SCOPE

This procedure applies to professional staff, herein collectively referred to as ‘you’ for the purpose of this procedure. Academic staff who work from home may request an OHS assessment of their home-based work site; refer to your HR Business Partner.

PROCEDURE STATEMENT

Monash assists staff to balance their responsibilities by offering ways to work flexibly. As part of this commitment, Monash (‘us’, ‘our’ or ‘we’) will consider applications from staff for the opportunity to work from home. This procedure describes how to request, assess, implement and monitor a regular working from home agreement.

Process overview

To request a working from home (WFH) agreement, the following process should be followed:

1. **Eligibility**
   1.1 All professional staff are eligible to request a regular WFH arrangement and will be considered on a case by case basis.

   **Important information**
   1.2 The occasional ad-hoc request should be managed at a local level between you and your supervisor.
   1.3 When working from home, we require you to perform at the same standard as office based staff.
   1.4 Your home based work site must be located at your usual place of residence. This is to ensure your safety and our compliance with OHS standards.
   1.5 We may also require access to your home based work site (including for OHS reasons, refer 6.6 below). Should we require access, we will endeavour to provide you with 24 hours written notice).
   1.6 A WFH request to work interstate or overseas will only be considered in exceptional circumstances by the Chief Human Resources Officer.

2. **Discuss your options with your supervisor**

2.1 Discuss your working from home requirements with your supervisor. These discussions should include:

   - Your reasons for working from home.

   The following reasons will not normally be supported:
   - WFH to care for a child or dependent or for sick leave. You may be required to provide satisfactory evidence (such as a statutory declaration) to demonstrate that you have suitable independent child care when WFH;
   - WFH as part of a personal or work-related rehabilitation/return to work program, and
   - Lengthy travel time to-and-from work as a stand-alone reason.
Whether your role and working style is suited to WFH. For example:

**Work styles which may be suited to WFH**

- be self-disciplined and self-motivated;
- be able to work effectively without close supervision;
- be able to plan work, meet agreed deadlines and have high levels of output whilst working independently;
- have high levels of organisational knowledge; and
- be an effective communicator.

**Roles less suited to working from home may include:**

- Roles which require face-to-face interaction with clients
- Roles that require close supervision of other staff; and/or
- Roles that cannot be performed effectively without accessing information and/or systems only accessible on-site.

- The hours and type of work to be performed from home. For example:
  - the amount and type of work per week/fortnight that is suitable to be done from home;
  - the number of hours you could work from home without impacting on service delivery or others’ workloads;
  - number of hours you could work with limited supervision; and
  - number of hours you could motivate yourself to carry out your work.

**Note:** You are required to spend the majority of your working week at your normal place of work and requests to work more than one day per week from home will not normally be approved.

- The equipment you need to perform the work, more specifically:
  - The furniture required to ensure OHS compliance of your work site. You are normally responsible for these costs, however, requests for reimbursement of furniture, equipment or utilities will be considered on a case-by-case basis.
  - Esolutions approved or supplied IT facilities (including phone and internet) that you need to access to our network.

**Note:** Equipment supplied by us is for business use only. We will insure the equipment and it must be available to us upon request and for repairs and maintenance.

- Additionally, you should discuss:
  - methods for maintaining effective communication;
  - managing performance (including output levels) whilst working from home; and
  - methods for monitoring the agreement.

### 3. Prepare and submit your request

3.1 Following discussions with your supervisor, submit your WFH request to your HR Business Partner at least 6 weeks before the arrangement is proposed to start. If your request forms part of a Flexible Work request, you also need to submit a Flexible Work Request form. Refer to the Flexible Work Procedure and Guidelines for further information.

3.2 WFH agreements may be requested for a maximum term of 12 months and will not be approved for a term beyond the expiry date of a fixed-term contract period (whichever is earlier).

3.3 The term will include a trial period wherein a review will take place to determine if the arrangement will continue for the remainder of the agreed term. A trial of around three months is usually sufficient but can be longer. If it is determined that the arrangement is to cease, you will be provided four (4) weeks’ notice.

### 4. We consider your request

4.1 We will consider and respond to your request. Where your request forms part of a Flexible Working Arrangement, we will respond within 21 days from receipt of your written request.

4.2 Your supervisor will complete the WFH Suitability Checklist in consultation with your HR Business Partner

4.3 Your supervisor and Head of Unit are both required endorse your WFH request in order for the request to proceed to the Director, HR Business Partner for their approval.
4.4 Any approval by the Director HR Business Partnering will be conditional on a satisfactory OHS assessment of your home-based work site. Agreements cannot commence (and are not considered approved) until your home-based work site is assessed as safe and that you are cooperating with us to ensure OHS compliance.

**OHS site assessment**

4.5 OHS assessment of your home-based work site is required for all WFH arrangements in order to meet our responsibilities under OHS legislation.

