug 21 2017	The business would possibly have to employ more casual staff to cover gaps and would make it more difficult to manage the business in general.
199	03:16 PM Aug 21 2017	This would not be workable. If the position was this flexible, you would have to question if it was really a necessary position.
200	02:33 PM Aug 21 2017	
201	01:25 PM Aug 21 2017	We would work around the case presented to achieve a mutual outcome Our business would not be able to survice we need our employees here during our opening hours 5 days a week as we are only a small business and customers cars need to be repaired when they are booked in or brake down.
202	12:22 PM Aug 21 2017	It would make business impossible because we have customers cars to complete and to have employees saying when they are willing to work is ridiculous
203	11:08 AM Aug 21 2017	Obviously it would impact our business greatly! When we employed our employee's it was under agreement that it was full time work. To a degree we will alter hours that is best worked together between the business & our employee but I really don't think it's fair that the employee gets to dictate their hours of work. How are we
204	11:07 AM	

suppose to run a business if all of our employee dictate their hours of work..If we did that as a business then we could be taken to court for being unfair! It needs to be negotiated I believe between the employer & employee. We would experience loss of business because then it's possible not having employees here undertaking their tasks.

- Aug 21  
2017  
205 10:46 AM I believe this would have a negative effect as we wouldn't be able to provide a definitive service to our customers.  
Many of our roles are not able to be completed part-time, hence this would mean needing to hire additional part-time employees to cover times when the original employee is not at work. This is potentially less efficient as it will involve doubling handling of work between 2 employees.
- Aug 21  
2017  
206 10:33 AM
- Aug 21  
2017  
207 10:08 AM affect ability to necessarily provide services as required
- Aug 21  
2017  
208 10:01 AM The hardest problem would be being able to plan and carry out day to day working operations when at an time one of your employees would not be available.
- Aug 21  
2017  
209 09:30 AM CLOSE THE DOORS  
We operate on a tight rostering system that ensures that correct OH&S requirements are met - our business operates over multiple shifts over 13 hours per day. There is no possible way that an employee could select the days and times that suits without our right to refuse, it would be unsafe and non-productive
- Aug 21  
2017  
210 09:24 AM
- Aug 20  
2017  
211 04:34 PM There would be an overload of work to other employees, not enough existing staff to be there during business hours.
- Aug 20  
2017  
212 03:12 PM Would close the business

Aug 20  
 2017  
 213 11:45 AM What about my hours someone has to be there at all times  
 Aug 19  
 2017  
 214 12:21 PM harder to run the business  
 Aug 18  
 2017 It would mean we would downscale our business so as not to need that persons  
 215 05:55 PM employment  
 Aug 18  
 2017  
 216 05:20 PM Chaos  
 Financial impact  
  
 Staffing impact  
  
 Our hours are standard opening hours and staff cannot work outside of these  
 opening hours.  
 Aug 18  
 2017  
 217 03:55 PM We must have full time people who are willing to work hours that does not impact  
 the business profitability nor impact other staff.  
 Aug 18  
 2017  
 218 03:19 PM that wouldn't be suitable in all cases  
 Detrimental. We are flexible with employees, but need business continuity. If we  
 had to allow them to start at will then we would have to introduce electronic time  
 cards and monitoring systems to ensure that we have a 40 hr week. Some people  
 would be honest, but many would abuse the system. We are paying employees to  
 work and its our right to request working times. Flexible hours are optional via a  
 Aug 18  
 2017  
 219 02:55 PM request.

If I need to have a person to do a certain customer facing job with-in opening times and they are unable to do it, I would have to let them go and find someone who is able to do it. It is not about flexibility, it is about having the work done as a customer facing person. We can't just have someone Not in a Service office so that customers are ignored. We do not have the additional staff needed to get around it.

- Aug 18 2017  
220 02:46 PM And we are normally flexible in most things, but leave it as it is. We are the ones paying for the staff member to do a job in certain hours. It is our call as to whether we can work around it.
- Aug 18 2017  
221 02:37 PM Being a small family workshop we would not take on anymore employees and the one casual we call in would no longer be required.
- Aug 18 2017  
222 01:36 PM We would not be able to function as a business and probably have to close. Business is closed Saturdays and sundays if staff decided to work those days the owners would have to be work 7 days a week 24/7, when do the owners get any rights. its all about the employees these days, being in business really sucks.
- Aug 18 2017  
224 12:34 PM DISRUPTION TO WORK DELIVERY DEADLINES, ALSO THE PRINCIPAL OF THE BUSINESS WOULD NEED TO BE ON SITE EXTENDED HOURS.  
As a retail business we cannot afford employees to dictate the hours of employment due to the ever increasing costs of employing and running business there is not enough fat in our business to allow this as our business hours are from 8-5 Mon-Fri and 8-11am Saturday morning. For employees to have these rights we would have to change there employment status and more to the point our customers dictate the hours of our business we need to work. For us to maintain full time employees we need structured hours of employment.
- Aug 18 2017  
225 12:29 PM
- Aug 18 2017  
226 12:27 PM small business reliant on set operating hours

227	Aug 18 2017 12:14 PM	In most roles it would definitely have an impact, particularly frontline positions (affect customer service), technicians (again affect customers), increased stress on other employees, timelines not met, etc
228	Aug 18 2017 12:07 PM	The business could not function A business should not have to operate under the 'control' of the employee dictating when and what days they will work. In an industry that is service driven, it will force the employer to change its recruitment policy
229	Aug 18 2017 12:06 PM	
230	Aug 18 2017 11:59 AM	We would prefer some discussion would be able be had with the employer having the final say. THE INABILITY TO BOOK IN WORK (FOR EMPLOYEES TO UNDERTAKE SO THEY CAN "EARN" A WAGE) AND TO CONFIDENTLY HAVE THE STAFF AVAILABLE TO FULLFILL THE COMMITMENT TO THE CUSTOMER/CONSUMER.
231	Aug 18 2017 11:56 AM	Unsure, however several factors come in to play when such a request is made and more than one department is affected. Therefore a blanket acceptance of an employees terms would be detrimental to the running of the business. As a company we are open to employees requesting changes to working hours and are happy to work with the employee to find a solution that works for everyone affected.
232	Aug 18 2017 11:46 AM	We are a service business to the community and we adapt the business to suit the expectations of our clients. Sometimes the parenting and caring responsibilities the employee don't match these expectations
233	Aug 18 2017 11:45 AM	
234	Aug 18 2017 11:38 AM	There is no room to move in our business for work hours. Cars need fixing. Only 3 employees. Enough said.
235	Aug 18 2017 11:36 AM	Very negative. Our repairs involve team work and must be completed in a timely manner. Allowing individuals to work their own hours would adversely affect productivity

	Aug 18 2017	This is not workable as we run a production line that would function with staff flexible working hours. The cost of running ovens and compressors for longer with the same amount of production would make us unviable. Our sale staff need to work when are customers need them and that is quite often not variable.
236	11:27 AM Aug 18 2017	
237	11:03 AM Aug 18 2017	This would just be chaotic!
238	11:01 AM Aug 18 2017	We could not operate effectively at all , if staff were to dictate what hours they will do
239	11:00 AM Aug 18 2017	longer work hours for the business owners reducing their quality family time. cost to the business very disruptive as they would choose not to work on the days when I need them most.
240	10:55 AM Aug 18 2017	le saturdays
241	10:53 AM Aug 18 2017	Catastrophic, our business operates on very small margins any additional costs will make the business unviable
242	10:52 AM Aug 18 2017	We could not operate a retail business as the cost of employing additional staff to cover shortfall plus a shortage of suitably qualified staff would be very difficult to cover and too expensive to absorb within business or to pass on to customers.
243	10:42 AM Aug 18 2017	I would close the business
244	10:37 AM Aug 18 2017	we would not be able to handle our work requirements and would lose business
245	10:32 AM	I am not sure that the business could cover customer demand. operating hours would have to be changed.



Aug 18  
 2017  
 246 10:29 AM We'd make it work but it would just be an inconvenience initially.  
 Aug 18  
 2017  
 247 10:20 AM very disruptive, not workable  
 Aug 18  
 2017 Without being able to modify or refuse the decision our business would probable  
 248 10:19 AM not be able to run effectively our customers require us at a set time.  
 Aug 18  
 2017 As our business is customer service based , without the ability to have a say would  
 249 10:17 AM be devastating  
 The impact would be detrimental to operations of my business. There is not enough  
 Aug 18 suitable staff available to stagger employees in shift work. Its a ridiculous idea to  
 2017 allow employees the power to dictate what hours they want to work. They have  
 250 10:15 AM enough benefits given to them now. What about the rights of the employer?????  
 Aug 18  
 2017 UNWORKABLE AS WE HAVE TO OPEN RETAIL HOURS. WE NEED STAFF  
 251 10:03 AM AVAILABLE DURING THOSE HOURS  
 Aug 18  
 2017  
 252 10:02 AM wouldn't change my hours as the customer is there  
 Aug 18  
 2017 This would mean potentially we will need to employ more people to fill a void.  
 253 10:02 AM effectively increasing the cost of business  
 Aug 18  
 2017 Being a retail business we are required to open between certain hours. This is the  
 254 10:02 AM time we require staff to assist our customers.  
 Aug 18 being a small business of only 11 employees would impact and if staff were on  
 2017 holidays we would have to employ extra staff which is a cost we may not be able  
 255 10:00 AM to afford

Aug 18 2017 09:57 AM 256 at retail we have no choice or control over "work flow" we therefore could not adjust easily to staff only control. The staffing costs would soon blow out to allow such practice in my view.  
 This is absolutely ridiculous. We need to supply our customers between the hours of 8 - 5 and if we let our employees just dictate the hours they want to work then how are we supposed to service our customers quickly and efficiently? The employee obviously only cares about themselves and not the business so how is that fair on business owners who have everything on the line? Its already hard enough to terminate employment and now they want to let employees dictate the hours of work?? We may as well just hand over our business key now... that way we may actually walk away with our house!

Aug 18 2017 09:54 AM 257

Aug 18 2017 09:52 AM 258 I believe no business can operate effecently when workers dicate their hours.

Aug 18 2017 09:14 AM 259 Major disruption

Aug 18 2017 09:01 AM 260 We wouldn't employ these people in the first place

Aug 18 2017 08:52 AM 261 1 WOULD NO LONGER BE THE BOSS AND WORKERS WOULD TAKE ADVANTAGE  
 I need full time employees, if I wanted to allow flexibility, I would employ casual staff. Our operation is structured within set hours & staffing infastructure of each department is inter related, so having people work outside these structures is not practical. eg no point having a mechanic start early or finish later if spare parts department is not operating to supply parts to them. Most jobs we do are large & on going over several days. It is not in the customers best interest to be unable to work without breaks on their vehicle.

Aug 18 2017 08:40 AM 262

- 263 Aug 18 2017 07:53 AM I wouldn't be able to run the flow thru my workshop it is very hard now with sickies holidays extras parts  
We would have to hire more people to fill in for when they couldn't be here which would cost us much more money. Our business relies on having someone to pick cars up from car yards and this would cause a lot of issues and possibly loss of major business, which would in turn cause huge amounts of financial loss. We wouldn't be able to rely on a person who dictates their own hours and therefore bookings would be harder to adhere to and we would lose many customers. We would find a way around them if they were poor performers. Do a few retrenchments wrap them up in that. Make sure no pay rises. Overtime cut. Put on jobs they didn't like etc. Most cases don't need this, but some effort adverse individuals will go out of their way to rort the system and you have to protect the business from their crap
- 264 Aug 18 2017 07:29 AM It would mean that we would have to make arrangements to fill the gaps. As per usual it would be down to me, as the employer, to cover this time. Time I cannot afford, and money I cannot afford to pay someone else to do this.
- 265 Aug 17 2017 01:30 AM Extra staff would be required to cover the shortfall.  
This would have an immediate negative impact on our business. As an automotive recycling business we are open to the public from 8.30am to 5.30pm 5 days a week and must have our employees present and working to be able to provide service to our stakeholders. The business would go backwards.  
With one employee dictating suitable hours for his circumstances we can accomodate, if ALL of our employees were to be able to do so, we would find it incredibly hard to keep good work flow.
- 266 Aug 17 2017 11:31 PM Half of our employees have small children and we are supportive as much as we can be (as we also have two children) but would find it very difficult to meet timelines if all employees dictated their hours.
- 267 Aug 17 2017 11:19 PM
- 268 Aug 17 2017 10:50 PM
- 269 Aug 17 2017 09:47 PM

Aug 17  
2017  
270 08:28 PM Extremely negative.

