

## Policy

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<b>Policy Name:</b>	Working From Home Policy
<b>Policy Date:</b>	July 2019
<b>Endorsed By:</b>	Directors
<b>Policy Code:</b>	POL002

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### 02. POLICY

The purpose of the **Working from Home Policy** is to set out the guidelines and procedures to be followed when considering a working from home arrangement. There is no absolute right or entitlement on the part of any employee to work from home. The frequency and duration of working at home must be agreed with the employee's manager or director.

Once there is an agreement that an individual is to work from home for a part of a day, a given day, or given period of days, the arrangement will be respected as far as possible. However, in an emergency, employees working at home must be prepared to be recalled to the office at short notice.

### 03. OVERVIEW

RJA recognizes the importance of flexibility in helping to attract and retain its workforce, while at the same time ensuring a strong team-based culture at Head Office. Work from Home is a voluntary and co-operative arrangement agreed to between an employee and the Directors of RJA. Work from Home requests will be considered on a case by case basis.

## **What is the difference between “POL002 - Working From Home Policy” and “POL003 - Flexible Working Arrangements Policy”?**

“POL002 - *Work From Home Policy*” is designed to accommodate “ad hoc” requests when an employee should require a one off work from home period. This policy should be utilized on occasion and when necessary. It is not intended to be exploited on a regular basis by any employee.

“POL003 – *Flexible Working Arrangements Policy*” is designed as an ongoing arrangement between an employee and RJA after undertaking an extensive approval process. The Flexible Working Arrangement requires contractual changes and an ongoing review process. It is not designed to be used as a casual arrangement.

## **04. CONSIDERATIONS PRIOR TO APPLICATION**

### **1. PURPOSE:**

RJA employees must outline specific reasons for their WFH request in their application. Employees should recognise that while a home-based work arrangement may assist with dependent care from time to time, it is not considered a suitable substitute on a regular basis. If caring for a pre-school aged child is required, employees are encouraged to apply for “Carers Leave” as working from home may not be feasible while caring for very young children.

### **2. WORKFLOW MANAGEMENT:**

Employees are asked to consider the knock-on effect of their absence from the team should they be successful with the WFH application. Workflow planning should be carefully implemented and pre-arranged meetings re-scheduled where applicable.

### **3. RESOURCES:**

If home-based work involves access to RJA resources and computer networks, managers must ensure that appropriate security arrangements are in place, and that the employee abides by all policies and confidential agreements.

### **4. WORK, HEALTH & SAFETY CHECKS:**

RJA is committed to providing a safe and healthy place of work for all employees and this extends to staff who undertake work from home. All work health and safety (WHS) policies and procedures that apply to employees at Head Office will, as far as practicable, apply in carrying out work at a home.

When completing the *FORM005 – Working from Home Request Form*, employee’s must also complete the risk assessment WHS checklist in their home – *CL009 – Work from Home WHS Checklist*.

### **5. INSURANCES:**

RJA property and equipment is only insured for damage in the same way it would if at Head Office. For example, if RJA property or equipment is damaged in an employee’s home by a pet or a child, the business insurance policy will not cover such damage. Employees are solely responsible for checking whether working from home has any impact on any existing insurance arrangements they may have, including equipment covered by their own home contents insurance, and any obligations they may have to notify their insurer that their home is to be used for work purposes.

## 6. ABSENCES & PUNCTUALITY:

Employees undertaking work from home are required to follow the same processes for notifying of absences (e.g. sick leave, carer's leave) that apply to all staff. Where required, absences are to be reported to managers or directors. This also includes the number of hours worked and entitled breaks which apply to employees working from Head Office. ***For further information on working hours and attendance please see POL008 – Employee Attendance and Punctuality Policy.***

## 05. APPLICATION PROCESS

Employees seeking a casual working from home period, must discuss with their manager prior and subsequently complete the required working from home request form. Under no circumstances is a working from home arrangement to commence before approval has been given. For regular periods of working from home, a separate application for Flexible Working Arrangements must be submitted to manager or director for consideration.

Employees must complete the following documentation and make themselves familiar with associated policies:

1. Complete ***FORM005 – Working from Home Request Form***
2. Complete ***CL009 – Working From Home – WHS Checklist***
3. Applications must be made **48hrs prior** to WFH period is expected to commence. Where notice is not possible, a formal application should still be submitted for processing in line with company policy.
4. Employee must outline the specific reasons why they would like to undertake their usual tasks from home, and clearly outline the specific period (start and finish) of the work from home arrangement.
5. Applications must include any accompanied documentation, such as medical certificate etc.

## 06. ASSESSING AN APPLICATION

When a manager or director is assessing a WFH application, consideration must be given to the nature of the work to be performed at home. The following items will be assessed prior to making a decision:

1. the employee's attributes, such as:
  - a. demonstration of self-motivation, time-management and organisational skills;
  - b. capacity to work independently;
  - c. a proven record of satisfactory work performance.
2. the home-based work area and facilities;
3. the effects and impact on a team, culture, other co-workers and clients;
4. if service delivery of tasks or scheduled meetings will be impacted;

Furthermore, RJA will have an initial view on the type of work to be performed at home, and consideration will be given to whether the tasks can be performed productively in a home-based environment. An example of positions that may not be suited in their current form for home-based work, are as follows:

1. predominantly client facing;
2. need on-site access to project-based information, equipment, systems or facilities;
3. require a high degree of supervision to perform the role effectively.

## 07. APPROVAL PROCESS

When assessing a Working from Home Request Form, a manager or director will take all factors outlined in **Section 06**. Into consideration. RJA will then provide a written response **within 24 hrs** of receiving the request, which will outline whether the request has been approved or denied.

### 1. DENIAL:

If the request has been denied, the notification will include the reasons for the refusal based on reasonable business grounds.

### 2. APPROVAL:

If RJA should approve an employee's request to work from home, the employee will receive a notification of approval. The employee and manager should all have a clear and detailed understanding of the following:

- a. hours to be worked. Employees who are normally required to complete timesheets must record the hours worked at home on an RJA timesheet. Any absences should also be recorded on an RJA timesheet where appropriate and approved by manager.
- b. all employees must undertake work and behaviours at home in the same manner as they would if attending Head Office.
- c. Contact arrangements must be agreed upon between the employee and their manager. Arrangements may range from diverting the employee's office phone number to their home phone number or mobile phone, limiting client contact to email etc.

### 3. MANAGERS:

An employee's managerial responsibilities may render a position unsuitable for WFH. However, where work from home arrangements are feasible for an employee with managerial responsibility, the approved arrangements should ensure that the employee concerned is always accessible to staff.

## Related Resources, Tools and Links

- FORM005 – Working From Home Request Form
- CL009 – Working From Home – WHS Checklist
- POL008 – Employee Attendance and Punctuality Policy

## Contact & Further Information

For further assistance please contact your direct manager.

## Policy Owner

Directors – RJA

Note: This Policy does not form part of any contract between you and RJA. It summarises the guidelines and procedures to be followed when considering a working from home arrangement in accordance with applicable legislation, and is not intended to create any additional legal rights or obligations. Any reference to obligations or requirements of the Company in this Policy is not intended to give rise to contractual obligations binding on the Company. This Policy may be varied from time to time.