

WORKING FROM HOME PROCEDURE

SCOPE

This procedure applies to fixed term and continuing professional staff located at the University's Australian campuses who wish to apply to work from home as part of a hybrid working model herein collectively referred to as 'you' for the purpose of this procedure.

Academic staff have the flexibility to work on and off site, however may request an OHS assessment of their offsite work location. Contact Monash HR for further information.

PROCEDURE STATEMENT

Monash ('us', 'our' or 'we') offers work location flexibility and supports its professional staff to work onsite and at home where the role and the service delivery model allows. This enables the benefits of onsite team collaboration with the flexibility and benefits of working from home.

This procedure outlines the conditions specific to working from home, including how to request, assess, implement and monitor a regular agreement. Occasional ad-hoc requests should be managed at a local level between you and your supervisor.

1. Overview

- 1.1 Professional staff may request an agreement to regularly work from home as follows:
 - 1.1.1 Full time staff may request to work up to up to two days per week from home.
 - 1.1.2 Part time staff, with a minimum fraction of 0.6 may request to work up to one day per week from home. For example, where you work 3 days per week, you must work at least 2 days onsite and no more than one day from home.
- 1.2 The operational needs of the University must remain the priority to ensure services can be delivered at all times. Some roles are generally not suitable for working from home and must be performed on campus. These roles normally:
 - require face-to-face interaction with clients and students;
 - require close supervision of other staff; and/or
 - cannot be performed effectively without accessing information, facilities and/or systems only accessible onsite.
- 1.3 If you are in a leadership or supervisory role, you will need to consider and balance your personal flexibility with supporting your team and attending key meetings/events.
- 1.4 There may be occasions where your attendance is required onsite on a day you would normally work from home. It is expected you will make yourself available to work onsite in such circumstances.
- 1.5 You are responsible for ensuring that appropriate child care or dependant care arrangements are in place whilst working from home. Working from home is not a substitute for child care or other dependant care.
- 1.6 A working from home agreement is separate to a Flexible Working Arrangement, such as applying to temporarily reduce your fraction due to carer responsibilities, but on occasion may form part of a Flexible Working Arrangement. Refer to the Flexible Work Procedure and Guidelines for further information. Professional staff are also required to submit a Flexible Work Request where they apply to work from home as part of a flexible working arrangement on the basis of their eligibility under the Fair Work Act 2009 (Cth).
- 1.7 If you are requesting to work from a location that is interstate or overseas, your request will only be considered in exceptional circumstances and must be approved by the Chief Human Resources Officer. Discuss your circumstances with your HR Business Partner before making an application.
- 1.8 If you are in a [COVID-19 high risk group](#), we will consider individual requests to work from home work greater than what is prescribed in 1.1 above.
 - 1.8.1 You are required to submit a request in accordance with this procedure and may be required to provide relevant documentary evidence to support your request.

1.8.2 You may be required to return to an arrangement in accordance with section 1.1 of this procedure at an earlier time if the health advice deems it is safe to do so.

1.9 If you have carer responsibilities for an immunocompromised household member, you should discuss your situation with your supervisor or HR Business Partner prior to submitting your request.

2. Request and approval

2.1 To request a working from home agreement, you must first complete the [Working safely from home module](#) in myDevelopment. Following successful completion of the module, you will be directed to complete the Working from Home Request.

2.1.1 Where your request forms part of a Flexible Working Request, you must first complete the [Flexible Work Request form](#). Refer to the [Flexible Work Procedure](#) for further information.

2.2 You may request a working from home agreement up to 31 December 2021. Agreements will not be approved for a term beyond this date or the expiry of a fixed-term contract period if applicable.

2.2.1 Approved requests made in 2021 will be valid until 31 December 2021. The University will review these arrangements for 2022 based on the experience and impact of the policy during 2021.

2.3 The agreement can be changed/cancelled in accordance with Section 5 below.

Approving the request

2.4 Your supervisor will consider requests from all staff wishing to work from home, ensuring that there is sufficient on campus coverage for all days of the week that services are required to be delivered.

2.5 Your supervisor is the delegated authority to approve requests of up to two days per week. In reviewing your request, they will assess and consider:

- if your role can be performed from home while meeting operational requirements;
- if you have the ability to work productively without onsite supervision from home;
- overall team service coverage onsite for the full working week; and
- if you have successfully completed the [Working safely from home module](#).

2.6 Additional approval by Monash HR will be required where you are in a high risk category, are caring for an immunocompromised household member or your request forms part of a [Flexible Working Arrangement](#).