Aug 17  
2017  
271 07:45 PM It would not effect us  
Aug 17 This would have a detrimental effect on the business, as the business is 100% time  
2017 based, ie a school bus service is only a service if it runs to the scheduled time, if it  
272 07:33 PM runs at any other time students or passengers will not be there to collect.  
Whoever thought this up obviously has never had their own business, it is  
absolutely ludicrous.

Aug 17  
2017  
273 07:32 PM All this will do is cause more conflict in the working environment which will lead to  
more problems with other staff.

Aug 17  
2017  
274 07:31 PM unworkable to the hours open for retail trade

Aug 17  
2017  
275 07:29 PM Wouldn't be able to keep them employed, would be able to have a flexible start time  
by only 30mins makes it difficult to plan a day.

Aug 17  
2017  
276 07:25 PM Bring on robots. I can't imagine how big the impact this would have on our business  
and frankly gravely concerned where IR laws and legislation is going.  
We sell & service farm machinery which has seasonal demands as well as regular  
service work. We could not allow employees to just dictate the time they wish to  
work since, when a tractor or harvester is in need of repair or maintenance, it has to  
be done then & cannot be left to be done when a person decides to be back at  
work. The work program would not allow for this type of arrangement & we might  
just as well shut the doors & not continue.

Aug 17  
2017  
277 07:24 PM

Aug 17  
2017  
278 07:18 PM As a retailer our opening hours are when employees are required to work,this is not  
flexible.

Aug 17  
 2017 We need a say on how our business works. Some positions, such as salespeople  
 279 07:03 PM are not compatible with parts time like an admin person is.  
 Aug 17  
 2017  
 280 06:58 PM we would not be able to operate  
 Aug 17  
 2017 significant, it would be difficult to plan our working week, and it would require more  
 281 06:58 PM time for management to be onsite if it was not a standard 7.6hr work day.  
 Aug 17  
 2017 structuring work flows would not be possible with a need to hire more staff or pay  
 282 06:55 PM overtime to those overseeing these employees greatly reducing my sustainability  
 Aug 17  
 2017  
 283 06:53 PM Would not consider it workable ... has to be mutually agreeable  
 Aug 17  
 2017 It would be very difficult especially if the requested hours were not possible in order  
 284 05:53 PM to continue running a successful business  
 We would not be able to function. All employees would choose either later start  
 times or earlier finish times and there would be no consistency within the business  
 structure. We inform all employees in the interview process of the hours of  
 Aug 17 business. If they aren't able to maintain the business hours then surely they should  
 285 05:29 PM not apply for the position?  
 Aug 17  
 2017  
 286 04:21 PM I would close  
 Aug 17 Depending on what role that employee filled, it may entail having to find another  
 2017 employee to fill their position, extra expense, training, and then having another  
 287 03:42 PM position short handed, putting a bigger burden on already short handed industry.  
 Aug 17 a massive impact. this would make it nearly impossible to trade for us, as majority  
 2017 of our business is vehicle/machine breakdowns which cannot be predicted or  
 288 02:35 PM planned so if we had an employee deciding when they worked and didn't we would

- not be able to provide that service we do. its not something that suits the repair industry at all! it would make us not able to/not want to employ people with these responsibilities as we would never be able to make business plans & structure to run efficiently and effectively for our customers. it would make it very, very difficult to employee anyone and run our business.
- This would impact the business as we are only a small company with minimal workers. The hour were agreed upon at the beginning of employment to suit the employee responsibilities without making too many interruptions to the flow of the business. If the business had no right to refuse it would be a case of who would suit the job required.
- 289 Aug 17 2017 02:07 PM
- 290 Aug 17 2017 01:24 PM
- 291 Aug 17 2017 01:14 PM
- 292 Aug 17 2017 01:02 PM
- 293 Aug 17 2017 12:53 PM
- 294 Aug 17 2017 12:48 PM
- unfortunately customers come at all times of the day, not just when it suits the staff to work. Need staff to work the hours business is open
- This would greatly affect the production capacity of the business and the customer service that we currently offer
- Several positions would be left lacking as they are full time and need the commitment of full time work hours. If people only worked around the hours their children could be cared for, we would have to look at employing casuals to make up for the short fall in hours
- This would only be a possibility between our normal trading hours. The candidate would have to reduce their hours. We would not be able to afford to pay / expect management to stay (to ensure a safe work environment) if the person needed to work outside our normal trading hours.
- Fluency within the department
- Inconsistency with team dynamics
- Customer relationships sporadic
- Claims of discrimination from those who do not get the opportunity to choose hours

	Aug 17 2017	We would not be able to provide the service our customers expect, and we would not be able to afford to employ additional people to cover them.
295	12:28 PM Aug 17 2017	As we are a service industry, the impact would affect customer service on a day to day basis eg. customer booked in for a service/repair and not being able to complete as promised.
296	12:14 PM Aug 17 2017	Would probably have to employ another person to cover when that employee is not here.
297	12:07 PM Aug 17 2017	Would put a heavy strain on the ability to run our business and obtain our goals of customer satisfaction and profitability
298	11:49 AM Aug 17 2017	The structure of the daily routine would need to be adapted.
299	11:48 AM Aug 17 2017	Would effect this business greatly
300	11:09 AM Aug 17 2017	negative impact as customer expect vehicles to be dropped off in the morning and ready for collection in the afternoon. If staff were to work after hours or on weekends they would not have access to parts and suppliers as they don't work after hour or on weekends
301	11:00 AM Aug 17 2017	Financially disastrous; we would have to hire someone else to work our public open hours. It would be a safety issue also as they could potentially be at the workplace alone.
302	10:45 AM Aug 17 2017	Modification of days and hours should be a discussion between both parties to negotiate what would be the best outcome for both parties. There would be compromise on both ends, however, an employee telling a business what would be best is not completely ideal if those hours are only suiting one party (this is the same as a business telling an employee without their right to refuse). It could become a free for all where employees will request what they want without understanding impacts on the business.
303	10:38 AM Aug 17 2017	

	Aug 17 2017	This would make them useless to our business and a liability. They were employed with the understanding of the hours required and accepted the job as that.
304	09:20 AM Aug 17 2017	
305	07:46 AM Aug 17 2017	EXTREMELY HARD NOT FOR OUR BUSINESS
306	04:20 AM Aug 16 2017	Very inconvenient and lead to increased labour costs. Highly likely that person would manoeuvred out of the business as soon as possible.
307	08:23 PM Aug 16 2017	This would be unsuitable This could significantly affect our business operations. We need consistent staff levels to meet customer needs and this situation would create too much
308	07:55 PM Aug 16 2017	uncertainty. Could have negative impacts on certain areas of the business which struggle with finding and retaining quality staff. May have temporary effects on processes currently in place, but could likely be worked around provided the proposed arrangement is within reason i.e. the employee is still able to perform their role effectively.
309	07:55 PM Aug 16 2017	massive as our business operation rely's heavily on other business' trading at the same time. example we require spare parts suppliers to be open so as to order parts required. another example i can't leave 1 employee on their own with the hazards that are within the workshop, that means their different working arrangements would impact on another employee.
310	07:46 PM Aug 16 2017	Concern over coverage  Concern of cost impact to dealership
	Aug 16 2017	Inconsistency of arrangements
311	07:44 PM Aug 16 2017	Arrangements that the business can not accommodate



312	Aug 16 2017 07:27 PM	We would not be happy with not being able to negotiate the times of work. We have a considerable investment at risk and we already negotiate flexible hours when staff have special caring needs. The award already allows this flexibility and the owners already have to fill in the labour gaps unrewarded.
313	Aug 16 2017 07:22 PM	This would make scheduling of service vehicles very difficult, as well as covering other staff members on leave - as a small organisation this would be very hard to work with.
314	Aug 16 2017 07:12 PM	you could never rely on booking in sufficient work load and being caught out unable to finish work
315	Aug 16 2017 07:08 PM	This would have a severe impact on our Business,. We are a retail business and are required to open and provide customer support & service min. of 5 &1/2 days a week and sometimes during peak season 7 days a week. We require versatile staff who can adjust themselves to suit our peak & set times.
316	Aug 16 2017 07:01 PM	this would have a massive impact being that we are trying to have some form of parity in the workplace, and the burden of extra work on others and cost
317	Aug 16 2017 07:01 PM	Insufficient employees ie there wouldn't be sufficient labour to cover the minimum staffing needs of the business This will impact both productivity and efficiency of the business. Will take away our ability to effectively plan servicing of our customers. Will increase pressure on remaining employees to cover hours/days which are no longer being worked. We already have difficulties with filling full time positions, trying to obtain suitably qualified employees to fill part time positions (required to provide full time cover for opening hours) will be near on impossible. We are not located in a major capital city with a large potential employee pool. Not every business model is suitable for part time work, our mix of full time to part time employees is best for our business and potentially the ability of employees to dictate hours/days of work may impact negatively on the business and all of our employees.
318	Aug 16 2017 07:00 PM	

This would have a huge impact on any business in areas of productivity and efficiency. How are you suppose to run a business with no consistency of times and days of productive work. The pressure on the other employees having to fill the gaps and times. It is hard enough as it is to get a full staff to turn up and be productive when we are already expected to cover sick leave annual leave carers leave compassionate leave etc etc and as we are a country business we don't exactly have an abundance of people to choose from.

319 Aug 16 2017 06:48 PM

320 Aug 16 2017 06:31 PM massive we could not supply the service we need to for our clients

321 Aug 16 2017 06:06 PM Difficult to plan amount of work in advance. This can lead to stress and pressure on others to make up for the shortage in hours available and experience.

322 Aug 16 2017 06:02 PM Given the extreme difficulty a small business in a regional area has recruiting qualified tradesmen, it would impact my business greatly. Production would suffer.

323 Aug 16 2017 05:59 PM We could not function as our business hours are fixed in line with consumer expectation

324 Aug 16 2017 05:37 PM The requirements of the position would not be fulfilled in all cases, especially where the position requires the incumbent to service & interact with customers. The reason for employing the person would not be satisfied if the person elects to attend for different hours than are required.

325 Aug 16 2017 05:34 PM It would make it hard to be able to book in services if there were no consistency. I as a business owner i would prefer to compromise with my staff to work out their working hours so everyone is happy

326 Aug 16 2017 05:23 PM We would not be able to employ a person in this position as it would create additional financial stress on our already struggling business.

327 Aug 16 2017 05:21 PM It would make our retail business unworkable. Our business is based on customer service, cant deliver that if there are no staff at work

- Aug 16  
2017
- 328 05:02 PM It would not work. probably have to hire more staff
- Aug 16  
2017
- 329 04:27 PM Greatly, Customer Expectations are extremely high these days, Our busiest times of the day are start times and finish times, If we have staff who decide that they can't work these hours our level of customer service would drop
- Aug 16  
2017
- 330 04:25 PM Catastrophic. We run four different locations with our headcount and rostering to cover planned absence is hard enough. This would be a disaster and would adversely affect our ability to operate.
- Aug 16  
2017
- 331 04:20 PM Would most likely have to employ more people to fill the gaps
- Aug 16  
2017
- 332 03:54 PM This would severely impact on our ability to service our workshop and parts sales customers if staff were wanting to work outside of "normal" business trading hours In an industry where skilled workers are practically unobtainable and unable to attract enough younger workers, we would have to downsize our business. In an industry where guaranteed work is a thing of the past we would have to turn away some work that does come our way as our capacity to schedule and handle production flow through in a timely manner to satisfy customers expectations, would be diminished. Our turnover would be reduced and overhead costs would not be met. Inevitably we would have to close our business down.
- Aug 16  
2017
- 333 03:50 PM
- Aug 16  
2017
- 334 03:45 PM disasterous if all parents decided they wanted off on school holidays
- Aug 16  
2017
- 335 03:27 PM potential impact on the operations of the business: impact of reostering in a 7 day operation; fragmented customer contact; disjointed continuity of work processes, additional workloads / pressures on colleagues; inability to cover vacancies;
- Aug 16  
2017
- 336 03:14 PM The cost to supervise staff in odd times would skyrocket. Our customers rarely want to do business with us outside office hours. If the few staff we have whose jobs don't rely on them being there when customers are there want to pick their own

hours, it makes communication between departments way too difficult. We have tried and regretted allowing staff to have flexitime.

