Appendix C

Working from Home Guidelines

The most common form of flexible work is working from home. Depending on the role or required tasks, this type of flexibility lends itself to a wide range of roles. Generally the types of roles which can be performed from home don’t need a high level of face to face interaction with customers or team members and can be effectively performed from different locations.

**Making the arrangements**

Before working remotely, the employee and manager should document the arrangement (particularly where work is performed remotely and a regular and systematic basis). This should specify:

* The arrangement that will apply (how often you will work remotely, the duration of the arrangement, hours of work etc.)
* The technology and other equipment you will need
* How to ensure health, safety, wellbeing and security while working remotely
* Work expenses and what is reimbursable by the organisation

**Putting remote work into practice**

For an employee, the ability to work from home is completely at the employer’s discretion. If things change, or if the employer considers that the arrangement is negatively impacting the employee’s work, the employee may need to review the arrangement and it may be necessary to change the agreement and revert back to working from the office.

If the employee’s role is made redundant, the usual redeployment procedures will apply. If an employee is then redeployed, there is no guarantee that the employee will be able to continue to work remotely in the new role.

**Requirements for remote working**

Employers may provide employees with certain technology to assist them to work remotely. This may include a laptop, phone or other equipment relevant to the role.

When making a request for flexible work, it is the employee’s responsibility to think about the technology and equipment they may need to make it work and to list their requirements clearly on the application form.

**Expenses**

It may be the case that the new arrangement creates additional costs for the employer, in which case the decision to invest in this equipment is at the employer’s discretion.

To assist with reasonable set up costs, an employee may be entitled to a one-off set up allowance. This arrangement will be at the employer’s discretion and as such is not guaranteed.

The cost of general utilities such as electricity, gas, water and smoke detectors are generally the responsibility of the employee.

**Work related phone calls**

Work calls made by the employee, that are charged for example toll or cell phone, made on the days that an employee works from home are generally reimbursed by the employer, with evidence of phone account.

**Health and Safety**

No matter when or where an employee works, ensuring their health and safety is a shared responsibility between the employer and the employee. When working remotely, the employee is responsible for organising a work area that is appropriately set up to ensure that they can work safely. To ensure that this is the case, an employer may request an employee to provide photos of their work location and may also request a health and safety assessment of the workstation.

**Security of information and equipment**

All policies that apply to employees who are working in the office, also apply when employees are working remotely. It is the employee’s responsibility to keep all work information secure, especially customer records and any other sensitive material. It is also important that reasonable care is taken of company information and equipment.

**Employee’s responsibilities**

When working remotely, the employee should ensure that employee’s:

* Comply with the guidelines contained in this document as well as all other organisational policies and procedures
* Only work from a location that is safe and suitable for working remotely
* Comply with all health and safety requirements
* Do not work during annual leave or sick leave specified on a medical certificate
* Do not hold meetings with customers or other employees at their home
* Make necessary childcare arrangements and don’t treat working from home as a substitute for childcare
* Take reasonable steps to keep the organisation’s technology, equipment and information safe and in working order.

**TIP:** Cut and paste these employee responsibilities into a document and both sign to evidence mutual understanding and clearly communicate conditions of the arrangement.