

Remote Work Policy

1. Purpose

Inala Community House (ICH) is committed to recognising the potential benefits that flexible working conditions such as working remotely will have for workers. ICH will support remote work arrangements where it can be demonstrated to provide benefits to both ICH and the worker.

Remote work is an important tool in providing this flexibility however it must also prioritise efficient achievement of agreed outputs and outcomes. ICH is committed to ensuring that when working remotely, the safety of workers is promoted and maintained.

This policy operates in conjunction with the *ICH Flexible Work Policy*.

2. Scope

This policy applies to all employees, Board members, volunteers, students and trainees engaged in service delivery. For the purposes of this policy, these persons shall be referred to as workers.

3. Definitions

Safety: includes both the physical and psychological wellbeing of workers.

Remote work: workers working from a remote location such as their residential address or an alternative location that is not a standard workplace. This does not include off-site service user visits, meetings or event venues.

4. Policy

4.1 Request and Approval

Workers may request a remote work arrangement either temporarily, part-time or full-time.

All remote work arrangements need to be pre-approved by the Manager or Chief Executive Officer.

Remote work may be suitable where:

- Workers are visiting service users in an area near to their own home (where it is distant from the office)
- Workers may benefit from a quiet area to do administrative tasks
- Workers require some flexibility (e.g. a contractor visiting their home)
- Otherwise deemed appropriate

Managers may approve remote work arrangements where:

- There are agreed tasks which can be completed efficiently from home
- There has been consideration of safety risks including the environment, nature of the tasks, psychosocial risks, check in and sign off arrangements
- It will not adversely affect service delivery
- There are no significant security or data privacy concerns
- The relevant Remote Working form has been submitted to HR (this must be submitted at least annually)

Managers can approve sporadic and temporary remote work arrangements where the period does not exceed two weeks. The Chief Executive Officer is responsible for approving any regular, ongoing or significant arrangements where remote work has the potential to substantially affect the service operations.

Each approval is on a case by case basis, and the approval is only applicable for the period requested. Any subsequent remote work arrangements require a separate approval.

Workers may be required to attend the workplace at short notice when working remotely where it is deemed necessary for reasons such as:

- To accommodate operational needs
- To attend meetings or training
- To supervise workers

Consideration of remote work requests will be fair and equitable however remote work arrangements may not be available for all workers such as where:

- Their duties are required to be performed at the workplace
- There are performance reasons
- Workers do not have a suitable remote work environment

4.2 Safety

All remote work arrangements must be safe for the worker, this includes:

- The environment which must include a proper workspace, safe access and egress, ergonomics, etc.
- The tasks involved, taking relevant risks into consideration such as aggression, use of power tools, sedentary work, etc.
- Any psychosocial risks such as considering a worker's knowledge and experience, ability to work alone, etc.
- Check in and sign off arrangements

Consideration must also be given to the need for workers to be able to maintain an appropriate work-life balance.

While working remotely, the place of work (whether a home or another location) is considered a workplace. Any risks which are identified must be assessed and controlled in accordance with relevant risk management and workplace health and safety policies.

While working remotely, workers must:

- Be committed to maintaining a safe working environment
- Follow all policies and procedures, as far as practicable, as it applies to working remotely
- Remain contactable at all times
- Have the numbers of the Manager and/or another designated contact person readily available
- Ensure that their home environment, equipment and the tasks being conducted remain safe and suitable
- Have a working smoke detector
- Follow any directions regarding checking in, signing off or any other safety measures

Workers must not have service users visit their home at any time.

Workers are responsible for all costs associated with health and safety requirements, unless requested to work remotely by ICH.

4.3 Equipment

ICH will provide or assign appropriate IT equipment to workers when working remotely. All equipment and software belonging to ICH must be used in accordance with the ICH *Information Technology Policy*.

4.4 Confidentiality

Workers must maintain the confidentiality and security of all confidential information. This includes ensuring that:

- There is a private room available if confidential information is being discussed (e.g. phone calls, teleconferencing, etc.)
- Physical files with confidential information are not taken home except where required. If physical files are removed from the office they must be stored in a lockable pouch or bag (in accordance with the ICH *Vehicle Use Policy*)

Workers who use their personal mobile phones for work related purposes (e.g. to contact service users) while working remotely should make their number private by hiding their caller ID. When leaving a voicemail message, the Reception phone number should be provided. This means that workers cannot be contacted directly on their personal mobile phone.

4.5 Responsibilities

The Chief Executive Officer will:

- Ensure that remote work processes and systems provide flexibility for workers while also meeting operational needs
- Consider/approve any request which exceeds a two week period or which substantially affect the service operations

Managers will:

- Consider the impact of remote working arrangements on service operations
- Consider/approve remote working arrangements in accordance with this policy

- Set agreed work tasks and expectations and monitor their progress
- Ensure that processes are in place to ensure the safety of workers while working remotely
- Consult with the CEO on any requests which exceed a two week period or which substantially affect the service operations

Workers will:

- Ensure that remote working is authorised by the Manager or CEO prior to it occurring
- Ensure that work is performed within approved work hours and that these are accurately recorded
- Efficiently complete agreed tasks
- Be contactable at all times while working remotely
- Ensure their home environment, the equipment used and the tasks being conducted are safe and suitable
- Follow all required safety measures

5. Review

This policy shall be reviewed every 3 years.

This policy remains in effect unless otherwise determined by resolution of the Board of Directors.

6. Related Documents

Policies

Risk Management Policy
Workplace Health and Safety Policy
Psychological Health and Safety Policy
Working Alone Policy
Flexible Work Policy

Forms

Remote Work Form