Aug 16  
2017

337 02:56 PM OUT OF CONTROL AS WE OPEN 7 DAYS A WEEK

Aug 16  
2017

As a retail business, we need to operate to suit our customer's needs. Having staff dictate their hours would mean we may not be able to service our customers on demand and we would certainly lose business.

338 02:29 PM

We have currently agreed to take an employee off the weekend roster. By doing so it has placed an increased work burden on our other employees and is decreasing the moral of other employees on the weekend roster. We are going to have to readdress this issue as it is not working for our business.  
It would be difficult.

Aug 16  
2017

339 02:19 PM

There would be an initial impact as hours were reduced by one employee and until other employees were found to fill in those hours. It might be difficult to get part-time employees to fill the gap.

The start and stop times would need to fit within our current times.

Aug 16  
2017

340 02:02 PM

A reasonable number of days per week would be necessary.

Aug 16  
2017

341 01:57 PM

We would not be able to run our business.

Aug 16  
2017

342 01:47 PM

horrendous - it would make scheduling of jobs near on impossible, work needs to flow through from one section to the next and if we have one trade starting at 10am, another at 6am, etc etc it becomes a nightmare to get anything done.  
This would be disastrous as we have many customers and

Aug 16  
2017

343 01:40 PM

jobs arranged each day some in workshop others distances away and with competitiveness and customer demands we feel we would go under

		This impact would be massive, We could have people wishing to start their shifts before we even open our business for trade, meaning they would not be present in our business during trading hours to serve our customers. Or vice versa they could request to work into the evening again when we have no customers. We could also have employees that only wanted to work certain times during the day or certain days during the week which would mean we could experience skill shortages and unable to serve our customers.
344	Aug 16 2017 01:38 PM	
345	Aug 16 2017 01:30 PM	Operational demands may not be met and customer service may be impacted
346	Aug 16 2017 01:28 PM	This would most likely cause significant issues as to efficiently and effectively run the company we must have all open hours covered. The company also requires constant work output to allow work to flow through to other departments.
347	Aug 16 2017 01:25 PM	Our business would be understaffed and there are insufficient applicants to fill vacancies
348	Aug 16 2017 01:20 PM	As all business have different needs it must be up to the individual business to agree or disagree to accept modified working hours. Even though this business has acceptable flexible work times, it does not work and given an option I would not agree to it in the future.
349	Aug 16 2017 01:16 PM	We would not be able to meet the customer needs separately it would create a range of WHS issues if it was allowed
350	Aug 16 2017 01:13 PM	Massive - a huge negative impact!!!
351	Aug 16 2017 01:10 PM	We would be unable to plan effectively & thereby be unable to give customers quality service. If a fulltimer becomes a parttimer it doubles the HR workload. We are too small to allow flexible hours.
352	Aug 16 2017 01:05 PM	As a small business we would not be able to employ staff as we do not have the volume of staff to be able to "cover" the workload. It is simply NOT an option for us.

		I wouldn't hire them. As a mum it would suit me best to work 9.360am - 2.30pm however that is the quietest time for our business so to expect to get paid to be available when not needed is ridiculous. I have made alternate arrangements for my young children to fit the needs of the business and our customers, I wouldn't employ anyone else to have a better deal than I have when I bear all the capital risk of being in business.
353	Aug 16 2017 12:48 PM	
354	Aug 16 2017 12:45 PM	We could not operate. We are a small business with minimal staff and need them there each day to get jobs done. Otherwise we wouldn't hire them in the first place We open at 8am we shut at 4:30. The management who holds the keys are firm on these times. They will not come in earlier or later. We are a small business and we need everyone to be present to carry out their job. There is no slack time or spare time for us to let staff come and go as they please. Employees for the last 60 years drop their kids off to relatives or friends and make their work hours. Now they have creches as well. (Except those things are too expensive in my opinion.)
355	Aug 16 2017 12:37 PM	As we are a 24 hour 7 day a week business it would be disruptive to our shift allocation. Our shift times and number of staff per shift are set to maximise the best experience for our customers. The shift times start from early morning and range in 6 to 8 hour lots across the day. Not many shift times line up with school starting and finishing times.
356	Aug 16 2017 12:34 PM	
357	Aug 16 2017 12:33 PM	It would reduce our business' flexibility, and possibly increase our wage expenses.
358	Aug 16 2017 12:27 PM	EVERYTHING IS NEGOTIABLE
359	Aug 16 2017 12:17 PM	Totally Unacceptable Our business is open from 8.30 am until 5.00pm
360	Aug 16 2017 12:16 PM	to facilitate full time hours for an employee that need varied hours would be

impossible. Each business is different and we hire employees based on our business structure not on the employees life structure, we would certainly accept an employees decision to go part time for parenting or medical reasons through negotiations that would not put our business in any financial stress that could also impact our fulltime employees

Aug 16 2017  
 361 12:16 PM All office staff currently work part time and work around parenting responsibilities (ie. work school hours). For all other staff members working in the workshop, the impact would mean less productivity and having to employ more staff to cover the hours outside of the parenting requirements - which would be difficult to maintain in this field.

Aug 16 2017  
 362 12:14 PM Due to the lack of replacement mechanics the would have an adverse affect on the business. If a mechanic took this option it would reduce our profitability and affect workshop operating hours for jobs to be completed.

Aug 16 2017  
 363 12:06 PM Would make it difficult to plan steady workload

Aug 16 2017  
 364 11:49 AM it will be hard but I understand the issue with parents who have a child with disability

Aug 16 2017  
 365 11:49 AM could accept 5-10% of staff on abnormal hours pvd operating within 1/2 hr of normal trading and still doing 38 hr/wk

Aug 16 2017  
 366 11:43 AM Our business would fail to operate and serve customers. It would close! Motor vehicle repairs are constantly on time deadlines. Our customers require their vehicles back in a timely manner. In Perth vehicle repairs are always facing challenges of parts not available local which can delay repairs. Extra delays due to employees having time off, I do not think our customers would be so understanding.

Aug 16 2017  
 367 11:42 AM As a business we are willing to adjust hours of work if an employee needs to do so wether because of family or other commitments. However there needs to be input from both sides. We are trying to run a business, repairing vehicles. This requires

team work and our whole business working together for the end result of customer satisfaction. If an employee can turn around and say I am only working these hours the impact would vibrate to every corner of our small repair shop.

Aug 16 2017  
 368 11:39 AM IT WOULD DETERMINE WHEN VEHICLES WOULD BE BOOKED IN ECT  
 Aug 16 2017  
 369 11:34 AM IT WOULD MAKE IT HARD WITH WORK FLOW THROUGH THE WEEK  
 Aug 16 2017  
 370 11:33 AM Would cause shortages in rosters & dissention amongst workers. This would lead to the business suffering losses as trading hours would not be covered. It would also lead to employing more staff at extra cost. Its going too far to allow them to pick and chose their own working hours. That means the owners have no control over THEIR own business. Ridiculous proposition. Its just going too far. Where are the Employers rights when they are prevented from refusing or modifying their decisions?  
 Aug 16 2017  
 371 11:25 AM It would hold us accountable to our employees that might not otherwise appreciate the implications it has on other staff members rosters and work productivity  
 Aug 16 2017  
 372 11:22 AM unmanageable unproductive we would have to close  
 Aug 16 2017  
 373 11:09 AM How can i run my business when you have people deciding when to work and when not to work having no regard to our busy times such as morning service reception,  
 Aug 16 2017  
 374 11:06 AM Customer Service could be greatly impacted  
 Aug 16 2017  
 375 10:51 AM This would not work in our business as we require full staff during standard operational hours to make our small business profitable



376 Aug 16 2017 10:46 AM This would be very difficult as most of our employees have children. We look at each situation individually and assess the impact on the business. Sometimes it is just not possible to assist.  
 It could potentially have a negative impact if we were to lose that employee for too many hours each week. Booking in work becomes difficult if there is insufficient time to finish a job because the employee has to leave early. Also there would be a need to be able to easily adjust entitlements according to the hours worked.

377 Aug 16 2017 10:41 AM

378 Aug 16 2017 10:21 AM no impact as the work is still being conducted  
 Aug 16 2017 THE BUSINESS WOULD NOT BE ABLE TO

379 Aug 16 2017 10:03 AM CONTINUE  
 Aug 16 2017 would hugely impact the services we could offer our customers. Regular hours need to be maintained so that customers can easily pick up and drop off their

380 Aug 16 2017 09:52 AM vehicles

381 Aug 16 2017 09:50 AM we have set hours of trading so this would not suit our business at all!

382 Aug 16 2017 09:18 AM This would be detrimental to the flow of work particularly in mine and the blue collar sector

383 Aug 16 2017 09:12 AM our business is seasonal - it could possibly have a major impact if hours are not negotiated in the first instance and the employer had to accept the chosen hours  
 As mentioned in the previous comment, the consistency of service we can provide is being severely undermined. Work flow is hampered and the ability for staff to work as a team is completely compromised. Business productivity is already being effected by the lack of staff that are willing to work now without the added burden of

384 Aug 16 2017 09:12 AM them being able to work irregular hours.

	Aug 16 2017	This would have a devastating impact as we are a retail business and we need employees in the business within opening hours. We also run a workshop and have customers coming in early to drop their vans off before work. We would potentially lose the ability to do that and we would have to look at our entire business plan and model if employees could dictate their own hours. It has the potential to shut us down and put 48 people out of work.
385	09:01 AM Aug 16 2017	
386	08:46 AM Aug 16 2017	knocking back work/income at times when we are busy by not having the man power to cover the work.
387	08:12 AM Aug 16 2017	I WOULD CLOSE THE BUSINESS Being a small business that only works from 8am to 5pm this would greatly impact my business, as I need staff for the full hours of the day and being in a small country town trying to get other staff is imposible let alone get some one for only a couple of hours a day
388	07:43 AM Aug 16 2017	This would be exceedingly difficult in most roles. The one position we have been able to be flexible with is a back office role which is not limited by opening hours/customers so that has been okay, but in any other role in our business, it just wouldn't work. This proposed right to employees gives away our right to be able to run and manage our business in the best way possible! I dont believe it is at all workable in the majority of positions in our business.
389	07:42 AM Aug 16 2017	
390	02:28 AM Aug 15 2017	It may have a small impact initially, but we all adjust to suit our needs
391	11:36 PM Aug 15 2017	close down We Are A Very Small Business & Would Find It Very
392	11:13 PM Aug 15 2017	Difficult To Find Employees To Work The Hours That Would Needed To Complete Each Days Work

