



# HOME WORKING ARRANGEMENTS POLICY AND PROCEDURES

<b>Policy Number:</b>		<b>Version:</b>	1
<b>Drafted by:</b>	Strategic Finance Executive	<b>Board approval on:</b>	June 2023
<b>Responsible Person:</b>	Strategic Finance Executive	<b>Scheduled Review Date:</b>	June 2024

## INTRODUCTION

Big Yellow Umbrella recognises that Home Working Arrangements may be appropriate for certain positions and in special circumstances. An example of special circumstances is the Coronavirus pandemic.

It is important that Home Working Arrangements are consistent with the needs of Big Yellow Umbrella and do not adversely affect other workplace participants.

## PURPOSE

The purpose of this document is to outline Big Yellow Umbrella's Policies and Procedures in relation to Home Working Arrangements to protect the interests of Big Yellow Umbrella and to ensure employee safety and wellbeing.

This policy and procedure cover Home Working Arrangements initiated by Big Yellow Umbrella as well as requests from staff to work from home and / or directives from Government in specific circumstances such as COVID-19.

Home Working Arrangements are not an entitlement, and this policy and procedure does not form part of any staff member's contract of employment. When specific circumstances apply, these arrangements will be temporary and will cease once the situation changes.

## POLICIES

This policy applies to all employees of Big Yellow Umbrella.

When assessing Big Yellow Umbrella's needs for staff to work from home and requests for Home Working Arrangements from staff, factors that may be relevant could include:

- the effect on the workplace, other employees and the business should the request be approved.
- that the home-based work area complies with applicable Work Health and Safety 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 if a request was approved.
- the practicality or otherwise of the arrangements that may need to be put in place to accommodate an employee's request.
- the nature of the work being done and whether that work can be done from home and if so, on what basis.
- the ability of the requesting employee to self-manage their work and performance as a home-based worker.
- the ability of the manager to remotely manage the employee working from home.
- other matters based on individual circumstances and Big Yellow Umbrella's operational requirements.
- directives from Government or other relevant bodies that are required to keep staff and the community safe. An example of this is social distancing and COVID-19

<https://hrfocus1.sharepoint.com/sites/SUPPORT/Shared Documents/CLIENT WIP/Big Yellow Umbrella/Our Culture/New Policies/Home Working Arrangements Policy.docx>

When Big Yellow Umbrella initiates the need for staff to work from home this policy and procedure will apply at the commencement of such an arrangement.

Where a staff member requests a Home Working Arrangement which is approved under this policy and procedure there will be a trial period of three (3) months to ensure the arrangements meet the business requirements of Big Yellow Umbrella and the flexibility required by the employee. If the Home Working Arrangement is related to a directive beyond the organisation such as COVID-19 then this three (3) month trial may not be relevant, depending on the temporary nature of the directives.

If the trial is successful and Home Working Arrangements are adopted, or, Big Yellow Umbrella has initiated Home Working Arrangements, the line manager must review these work arrangements on a regular basis to ensure:

- Work Health and Safety requirements continue to be met.
- all deliverables are being met.
- Big Yellow Umbrella's policies and procedures are being adhered to
- the quality, quantity and timeliness of the work performed is to the standard required.
- the impact on other members of the work team is not detrimental to the overall performance of the team and company.
- the operational requirements of the area are being met.
- the employee is complying with the terms of the agreement.
- the Home Working Arrangements are meeting the needs of the employee.

Big Yellow Umbrella reserves the right to terminate any Home Working Arrangement with an employee at any time giving four weeks' notice.

## **ROLES AND RESPONSIBILITIES**

The Chief Operations Manager and the Strategic Finance Executive are responsible for the implementation and monitoring of all aspects of this policy and procedure.

All staff are responsible for adhering to this policy and procedure.

**The Chief Operations Manager and the Strategic Finance Executive** are also responsible for:

- considering each employee application and applying this policy and procedure in deciding if a request is agreed.
- ensuring Home Working Arrangements are in line with this policy and procedure and are within the context of the range of flexibility options available and how to manage them.
- having the practical skills and confidence to lead a team with different working arrangements.
- tracking the career progression of employees who are home working to ensure they have access to all training and other benefits and to ensure that they suffer no disadvantage in opportunities for promotion or career development.
- providing the necessary resources and equipment to facilitate Home Working Arrangements within the context of this policy and procedure.
- evaluating the outcomes of the Home Working Arrangements and looking for improvements

**Employees** are responsible for:

- adapting their work plans to ensure the effectiveness of the work that is done at home.
- identifying personal needs and possible solutions and being realistic about what is possible.
- taking responsibility for delivering their own workload as agreed with the relevant line manager.

