

Policy 31	WORKING FROM HOME POLICY
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Record of policy development		
Version	Date approved	Date for review
0.1	DRAFT	19 February 2021

Policy purpose: COASTLINK manages human resources to ensure that adequate numbers of appropriately skilled and trained staff/volunteers are available for the safe delivery of care and support to clients. Flexible arrangements may be considered where appropriate to enhance staff engagement and position Coastlink as an employer of choice.

Policy:

COASTLINK is committed to providing a healthy and safe working environment and ensuring that employees can balance their work and personal commitments. For some individuals this may mean negotiating flexible working arrangements such as an arrangement to work from home.

Relevant Standards

NDIS Practice Standards and Quality Indicators: (January 2020)

1. Rights and Responsibilities
2. Provider Governance and Operational Management
3. Provision of Supports
 - Access to supports
4. Provision of Supports
 - Safe environment
 - Participant Money and Property
 - Management of Medication
 - Management of Waste

High Intensity Daily Personal Activities

Specialist Behaviour Support

Implementing Behaviour Support Plans

Early Childhood Supports

Specialised Support Coordination

Specialist Disability Accommodation

<https://www.ndiscommission.gov.au/sites/default/files/documents/2019-12/ndis-practice-standards-and-quality-indicators.docx>

Aged Care Quality Standards

1. Consumer Dignity and choice
2. Ongoing assessment and planning with consumers
3. Personal care and clinical care
4. Services and supports for daily living
5. Organisation's service environment
6. Feedback and complaints
7. Human Resources
8. Organizational governance

<https://www.agedcarequality.gov.au/sites/default/files/media/Aged%20Care%20Quality%20Standards.pdf>

Related Legislation & References

[Aged Care Act 1997 \(Cth\), Schedule 2 User Rights Principles 2014. Charter of Rights and Responsibilities – Home Care](#)

[Aged Care Quality & Safety Commission](#)

[Better Practice Guide to Complaints Handling in Aged Care Services \(2013\)](#)

[Children's Guardian Act 2019](#)

[Child Protection \(Working with Children\) Act 2012 \(NSW\)](#)

[Child Protection \(Working with Children\) Regulation 2013 \(NSW\)](#)

[Child Protection \(Working with Children\) Regulation 2013 - Reg 24 \(NSW\)](#)

[Children and Young Persons \(Care and Protection\) Act 1998](#)

[Children and Young Persons \(Care and Protection\) Regulation 2012 \(NSW\)](#)

[Commonwealth Home Support Programme Guidelines](#)

[Commonwealth Privacy Act 1988](#)

[Crimes Act 1900 NSW](#)

[Crimes Act 1900 \(Grooming\) NSW](#)

[Crimes Act 1900 \(Child Abuse Material\) NSW](#)

[Criminal Code Act 1995 \(CWth\)](#)

[National Disability Insurance Scheme \(Practice Standards—Worker Screening\) Rules 2018](#)

[National Disability Insurance Scheme \(Provider Registration and Practice Standards\) Rules 2018](#)

[National Disability Insurance Scheme Act 2013](#)