		Load
	Aug 15 2017	
393	10:17 PM	n/a
	Aug 15 2017	
394	10:17 PM	it will not work, unless we have a combine agreement with the rest of the employees.?!!!
	Aug 15 2017	
395	10:08 PM	I would lose money by either having to hire another employee or not book work in losing revenue and ultimately having to close the business due to low turnover
	Aug 15 2017	
396	09:58 PM	I would find it more difficult to plan the work load which in turn would increase my already hectic work load which would probably result in me reducing work and potentially staff
	Aug 15 2017	
397	09:56 PM	This would have major implications & impacts on the operational requirements of our business.
	Aug 15 2017	
398	09:25 PM	wrong
	Aug 15 2017	
399	09:05 PM	We have a seven day week operation with long operating hours, it would have an impossible impact on other staff members trying to cover our business hours. We already are more than open to consultation.
	Aug 15 2017	
400	08:44 PM	Huge impact. It would mean less jobs booked in which means less profit.
	Aug 15 2017	
401	08:43 PM	I would scale my business back so that employee/s are no longer required.
	Aug 15 2017	
402	08:27 PM	Catastrophic,we need staff to work when we have peak times.If we had to hire others to cover this time there would be no work when not at peak times for the

		employees determining their own hours, we could not sustain this extra cost and would probably close our business
	Aug 15 2017	
403	08:15 PM	wouldn't work at all
	Aug 15 2017	Depends what role they do within the dealership, but generally speaking would be inconvenient, and someone else would have to pick up the duties when they are not here adding more employment costs to the business with no extra benefit
404	08:13 PM	
	Aug 15 2017	the impact would be negative in regards to profitability as well as functionality. It would also impact negatively on other staff members employment position
405	07:59 PM	
	Aug 15 2017	Without staff you don't have a business, it is hard enough to make ends meet , staff need to realise it is not always about them has to be a two way street
406	07:53 PM	
	Aug 15 2017	This would create a huge downturn in business, less productivity means less revenue, potentially causing fewer jobs.
407	07:43 PM	
	Aug 15 2017	this would not suit our clients & would impact on our business. It would also put enormous stress on the already overstressed management & would result in more hours having to be filled by the employer who already is working in excess of 58 hours a week.
408	07:33 PM	
	Aug 15 2017	Our work load would be affected dramatically as we have a tight schedules to work too. Even though we have quite a few employees most have niche tasks they perform.
409	07:28 PM	
	Aug 15 2017	
410	07:17 PM	Would impact workflow.
	Aug 15 2017	
411	07:10 PM	NONE

- More stress on other employees, overload of work. We, the owners of the business, determine the hours and days that need to be occupied by the employee for running an efficient business. We will not be dictated on our hours of business. If the person cannot commit to their work hours, they should rethink their work aspects. Business owners sacrifice long hours of committed work, so should employees. If there is a serious reason for the time off, it should be taken without pay or accumulated sick/holiday pay. Small business owners like ourselves cannot afford to keep supporting employees that pick and choose when they want to work. The employees then become unreliable and business owners get taken advantage of. Business owners are trying to earn a living as much as anyone else, why should we be penalized by working longer hours to support employees that take advantage of this situation. We have families too!!
- 412 Aug 15 2017 07:06 PM
- How the hell am I suppose to run my business, when I have to bend over for everyone else. In retail you can't tell a customer to come back later, they can chose to go elsewhere, now a government department like the RMS you don't have a choice, either wait or go back later.
- 413 Aug 15 2017 07:04 PM
- Services are provided in set time allocations, variable work times could only be offered with good and timely notifications
- 414 Aug 15 2017 07:02 PM
- It could cause unsettled staff members if an explanation was not provided. It could also lead to claims that were not genuine.
- 415 Aug 15 2017 07:00 PM
- I would close my business. Can't have the monkeys running the zoo!
- 416 Aug 15 2017 06:58 PM
- It would make running a business impossible. I wouldn't know when to book in customers & meeting etc.. it would be impossible to manage your staff.
- 417 Aug 15 2017 06:56 PM
- Certain days it may work and other days where things don't go to plan then customers would have to be rung and asked to leave their cars overnight which most times doesn't suit the customer.
- 418 Aug 15 2017 06:53 PM

- 419 Aug 15 2017 06:52 PM We have bookings that require work to be finished on time - this potentially would affect the timing of these outcomes  
With the rights employees have now where they can steal from customers cars personal leave days unfair dismissal laws oh+s laws etc. Now having the right to say when they are going to work. How can you schedule jobs in advance? One would have to consider why anyone would run a business these days.
- 420 Aug 15 2017 06:45 PM
- 421 Aug 15 2017 06:44 PM It would have immense impact on other staff having to cover key roles within the organization.
- 422 Aug 15 2017 06:41 PM It may disrupt the work flow with other staff.  
THE IMPACT WOULD BE THAT WE WOULD NOT BE ABLE TO SERVICE OUR CUSTOMERS WITH THE SERVICE THEY ARE USED TO. CURRENTLY WITH THE CERTAINTY OF HOURS WORKED WE ARE ABLE TO TAKE THE APPROPRIATE BOOKINGS
- 423 Aug 15 2017 06:40 PM This would mean that I potentially would have to employ another person part time or have to terminate employment and re-employ someone who could work the hours our business requires.
- 424 Aug 15 2017 06:37 PM Its hard enough now to get productivity out of employees to meet the ever increasing cost of doing business.  
I would not like employees having the to choose days and hours they work. Our business is open during business hours as determined by the MTA and employees will need to work to those hours for the business to remain viable. It is also difficult to employee people to work short shifts eg 8am to 10am so someone can start later. It is also harder to add work load to those working short shifts making the operation less efficient.
- 425 Aug 15 2017 06:36 PM
- 426 Aug 15 2017 06:33 PM We would not have sufficient cover for the business to operate efficiently. e.g. licencing of vehicles, signatories for cheques and eft's, accounting would not be current, not have sufficient coverage for our reception/cashier etc.

- Aug 15  
2017  
427 06:31 PM Massive inconvenience - would be very difficult to manage and remain viable
- Aug 15  
2017  
428 06:30 PM we couldn't operate under that system  
Aug 15 We are small business so we require all staff on board for a full day otherwise we  
2017 cannot meet our budgets and therefore will eventually shut the doors and  
429 06:28 PM employees we'll loose their jobs.
- Aug 15  
2017  
430 06:24 PM I WOULD CONSIDER MIRROR ADJUSTMENTS BUT WOULDNT BE ABLE TO  
OPERATE UNDER MAJOR ADJUSTMENT TO WORKING HOURS  
this industry is all about good service, front line and reliable staff are required to  
work the full opening hours of the business. To have staff that need to leave early  
or not able to complete jobs would be a financial drain as other staff would have to  
be employed to cover the short fall, for my business this would be unproductive and  
431 06:19 PM a major inconvenience to this business.  
THE IMPACT ON US IS ALREADY HUGE. WE LOOSE 1.5 DAYS A WEEK OF  
PRODUCTIVE WORK FROM THIS EMPLOYEE NOW HE IS PART TIME. ITS A  
VERY DIFFICULT WAY TO RUN A BUSINESS. IT PUTS PRESSURE ON  
Aug 15 OTHER STAFF MEMBES TO FINISH HIS JOBS AS HE HAS TO LEAVE TO  
2017 FULLFILL HIS PARENTAL ROLE. ITS NOT A GOOD WORK PRACTICE IN THIS  
432 06:19 PM INDUSTRY  
It would cause major disruption to the production and assembly facilities and follow  
on to delays in customer deliveries.
- Aug 15  
2017  
433 06:18 PM Further, it may require restructure of management and processes to facilitate  
adequate supervision to the employee.  
Aug 15 Not a good impact.  
2017  
434 06:16 PM It would be a case of the tail wagging the dog.

It would leave the business open to all sorts of frivolous requests.

435 Aug 15  
2017  
06:15 PM

WE WOULD HAVE TO EMPLOYEE CASUAL STAFF WHICH WOULD MEAN MORE WAGES.

We would be unable to run our business efficiently if we had staff who were not available to work for the opening hours of the business. Being a small business we do not have the resources to employ extra staff. We do not have enough staff to cover for other members of staff who would not be working the hours required. It would likely cause the possibility that another member of staff would have to take over someone else repair work half way through a job (clients are unlikely to happily accept the vehicle being kept for several days to allow for staff absence) this would cause major problems if one person dismantles a vehicle & another person is expected to reassemble causing extra time required to reassemble (not having disassembled) which clients should not be responsible for, it may also cause problems with mistakes being made or things being misplaced. We have always tried to help staff who have had problems ie child off school sick & are required at home but we would not be able to have a long term commitment to staff who were unable to work dedicated hours.

436 Aug 15  
2017  
06:10 PM

difficulties in placing an employee in a part time role whether it be 1 day a week or for 2 hours a day. there would be instability in the positions with retaining staff on part time basis along with the cost to train and bring the employee to the required skill levels to support on a part time basis being prohibitive .

437 Aug 15  
2017  
06:07 PM

It would make it impossible to manage current work loads and meet client expectations. The prospects of then finding skilled part time employees to fill the void would be extremely poor. The end result would be the business would have to reduce the amount of work booked to suit.

438 Aug 15  
2017  
06:04 PM

Being a small business, it would make it harder to efficiently run the business at full pace as booking in jobs around staff can become an issue. But also as a parent, I can see how difficult it can be if your employer can not help, I personally would leave the company if they were unable to accommodate.

439 Aug 15  
2017  
06:04 PM



	Aug 15 2017	It will be extremely hard to finish the cars on time as we cannot change our opening
440	06:01 PM	hour/ customer's time to suit.
	Aug 15 2017	It would have a severe impact since we are a small business. Additional staff might
441	06:00 PM	be required or the employment would need to be terminated in order to look for an
	Aug 15 2017	employee more suitable for the business requirements.
442	05:59 PM	Being a small workshop with operating hours 8.00 A.M - 4.30 P.M. it would not be
	Aug 15 2017	viable with employees dictating what hours they would like to work
443	05:57 PM	I could not employ people on that basis as I have a need for a reliable and stable
		workforce. We are open for trading during hours suitable to our clientele and we
		have limited flexibility.
		YOU CAN NOT HAVE STAFF DETERMINING WHAT DAYS OR HOURS THEY
		WANT TO WORK, FOR A SMALL BUSINESS EVERY EMPLOYEE IS EMPLOYED
		BECAUSE THEY ARE REQUIRED TO WORK NORMAL HOURS, THERE
		WOULD BE A LOSS OF CUSTOMERS BECAUSE WE WOULDNT BE ABLE TO
444	05:53 PM	MEET THERE REQUIREMENTS, EMPLOYERS WOULD BE FORCED TO
		EMPLOY MORE CASUALS RATHER THAN FULL TIME
		We would not be able to function as a business if I staff dictated days and
		start/finish times. How do we explain to customers that we can only do their
445	05:53 PM	servicing/repairs when staff members are not in! Financial impact having to employ
		staff that can do the times the business can do would put us out of business.
		Chaos. How will hand over take place. Who will address customers queries? How
446	05:53 PM	will management know what work is done / outstanding?
447	05:48 PM	Would be a major concern
448	05:47 PM	We would close down

Aug 15  
 2017  
 449 05:46 PM loose business and have to employ some one or shut shop close  
 Aug 15  
 2017  
 450 05:46 PM Our own family would suffer, we would stop employing  
 Aug 15  
 2017  
 451 05:45 PM I would close my business down as i am short staffed now  
 Aug 15  
 2017  
 452 05:43 PM Terrible  
 Aug 15 would make planing the week impossible  
 2017  
 453 05:41 PM 2x ppl would loose there full time jobs to become casuals  
 Aug 15 Would not be able to survive, as would be hard to make bookings, if we had a  
 2017 brake down may not be able to go to the vehicle. would be very hard to organize  
 454 05:39 PM repairs and services  
 Detrimental. It would kill us. How are we supposed to honour our promises and/or  
 Aug 15 commitments to the customer/consumer without staff at the ready. We are not in  
 2017 business to facilitate our employees (as valuable to us as they are) we are here to  
 455 05:39 PM facilitate our customers, without them nobody would have a job.  
 Aug 15  
 2017 This would not assist in serving our clientele to the best of our ability possibly  
 456 05:36 PM costing sales.  
 Aug 15  
 2017 This would be taken as aggressive in manner and would not be deemed  
 457 05:34 PM appropriate. We will always work with people but not told.  
 Aug 15  
 2017 how can you run a business without staff .if you only have one tradesman & he  
 458 05:31 PM decides he can only work 4 hours a day makes it realy hard