2.7 When approved, your supervisor will communicate the approval of your request to you, and the agreement will commence from the agreed date.

Refusing the request

2.8 If your request forms part of a Flexible Work Request, your supervisor will first contact their HR Business Partner to discuss any potential refusal prior to communicating this to you.

2.9 For all other applications, if your request is refused, your supervisor will discuss the relevant reasons with you.

3. Working from home

3.1 When working from home you are required to perform and participate at the same standard as onsite staff. You are responsible for achieving the required work outputs and effectively managing your time.

3.2 You are expected to work your agreed ordinary hours (within the [span of hours](#) as detailed in the Enterprise Agreement) or unless flexibility has been otherwise agreed under [clause 16 or 17 of Schedule 6](#) of the Enterprise Agreement.

3.3 Your supervisor is responsible for managing the team while working remotely. This may include:

- ensuring staff working from home are included in onsite activities by other means (e.g. zoom links);
- maintaining regular contact with each team member; and
- setting and documenting performance expectations with each team member.

Equipment

3.4 Unless otherwise stated in your contract of employment, we will provide you with one University enabled laptop for business use at both your University work site and your home.

3.5 If you require additional specialist equipment to complete your work, you should discuss your requirements with your supervisor.

3.6 Where a request for specialist equipment relates to a [reasonable workplace adjustment](#), please contact the Manager, Employee Assistance, Monash HR for further advice.

- 3.7 We will insure the equipment and where required, you must make it available for repairs, maintenance and return to University premises when required.
- 3.8 You are responsible for ensuring you have an appropriate internet connection at home, and are responsible for all internet costs. If your circumstances don't provide adequate internet connectivity please discuss your situation with your supervisor and then liaise with [eSolutions](#) for advice. If you are having technical difficulties affecting your ability to perform your role at your working from home then you should work onsite until resolved.
- 3.9 The cost of any additional equipment such as personal IT equipment or home office furniture, required to set up a working space at home are personal expenses. We will not provide reimbursement to you for these items.
- 3.10 You are encouraged to review the [ATO website](#) for information regarding working from home items you can claim on your tax return. This includes (but is not limited to):
- electricity expenses associated with heating, cooling and lighting the area from which you are working and running items you are using for work;
 - phone and internet expenses;
 - computer consumables (for example, printer paper and ink) and stationery; and
 - home office equipment, including computers, monitors, printers, phones, furniture and furnishings.

4. Occupational health and safety (OHS) and Wellbeing

Worksite safety

- 4.1 Before your working from home agreement can commence you must complete the [Working safely from home module](#) in myDevelopment. The module must be completed every three years.
- 4.2 Generally, you are responsible for covering any costs to ensure your home work location is safe and meets the requirements outlined in the [Ergonomic Design Procedure](#).
- 4.3 If your working from home location permanently changes you must advise us as soon as possible by notifying your supervisor and updating your home address in [Employee Self Service \(ESS\)](#). You should take all reasonable steps to ensure your new work location is safe. This may include completing the [Working safely from home module](#) again. You may also be required to demonstrate to us that your new work location is safe. Your agreement should only continue if/when your home work location is assessed as safe.
- 4.4 If required, the Manager, Employee Assistance, Monash HR, may arrange for an independent OHS assessment of your home work location by a qualified external OHS provider. The cost of the assessment will be the responsibility of your work area. We will communicate the outcome of the assessment to you, your supervisor and HR Business Partner. It will include details of modifications or equipment needed to ensure your location safe. Any costs associated with equipment modifications or additions will be your responsibility.

Workcover

- 4.5 You are covered by [WorkCover](#) if you are injured whilst performing approved University work in your designated working from home location within your designated work hours.
- 4.6 If you sustain an injury while working from home, you must notify your supervisor as soon as possible. You must also report the incident or hazard in the [Safety and Risk Analysis Hub](#) (S.A.R.A.H).
- 4.7 If there is a dispute regarding your health, safety or wellbeing, please follow the [Health and Safety Issue Resolution Procedure](#).

Wellbeing

- 4.8 When working from home, it is important to look after yourself and stay connected to your team. You should ensure you:
- set up a dedicated workspace, free from distractions;
 - develop a schedule, including periods of focused work and breaks;
 - stay connected to your team by participating in regular meetings by phone or zoom.
- 4.9 The [Employee Assistance Program \(EAP\)](#) is a free professional confidential counselling service available to you and your immediate family members to access should you need short-term support for work-related or personal reasons that may be affecting you.