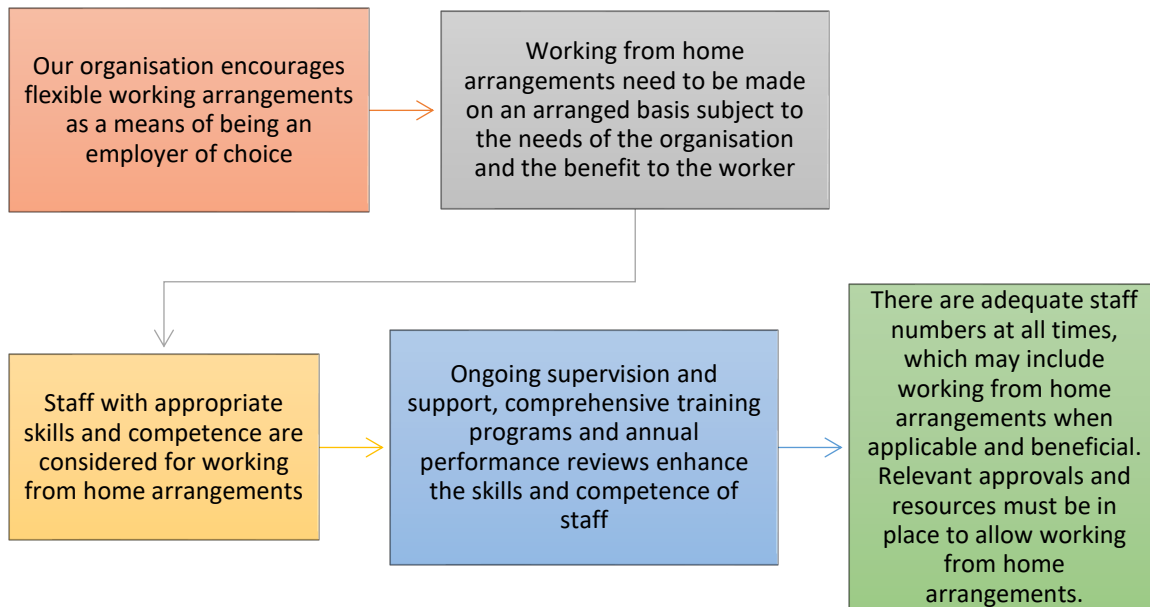
<p>National Disability Insurance Scheme Code of Conduct</p> <p>NDIS Quality and Safeguards Commission</p> <p>Nursing Midwifery Board</p> <p>Ombudsman Act 1976</p> <p>SafeWork NSW</p> <p>United Nations Convention on the Rights of Persons with Disabilities</p> <p>Work Health and Safety Act 2011</p> <p>Work Health and Safety Regulation 2017</p>

Related Procedures	
Documents/Forms	
Employment Checks	Shared files/workers files (e and hard)
Position Descriptions	Shared Drive/Workers Employment Manual folder
Employee Files	Finance/Operations Manager's Office
Human Resource Forms	Shared Drive Forms folder
Corporate Calendar	Shared Drive

Responsibilities and delegations	
This policy applies to: Clients Employees/volunteers	It will be distributed through: Client handbook, Coastlink website, Coastlink brochures Employee/volunteer handbook, sharepoint, online induction
Policy approval	Board

Definitions
Refer to Definitions list at front of Coastlink Policy and Procedure Manual

(31.1) WORKING FROM HOME PROCEDURE OVERVIEW



(31.2) WORKING FROM HOME PROCEDURE

Definitions

Working from home: arrangements in which employees conduct their work in their own home.

Procedures

An essential element of working from home is ensuring that the responsibilities in the office environment are carried out in the home environment. This includes work health and safety, IT, and performance expectations.

Working from home can be voluntary or can be implemented by the workplace.

(31.2.1) Requesting to work from home

Working from home voluntarily is not an entitlement. It is something that must be negotiated and formally agreed between the employee and the company. The individual must acknowledge that working from home is not always going to be possible or appropriate in the given circumstances. Approval to work from home is managed on a case by case basis. Workers requesting to work from home should first review their options and discuss these with their direct supervisor. The staff member should then submit a formal written request.

When considering the application, the organisation will consider:

- The needs of the employee arising from their circumstances;
- The nature of the work being compatible with it being undertaken away from the office;

- The impact on the organisation;
- The consequences if changes to working arrangements are not made; and
- Additional equipment required to complete the tasks at home

The appropriate manager (Operations Manager or Manager Accommodation and Clinical or the CEO) will respond to the request within 21 days.

The supervisor or manager may deny the application if it is determined that:

- The new working arrangements requested by the employee would be too costly for the employer;
- It would be impractical to change the working arrangements of other employees or recruit new employees to accommodate the new working arrangements requested by the employee;
- The new working arrangements would be likely to result in a significant loss in efficiency or productivity; or
- The new working arrangements would be likely to have a significant negative impact on customer services.

