

Working from Home or Alternate Location Policy

Policy Statement

The Royal Flying Doctor Service (Queensland Section) and the Royal Flying Doctor Service (Qld) Services ("RFDS") is committed to the development and implementation of flexible work practices to support our people to balance work, family and personal responsibilities and to improve organisational productivity and worker satisfaction.

The key objectives of the Policy are to

- support prompt, reasonable and consistent consideration of applications for alternate location work
- support workers to explore options to obtain the benefits outlined in the Policy Statement, if an application for alternate location work is not supported by RFDS
- ensure alternate location work arrangements are mutually beneficial to workers and RFDS
- establish the minimum requirements for alternate location work arrangements

Scope

This policy applies to all RFDS workers across all locations and classification levels within the RFDS who are working in positions that allow flexibility in how and where their work can effectively be performed. Operational employees will have limited access to alternate location work, in particular home-based work, due to the nature of their roles and the work they perform.

While all workers may request alternate location work, RFDS may not be able to accommodate all requests because of operational requirements.

This policy must be read in conjunction with the RFDS Working from Home or Alternate Location Procedure.

Key Principles

Alternate location work must be mutually agreed between the worker and RFDS. Any change to arrangements needs to be agreed by both parties and either party is able to terminate the arrangement with notice.

Applications for home/alternate location work must be assessed on a case-by-case basis with regard to the role responsibilities, duties to be performed and operational requirements.

Working in an alternate location can be also implemented on a temporary basis at the direction of RFDS to accommodate

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

Alternate location work agreements should be reviewed regularly to ensure these remain appropriate, fit for purpose and aligned with organisational requirements.

Working from Home/Alternate Location Agreements

Working from alternate locations is based on an agreement between the worker and the Line Manager. Requests to work overseas or outside Queensland are to be

- reviewed by the Chief Risk Officer and GM People Services and,
- approved by the Chief Finance & Corporate Services Officer and the CEO

An alternate work location agreement can be put in place for a specified period and should be regularly reviewed to ensure it continues to suit the worker and organisational requirements.

When considering whether home/alternate location work is appropriate for the worker, Line Managers and workers should consider:

- flexible Work Arrangement Requests (refer [Flexible Work Arrangements Policy](#))
- the duties and responsibilities of the position
- usual workload
- hours of work, availability and industrial instrument limitations
- expectations of contact with Line Manager and team
- team requirements
- workstation set up requirements, such as desk, chair, monitors, keyboard, mouse and computer

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- security measures
- contractual requirements e.g. access to Qld Health records
- impact on RFDS' operations more broadly
- performance measures to enable RFDS to monitor whether the arrangement is meeting both RFDS' and the worker's needs
- how any agreement or arrangement will be documented

Workers who are approved to work from an alternate location must ensure that

- all working hours are devoted to work related activities, as if they were working from an RFDS location (with the exception of reasonable breaks)
- efficiency is maintained when working from the alternate location
- the productivity of their team or work group is not adversely affected
- home commitments do not adversely impact, or detract from, the performance of their duties
- they remain contactable via RFDS communication tools and maintain effective communication with their Line Manager and team

Work Health and Safety

Under the *Work Health and Safety Act 2011* RFDS is responsible for ensuring the health and safety of each worker, so far as is reasonably practicable, including those who participate in working from an alternative location. While working from an alternative location workers are responsible for reporting any workplace incidents, injuries or related events that require notification in accordance with RFDS policies and procedures.

Workers must take reasonable steps to ensure the alternate location is appropriate for the work to be performed in and free from risks to their health and safety, including by ensuring equipment and furniture in the alternate location meets minimum work health and safety requirements. This is subject to review by the WHS team.

Confidentiality and Privacy

Workers must ensure their workspace and computer are always secure, and that RFDS' confidential information (including patient information) is not accessible by any other person.

Insurance

Public Liability - The RFDS's public liability insurance policy incorporates alternate location workers.

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

Information Technology

Where alternate location work requires the use of extra computer equipment and/or access to the internet, it is the responsibility of the worker to supply the equipment. A worker may also apply to loan of an RFDS asset; however, this will be at the discretion of the RFDS.

A 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 worker has read and signed the IT Acceptable Use Policy and IT Acceptable Use Agreement form.

Expenses

Workers are responsible for all utility expenses incurred at the home-based office including but not limited to WIFI usage, air-conditioning/heating, electricity, gas, water.

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General

This policy summarises some of the rights and obligations which are created by legislation but is not intended to go beyond the legislation referred to. This policy is not a term of any contract, including any contract of employment and does not impose any contractual duties, implied or otherwise, on RFDS.

This policy may be varied from time to time at RFDS' discretion.

Any breach of the obligations contained in this policy or the related procedure may result in disciplinary action being taken up to and including termination of employment or other engagement with RFDS.

Related documents

- Working from Home Agreement – People Services
- [Working From Home WHS Checklist](#)
- [Working from Home Asset Loan Approval](#)
- [Flexible Work Arrangements Policy](#)
- Working from Home or Alternate Location Procedure