

# Home-Based Work Policy

Version 3.0

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Approved by Executive Director Shared Services

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# Introduction

## Purpose

To advise Shared Services employees of the Shared Services policy on Home Based Work (HBW).

## Scope

This policy will apply to all Shared Services employees. This policy will not apply to labour hire contractors.

## Background

Section E8 of the Administrative & Related Classification Enterprise Agreement 2013-2017 ([ARC EA](#)) and the Technical & Other Professional Agreement Enterprise Agreement 2013-2017 ([TOP EA](#)) affirms the ACT Government is committed to the concept of work and life balance and recognises the need to provide sufficient support and flexibility in the workplace to assist employees achieving this balance.

HBW is one of a number of ways to provide support and flexibility to an employee and it may also assist in improving productivity levels for the employer. The Executive Director Shared Services recognises the need for flexible working arrangements and that a number of Shared Services positions may be suitable for HBW.

HBW is a formal arrangement that can be undertaken on a temporary part time or full time basis. HBW is a voluntary arrangement that requires the agreement of both the relevant executive and the employee taking into consideration a number of factors.

## Applying for Home Based Work

Not all positions are suitable for HBW. Work that involves a high degree of individual autonomy may be suitable for HBW arrangements, for example:

- some project work;
- research;
- report writing;
- policy development and analysis; or
- system design and development.

Examples of positions that may not be suitable include those that require:

- a moderate to high degree of supervision or close scrutiny;
- regular or continuous face-to-face customer service duties;
- direct staff supervision;
- being a member of a team requiring face-to-face contact;
- responsibilities and work duties that cannot be performed at home; and
- the use of specialist equipment, such as computer systems, programs and data bases, that are only available at the workplace.

When considering applications for formal HBW, or when making a recommendation to the relevant executive regarding a HBW agreement, it is important for managers to take into account the following:

- the nature of the job and operational requirements;
- the reason for the proposal;
- the benefits of the proposal;
- effective communication mechanisms to ensure adequate interaction with colleagues;
- information privacy and security issues;
- health and safety issues;
- the effect on customers; and
- adequate performance monitoring arrangements.

Prior to entering into a HBW Agreement, an employee should:

- consider and seek professional advice on any personal financial or insurance implications of working from home;
- seek professional advice if planning to undertake modifications or use personal equipment while undertaking their duties; and
- abide by local government laws in relation to working from home.

## Process for applying for HBW

1. The requesting employee is to complete the [Formal Home Based Work Application](#) for the consideration of the relevant senior manager.
2. If supported by the relevant senior manager, a work site [Workstation Assessment Request Form](#) is to be sent to Strategic HR for actioning.
3. The work site Workstation Assessment report will be returned to the senior manager to finalise for submission to the relevant Director/Executive Director for consideration.
4. Once approved by the relevant Director/Executive Director, the signed Formal HBW Application is to be scanned to Shared Services Strategic HR.
5. A copy of the HBW Agreement is to be kept by the employee's relevant senior manager.
6. Should an application be not supported by the senior manager or not agreed by the relevant Director/Executive Director the requesting employee will be clearly advised the reasons for the decision.

## Performing Home Based Work

Employees performing HBW must secure information in order to maintain the confidentiality and integrity of Shared Services records. Prior to any agreement commencing, the senior manager must determine the level of security required and ensure that appropriate equipment is available for the storage of information. Documents should be returned to the office while not performing HBW (or the employee is on approved leave) to secure the documents and allow access by other employees. Employees working from home are covered by the *Work Health and Safety Act 2011* and the *Safety, Rehabilitation and Compensation Act 1988*. Prior to the HBW Agreement commencing, an

inspection of the work space must be undertaken by a qualified work place safety assessor. The assessment will determine health and safety adjustments required to the site.

The cost of any such adjustments will need to be met by the employee and a HBW application will only be approved if the work space and equipment meets all health and safety requirements. Work space assessments can be arranged by contacting the Shared Services Strategic HR and Corporate team on 6205 2780.