- Aug 15  
2017
- 459 05:18 PM Would disrupt work flow immensely
- Aug 15  
2017
- 460 05:11 PM We have set rosters across various shifts across 24 hour 7 day operations and would impact on other staff. Employment is on either a permanent part time basis, or casual (or full time for managers)
- Aug 15  
2017
- 461 05:10 PM We would need to employ more staff to get the work done if they choose not to work full time. The shop is only open 8.30am - 5.00pm which makes the hours not really flexible.
- Aug 15  
2017
- 462 05:01 PM we need to be here to supervise all work that is carried out so it is not really practical for us to have employees dictate hours to us, although we could be open to flexible agreed hours.
- Aug 15  
2017
- 463 04:51 PM it just would not work for my business that is stretched with minimum employees  
It will be a complete disaster
- if an employee works in the office - customer service, office manager or assistant are not at the office in the business pick hours the work will not flow. The business will suffer and lose customers if can't accept calls or answer phone call inquiries, issue invoices, service customers and suppliers at the door or any other office work is not done in a proper way and as per business procedure guidelines
- If that employee suits to come to work any random time throughout the day (only lunch time or mid day or late afternoon or any other random time) it will be a chaos and an unproductive, waste of time and money. The employer will not want to employ a worker who is doing nothing at times not necessary to be there or not enough to finish/ complete work
- Aug 15  
2017
- 464 04:49 PM The same applies to a worker employed as a mechanic/technician. Usually a technician can't leave a job for somebody else to finish (have to start and finish the job from beginning till the end) If they have to go when they want or suits them it will

be a chaos in the workshop and unproductive disaster

The employer have to have a say and ability to amend and work towards flexible hours suiting both business and employee

- 465 Aug 15 2017 04:47 PM We would not have enough staff to cover having time off . I find this impossible as a business owner to justify when it is hard enough to manage the staff to cover the work to be productive.
- 466 Aug 15 2017 04:37 PM it would interfere with the busiest work hours when we actually need those staff at work - we would have to employ others to fill their place at a very busy time of day and may need to make that employee part time
- 467 Aug 15 2017 04:33 PM the business would close
- 468 Aug 15 2017 04:30 PM They would be replaced
- 469 Aug 15 2017 04:29 PM The impact would be great as we are in the transport industry and we need to make sure we have the correct amount of resources on at any one time to be able to fulfill our commitments to our customers.
- 470 Aug 15 2017 04:29 PM It would be okay, as long as the employee came to work for the hours a day and times agreed...
- 471 Aug 15 2017 04:28 PM IT WOULD IMPACT THE WORK FLOW AND OUR CUSTOMERS WOULD SUFFER OUR BUSINESS WORKS ON A TEAM EFFORT AND IT TAKES THE INPUT FROM THE WHOLE TEAM TO PRODUCE THE FINAL RESULT
- 472 Aug 15 2017 04:26 PM It would be very disruptive to our business, especially planning and taking on customer jobs in the customers preferred time and not the employees
- 473 Aug 15 2017 04:24 PM Would not suit our retail hours that require people on hand to deal with customers

	Aug 15 2017	
474	04:20 PM	makes it hard to work around
	Aug 15 2017	
475	04:18 PM	Would not suit a business in this industry with only 2 staff
	Aug 15 2017	
476	04:17 PM	safety would be compromised after hours other staff having to carry the work load.
		Jealousy with other staff members.
	Aug 15 2017	all staff members wanting the same hours that could effect business.
477	04:16 PM	n
	Aug 15 2017	
478	04:14 PM	No much
	Aug 15 2017	
479	04:08 PM	The effect would be dramatic, our employee work hours are all based around our customer time requirements
	Aug 15 2017	
480	04:06 PM	deverstating
	Aug 15 2017	
481	04:06 PM	Employers should still have to right to state terms and conditions to meet needs of our customers and tailor employees needs to also keep productivity ongoing.
	Aug 15 2017	this would make it difficult to have staffing levels at the times the company requires staff on hand. therefor we wouldn't be able to service our customers which in turn
482	04:03 PM	would lead to closing down

483 Aug 15 2017 04:00 PM We Would not be able to continue to open. As our business hours are 8 -5. No one else to cover their shift.

484 Aug 15 2017 03:58 PM It would hinder jobs being finished on time

485 Aug 15 2017 03:54 PM Our business is open fro 8.30a.m. to 5.00 p.m. If employees want to start at, say, 10, then they will not be able to work the required hours per day. Are they willing to take a pay cut???

486 Aug 15 2017 03:53 PM This would have a huge impact on our business. We need to have our employees working during our normal business hours as this is when the customers are in and need their work done.

487 Aug 15 2017 03:52 PM IT NOT GOOD ENOUGH TO WORK LIKE THIS

488 Aug 15 2017 03:51 PM We work in conjunction with the transport trucking industry hours of operation therefore flexible hours outside of our customer hours during which service work is performed, would be affected.

489 Aug 15 2017 03:50 PM devastating, people expect to have their cars fixed during the day, or be able to speak to someone during work hours.  
As a retail business, we need staff to be available to meet our customer's needs during our dealership hours. If we couldn't manage our rosters/staffing due to employees picking and choosing when to work, we wouldn't be able to operate efficiently or effectively. This would lead to:

- 1) Increased costs as we might have too many staff working one day;
- 2) Decreased customer satisfaction as less consistency with who they are dealing with or not enough staff working at a particular time;
- 3) Manager's having to spend more time juggling rosters; and

490 Aug 15 2017 03:46 PM

4) Increased induction and training costs as we would need to employ more staff to cover the gaps.

491 Aug 15 2017 03:44 PM It would not be acceptable as we require tradespeople to be available within our hours of operation as they are also responsible for supervision of 4 Apprentices that are currently being trained

492 Aug 15 2017 03:43 PM we would be forced to close down

493 Aug 15 2017 03:43 PM we would need to look at perhaps job share opportunities to ensure coverage in certain areas

494 Aug 15 2017 03:42 PM Huge impact, it is already hard enough on a small business to operate profitably.

495 Aug 15 2017 03:39 PM Would make rostering a nightmare

496 Aug 15 2017 03:39 PM Not sure  
This would change the whole dynamic and loyalty displayed to employees. Those longest in the position should get preference and it should be a mutual decision for each instance. Only employees with out another care giver to assist should be given the option to choose work hours/ days although should be locked in for 6months. If the work hours are decided by the employee, they should not be able to change within 6 months or so. Allowing this could complicate rostering and the authority of managers/employer. It should be mutual decision and agreed by both parties for each instance, develop respect. Small business require flexibility, and staff who choose own work days and hours could take advantage. Reliable rostering unaffected by the personal life of employees should be the norm.

497 Aug 15 2017 03:38 PM

	Aug 15 2017	THE DISRUPTION IS HUGE TO OUR CLIANTS AS WE CAN NEVER SAY WHEN THERE TRUCK WILL BE READY,BECAUSE OF STAFF FLUCUATION.
498	03:38 PM	
	Aug 15 2017	
499	03:28 PM	Could not perform business successfully and would potentially have to close the business
	Aug 15 2017	We have a small staff and are open from 8.00 am to 5.00 pm. If we were in this situation we would find it difficult to replace this person and find a suitable replacement for a period of time that may be impractical.
500	03:27 PM	
	Aug 15 2017	Our business would become useless as our phones and office would not be staffed and our daily work would not get complete. Additionally, as we rely one person positions it would become a WH&S Risk for our workplace.
501	03:27 PM	
	Aug 15 2017	depends on both parties flexibility and understanding of value we both provide each other.
502	03:26 PM	
	Aug 15 2017	
503	03:22 PM	Not much impact. We would just need to be more creative
	Aug 15 2017	Result in a downturn in profitability.
504	03:20 PM	hard enough to try and make money as it is in a small business
	Aug 15 2017	
505	03:18 PM	we would not be able to operate due to customer demands.
	Aug 15 2017	The business wouldn't last long if staff picked and chooses when it suited to work,instead of normal business hours,when customers expected you to be open for business.
506	03:15 PM	
	Aug 15 2017	
507	03:14 PM	we would choose not to employ anyone



Aug 15  
 2017  
 508 03:13 PM Extreme impact  
 Aug 15  
 2017 disruption to customer service, inability to service the same amount of vehicles  
 509 03:12 PM resulting in major loss of revenue.  
 Aug 15 devastating, our income and the way it is derived cannot be modified, therefore the  
 2017 position that was offered and accepted cannot be modified either without becoming  
 510 03:08 PM unsustainable  
 Aug 15  
 2017  
 511 03:03 PM Give more flexibility to workers and business  
 We are open Mon -Fri from 7.30am to 5.00pm Staff start between 7.30am and  
 Aug 15 8.24am and finish 7.6 hours later. We don't employ extra staff to sit around in case  
 2017 some one doesn't turn up for work. It this economic climate we can't afford the  
 512 02:58 PM impost of extra staff "just in Case"  
 Aug 15  
 2017  
 513 02:48 PM Close down the business.  
 Aug 15  
 2017 As we are a very small business this would put stress on our other staff who are full  
 514 02:47 PM time to cover for them.  
 Aug 15  
 2017 A large percentage of our worke is mobile on site work. Everyone's hours would  
 515 02:47 PM have to change to suit them. This would not be possible  
 As we are a trade/retail business opened 5 and half days a week mainly dealing  
 with mechanical workshops we do not have the flexibility to vary hours. Also with 9  
 staff including admin person, we need to cover annual and sick leave and therefore  
 do not have a large workforce which can absorb this and staff wanting to work non-  
 standard hours. Our phone sales are between 8 - 5pm, 5 days a week, how can  
 Aug 15 you accommodate a request to work on Saturday? This would be extremely  
 2017  
 516 02:45 PM unpractical for a small business operator.

	Aug 15 2017	THIS WOULD WORK MORE ONLY A MINORITY OF POSITIONS. TRADESMAN BASED POSITIONS WOULD PROVE VERY DIFFICULT AS WE ALL NEED TO WORK TOGETHER IN THIS BUSINESS AS A PRODUCTION LINE. IT WOULD BE NEAR IMPOSSIBLE TO CREATE & SUSTAIN.
517	02:42 PM	
	Aug 15 2017	The business could not function properly as it relies on staff being here at all times
518	02:40 PM	It could have serious impact on customer satisfaction and retention, due to work promises not being met. Also very difficult if more than one employee wants to change times, you could end up with no staff at your busiest time, causing more customer problems and a loss of profit and therefore limited ability to employ.
	Aug 15 2017	Where possible I agree that employers should accommodate there employees where ever possible, however the business cannot operate with this much uncertainty.
519	02:35 PM	
	Aug 15 2017	Wouldn't be able to work effectively.
520	02:34 PM	Our Business would not be able to perform its services to customers in an efficient and cost effective way, leading to possible downfall in trade. Our Business may also require extra employees to be employed to cover the loss of productive hours also leading to a downfall in profits and possible closure of our Business.
	Aug 15 2017	
521	02:34 PM	
	Aug 15 2017	i think it could make it very difficult particularly if 2 or 3 employees requested changes it could also dictate who you employ
522	02:31 PM	
	Aug 15 2017	no job
523	02:30 PM	we already accommodate flexible arrangements where possible however there are some positions where flexibility is limited or not practical, eg booking a mechanical workshop to full capacity every day for 10 mechanics is difficult enough without the mechanics deciding on their working hours.
	Aug 15 2017	
524	02:29 PM	

	Aug 15 2017	
525	02:28 PM	we would not survive the impact would be that I would have to employ others to manage the staff after hours if a person wanted to work out side normal trading hours or we as owners have to offset our working hrs to accommodate the working hrs requested. This would impact our own working lives.
	Aug 15 2017	
526	02:28 PM	
	Aug 15 2017	
527	02:24 PM	We would be unable to function to our full capacity.
	Aug 15 2017	
528	02:24 PM	NA
	Aug 15 2017	
529	02:24 PM	It would disrupt work flow and slow down production as we do not have enough staff to cover someone not being here at some required times.
	Aug 15 2017	
530	02:24 PM	At times the employees could be at risk of an injury, if in the business working alone, which is the foremost reason that numbers on the workshop should not be lower than 2.
	Aug 15 2017	
531	02:20 PM	They would be made redundant
	Aug 15 2017	
532	02:14 PM	Impossible to operate that way. We are subject to customers requirements for known hours of operation. There is no work outside business hours because customers don't leave vehicles overnight.
	Aug 15 2017	
533	02:13 PM	Unable to maintain critical business functions. Not enough staffing at essential times.
	Aug 15 2017	
534	02:13 PM	It would be a cost and impost. For safety I cannot have only one person manufacturing so someone else would have to work the same hours or I would have to pay overtime.

