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REMOTE WORKING ARRANGEMENT POLICY

Policy context: This policy relates to remote working arrangements available to employees, the circumstances under which remote working will be approved, and how remote working must be managed.

Legislation or other requirements

Work Health Safety Act (SA) 2012
Return to Work Act (SA) 2014

Contractual obligations

Remote Working Agreement

POLICY STATEMENT

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service takes a flexible approach to the way in which we achieve our organisational outcomes. We are committed to fostering flexibility in employment and working arrangements to achieve the optimum balance between work and family responsibilities, and for the safety of employees.

This document is readily available to all clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including The Boards.

PROCEDURES

Remote working often means working from home. It can also mean working from another location such as a co-working facility or shared office.

Home Based Remote Work means that the employee performs most or all work from home. The employee may be required to attend the office from time to time or work functions or events at other locations.

Office Based Remote Work means that the majority of work is performed in the office environment, but the employee has regular periods of working remotely.

Ad Hoc Remote Working describes an arrangement when an employee works remotely as required on an ad hoc basis.

Usually, the purpose of remote working is to balance employee's personal needs with the needs of the organisation. In some cases, the organisation may direct employees to work away from the office for various reasons including but not limited to:

- Compliance with government direction
- Where the organisation deems it is safer for employees to work remotely

Therefore, remote working can be employee requested or employer directed.

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Employees who are working remotely, in all circumstances, are required to actively participate in all work related communication channels, performance monitoring processes and engagement activities. Whilst the organisation will actively endeavour to keep connected with remote working employees, the employees have a duty to actively work to keep connected also.

The employer may choose, at their discretion, to employ the use of productivity monitoring software on organisational assets and ICT systems.

Direction to Work Remotely

If we direct employees to work remotely, information will be provided on how the change will be implemented. This will include:

- Which employees will be affected
- Whether the arrangement is for all or partial hours
- Support with establishing a suitable workspace
- Communication channels
- Any new protocols or processes required to manage the change
- If possible, a date when the arrangement will be reviewed or terminated

Requests to Work Remotely

Requests for Remote Working Arrangements will be considered but may not always be possible due to operational constraints. Managers and employees need to be open to discussing and considering a range of flexible work options.

A request should be made in writing to your direct manager who will assess:

- The effect on the workplace, other employees, customers and operations
- If the proposed work area complies with WHS requirements
- The financial impact of approving the request, including the impact on efficiency, productivity and customer service
- The ability of the employee to meet the requirements of their job
- The practicality of the arrangements that would be required

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- The nature of the work being done and whether that work can be done remotely
- The ability of the requesting employee to self-manage their work and performance
- The capacity of the manager to remotely manage the employee
- Any other relevant information

Any Remote Working Arrangement will be reviewed after three (3) months to ensure the arrangements meet the business requirements, and again periodically to ensure:

- WHS requirements continue to be met
- Performance outcomes are met
- Policies and procedures are being adhered to
- The impact is not detrimental to the overall performance of the team and company
- The impact on customers or other stakeholders is not detrimental.

Ending Remote Working Arrangements

Any Remote Working Arrangement may be terminated by the organisation by providing the employee with four (4) weeks of notice in writing.

Remote Working Requirements

Unless otherwise directed or agreed, remote working arrangements will not be approved as a substitute for childcare

All policies and procedures in relation to WHS apply.

Face to face meetings are not to be held on an employee's home premises.

A detailed risk assessment of the home workplace environment must be completed before any decision can be made. Only work environments assessed as meeting the required standard will be approved.

The organisation will not be responsible for providing or paying for any facilities required for an employee to work remotely unless the employee has been directed to work remotely. However, any adjustments, corrective actions or additional equipment required to ensure the safety of the remotored will be reasonably considered.

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Employee Requested Arrangements - Application Process

1. Employees applies for a Remote Working Arrangement by requesting the arrangement in writing to their manager, and providing either adequate photo evidence of the proposed work area or a time for the manager to visit and complete an assessment.
2. Manager reviews the application using the Remote Working Assessment Form
3. Where the arrangement is approved, the employee and manager will sign a Remote Working Agreement
4. The arrangement will be reviewed at 3 months and then regularly no less than annually

DOCUMENTATION

Documents related to this policy	
Related policies	Q400 WHS Policy P094 WHS Issue Resolution Procedure
Forms, record keeping or other organisational documents	QF Remote Working Arrangement Assessment QF Remote Working Arrangement Agreement