5. Monitoring and Review

- 5.1 You and your supervisor should meet regularly to discuss the agreement to ensure it continues to meet the needs of both parties. You should record feedback in myPlan.
- 5.2 A working from home agreement will be formally reviewed and may cease if the agreement is not working and monitoring discussions have not rectified the issues or there are changes to your home work location that make it unsafe.

Change the agreement

- 5.3 Working from home agreements can be changed at any time at the University's discretion.
- 5.4 If you need a change to the agreement, such as changes to working days or times, you may request those changes by notifying your supervisor, who will then determine if your request can be accommodated. Changes that would negatively impact service delivery, your team or their workload, and/or performance will usually not be agreed to.
- 5.5 If your working from home location permanently changes you must advise us in accordance with 4.3 above.

Transfer of the agreement

- 5.6 A working from home agreement is not normally transferable from one position to another. If you apply for and secure a new position, you must re-apply for a new working from home agreement with your new supervisor.

Cancel the agreement

- 5.7 A working from home agreement can be cancelled at any time at the University's discretion, by giving you at least four weeks' notice. Where the working from home arrangement forms part of a Flexible Working Arrangement, your supervisor must discuss the decision with their HR Business Partner, prior to communicating this decision to you.
- 5.8 The agreement may also be ended at your initiative, by mutual agreement with your supervisor. Where mutually agreed you should forward notice of cancellation of the agreement to hr@monash.edu.

6. Breach of procedure

- 6.1 We treat any breach of our policies or procedures seriously. We encourage reporting of concerns about non-compliance and manage compliance in accordance with the applicable Enterprise Agreement or contract terms.

DEFINITIONS

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| Enterprise Agreement | The Enterprise Agreement means the Monash University Enterprise Agreement (Academic and Professional Staff) 2019 as applicable to the staff member in accordance with their contract of employment. Clauses relating to this procedure include: <ul style="list-style-type: none">• Clause 37 – Requests for Flexible Work Arrangements• Clause 71 – Performance Development• Clause 9, Schedule 6 – The COVID-19 Schedule - Staff members at higher risk• Clause 12, Schedule 6 – The COVID-19 Schedule - Recovery of expenses• Clause 16, Schedule 6 – The COVID-19 Schedule – Staff member-initiated change to hours of work and leave• Clause 17, Schedule 6 – The COVID-19 Schedule – Agreed flexibility for commencement /finish time for professional staff. |
| Flexible working arrangement | A change to a staff member's usual work arrangements that balances the staff member's need for flexibility and the University's operational requirements. Flexible working arrangements may include, but are not limited to part-time employment arrangements, job-sharing, non-standard start and finish times, or working from home. |
| HR Business Partner | A member of the Monash HR community who operates as a strategic partner responsible for providing a range of human resource services for an assigned Faculty or administrative Division. |
| myDevelopment | An online platform that offers a full range of learning and development opportunities such as workshops, online training modules etc. |
| myPlan | An online performance planning tool that supports staff to manage the performance development cycle in a timely and consistent way. It is a hosted, web-based product that is easy to use, offers a secure repository for documentation and streamlines data entry. |
| Safety and Risk Analysis Hub (SARAH) | The University's online hazard and incident reporting tool. It provides staff, students and contractors with a user-friendly way to report occupational health and safety (OHS) related hazards, incidents and allegations of unacceptable behaviour. |
| Staff member | The professional staff member applying for and/or who has a working from home agreement. |
| Supervisor | The person who is responsible for managing the performance of a staff member. This will be the immediate line manager, unless the University nominates an alternative supervisor. Where a staff member has two or more supervisors, one should be nominated as the performance supervisor. |

Working from home

The non campus location designated by the staff member as their worksite. This is normally in Victoria at their usual place of residence.

GOVERNANCE

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| Parent policy | Employment conditions |
| Supporting schedules | |
| Associated procedures | <ul style="list-style-type: none">• Flexible work• Occupational Health & Safety• WorkCover• Performance Development Process for Professional Staff |
| Legislation mandating compliance | Federal Legislation <ul style="list-style-type: none">• Fair Work Act (2009) |
| Category | Operational |
| Approval | Chief Operating Officer – 15 December 2020 |
| Endorsement | Chief Human Resources Officer – 15 December 2020 |
| Procedure owner | Director, HR Business Partnering and Recruitment |
| Date effective | 16 December 2020 |
| Review date | 31 December 2021 |
| Version | 6.1 (<i>minor updates effective 25 March 2021</i>) |
| Content enquiries | ask.monash or phone Monash HR on (03) 990 20400 |