The impact would be enormous as our staff are all required to be available during normal industry operating hours and we could not sustain service to our customers if staff working hours were not inline with our customer requirements.

Furthermore we have OH&S responsibilities that could not be met outside of normal operational hours.

We currently struggle to fill positions in our industry and it would be difficult to find extra people who would fill in the gaps created by flexible working arrangements.

- Aug 15  
2017  
535 02:11 PM This is not to mention the huge increase in employing part time staff and the associated on costs.
- Aug 15  
2017  
536 02:06 PM might as well close the doors-we are here to provide a service to customers  
Aug 15 WE WOULD TAKE AN ALTERNATIVE APPROACH TO THAT PERSONS ROLE  
2017 WHICH WOULD FORCE A REDUNDANCY AND THE COST THAT WOULD  
537 02:06 PM INVOKE
- Aug 15  
2017  
538 02:01 PM we would need to employ another person  
We have a situation where an employee's wife is studying. Her study seems to be more important than his hours at work. I believe the employer can be taken advantage of where no attempt has been made to make alternative arrangements.
- Aug 15  
2017  
539 02:01 PM That is, for the parenting to be shared equally between parents, paying for childcare or using extended family as carers which has always been the case for employees. negative impact, would make staff rostering harder and their choices could impact the hours the business needs to open. they may not then (as a full time employee) be able to make up 38 hours which is the basis they were employed on in the first place.
- Aug 15  
2017  
540 01:58 PM This is typical unions trying to control employers..my belief is if an employee can't

work the hours required by an employer they maybe need to find another job..

Employers need to have the ability to tell employees "it's time to find a new job" again without all the fear of unfair dismissal garbage!

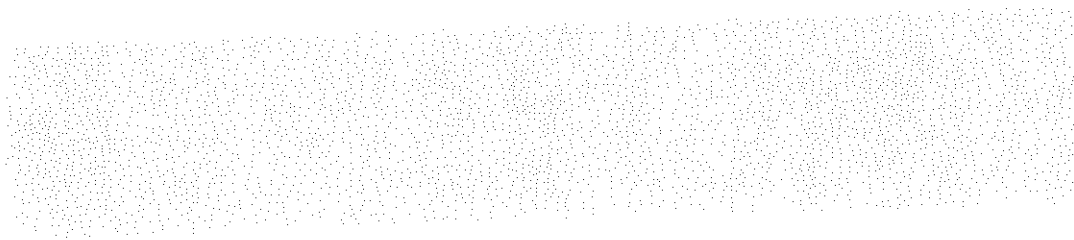
- Aug 15  
2017
- 541 01:58 PM It will be disruptive to our customers and to other employees. The employee can purchase my business and can then work the hours he/she wants if they like!
- Aug 15  
2017
- 542 01:56 PM Being a sole trader this would have no effect on me
- Aug 15  
2017
- 543 01:55 PM dont know depends on days and times
- Aug 15  
2017
- 544 01:53 PM as we are in the body repair industry this would impact times of completing repairs and booking customers with extended repair times
- Aug 15  
2017
- 545 01:53 PM We would have to hire more staff to cover the hours and this will be extra cost to the company.
- Aug 15  
2017
- 546 01:52 PM I wouldn't employ anyone.
- Aug 15  
2017
- 547 01:51 PM it would put us behind for the rest of the day and week, as we book work in for the amount of workers, not to mention cost wise  
Our casual employee already works his hours to suit his family commitments. The other employee is an apprentice, so supervision is required for him. We make allowances for family commitments already by allowing him to start early if he is required to leave early.
- Aug 15  
2017
- 548 01:50 PM

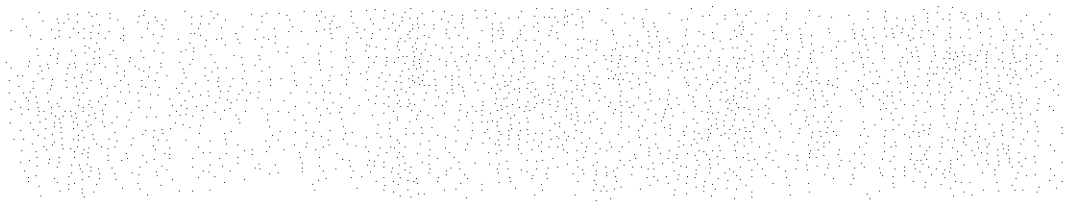
	Aug 15 2017	Difficult, like all business's we need to make money. I need staff who can work a 38hr week, If a staff member has not finished a job and they are not in the next day, it will be very difficult for us to keep the work flowing. We as business owners are having to many decisions taken away from us, its just not fair
549	01:50 PM Aug 15 2017	
550	01:49 PM Aug 15 2017	we would have no control over when things where to be done, we have set hours of employment. I would have employees coming and going. This could impact with planning of work and put pressure on other workers if not discussed and worked out together as a team prior to suit both business and all employees
551	01:49 PM Aug 15 2017	IT WOULD MAKE IT HARD TO RUN A BUSINESS AS CLIENTS KNOW OUR OPENING AND CLOSING TIMES - ALONG WITH IT WOULD ADD HOURS TO THE MANGERS TIME TO BE HERE TO OPEN OR CLOSE DIFFERENTLY
552	01:48 PM Aug 15 2017	Within our warehouse there will be a void that will need to filled during Business hours which will force the business to approve more overtime or employ additional staff - more cost and more employer commitments.
553	01:44 PM Aug 15 2017	Major impact as we need to be staffed at the right times of the day for our customers.
554	01:44 PM Aug 15 2017	
555	01:43 PM Aug 15 2017	It may limit our ability to complete jobs on a timely schedule Increase in staff numbers due to employees becoming part-time with reduced hours, Increase in management, HR, administration, payroll and training costs.
556	01:43 PM Aug 15 2017	Decrease in revenue due to shortage of skilled staff. (unable to meet demand)
557	01:43 PM Aug 15 2017	AS A SMALL BUSINESS IT WOULD NOT WORK IT WOULD SEND US BROKE
558	01:42 PM	It would be very detremental

	Aug 15 2017	We would not be able to provide our range of services to our customers on every day of the week because we have a number of staff that are skilled experts in specific areas of the trade plus some general mechanics
559	01:41 PM Aug 15 2017	
560	01:40 PM	would not suit our business This would make my business impossible to operate. Combined with minimum hours for any shift, this would be unworkable for my business. I am small business. It needs to be run efficiently, while at the same time adhering to all labour laws, to generate a profit. If it doesn't, I won't be able to employ anyone. Further restrictions such as those being proposed would be next to impossible to implement for a business of my size. To be honest, I think it is an unfair burden on other employees who are not able to dictate shifts they prefer to the same degree - should the proposals be undertaken. Clearly, I want to accomodate all employees shift requests equally.
	Aug 15 2017	
561	01:40 PM Aug 15 2017	
562	01:39 PM	We are a small business so may not be able to accommodate any change without letting another employee go.
	Aug 15 2017	
563	01:38 PM	We would find it very difficult to provide continuous service to our customer base which we have become known for in the past. We would consider replacing that employee with some who fits the requirements of our clients.
	Aug 15 2017	
564	01:38 PM	The business would fail to operate efficiently and be unable to service our clients needs when their trucks or trailers are off the road being serviced for extended periods of time.
	Aug 15 2017	
565	01:38 PM	Productivity would be adversely affected if it was office admin. as this position's role is to support the workshop.
	Aug 15 2017	
566	01:38 PM	Negative impact on trading hours

567	Aug 15 2017 01:36 PM	Totally unworkable and I would avoid employing people who could possibly impose this on the workplace. WE WOULD LOSE ALOT OF BUSSINESS AS WE WOULD NOT BE ABLE TO GET CARS OUT IN THE ADVISED TIMES, OR WE WOULD HAVE OTHER EMPLYEES TAKING OVER JOBS THAT WERE STARTED BY OTHER PEOPLE CAUSING ISSUES AS THEY DONT KNOW WHATS HAPPENED WITH THAT JOB. OR WE WOULD NNEED TO HIRE MORE STAFF TO COVER HOURS NOT WORKED OR TO SUPERVISE THE WORKING WANTING DIFFERENT HOURS.
568	Aug 15 2017 01:35 PM	WOULD DEFINITELY BE A FINANCIAL DRAIN ON THE COMPANY It would be a classic case of the tail wagging the dog not the dog waging the tail.
569	Aug 15 2017 01:30 PM	This would leave us short staffed at certain times which would increase the work pressure on the remaining employees which will affect performance as well as may have an impact on the health of the remaining employees (physical & mental). THIS WOULD POTENTIALLY SEVERELY IMPACT THE RUNNING OF OUR WORK SHOP ANS OUR ABILITY TO COMPLETE WORK ON TIME. IT COULD POTENTIALLY MEAN THAT WE WOULD HAVE TO LET OTHER STAFF AS WE WOULD NOT BE ABLE TO MEET TIMELINES. REDUCTION OR CHANGE OF HOURS SHOULD ONLY BE WHEN IT IS SUITABLE FOR BOTH PARTIES.
570	Aug 15 2017 01:29 PM	Our business would need to reduce workload (and therefore gross sales) as we would not be in a position to hire additional staff to cover for the time when staff are on parental / carer leave. This would have a negative impact on the business, and limit out ability to grow and potentially hire more staff in the future.
571	Aug 15 2017 01:28 PM	Critical impact. Our customers would not be able to accept flexible hours as their vehicles are in a broken down state and need attention ASAP
572	Aug 15 2017 01:27 PM	







	Aug 15 2017	We would have to employ another person to cover the busy times this employee would be away.
573	01:26 PM	
	Aug 15 2017	We would lose customers and Business through not being able to cater to current customer requirements. If staff are not available when customers demand service during times that are currently serviced, then we will lose business
574	01:25 PM	
	Aug 15 2017	Seeking employees to cover shifts allocated. Impact on coverage for work (less drivers available). Income generation.
575	01:24 PM	
	Aug 15 2017	WE CURRENTLY RUN A SMALL WORKSHOP DUE TO THE DOWNTURN SO IT WOULD EFFECT US AS I WOULD NEED TO HAVE EMPLOYEE SOMEONE ELSE TO DO THE DUTIES WHICH IS NOT FINANCIALLY VIABLE FOR US
576	01:23 PM	
	Aug 15 2017	I would not employ anyone with children or medical conditions as this would make my operation of my business impossible to run.
577	01:23 PM	
	Aug 15 2017	Most of our work is required to be carried out during our core business hours and as a small business we are unable to employ more staff to cover split shifts.
578	01:21 PM	
	Aug 15 2017	It may impact how much business we can conduct day to day. Hours of operation may need to change
579	01:21 PM	

		This will effect our hours of operations as our business has set opening and closing hours based on the current market. By staff deciding to work outside of these hours it will increase business running costs including supervisory wages, overtime and utility/building costs. The absence of staff during normal operating hours will put pressure and increase workload on others.
580	Aug 15 2017 01:20 PM	
581	Aug 15 2017 01:18 PM	YES MOSTLY
582	Aug 15 2017 01:18 PM	It means that there would be less staff in-store when needed as it is generally busier when people want to take time off. It is unsafe for an employee to work in the workshop on their own and this it is then OH&S issue so at least one another employee would have to work those hours as well. If the employee is a junior member of staff then a senior staff member must be employed as well and they would probably have to be paid overtime as they are needed to work during the day or alternatively we would have to employ another senior staff member which would be another added extra cost this would then force us to put up our rates. Plus sometimes you need to consult with other senior staff members about a problem job so would have to disturb other employees after hours and have to pay them a call out fee/overtime. Plus the utilities/electricity would go up as electricity running 24/7 instead of the 9/10 hours that again will then cost the business more and so our rates would have to reflect this add cost as well.
583	Aug 15 2017 01:17 PM	It would put our rate up to a unrealistic level and we would loose work over this. Unfortunately when the cost of living is high the first think people cut from their budgets is their cars being serviced etc.
584	Aug 15 2017 01:16 PM	nil
585	Aug 15 2017 01:15 PM	we only open 40 hours a week so unless they cut back hours there is no room for movement. if they cut back it would mean i had to fill those hours with someone else.

