



Flex-Able Communication



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Flexible work arrangements in New Zealand are fast becoming mainstream across the generational spectrum of workers. At Westpac we want to be known as one of the world's best organisations for diversity and inclusiveness and believe that flexibility is key to engaging a talented and productive workforce. A number of labour market factors are driving the need for flexibility:

- **The increase in one parent families, three quarters of which are headed by women**
- **Fathers in New Zealand becoming increasingly involved in the care of their children while holding down careers**
- **The growing number of dual career couples, creating greater need to balance the home life efficiently**
- **The growth of carer responsibilities, which may include caring for children, elderly, poor health, people with disability**
- **Our ageing population, which means an increasing number of older workers are willing to remain in the workforce, but are looking for flexible options**

Any staff member with a flexible working arrangement, no matter how informal, can use office tools to better communicate with team members and business partners as well as improve visibility around what your arrangement is and when you are available.

Knowing your availability means that teams know how to work together most efficiently.

The following guidelines have been developed to provide a consistent and #onbrand messages for all Westpac staff and covers:

- **Using Outlook Calendar functions**
- **Best practise wording for email signatures and 'out of office' email responses**
- **Setting up phone messages**
- **Updates to CID Profile on the Staff Directory**

Let your colleagues know when you are here

- Use the free text function in CID to provide your standard working hours where they differ from 8.30am – 5pm
- Block out the times in your Outlook calendar when you start early or finish early (and mark it as out of office) so your colleagues know when you are available for meetings

Set realistic expectations on when you will respond

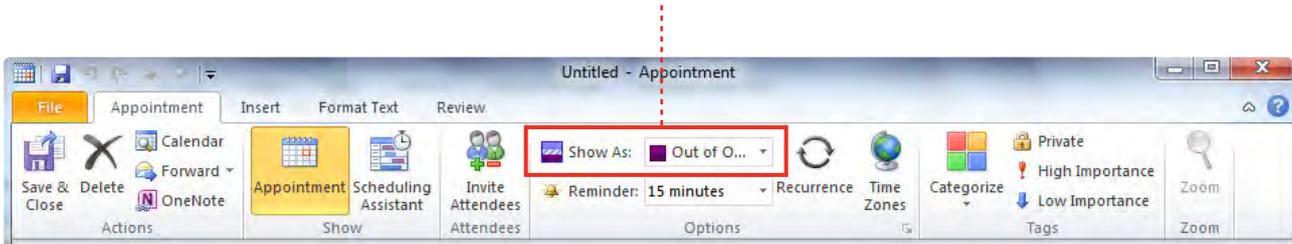
- Append a line to 'out of office' in Outlook. Ensure you include when you will respond to the message.
- If you often respond outside of office hours, recognise this in your email signature so your customers understand you are working flexibly and do not expect an immediate response
- Add a temporary message to your voicemail
- Consider stating if you have limited access to email
- Provide an alternative contact for urgent queries – this can also be added to CID if you have a permanent alternative i.e. staff member or line manager
- Talk to your team about what you are working on and who might contact them in your absence

Set up your FlexAble communication tools

Use these steps & templates to support your flexible working arrangement.

Outlook Calendar – mark office hours

In MS Outlook, you can set your late start, early finish or days you do not work as ‘out of office’ so that colleagues booking meetings know you are not available at that time (as opposed to blocking your calendar as ‘busy’).



Voicemail – set up a temporary greeting

You can set a temporary message when out of the office which manages expectations as to when your caller can expect a response and provides an alternative if they require urgent attention.

8* Mailbox Commands

2 Greeting

3 **Temporary Greeting** – you will be prompted for the return time and date which will automatically default back to the usual out of office greeting

CID – provide standard hours on your staff record

The ‘message’ field in CID provides a small number of characters in which you can add your standard hours, or any other relevant note i.e. ‘Job share with Mary Jones’

Templates

Voicemail greeting

“Hi, you have called outside my regular hours of work. For urgent assistance, please contact *[Insert alternate name and contact details or your mobile phone number]*, or leave a message and I will return your call on *[Insert date you return to the office]*.”

Email signature

“We value working flexibly at Westpac. As a result, you may receive this email outside usual business hours”

Out of office

“I have received your email outside my regular working hours. I will respond when I return to the office. Alternatively, and for urgent assistance, please contact *[Insert alternate name and contact details or your mobile phone number]*”