



PROTOCOL

PROTOCOL - WORKING FROM HOME

FROM HOME

THE PURPOSE OF THIS PROTOCOL IS TO RAISE THOSE ISSUES THAT NEED TO BE CONSIDERED BY EMPLOYERS AND OPERATORS WHEN CONSIDERING WORKING FROM HOME

KEY ELEMENTS

- Open and strong communication and management
- Co-operation and support from manager/supervisor, colleagues and clients
- Work is able to be performed outside of normal working hours
- A flexible and committed approach from the employer and the operator to this type of work arrangement

1. PEOPLE

- Provide flexibility to those operators who are unable to attend the office full time
- Ability to work without face to face supervision

2. OPERATOR – WORKING FROM HOME

An operator who works from home needs to:

- Perform the inherent requirements of the job remotely and meet the expectations of the employer, clients and colleagues
- Consider the type of work that is able to be carried out at home

3. ORGANISATIONAL/EMPLOYER SUPPORT

Commitment to making it work and support to establish the ability to work from home:

- A written flexible work practices policy available and applicable to all staff
- Agreed hours of work – whether work will be completed outside of normal working hours
- Transparency with clients and colleagues regarding the work arrangement of the operator
- Support and communication with administrative staff to maintain communication with the operator who is working from home
- Agreed ways to manage workload, duties and responsibilities when working at home
- Scheduling of meetings at a time that the operator is able to contribute/attend
- Provide adequate equipment to facilitate the ability to work out of the office
- A clear way to report on completion of tasks and finalisation of work (eg: sign off of documents)
- Maintain the status of the operator who works from home within the organisation making sure that they are being offered/exposed to quality work, promotion opportunities and continued

professional development and business development opportunities.

4. HOW TO

- The employer and the operator have a clear understanding of mutual expectations
- Both parties need to be flexible with the arrangement
- The agreement may be on a temporary or ongoing basis.
- Childcare needs to be something that is agreed to and discussed – eg: will children be in childcare/ looked after at home by someone other than the operator. There are also arrangements where the operator agrees to work outside of normal work hours to enable the employee to undertake childcare responsibilities at the same time.
- The agreement may be formalised and form part of the employment contract/partnership agreement
- The right equipment needs to be provided to be able to undertake work from home and to meet all the expectations that are part of the agreement
- The employer needs to understand their Occupational Health and Safety obligations to operator who is working from home
- There needs to be an agreement with respect to security of information and confidentiality when the employee is working from home
- Regularly review the arrangement

5. ADVANTAGES OF WORKING FROM HOME

- Flexibility of hours
- Increased productivity
- Retention of experienced and skilled professionals (reduce turn over costs)
- Less distractions

- Work/Life Balance – ability to continue working from home rather than staying late in the office so that an operator is able to meet other commitments
- Promotes a culture of loyalty
- Valuing the career and skills of operators with competing life obligations

6. CHALLENGES OF WORKING FROM HOME

- Isolation from office culture/ team
- Having work in the home can mean that there is a constant expectation to be able to complete tasks out of office hours – expectations of the employer should be realistic and workload should be monitored