## Safety, Operational and Performance Matters

After an HBW Agreement has been entered into, an employee will be responsible for:

- advising the supervisor if they are unable to perform duties due to,
  - unforeseen equipment failure, or
  - illness, or any other circumstances;
- adhering to the *Work Health and Safety Act 2011* (ACT) by,
  - providing a safe and healthy environment,
  - using necessary equipment and best practices to eliminate or reduce risks, and
  - reporting any injuries whilst undertaking HBW;
- observing security standards by,
  - ensuring family and friends do not have access to documents,
  - securing the site appropriately when unattended, and
  - transporting files and records securely and responsibly.

Performance monitoring is a vital and a continuous part of HBW. Prior to commencing HBW, the senior manager and employee must set goals and measureable outcomes to be achieved whilst undertaking HBW. The employee's Performance Agreement can be used to document these.

It is recommended that in addition to regular monthly performance discussions, regular meetings (weekly/fortnightly) be negotiated as part of the HBW Agreement. These meetings will be used to assess the productivity of the HBW Agreement.

Under a HBW Agreement the employee is to be contactable by telephone and available during normal working hours. Employees are expected to complete fortnightly attendance records (flex sheets) and submit to the senior manager in a timely manner.

## Renegotiation, Review and Termination

The Formal HBW Agreement can be varied or ceased by either party with the provision of two weeks' notice, or less if agreed by both parties.

To vary an HBW Agreement - the employee is to submit a written request detailing the proposed change(s), the impact of the change(s) within the team and the measurable outputs of the arrangement including reason(s) for the variation. This request will be considered by the senior manager with a response being provided from the relevant Executive either supporting or declining the application.

To cease the HBW Agreement – the senior manager/relevant Executive or employee is to advise in writing the reasons why the HBW Agreement is being ceased with the provision of at least two weeks' notice being provided (or less if agreed by both parties).

The Formal HBW Agreement will be suspended immediately if a workplace health and safety issue is identified. The Formal HBW Agreement will not recommence until this issue is resolved.

Reasons for varying or terminating the Formal HBW Agreement may include;

- changes to operational requirements;
- the inefficiency of the arrangement for the employee, manager, or overall team;
- the quality and timeliness of the work performed not being to standard;
- agreed deliverables not being met; and
- failure of the employee to comply with the Formal HBW Agreement.

The Formal HBW Agreement is to be reviewed at least every six months in line with the employee's Performance Review cycle and a new Formal HBW Agreement is to be entered into at this time.

Where possible, disputes/review of actions should be resolved between the employee and their senior manager. Where disputes cannot be settled locally, the appropriate dispute resolution procedures set out at G2 in the relevant Enterprise Agreement will be followed.

## Helpful Information

### Legislative References

- [\*ACT Public Service Administrative and Related Classification Enterprise Agreement 2013-2017\*](#) (ARC EA)
- [\*ACT Public Service Technical and Other Professional Enterprise Agreement 2013-2017\*](#) (TOP EA)
- [\*Safety Rehabilitation and Compensation Act 1988\*](#)
- [\*Work Health and Safety Act 2011\*](#)

### Worksafe ACT publication

Guidance Note - [Home-Based Work and the Work Health and Safety Act](#)

# Appendix A

## Definitions

|                                    |  |
|------------------------------------|--|
| <b>Relevant Executive</b>          | The Executive Director or Director of the Business Unit the employee is engaged in.  |
| <b>Employee</b>                    | An officer or temporary employee who is employed or engaged in Shared Services in a classification set out in the relevant ACTPS Enterprise Agreement 2013-2017. |
| <b>HBW</b>                         | Home Based Work  |
| <b>ACTPS Performance Agreement</b> | Individual template for recording performance and development discussions.   |

## Metadata

|                    |   |
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## Amendment history

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| 1.1     | 30/11/2004 | Updated to reflect 2004 Certified Agreement  | Anne Mayberry     |
| 1.2     | 10/8/2006  | Changed section name from HR&CS to BSS   | Annette Lock      |
| 1.3     | 8/1/2007   | General update   | Ron Shaw          |
| 1.4     | 15/2/2008  | New template formatting applied to document  | Juanita Dawson    |
| 1.5     | 8/1/2009   | Changed Treasury to TAMS, updated document owner title.  | Ron Shaw          |
| 1.6     | 27/1/2010  | Added para under Delegate/InTACT responsibilities.   | Ron Shaw          |
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| 3.0     | 15/12/2015 | updated  | Louise Fitzgerald |

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