If the supervisor or manager denies the employee's application then they will discuss their reasons with the employee. The employee will then receive a written response from the organisation, which will include the details of the reasons for the refusal.

Where an application is approved, the staff member and the supervisor will develop a formal agreement for approval by the relevant section manager or the CEO documenting:

- Working hours (specifying bandwidth for start and finishing times, core hours, minimum and maximum hours per day, overtime arrangements);
- The period that the agreement will operate;
- The classification of the position to which it applies;
- The agreement about return to standard/contracted working arrangements;
- Monitoring and review of working arrangements;
- The arrangement for work supervision;
- Any variations to standard employment entitlements and employment contract;
- Grievance procedures in case of disagreement; and
- Any other issues which the parties may wish to include.

This agreement will be reviewed and adapted prior to the agreement lapsing and in performance appraisals.

Staff working from home will meet agreed deadlines and work standards and will maintain communication with the workplace.

The supervisor will ensure that employees who are working from home are effectively supervised and supported and have their performance assessed equitably. Productivity expectations should be based on number of hours worked.

(31.2.2) Implementing working from home arrangements

If working from home measures have been implemented, the following will apply.

The expectations of staff members at their usual place of work also apply at the home-based worksite. The conditions of employment remain the same when employees are working at home as the conditions at the office except where there is an agreed variation.

Working from home arrangements are not a substitute for childcare or other dependent care. Employees should organise alternative arrangements for childcare or other dependent care while they are working from home.

When working from home, both the organisation and employees have responsibilities to uphold.

Coastlink will:

- Ensure the staff member is working in accordance with their agreement;
- Review and sign off hours (timesheet) if required;
- Schedule meetings to check in and ensure that the organisation's information is disseminated to the relevant staff member;
- Provide equipment and tools required to perform tasks;
- Maintain daily communication with workers including via messaging and communications services [such as Microsoft Teams, Skype, Slack, etc];
- Provide guidance on setting up a safe home office environment;
- Provide information on the importance of keeping physically active and taking appropriate breaks;
- Set clear expectations for working from home and ensure that workers have access to and understand the working from home policy; and
- Have an assigned individual who is a point of contact for the employee, with whom they can talk regarding any concerns.

The employee must:

- Ensure the worksite complies with health and safety requirements;
- Take all necessary steps to eliminate or minimise hazards and risks to their safety;
- Take all necessary steps to safeguard their health and others in the home;
- Report any accident or work-related injury/illness arising out of the working from home environment to their manager;
- Agree to be contactable during the organisation's normal hours of business;
- Identify personal needs and possible solutions and be realistic about what is possible; and
- Actively participate in a review of processes and continuous improvement of working from home arrangements.

(31.2.1) Confidentiality requirements when working from home

Coastlink is committed to upholding the right to privacy and confidentiality of clients, staff and volunteers. When an employee works from home, they may be required to take home files or access client files from home. The same confidentiality requirements apply when an employee is working in the office to when they are working from home.

Coastlink will ensure that:

- All physical files are kept securely locked in a cabinet and where a client's file must be taken home, it is transported in a secure satchel;
- The employee securely stores the files at home either in a locked cabinet or a locked room;
- All digital files are password-protected;
- Access to files is only granted to those who require it;
- Reminders are issued to employees to log out of networks and applications and never to leave files or devices with sensitive data unattended;
- Employees do not store in their web browsers passwords to log in to secure applications used by the organisation;
- When physical files are no longer needed, and not required to be stored, they are shredded;
- Employees know whom to contact if a file is stolen or there is a security breach; and
- The same security practices are adhered to at home that are adopted in the office.

In order to protect computer systems, Coastlink will ensure that:

- Antivirus software is installed;
- The devices are protected with passwords;
- The employee is required to complete updates and virus scans where necessary; and
- Any suspicious behaviour is reported.