- reporting any workplace incidents, injuries or illnesses that occur whilst undertaking Home Working Arrangements
- reporting any potential hazards that may exist in the Home Working Arrangements environment as it changes from time to time.
- ensuring that any Home Working Arrangements comply with all Big Yellow Umbrella's policies and procedures.
- being willing to review and modify arrangements as their personal circumstances or operational requirements change from time to time.
- actively participating in review and continuous improvement of Home Working Arrangements
- providing evidence of work-related expenses that are to be covered by Big Yellow Umbrella

## PROCEDURES

The following procedures apply:

### Approval of Employee Request

- Employees can ask to work from home by completing the relevant [Home Working Arrangement checklist and agreement](#). The line manager will make decisions about Home Working Arrangements requests.
- If approved, employees must sign an [agreement](#) which outlines the conditions of the arrangement, including agreed days and hours of work, expected outcomes, reporting and communication requirements, any equipment that may be provided and the employee's WH&S obligations.
- Employees are to be issued the [Tips for Employees Working from Home factsheet](#) and the Leadership Team to use the [Managing Employees Working from Home Factsheet](#).

### Working Conditions

- Standard working conditions will apply unless otherwise approved by the relevant line manager.
- Employees are only allowed to work within the agreed hours of work and any work that is required outside of the agreed hours must be approved by the line manager beforehand.
- Employees are not permitted to perform other work or responsibilities during the agreed business hours which might interfere with their work.

## Work, Health And Safety (WHS)

Employees are covered by Work Health and Safety legislation while working from home. Employees working from home must:

- establish and maintain a safe working environment.
- follow Big Yellow Umbrella's policies and reasonable instructions relating to Work Health and Safety
- plan for emergencies
- ensure that equipment that is used for work purposes is kept in good working order.

Employees must inspect their designated workspace in their home using the [Home Working Arrangements' Checklist](#) to ensure that the workspace is suitable and safe before they start working from home. Employees must also provide photographs of the designated workspace to Big Yellow Umbrella so that it can make sure that the workspace is suitable.

For health and safety reasons, Big Yellow Umbrella will not approve an employee to work from home unless the designated workspace has the following minimum requirements:

- office chair
- desk

<https://hrfocus1.sharepoint.com/sites/SUPPORT/Shared Documents/CLIENT WIP/Big Yellow Umbrella/Our Culture/New Policies/Home Working Arrangements Policy.docx>

- adequate lighting
- no loose cords or trip hazards

An employee who is approved to work from home must not allow external people, such as tenants or business associates, into their home. This excludes Big Yellow Umbrella's representatives who may be required to enter the employee's home for the purpose of repairing work equipment or inspecting designated work areas.

Employees who are working from home must advise the Leadership Team immediately of any incidents and follow Big Yellow Umbrella's procedures for WHS incidents.

Any person who works from home must have and maintain a First Aid Kit (minimum type C). First aid equipment must be kept in a safe and serviceable place. If the person doesn't have access to a First Aid Kit, they must advise their line manager so one can be arranged.

To protect the health and safety of employees, Big Yellow Umbrella might withdraw approval Home Working Arrangements if it thinks the workspace isn't safe, if the employee fails to comply with WHS requirements, or if the employee fails to comply with the agreed arrangement.

Home Working Arrangements that are related to a directive beyond the organisation such as COVID-19 will be seen as a temporary arrangement that will cease once the threat has been resolved. At this time all staff will be expected to return to their previous roles working from the office.

## **Participating In Meetings**

Employees who work from home might need to attend meetings in the office or phone in for meetings. Big Yellow Umbrella expects employees to be flexible and to attend meetings where possible. Meetings will be conducted through Teams whenever possible.

If an employee is attending a meeting or work appointment, they must tell their line manager of their movements including addresses and expected time of arrival for each visit. These details must also be recorded on their Outlook Calendar. The employee must then phone their line manager once the appointment has been completed.

## **Carers Responsibilities**

Home Working Arrangements are not a substitute for ongoing carers arrangements. Employees who work from home are expected to do their work as they would if they were working from the office. Employees are responsible for making alternative care arrangements for any person in their care during the agreed working hours.

