COVID-19 – Interim Working From Home Procedure

# 1 Applies to

This procedure applies to office based employees in National Shared Services, Cardiff Shared Services, Mt Waverley Shared Services, Lambton Service Centre, and 207 Wakefield SA office for an interim period to be reviewed in 3 months. Calvary reserves the right to update this procedure as circumstances change during this period.

This procedure may be applied to individuals in other locations, on a case by case basis, at the discretion of the Regional CEO or equivalent during the interim period.

Calvary’s existing Working from Home Policy remains in place, however will be superseded by the directives in this procedure for the interim period for the locations listed.

# 2 Purpose

Consistent with our values of hospitality, healing, stewardship and respect, Calvary is committed to provide guidelines for employees who have agreed arrangements with their manager to work from home or other suitable location during this interim period.

# 3 Responsibilities

## Employee

* Report any potential hazards to the WHS representative that may exist when working from home (WFH).
* Employees must abide by all relevant Calvary policies and procedures whilst working from home including code of conduct.
* Ensure that productivity is maintained and key objectives are met whilst working from home.
* Seek prior authorisation from their Manager for any equipment requests necessary to WFH, e.g. monitor, docking station, mobile phone etc.
* Ensure equipment is returned to the workplace on completion of WFH.

## Manager

* Ensure employees are aware of the provisions of this procedure.
* Ensure employees observe the working from home guidelines and email [calvaryhr@calvarycare.org.au](mailto:calvaryhr@calvarycare.org.au) to confirm acceptance of the guidelines.
* Evaluate and respond to WFH requests.
* Agree with employee details of the work to be performed from home and the required outputs and outcomes. Document the requirements as required.
* Monitor WFH arrangements to ensure that agreed work outcomes are consistently being delivered.
* Manager to keep in contact with employees while working from home to ensure employees do not feel unduly isolated.
* Maintain a listing of equipment approved for employees working from home

## Human Resources/WHS

* Provide timely support, advice and guidance to managers and employees on the procedure, both generally and specifically to individual cases.
* Assist managers in drafting responses to requests for WFH arrangements.
* In partnership with management, assess and respond to associated risk.

# 4 Procedure

## Working From Home (WFH)

* This procedure refers to only an ‘Ad Hoc’ working from home arrangements during the interim period for the services nominated.

A working from home arrangement will not be suitable in most cases, for employees performing duties requiring significant face to face interaction, direct care or a high level of supervisory responsibility.

The responsibilities and tasks of the position must be suitable to be conducted away from the workplace and the needs of the service must continue to be met. Suitable tasks that can be carried out at home are those that require work to be performed on an individual basis or with clearly defined areas of individual work such as project work, procedure analysis and development, report writing, case work and research. Tasks that require significant face to face interaction, direct patient care, or a high level of supervisory responsibility may not be suitable, in most cases.

## Work Requirements

Clear goals and performance indicators must be agreed and the employee must demonstrate that they are able to meet these goals while working from home. An employee working from home is also expected to adhere to all legislation, Calvary policies and procedures including security and confidentiality for the electronic devices used, its data and information, and any other information handled in the course of work.

## Contact Availability

All employees who are approved to work from home must be contactable during their agreed work hours via email and/or phone.

Please ensure that your manager has a copy of your home contact details

## Workers Compensation and WHS

Employees working from home will need to indicate that they have read the interim working from home guidelines and ensure that their home office area is safe and suitable for work as possible. While the employee is outside of the home office area specified it is considered that the employee is out of a workplace. Employees working from home are covered by the same workers compensation principles as any other employee. Applicable state or other (e.g. Comcare) workers compensation legislation will apply. If an employee has an accident and/or sustains an injury whilst working from home, the employee is required to report the injury to their people manager immediately and no later than 24 hours of occurring. Standard Calvary incident investigation process will apply.

## Equipment

Employees must read and accept the Workstation Setup guideline and return it via email to [calvaryhr@calvarycare.org.au](mailto:calvaryhr@calvarycare.org.au). It is the responsibility of the employee to organise their personal workstation and ensure required equipment is available when working from home.

In some circumstances Calvary may, at the discretion of the direct manager, agree to loan equipment to support the employee in working from home. This may include the provision of monitors, laptops, mice, keyboards, mobile phones and docking stations that would otherwise be utilised in the normal working environment.

Managers are responsible for notifying ICT of any item that has been loaned to employees. Managers should email [ICTServiceDesk@calvarycare.org.au](mailto:ICTServiceDesk@calvarycare.org.au) with the following details:

* Employee Name
* Asset number ( if available)
* Description of items loaned

Managers must ensure that loaned items are returned at the end of the interim arrangement.

Employees working from home should comply with all ICT policies including [Acceptable Access and Use of Information Technology – Remote Access Procedure](http://connect.calvarycare.org.au/committees/ICT/_layouts/15/WopiFrame.aspx?sourcedoc=/committees/ICT/Shared%20Documents/Acceptable%20Access%20and%20Use%20of%20Information%20Technology%20%E2%80%93%20Remote%20Access%20Policy.docx&action=default) to ensure the confidentiality of patient information and cyber security of Calvary computer systems.

# 5 Related Calvary Documents

* Interim Workstation Setup Guideline – COVID 19
* Workstation Ergonomics Procedure
* Acceptable Access and Use of Information Technology – Remote Access Procedure

# 6 Definitions

* *“Calvary”* refers to the Little Company of Mary Health Care and all of its employing entities
* “*Service*" means a Calvary facility or in-home service delivery area.
* *“Employees”* for the purposes of this procedure refers to:
  + Permanent
  + Fixed Term and
  + Casual
* "*Manager*" means the person who is responsible for day-to-day management or supervision of the employee.
* “*Dedicated work space*” refers to a home office or other dedicated space area ( e.g. desk) within the employee’s house that has been set up to allow employee to safely perform their work while working from home.