



Home Based Work Guide

The purpose of this guide is to provide guidance to staff working from home due to COVID-19 related restrictions.

Note: The expectations in this document are subject to CEO approved deviations.

As the COVID-19 situation can change rapidly, these requirements may change without notice.

Expectations of WorkCover WA employees

- Approval must be obtained from your General Manager before working from home.
- Coordinate the arrangement with your Manager and have an agreed work and communication plan.
- Where possible, only WorkCover WA IT resources should be used when conducting home based work. Where WorkCover WA IT resources are not available, personal IT resources may be used, as agreed with your Manager.
- Employees must adhere to all WorkCover WA policies and procedures including:
 - WorkCover WA Code of Conduct
 - Records Management Policy
 - IT Policy Manual
 - IT Management Policy
 - Information Security Policy.
- Employees are expected to be accountable and transparent if they are unable to complete assigned work remotely.
- Home based work is to be completed in a private residence only.

Hours of work

- Employees will work their ordinary full or part-time hours between the hours of 7:30am and 6:00pm. They may be required to work core hours as communicated by their supervisor/manager.
- Employees will ensure they are contactable by email and phone during their hours of work.
- Employees will update their supervisor on a regular basis with schedule availability.

Record keeping

- Employees must adhere to the Records Management Policy and use TRIM appropriately.
- TRIM hard copy files are **NOT** to be taken off-site except when specific record management arrangements approved by the CEO are in place.
- Printed documents should be put away when not in use. Other members of the household or public should not be able to access WorkCover WA records.
- Copies and printed documents must **NOT** be disposed of via household recycling or rubbish collections.
- For any questions about TRIM and record keeping, contact Records by phone, email or Service Request.

Communication

- Employees should use their WorkCover WA emails and mobile phones to communicate with team members and supervisors. Staff may also use personal telephones to communicate with colleagues if a work mobile has not been issued to them.
- External communication should not occur with personal mobiles unless security settings are changed to protect the privacy of personal mobile numbers.
- Telephone communication with stakeholders should only be completed in private settings.
- General messages, for example HR matters, may be sent to staff personal email addresses if a work email is not able to be accessed. All other agency business needs are to be conducted via WorkCover WA email addresses to ensure appropriate security and confidentiality.
- Office 365 Teams can be used to communicate with individual employees or groups. Refer to the Microsoft Teams reference sheet for more information.

Productivity measurements

- Standing check-ins will be scheduled by supervisors.
- Employees are required to document/diarise the home-based work completed each day and maintain a timesheet as per normal. A summary at the end of each week is to be submitted to the Manager.

Supervisors

- Supervisors/Managers should communicate the following with team members
 - The core hours staff are required to be available within the hours of work available i.e. 9:30am to 3:00pm
 - Urgent tasks to be accomplished and take priority over the next week (or reasonable period)
 - General objectives going forward
 - Who to contact if issues arise
 - Your level of availability and how you can be reached
- Supervisors will monitor employees' progress with regular check-ins and/or their documentation of work completed.
- Schedule interactions which may have previously been completed in an unplanned and/or informal manner.

Security

- Personal internet access must be secure, and public internet access is not permitted.
- Multi-factor authentication must be activated to use Office 365.
- Equipment is not to be left in vehicles and must be stored securely when not in use.
- Only the employee to which the equipment is assigned is permitted to have access; any reassignment must be arranged via Service Request.
- No other members of the household etc to have access to the laptop/computer.
- Employees should be aware that laptops, desktop units and mobile telephones are susceptible to theft and it is their responsibility to ensure the security of equipment.
- Employees working from home using equipment provided by WorkCover WA are informed that they have an obligation to take strict care of government property at all times and ensure that appropriate action is taken to safeguard government property.

- Managers must ensure all WorkCover WA equipment removed from site is recorded on the current WFH register (created and maintained by PMO).
- Failure to adhere to policies and procedures in relation to the control of public property may result in action if property is damaged or lost by the officer's misconduct or negligence.
- In the event of damage, loss or theft of the equipment, the officer issued with the equipment must notify the Police (in case of theft), their General Manager and the Contracts and Facilities Officer of the damage, loss or theft at the earliest opportunity.
- If the equipment is subsequently found, the employee must notify those parties originally advised of the loss or theft.

Occupational Health and Safety

- Mobile phone users must use earbuds with built-in microphone or the speaker function.
- Employees must have short rest breaks and perform simple and gentle exercises and stretches to reduce muscle tension.
- Employees must ensure the work area is arranged so that materials and equipment can be easily reached without stretching or twisting.
- Employees should consider the attached Home Based Work Site Inspection Checklist to ensure their work space is safe and ergonomic.

Home based work via email only

It may be necessary for some WorkCover WA employees to complete home based work with access to WorkCover WA emails only. All employees working from home must comply with the recordkeeping processes for their division when working in this way. In these cases, email will be the connection with the workplace and the employee can use their home office and equipment to conduct their work.

Equipment required

- Laptop or computer to be provided by staff member
- Access to corporate emails via Office 365 with appropriate Multi Factor Authentication set up by the IT Helpdesk
- Contactable by phone (personal or work mobile).

Questions or issues?

- **IT issues** – contact the Service Desk by phone
- Other working from home requests contact your Manager in the first instance.



Home Based Work Site Inspection Checklist

Introduction

There are 3 steps to make sure that a proper assessment is done:

1. Identify the hazard

Identify what may cause harm to you whilst working from home, or other people as a result of the working from home arrangement. You should look at who may be affected by the work done at home and how they may be affected; this may include the home-worker, and members of the household, including children and visitors.

2. Assess the risk

If you come across a hazard that may be a risk to anyone's health or safety in the home, decide what steps have to be taken to eliminate, or reduce those risks as far as practical. What needs to be done depends on whether the hazard is low risk or high risk. This can be determined by looking at what type of harm or injury may arise and how often it may happen.

3. Make the changes

You may be able to remove the hazard to take steps to lower the risk to an acceptable level.

If there is no risk present, then no action needs to be taken.

	YES	NO	N/A	ACTION REQUIRED / COMMENTS / RECOMMENDATIONS	DATE TO BE COMPLETED	PERSON RESPONSIBLE
Home Office Environment						
General lighting adequate						
Indoor temperature adequate						
Background noise minimal						
Walkways free from obstructions, slip or trip hazards (floor coverings, uneven surfaces, wet floors)						
Exits						
Exits Accessible						
Exits unobstructed						
Workstations						
Chair at correct height						
Monitor at correct height						
No glare or reflections on screen						
Repetitive tasks minimised, regular rest breaks taken						
Electrical						

	YES	NO	N/A	ACTION REQUIRED / COMMENTS / RECOMMENDATIONS	DATE TO BE COMPLETED	PERSON RESPONSIBLE
Visual inspection reveals that electric cords & electrical equipment are in good state of repair						
Other (<i>kitchens, toilets, access to the building</i>)						
Area is free of hazards and obstructions						

Assessment

Home based work site acceptable?

Yes

No

Photograph of home based work site attached?

Yes

No

Employee (signature) _____

Date _____

Employee (name) _____

Does the Manager agree that the home based work site is acceptable? (consult with OSH Coordinator & OSH Representatives as required)

Yes

No

Manager/Supervisor (signature) _____

Date _____

Manager/Supervisor (name) _____