## **Absence from work**

Absences from work are subject to normal work conditions. Employees must advise their line manager as soon as possible if they are unable to work.

## **Equipment**

Big Yellow Umbrella might provide equipment for an employee to use while working from home. The type of equipment that may be provided will depend on individual circumstances and work requirements.

If the equipment no longer works or is unsafe, the employee must notify their line manager as soon as possible so that the item can be repaired or replaced as required.

If the property is damaged because the employee hasn't taken proper care of it, the employee responsible for the equipment will be liable to pay for the cost to repair/replace the item.

If an employee uses their own equipment and/or furniture they must make sure that it is safe and complies with WHS guidelines e.g., desk, monitor and chair should be at the correct height.

## **Security**

<https://hrfocus1.sharepoint.com/sites/SUPPORT/Shared Documents/CLIENT WIP/Big Yellow Umbrella/Our Culture/New Policies/Home Working Arrangements Policy.docx>

Employees must take reasonable steps to make sure that all of Big Yellow Umbrella's information and equipment are secure while working from home and are responsible for the security of their network access. Unauthorised access and use of equipment by other people must be prevented by the employee.

Confidentiality of all client information and office records must be maintained at all times. Employees are responsible for managing their work and workplace to ensure this happens.

## **IT Support**

Employees who are working from home should contact the IT Service Desk if they are experiencing IT issues. When employees use their own computer equipment they must:

- ensure they have an up-to-date anti-virus program.
- ensure all windows updates have been applied.
- close their work sessions when finished.
- keep children away from the computer whilst they are dialled in.
- Always ensure confidentiality for client information.
- ensure no client files are taken home for any reason.

## **Review**

The relevant Leadership Team will review Home Working Arrangements which have been approved because of an employee's request every 3 months to make sure that arrangements still meet Big Yellow Umbrella's business needs.

Home Working Arrangements may be temporary to address a particular situation such as COVID-19 and self-isolating. In these circumstances the Home Working Arrangements will cease once the situation is under control.

## **Procedures Relevant To Covid-19 Only**

Big Yellow Umbrella will support staff wherever possible in this challenging environment.

If staff, choose to self-isolate and be at home without cause or agreeing on a workload they will draw on annual leave or leave without pay.

If staff are forced to isolate but are well enough to work, they will be paid to work from home under the Home Working Arrangement agreement with hours and tasks negotiated with management.

If staff become ill from the COVID-19 (known as Coronavirus) they will use their sick pay and remain isolated until the test negative. In this instance all staff will be required to obtain a COVID-19 test and obtain medical clearance to return to work

If staff have no leave entitlements, staff will be required to negotiate leave arrangements, an appropriate workload and / or reduced hours with management.

Staff will attend staff meetings through Teams when they arise to provide a weekly update.

1 on 1 supervision will continue with the relevant line manager to manage new tasks and work direction.

Staff are responsible for managing their health and are to refrain from attending work if they exhibit any flu like symptoms that could be COVID-19. If you have any of these symptom's management must be notified immediately. Your disclosure will remain anonymous however we will provide details of the infection to other staff members, clients, and groups that you have had contact with.

### **RELATED DOCUMENTS**

<https://hrfocus1.sharepoint.com/sites/SUPPORT/Shared Documents/CLIENT WIP/Big Yellow Umbrella/Our Culture/New Policies/Home Working Arrangements Policy.docx>

Anti-discrimination Policy
<a href="#">BYU Home Working Arrangement Checklist</a>
<a href="#">BYU Working from Home Agreement</a>
BYU Incident Form
Clients Record Policy
Code of Conduct Policy
Confidentiality and Declaration Policy
COVID-19 Policy
Data Security Policy
Disclosure of Information Policy
Fair Work Act 2009
Fair Work Regulations 2009
Fitness to Work Policy
Home Visitation Policy
<a href="#">Managing Employees Working from Home factsheet</a>
Privacy Policy
Risk Management Policy
SCHADS Award 2010
Social and Electronic Media Policy
Staff Induction Policy
Staff Leave Policy
<a href="#">Tips for Employees Working from Home factsheet</a>
Travel Reimbursement Policy
WH&S Policy

## AUTHORISATION

The Board of Big Yellow Umbrella has reviewed and approved this policy.

Signature of Board Secretary: \_\_\_\_\_

Date of approval by the Board: \_\_\_\_\_

On behalf of the Big Yellow Umbrella