Aug 15 2017 It would not work at all as we are finding it hard to replace panelbeaters and  
 586 01:15 PM spraypainters as it is if people want to work employers specify the hours  
 Aug 15 2017 The impact it would have on our business would be less productivity, turn around  
 587 01:14 PM on existing jobs would be longer and would have to employ someone else or  
 maybe close down  
 Aug 15 2017 We would find it hard to plan and schedule our activities and regular work. We have  
 588 01:13 PM fixed open-close hours and would not be able to accommodate open-slater  
 flexibility which does not take into account the business needs.  
 Aug 15 2017 It would probably force us to close if we could not service our customers/workshop  
 589 01:13 PM at the required hours.  
 Aren't the employees employed to work a 38 hour week?  
  
 Aug 15 2017 if they are allowed to pick and choose their own hours as an employer this would  
 590 01:13 PM cause chaos in the workplace and some other employees may feel that they are  
 getting a bad deal and want the same. Get rid of this PC stuff. You are paid to turn  
 up to work.  
 Aug 15 2017  
 591 01:12 PM we would most propably have to consider closing  
 Aug 15 2017 We could not run a business in that capacity. We are open for business and the  
 592 01:10 PM public walking in a calling our offices and we need the staff to run the office and  
 workshop or we would shut down.  
 Aug 15 2017 For some roles such as administration functions this would have a minor impact  
 593 01:10 PM that would most likely be manageable. For front line roles such as vehicle sales,  
 service advisors, mechanics and any other customer facing role, the negative  
 impact would be very significant not only from a customer experience perspective  
 Aug 15 2017 but from a productivity, efficiency and resourcing perspective as well  
 594 01:10 PM Being a retail business we have open to the public hours which are advertised and  
 so we require sufficient staff in all departments to be able to provide the customer  
 services we offer such as vehicle sales, service and parts. We also have to be able

to have staff available to communicate with other business in regards paying and chasing money, registering and insuring vehicles etc, all of which happens during traditional business hours. As a multi franchise business we also have minimum standards placed upon us from the franchises that we must comply with which include ensuring minimum levels of staff and service are available to our customers during our advertised opening hours while still ensuring there are sufficient staff to cover breaks, sick and annual leave. Having eight different departments many of which are made up of four or less people means flexible hours may mean we are unable to meet the requirements of our customers and franchises which could have a major impact on overall staff numbers if the business was to lose customers/franchises due to lack of customer service.

- Aug 15 2017  
595 01:09 PM This would have a tremendously negative impact. Not all businesses are in a position to offer flexible hours across the board. When in a retail environment we are required to meet the needs of our clients, and provide service outside traditional hours.
- Aug 15 2017  
596 01:09 PM This would be unworkable as the business is only open from 7.00am to 6.00pm Monday to Friday. The staff is required to be on site during those times to cater for customers needs.
- Aug 15 2017  
597 01:07 PM It would increase the costs to cover extended opening hours. Power costs for lighting. Manager to work longer hours. Some two-man jobs would not be done during the longer hours.
- Aug 15 2017  
598 01:07 PM I would have to try employ another person to cover the hours of operation.
- Aug 15 2017  
599 01:06 PM Customer service would be affected dramatically and hence business itself would decline
- Aug 15 2017  
600 01:04 PM Would make it very hard to run the business and have consistency in the business. I would look at how to structure the business including shutting the department and sub-contracting the work to other businesses.

601	Aug 15 2017 01:03 PM	<p>We would have to employ someone else to make up the days and hours that they couldn't work. And the shortage of qualified mechanics makes it hard enough to employ workers as it is, let alone finding someone to work part time within this industry.</p> <p>We are a retail business with dealerships and service centres and as a result the majority of our roles are customer facing and employees need to be available to address the customer needs. We look to accommodate wherever possible however we require the right amount of people with the right skills to meet the customer needs within trading hours. Without this ability their would be a negative impact to customer service and profitability which may result in a reconsideration of headcount requirements.</p>
602	Aug 15 2017 01:03 PM	<p>Major - People needing services or mechanical repairs need them done asap... In rural NSW there is no public transport or other alternative</p>
603	Aug 15 2017 01:03 PM	<p>As a retail customer driven business we need to take into consideration the needs of our customers first and then work in with staff requirements as requested</p>
604	Aug 15 2017 01:03 PM	<p>Critical. We have a "One Man = Two Machines" policy and all employees can cover for sickness etc where necessary but invariably overtime is necessary to catch up as a Job goes from one machine to the next to the next etc. Regular absences would increase costs significantly and we would loose customers by late deliveries. we have to have all staff trained on all aspects of our Fuel business, it would therefore be difficult to have a member of staff on a standby position, (for this person), rotation of staff and each staff member being able and available and trained to do all / any of the shifts where necessary would make it difficult to have an employee deciding when they were available and the hours they would work, (in our industry).</p>
605	Aug 15 2017 01:02 PM	<p>We would require our staff to be able to work at the times required to meet the needs and expectations of our customers. We could not operate a successful business if our staff chose when they worked.</p>
606	Aug 15 2017 01:01 PM	
607	Aug 15 2017 12:59 PM	

	Aug 15 2017	
608	12:59 PM	We would have to employ another person to cover that persons work
	Aug 15 2017	it would have a drastic impact as our hours of trade are not 9-5 permanent staff
609	12:58 PM	would be impacted to then have split shifts, so unless a staff member is willing to do
	Aug 15 2017	that it would not work in my business
610	12:58 PM	We would not be able to service our customers and repair times would be
	Aug 15 2017	unacheiveble
611	12:57 PM	reduction of total hours being made available to that employee
	Aug 15 2017	
612	12:57 PM	Our staff have various skills in their own areas. As the vehicles pass along the
	Aug 15 2017	production line they may be delayed by adjusting hours
613	12:57 PM	It would put more pressure on other staff members to cover for them as we always
	Aug 15 2017	open early 7.30am. We would require casual staff to cover the lost hours or days.
614	12:57 PM	It would have a negative impact as the workload would not be shared we are a
	Aug 15 2017	small business and would need to employ more staff to cover time lost
615	12:57 PM	ITS MY CHOICE TO GO INTO BUSINESS. ITS MY CHOICE TO EMPLOY
	Aug 15 2017	PEOPLE. SO ITS MY CHOICE TO CHOOSE THE HOURS. UNLESS THE
616	12:57 PM	GOVERNMENT OR UNIONS ARE GOING TO START PAYING MY BILLS.
	Aug 15 2017	
617	12:56 PM	Business would be unable to function.
	Aug 15 2017	
617	12:56 PM	No more employees.



If we could not agree to a time suitable for both parties , employment would not be available . We have daily and weekly schedules to comply with and work needs to be done within certain time frames to accommodate the complex , remove, repair, prepare and paint processes and then reassembly and detail ready for delivery to consumer . We require the right to hire the person who works as a team member so as to make our scheduling work day to day , week to week . In saying that we endeavour , as we did with a previous employee to work in so as he could pick up his children after work 5 days per week .In other instances we have an employee who has a 97 year old mother who sometimes needs assistance and because he is a long term [46 years ] employee , we give him all the time off he requires to assist his mum . We don't need other people instructing us how to run our business , business is hard enough as it is today .

Aug 15  
2017

618 12:56 PM

Aug 15  
2017

619 12:55 PM

The business would have to either take on a full time staff member of two casual / part time employees to cover the needs of the business  
Not all staff on site at the same time to ensure all plant is being ran efficiently at the same time.

Point to point (single piece workflow) manufacturing impacts.

Aug 15  
2017

620 12:55 PM

Fixed overhead costs will be effected - running a plant over longer periods with less headcount on site to provide for individual flexible hours - power etc.

Aug 15  
2017

621 12:55 PM

NO

Aug 15  
2017

622 12:55 PM

I cannot see how it will be possible. Mechanics require other support staff.

Aug 15  
2017

623 12:55 PM

DEVISTATING

624	Aug 15 2017 12:54 PM	Inability to refuse or modify requests, would impact on staff moral, operating hours, job allocations, completion times of jobs, quality of completed jobs, quantity of jobs able to be booked, wages. we are small workshop, and will not have one person working on their own.
625	Aug 15 2017 12:53 PM	Therefore this would impact on other employees/owners who would have to change their hours to accommodate the different hours. this may not be possible, as employees/owners may not want or be able to change working times. This removes a fundamental right of employers to decide what times and when work is offered. Such a provision would be a great way to see unemployment grow. The potential damage to a business is huge. If enough employees decided at the one time to or near enough to the one time to be on leave it could close the business, damage customer service, reduce or stop production the list goes on. A real business wrecker I cannot see any sane employer thinking is a good idea.
626	Aug 15 2017 12:52 PM	
627	Aug 15 2017 12:52 PM	The business would not function
628	Aug 15 2017 12:52 PM	It would be have a detrimental impact to our workflow and cashflow to the point we may shut down
629	Aug 15 2017 12:52 PM	Could not operate as efficiently, disrupt productivity. Wouldn't be able to manage bookings and workload as effectively Being a small business, it is very difficult trying to accommodate everyones personal needs. We are already working very long hours to accommodate their needs. Not everyone has asked for changes but if legislation were to come in and employees are able to pick and choose their own hours we would close down our business, then they will all have to look elsewhere for employment. After 39 years in business and taking the financial risks and the lose of family life over the years we will not have our employees tell us when they can and can't work.
630	Aug 15 2017 12:52 PM	
631	Aug 15 2017 12:51 PM	we need to run to a deadline for the work to be done in a timely manner and to be able to have different sections of the job meet with timelines of sublet work to be

carried out and customer satisfaction if workers are chopping and changing hours and days this will have an impact of work carried out.

Aug 15  
2017

632 12:51 PM i would close up shop

Aug 15  
2017

633 12:51 PM Our work load would suffer as we require an employee for 40 hours per week. Being a retail/service business we have demands from customers in terms of opening hours - it is increasingly difficult to find staff in our industry ordinarily - we need employees to work the hours our business is open - it would have an extremely detrimental affect on our business in terms of customer service and undue pressure on other employees.

Aug 15  
2017

634 12:51 PM

Aug 15  
2017

635 12:49 PM total kaos as many have families

Aug 15  
2017

636 12:49 PM

Aug 15  
2017

637 12:49 PM

This would impact our business greatly. Everyday at our business is different depending on what work needs to be carried out. It would be extremely hard to operate the workshop with staff not being available full time and many jobs would not be completed leaving others to finish. It would be impossible to conduct my business under those conditions. I am only small and if all my employees decided they wanted to work after normal hours and on a Sunday there would be no business.

Aug 15  
2017

638 12:47 PM

This would severely impact our business. Our whole operation would be affected. The workshop is supported by the office staff and vice versa. We need each department operating together to service the customers needs. Technicians need the time to diagnose and repair vehicles which also relies on parts delivery and other outside services. A customer would not appreciate waiting another day for the vehicle because the technician went home. The office staff need to be available for bookings and parts ordering to allow the technicians uninterrupted time to work on customers vehicles.

		This would impact on our business as we work around our Customers and would not enable us to complete work in a timely manner. This form of employment to me is effectively either a part time employment or a casual employment, which is an option already for employees in this position. This would obviously be negotiated at the time of initial employment which I think would be fine but to take away the rights of an employee to make critical decisions on the way their business is run in regards to employees would be extremely detrimental to the work place as we know it. This would open up a can of worms with some employees taking advantage of the situation in a negative way to the downfall of our business community.
639	Aug 15 2017 12:47 PM	Ordering parts for vehicles would be impacted, causing delays, customers would be unable to have their vehicle worked on at their convenience, not the businesses.
640	Aug 15 2017 12:47 PM	Utilities could go up due to use at unusual times
641	Aug 15 2017 12:47 PM	Could be very disruptive as we only have a small staff and need to cover our opening hours
642	Aug 15 2017 12:46 PM	Would not be possible, small business already have way too much interference and restraints put on them, it is hard enough to stay profitable now.
643	Aug 15 2017 12:46 PM	The impact would be huge as being a small operation opening hrs would be impacted greatly if staff were working odd hrs
644	Aug 15 2017 12:46 PM	It would cause severe disorganisation which would result in loss of income which would impact on employees.
645	Aug 15 2017 12:46 PM	In regards to Office staff there would be little impact as this is already in place. Unsure of the impact of this upon our mechanical repair side of the business.
646	Aug 15 2017 12:44 PM	would impact significantly as certain positions must be worked with-in our operating hours i.e. 8.30 - 5.00.

