



Te Kawa Mataaho

Public Service Commission

23 September 2024



Dear 

Today at post Cabinet the Minister for the Public Service is going to announce the Government's expectations on working from home arrangements for the Public Service.

She acknowledges that many public servants make use of working from home arrangements in good faith and are able to maintain levels of productivity without compromise. However, the Minister believes that if the pendulum swings too far in favour of work-from-home, there can be major downsides for both employers and employees. The Minister has raised concerns about the adequacy of oversight arrangements. Working from home can also impact on CBD businesses.

The government's expectations are:

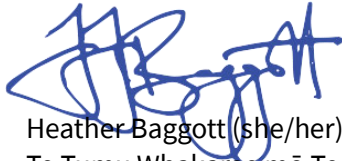
1. Working from home arrangements in the Public Service are not an entitlement and must be by explicit agreement between an employee and their employer. Chief Executives and managers must ensure that where any arrangements are made, they are subject to consistent monitoring and oversight.
2. Working from home arrangements should only be agreed to where they will not compromise the performance of employees, their teams or their agencies. This requires agencies to adequately weigh the benefits of employees being physically present for work, the cumulative impact of widespread working from home arrangements, and to consider performance in its widest sense: including potential impacts on learning and development, productivity, team culture and engagement.
3. Agencies must actively monitor working from home arrangements and be able to regularly report to the Public Service Commission about the number and nature of the agreements they have in place, including having a clear understanding of the impact these agreements will have on particular days of the week.

The Minister has asked the Public Service Commission to review the Hybrid Working and Flexible-By-Default Guidance to ensure it reinforces the government's expectations. This is a re-look at our guidance to ensure it aligns with the new Government Workforce Policy Statement and the government's clarified expectations. This will require you to review your agency's policies and arrangements to ensure alignment with the updated guidance, and I will be asking you to provide assurance to me that your arrangements reflect these expectations.

The work updating the guidance has begun, and we will consult you on the new guidance shortly. In the interim, I encourage you to look at your current policies and approaches to working from home and ensure they meet the Government's expectations.

In addition, the Minister has asked that we centrally collect information about working from home arrangements across agencies and so we will also be writing to you shortly with guidance on how to provide this information to us.

Yours sincerely



Heather Baggott (she/her)
Te Tumu Whakarae mō Te Kawa Mataaho
Acting Public Service Commissioner | Head of Service