

## WORKING FROM HOME POLICY

### Policy

The Royal Flying Doctor Service (Queensland Section) and the Royal Flying Doctor Service (Qld) Services ("RFDS") recognise that flexible work practices allow employees to meet organisational obligations as well as balance work and life priorities. The RFDS is committed to the development and implementation of flexible work arrangements including home-based work that contributes to a positive and productive work environment.

This policy applies to all permanent and temporary employees, both full-time and part-time, across all locations and classification levels within the RFDS.

Operational employees will have limited access to home-based work due to the nature of the work they perform.

Home-based work can be implemented on a *temporary basis* to accommodate:

- > a temporary circumstance which prevents an employee attending their usual work location, e.g., a natural disaster, pandemic, injury or family illness;
- > a short-term arrangement to complete a specific project.

The Work from Home Self-Assessment Checklist is required for temporary work from home arrangements. A WHS inspection of the home office is not required.

### Scope/Application

This Policy applies to work from home arrangements other than short-term or temporary arrangements. A WHS inspection of the home office is required.

The key objectives of the Policy are to:

- > consider applications for Home-based work reasonably and provide decisions promptly;
- > discuss other options with the employee, if an application is not supported;
- > provide a review mechanism if the application is not supported by the Line manager;
- > review arrangements periodically (6 monthly) to ensure home-based work continues to be mutually beneficial.

The benefits of home-based work include:

- > providing greater workplace flexibility;
- > recognising the importance of balancing work and family responsibilities;
- > improving organisational productivity and employee satisfaction; and
- > attracting and retaining highly skilled employees.

### Key Principles

- > Home-based work is mutually agreed between the employee and the RFDS. Any change to arrangements needs to be agreed by both parties and either party is able to terminate the arrangement with 21 days' notice.
- > Applications for home-based work should be assessed on a case-by-case basis with regard to the role responsibilities, duties to be performed and assurances that business requirements will continue to be met.
- > Home-based workers should not provide care for dependants such as children or others whilst undertaking home-based work.
- > The employee and their Line Manager are to agree to a working from home arrangement to be authorised by the Executive Leader. This agreement is to be reviewed at 6 monthly intervals to ensure its accuracy and ongoing benefit to both parties.

Title Working from Home Policy

Parent Group People & Culture

Approved By Judy Hawkins

Document ID MYRFDS-1800068415-2395

Document Version and Status 19.0, Approved

Date Approved 13/06/2024

Printed and downloaded versions of this document are not controlled and are categorised as a copy only  
Please refer to the Policy and Procedure Site on myRFDS to ensure version currency

## Working from Home Agreement

Home-based work is based on an agreement between the individual and the RFDS, the agreement is in place for a specified period and is reviewed twice yearly to ensure it continues to suit the home-based worker and business requirements. If a home-based work arrangement is negotiated as part of a condition of employment, a separate agreement is required, and this arrangement will be reviewed twice yearly.

> The Home-based Work Agreement should include:

1. Hours of work and availability
2. Expectations of contact with Manager and team
3. Workstation set up requirements, such as desk, chair, monitors, keyboard, mouse, and computer
4. Security measures
5. WHS inspection requirement and any risk management actions

## Work Health and Safety

It is a requirement of the *Work Health and Safety Act 2011* that employers have a responsibility to ensure the health and safety of each employee, as far as is reasonably practicable, including those who participate in a home-based arrangement. While working from home, employees remain responsible to report any workplace incidents, injuries, or related events that require notification in accordance with RFDS policies and procedures

Prior to formalising any home-based work agreement to ensure compliance with the Work Health and Safety Act 2011, employees wishing to undertake a Working from Home Agreement must complete and submit to the Health, Safety & Environment Manager the Working from Home Self-Assessment Checklist. An on-site inspection will then be completed as soon as possible to the working from home arrangement commencing. Inspections may be carried out using Zoom, Microsoft Teams, photos, or video to avoid the need for a physical inspection.

