Before discussing the FWA request with the staff member, you should:

• Check the FWA toolkit and resources on the HR Portal

• Review the FWA options and eligibility in ST/SGB/2019/3 and ST/IC/2019/15

• Speak with your HR Partner/Business Partner to help clarify any questions you may have
2 Respond to a Request

Once you receive a FWA request from a staff member:

- Discuss the terms including responsibilities and expectations on the delivery of work
- Focus on how business needs must be met
- Define outputs within a given timeframe
- Determine how work will be monitored and measured
- Stress the importance of two-way communication should any challenge arise

If your request is approved:

- Fill out the FWA agreement form found on the HR Portal
- Once signed, submit a copy of the FWA agreement form to your Executive/Administrative Office
3 Implement

After you approve the FWA request:

• Consider a trial period so that you and the staff member can work collaboratively in implementing the new work arrangement

• Communicate regularly on the progress made towards agreed outputs and potential setbacks

• Provide regular feedback on performance

• Recognize that the successful implementation of FWA is a two-way process