

Tara Cheyne MLA

Manager of Government Business

Attorney-General

Minister for Human Rights

Minister for City and Government Services

Minister for the Night-Time Economy

Member for Ginninderra

RESPONSE TO QUESTION ON NOTICE**Questions on Notice Paper No 6****9 May 2025****Question No. 415****MR CAIN:** To ask the Attorney-General —

1. What proportion of Justice and Community Safety Directorate staff have been working from home each quarter since July 2021.
2. Does the Directorate monitor whether work-from-home staff are actively logged into their desk phone system or alternative call-handling solutions during work hours; if so, can the data on login rates or availability compliance be provided.
3. What proportion of Directorate work-from-home staff do not have access to either softphones, call-forwarding from desk phones, or mobile phones provided by the Directorate.
4. Is the Directorate aware of concerns from members of the public, the legal profession, or other agencies about being unable to contact staff via phone.
5. Have any formal complaints, grievances, or Ombudsman matters been lodged about the Directorate's telephone responsiveness since July 2021.
6. What steps, if any, has the Directorate taken to improve inbound call responsiveness, particularly among work-from-home staff, and can the Attorney-General provide details of any initiatives, training, or system changes.

TARA CHEYNE MLA - The answer to the Member's question is as follows:

1. Justice and Community Safety (JACS) Directorate employees access flexible working arrangements in accordance with the relevant Enterprise Agreements and the ACT Government policies: *Flexible Working Arrangements Policy: Facilitating Flexible Working Arrangements* and *Flexible Working Arrangements Policy: Working Remotely Interstate or Overseas*. A significant proportion of employees



under the JACS portfolio are frontline employees (Fire fighter, Ambulance Officer, Correctional Officer, court officers) who are not able to participate in flexible working arrangements. The Directorate is not able to provide a proportion of JACS staff working from home each quarter since July 2021 without a significant amount of manual review requiring an undue allocation of resources.

2. The ACT Government Flexible Working Arrangements policies provide guidance for employees and managers about their obligations when a flexible working agreement is put in place. Monitoring the availability and performance of team members is the responsibility of their managers. There are various systems used by team members and the nature of work varies across the Directorate. As a result, there is no whole of directorate dataset.
3. All eligible employees who participate in flexible working arrangements have access to a laptop, headset and other ICT platforms enabling their connectivity and telephony requirements.
4. The Directorate is not aware of concerns about being unable to contact staff via phone.
5. No, the Directorate is not aware of any formal complaints, grievances or Ombudsman matters relating to telephone responsiveness since July 2021.
6. The Directorate is not aware of any specific concerns with responsiveness to inbound calls. Consistent with the provisions of the *Public Sector Management Act 1994*, all employees, whether participating in flexible working arrangements or other working arrangements, must act with care and diligence in the conduct of their work, including in relation to telephone call responsiveness.

Approved for circulation to the Member and incorporation into Hansard.



**Tara Cheyne MLA
Attorney-General**

Date: 10/4/25

This response required 4 hours to complete, at an approximate cost of \$774.