Home-based workers must ensure equipment and furniture in the home office meets minimum work health and safety requirements. Where the RFDS has supplied electronic equipment (such as a laptop) for employee use while working from home, the RFDS will ensure prior to the employee taking possession, that the equipment passes an electrical safety inspection test and tagged accordingly.

If the proposed home-based workplace does not pass the safety assessment, a report will be issued to the Executive Leader for consideration and the working from home arrangement will not proceed until the safety assessment is rectified. Where a proposed home-based workplace does not pass a work health and safety assessment, the home-based worker bears responsibility for any improvements or adaptations required in order to comply.

## Worker's Compensation

Any injuries sustained during the course of a work day in the home-based environment must be reported immediately to the Line Manager and the appropriate Workplace Health and Safety procedures apply, please refer to the Incident Reporting policy available in the Work Health and Safety section of the Document Management Centre (DMC) for further information.

## Information Technology

Where home-based work requires the use of extra computer equipment and/or access to the internet, it is the responsibility of the home-based worker to supply the equipment. All Information Technology hardware/software to be utilised for home-based work is to be assessed by the RFDS ICT Support Services and must meet minimum approved RFDS standards for security, anti-virus and remote access. Home-based workers can provide a list of hardware/software components for assessment on non-RFDS equipment. A

Title	Working from Home Policy	Document ID	MYRFDS-1800068415-2395
Parent Group	People & Culture	Document Version and Status	19.0, Approved
Approved By	Judy Hawkins	Date Approved	13/06/2024

home-based worker may also apply to loan of an RFDS asset; however, this will be at the discretion of the RFDS.

A home-based worker will have access to the remote services of the RFDS IT Service Desk for work related purposes. In-home IT Services will not be provided by the RFDS.

Access to the RFDS remote network access services will only be provided once the home-based worker has read and signed the IT Acceptable Use Policy and IT Acceptable Use Agreement form.

## Insurance

**Public Liability** - The RFDS's public liability insurance policy incorporates home-based workers.

**Building and Home Contents Insurance** - Home-based workers are responsible for ensuring adequate building and home contents insurance. The RFDS accepts no responsibility for any damage to a home-based worker's personal property that has been caused by the RFDS equipment/assets. If the home-based worker does not have adequate insurance to cover the damage to or loss of RFDS assets, the home-based worker will be personally liable for the costs associated with repair (other than general wear and tear) or replacement of such assets.

## Expenses

Consumables are to be documented as part of the Working from Home Agreement and wherever possible, provided from within the relevant work unit's existing resources and stock.

Home-based workers are responsible for all utility expenses incurred at the home-based office including WIFI usage, heating, electricity, gas, water.

## Process for Requesting and Approving Home-Based Work

Please see the Flexible Work Arrangement Policy for further information relating to employees who have the right to request changes to their working arrangements.

- |        |   |
|--------|---|
| Step 1 | Employee to formally apply to the Line Manager utilising a Working from Home Agreement, including any costs associated with the application.  |
| Step 2 | Manager to consider the application including considering the asset and information technology requirements to approve the Working from Home Application / Agreement.   |
| Step 3 | Employee to complete the workplace health and safety self-assessment utilising the Working from Home Self-Assessment Checklist, this is to be sent to the Health, Safety & Environment Manager and a WHS inspection will be booked. |
| Step 5 | The Working from Home Agreement that has been signed by both the employee and Line Manager is to be submitted to the Executive Leader for authorisation. Include the WHS Inspection results if the inspection has been completed.   |
| Step 6 | Manager to review the Working from Home Agreement on a six-monthly basis to either return the employee to the office or continue the agreement for another six months.  |

## Related documents

- > Working from Home Agreement
- > Working from Home Self-Assessment Checklist
- > Working from Home Asset Loan Approval Form
- > Flexible Work Arrangement Policy

Title	Working from Home Policy	Document ID	MYRFDS-1800068415-2395
Parent Group	People & Culture	Document Version and Status	19.0, Approved
Approved By	Judy Hawkins	Date Approved	13/06/2024

Printed and downloaded versions of this document are not controlled and are categorised as a copy only  
Please refer to the Policy and Procedure Site on myRFDS to ensure version currency