This is putting the cart before the horse stuff. We must have people available to look after our customers when they require it. We are in a small rural town without the back up personnel of the bigger cities. Customers have no concern whether employees have parenting responsibilities - they only after great customer service when they require it. We must be available at all times to deliver that great customer service. This can only be done by having all service delivery positions available when a customer requires. In a small rural town we are constantly fighting against predatory pricing from the surrounding larger centres. It is our customer service that sets us apart. If we have no control over when an employee works we are in danger of losing the one thing that can set us apart from our competition.

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When the margins between surviving or failing are so tight, any move to weaken our ability to deliver on great customer service is surely likely to impact disastrously on our business.

As a retail business, we are reliant on the each employee to work the hours they are employed, to satisfy our business and customer needs.

As Business Owners we would always reserve the right to decide the hours of work required by our Employees. We are a strictly Monday to Friday Business with Staff on site from 4.30am to 5.00pm. We would be able to open on weekends if this was preferred by Employees which is not fair to us. We also cannot have Staff turning up outside of the hours we set as the work flows as a production system.

Customers are relying on their vehicles. We already accommodate our Staff with minor tweaks of start and finish times to suit their individual needs. If they only worked when they wanted it would be impossible to manage. The Business Owners are the ones putting their homes on the line and are continually having their rights eroded. You would never sack a good worker nor not try to accommodate them. That is a no brainer!!!! I don't think changes need to be made to legislate this. If this was passed we would seriously consider closing shop as workflows would be impossible to manage.

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you cant operate a business when staff dictate the hours they want to work customers dictate your hours we would probably reconsider closing down

	Aug 15 2017	due to being customer base and hours are worked around this it would be rather hard to accommodate the request. It would impact on the hours of all the other team members. The only way it would work is if the start and finish hours fit within the operating hours of the business and the employee still is able to work 7.6 hours.
651	12:43 PM Aug 15 2017	
652	12:43 PM Aug 15 2017	It would make it hard as we work set hours and to set scheduling A MICRO BUSINESS WOULD NOT OPERATE IF ONE PERSON WAS NOT AVAILABLE TO WORK NORMAL BUSINESS HOURS, WE WOULD HAVE TO EMPLOY SOMEBODY ELSE TO BE ABLE TO OPERATE. THIS WOULD NOT BE FINANCIALLY VIABLE , THE BUSINESS WOULD SLOWLY GO BROKE.
653	12:43 PM Aug 15 2017	
654	12:42 PM Aug 15 2017	We wouldn't be able to forecast or schedule work. Work wouldn't get completed in a timely manner.
655	12:42 PM Aug 15 2017	Affect ongoing efficiency and availability of staff at critical times.
656	12:41 PM Aug 15 2017	Would be hard to manage in an industry that is service based.
657	12:41 PM Aug 15 2017	With minimal staff already employed, it would be difficult to operate the business within normal trading hours.
658	12:41 PM Aug 15 2017	It would result in an increase in workload for other employees during the opening times of our business as we are limited to what times we are open
659	12:40 PM Aug 15 2017	they would not be hired and they would no longer have a job as they were hired to cover set hours.
660	12:40 PM	employees cannot enter and work alone, so would need to work reduced hours each week, as alarms are set when business owner is not in attendance.

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 661 12:40 PM WOULD HAVE A HUGE IMPACT ON THE BUSINESS  
 Aug 15  
 2017 I would like the right to negotiate with the employee - because we need people at  
 662 12:40 PM work at certain times of the day/week to fulfill roles in the business.  
 Aug 15 Being a business with only 2 mechanics it would impact quite severely as you  
 2017 would have to carefully plan what you book in each day and make it hard to accept  
 663 12:40 PM / help dropins.  
 Aug 15 we wouldn't be able to survive & service our clients so therefore we would close.  
 2017 Planning your staff & work takes a lot of time and you require all staff at all times to  
 664 12:38 PM make it work.  
 Aug 15 It would have a negative effect on the business as we are in a service industry and  
 2017 a small business without excess staff so we need everyone here doing their job for  
 665 12:38 PM the business to function correctly.  
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 666 12:37 PM It could force me out of business  
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 667 12:37 PM Increase the amount of pressure on the other employees  
 Aug 15 this would have a major impact on our business as we would be unable to  
 2017 successful schedule the workload for customers in the required timeframes given  
 668 12:35 PM the limited staffing numbers that we carry.  
 Aug 15 This would be extremely detrimental to our business as we need all our staff to be  
 2017 able to work first thing in the morning (07.30) as well as late as 5.30pm. We cannot  
 669 12:35 PM tell customers that they cannot come until we have staff available.  
 Aug 15 It would impact on who we employ.  
 2017  
 670 12:35 PM It may even lead to the closure of some parts of the business.

	Aug 15 2017	It would be unworkable as we require staff to be here in our opening hours to service customers
671	12:35 PM Aug 15 2017	
672	12:35 PM Aug 15 2017	It would be difficult to balance customer demands and expectations with employee responsibilities
673	12:35 PM Aug 15 2017	It would be a very in complacent workshop.
674	12:34 PM Aug 15 2017	SMALL BUSINESS. OUR STAFF NEED TO BE ABLE TO WORK TO OUR HOURS
675	12:33 PM Aug 15 2017	business would close Our busniess is very small and we only have one staff memeber for each required trade/position. Therefore is a staff member is able to decide their days/hours without us being able to have a say it would mean that position would become inactive whilst that person is not at work. This would have a significant effect on our business operation, trading, productivity ETC.
676	12:33 PM Aug 15 2017	
677	12:32 PM Aug 15 2017	Substantial impact on both the business + the other employees.
678	12:32 PM Aug 15 2017	It would be detrimental as jobs wouldn't be completed in the set time frame which would hinder what work we booked in again productivity would suffer
679	12:30 PM Aug 15 2017	This could potentially be very disruptive to the business. We are a 5 day a week business and customers expect service during normal working hours ( 9am to 5pm)
680	12:30 PM Aug 15 2017	The position would be made redundant as we are not able to operate on a part time basis.



	Aug 15 2017	It would be uncertain - depends on the hours they need - we can work with most requests.
681	12:29 PM	
	Aug 15 2017	Impossible to run a business not knowing when and if an employee will be at work - jobs booked in to be done in normal office hours - cannot be at a time to suit one or two employees
682	12:29 PM	Service customer waiting times would blow out.  Extra staff would be needed to cover the short fall
	Aug 15 2017	Costs would go up which the public would pay for
683	12:28 PM	Other staff would say its unfair and want the same conditions
	Aug 15 2017	We would either have to rethink our hours of business or part ways with the person requiring this type of flexibility
684	12:28 PM	
	Aug 15 2017	it would have a massive financial impact on my business and i would have to look into hiring somebody else who fits with our business requirements
685	12:27 PM	
	Aug 15 2017	This would increase employee costs due to having to increase staff to cover workload
686	12:27 PM	This would greatly impact on our business as we only work one shift and each area is dependant on the one before completing assigned jobs in a timely manner. With the downturn in the automotive manufacturing industry we have also been forced to run a very lean and tight workforce which is not conducive to such variances.
	Aug 15 2017	It would have the potential to limit sales as my customer base predominately buy during the 'standard' 9 to 5 hours.
687	12:27 PM	
	Aug 15 2017	My opening hours may not align with the employees, worst case scenario would be a redundant employee.
688	12:27 PM	

689	Aug 15 2017 12:26 PM	We are a small family run business and if employees start to choose when they want to start and finish, it just wouldn't work for us as our customers wouldn't get there vehicles back on time. If our employees ever need time to do something as a parent we are very flexible with them anyway.
690	Aug 15 2017 12:26 PM	It would be difficult to service my clients
691	Aug 15 2017 12:23 PM	We would work around the hours the employee needs to work It would be a disaster. Its difficult enough managing maternity leave within a business.
692	Aug 15 2017 12:23 PM	If everyone could pick and choose to work when it suits them - we wouldn't have staff to keep the business operating at times when they were needed. And it impacts on the availability of leave for other staff
693	Aug 15 2017 12:23 PM	I would probably sell up cheers
694	Aug 15 2017 12:22 PM	It would have no impact on the business
695	Aug 15 2017 12:22 PM	Depending on the demands of the employee this could seriously impact the ability for the business to conduct business
696	Aug 15 2017 12:21 PM	could have an impact on the business structure.
697	Aug 15 2017 12:21 PM	Would have a severe impact as we are a customer facing business and need employees to be working regular, normal working hours 9am to 5pm

	Aug 15 2017	
698	12:20 PM	this would have a huge impact on our business
	Aug 15 2017	
699	12:20 PM	WE ARE A RETAIL BUSINESS. THE FUCKING UNIONS CAN EDUCATE THE PUBLIC TO USE US AT HOURS THAT SUIT THE EMPLOYEE.
	Aug 15 2017	
700	12:17 PM	This would become difficult if we had multiple staff choosing to work school hours with not adequate staff to work 8-5
	Aug 15 2017	
701	12:15 PM	It may cause our business to be unsustainable but by the same token we would love to be able to be more flexible to our employees.
	Aug 15 2017	
702	12:12 PM	Would impact the service we provide to our customers This would be detrimental. We need to run our business to ensure profitability and have control over roster times. If all employees choose their own hours we would need to employ others to fill gaps and we find it hard to recruit tradespeople for small shifts
	Aug 15 2017	
703	12:09 PM	It would impact it significantly. Most of our employees have customer facing roles and they need to be here during our hours of operation. The people with non customer facing roles are required to be here during business hours to support customer facing staff.
	Aug 15 2017	
704	12:07 PM	As our business is only open between the hours of 8am - 5pm Mon-Fri, I don't believe this would be feasible for our business. We do not operate after 5pm or on the weekends as it is not economically viable, it would cost the business more in wages than we would ever recoup in the cost of repairs. I believe the impact on our business would be the closing of our doors!
	Aug 15 2017	
705	12:06 PM	
	Aug 15 2017	
706	12:02 PM	Very negative affect due to the fact that the public and customers don't wait if you have a staff shortage when they need a job done

	Aug 15 2017	
707	12:02 PM	Huge impact. We could not accommodate flexible working hours within our business as it is too small to cover employee hours. We couldn't operate under these conditions. We need a certain number of technical and administrative team on site simultaneously, within business hours (which could be SLIGHTLY lengthened but NOT SIGNIFICANTLY) to meet with customer expectations
708	Aug 15 2017 11:47 AM	
709	Aug 15 2017 11:46 AM	This would impact because our customer base expects that we would be open from 7.30am to 5.00pm Mon -Fri This would be very difficult for us to manage as we are a small business and rely on staff to cover booked work - this could cause us financial difficulties if abused. We would also probably have to carefully consider whether to employ people with these responsibilities to protect ourselves if we would not have any rights with regard to employee/s days of work of starting/finishing times.
710	Aug 15 2017 11:37 AM	A large number of our staff, given the option, would like to work 9am until 2.30pm each day. If the changes were to come into play we would need to restructure our workforce and find casual employees to cover the rest of the work day (6am until 7pm some days). This would make it very difficult to employee parents knowing that they could accept a full time role and then decide down the track that they could only work certain hours. The flexible arrangements that are currently in place work, as long as both employee and employer are fair about what is a reasonable compromise when necessary.
711	Aug 15 2017 11:31 AM	
712	Aug 15 2017 11:30 AM	could be limitations with customer service