4.6 The cost of the assessment will be the responsibility of your work area.

4.7 Where approved by the Director, HR Business Partnering, the Manager, Employee Assistance coordinates an OHS home-based work site assessment by a qualified external OHS consultant. The consultant will provide an outcome of the assessment and modifications or equipment needed to ensure your home based work site is acceptable. The outcome of the assessment will be communicated to you, your supervisor and HR Business Partner.

4.8 Generally you are responsible for covering any costs to ensure your home work site complies with OHS standards.

5. **Outcome of your request**

**Approval**

5.1 Following confirmation that your home based work site complies with OHS standards, the agreement can be implemented and can commence from the agreed date. The agreement will be recorded by Monash HR.

**Refusing the request**

5.2 After discussions with your HR Business Partner (and exploring alternative options), your supervisor will communicate the outcome to you, recording the outcome on the WFH request form.

6. **Implement the agreement**

6.1 Whilst WFH you:

- must devote your agreed working hours from home to your work;
- must deliver agreed outcomes and meet required deadlines;
- must produce the same quality of work as an equivalent staff member in the office;
- must be contactable and available for communication;
- will contact your supervisor on the day(s) worked from home;
- will continue to have access to learning and development opportunities;
- may be required to produce a record of your time worked; and
- must take reasonable care for your health and safety and ensure the work site continues to conform to acceptable OHS standards.

6.2 You should record the WFH agreement in myPlan. Refer to the Performance Development Process for Professional Staff procedure.

6.3 It is your responsibility to inform your household insurer of your WFH agreement.

**Occupational Health and Safety**

6.4 You are covered by WorkCover if you are injured whilst performing approved University work in your designated WFH site. You must notify your supervisor of any risks or injuries sustained via SARAH.

6.5 If your home-based work site changes (e.g. move house, your house is being renovated or is damaged) you must notify the Manager, Employee Assistance. A new OHS assessment may be required. WFH should only continue if/when the home-based work site is assessed as safe.

6.6 If there is a dispute regarding your health, safety or welfare, in order to resolve the dispute, you are required to allow a duly appointed WorkSafe Inspector or representatives of the University’s Occupational Health Safety & Environment unit to enter the home-based work site, with no less than 24 hours’ notice in writing. The inspection will take place within designated working hours. You have a right to a third party being present during visits from our representative.

**Terms and conditions of employment and University policies and procedures**

6.7 All terms and conditions of your employment remain unchanged and all University policies and procedures, including Statutes and Regulations containing provisions relating to intellectual property, continue to apply while WFH and should be readily accessible.
7. Monitor and review the agreement

Monitor the agreement

7.1 You and your supervisor should meet regularly to discuss the agreement to ensure it continues to meet the needs of both parties. The WFH Review Checklist may guide these discussions. Feedback should also be recorded in myPlan.

7.2 A WFH agreement will be reviewed in the following circumstances:

- prior to the end of a trial period;
- prior to the expiry of the agreement;
- where the agreement is not working and monitoring discussions have not rectified the issues; or
- if you move into another role (at the same or a different HEW level).

7.3 Where changes are required to improve the agreement (e.g. changes in working days, frequency of WFH), you must advise your HR Business Partner, who will determine if any follow up action is required. Changes that would negatively impact your colleagues, their workload, service delivery and/or performance will usually not be agreed to.

7.4 Monash HR will advise you and your supervisor of the pending expiry of the agreement, with at least four weeks’ notice.

Renewing the agreement

7.5 Should you need the WFH agreement to continue, you are required to re-apply at the end of the approved term. The application will be assessed on the circumstances at the time. Your needs and our needs may change over time.

Terminate the agreement

7.6 The agreement can be terminated by your supervisor with at least four weeks' notice. Your supervisor should discuss the decision with their HR Business Partner, prior to communicating this decision to you.

7.7 The agreement can also be terminated by you by providing four weeks' notice (or less if agreed with the supervisor).

8. Breach of procedure

8.1 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

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
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<tbody>
<tr>
<td>Ad hoc working from home agreement</td>
<td>Working from home authorised by a supervisor, that does not occur on a regular basis or follow a regular pattern. Relevant terms, duties and responsibilities detailed in this procedure still apply to ad hoc agreement s (e.g. the OHS duty of care is still applicable) however an OHS assessment is not mandatory nor does a Working from Home Agreement need to be entered in to.</td>
</tr>
<tr>
<td>Child or children</td>
<td>For the purposes of this Procedure, children are under the age of 18 years, and child has the related meaning.</td>
</tr>
<tr>
<td>Enterprise Agreement</td>
<td>The relevant Enterprise Agreement that applies to a particular staff member. Clauses relating to this procedure are: Monash University Enterprise Agreement (Academic and Professional Staff) 2014 Clause 64 - Professional Staff Performance Management Scheme</td>
</tr>
<tr>
<td>Head of Unit</td>
<td>A head of an academic or organisational work unit, for example a Head of School, Head of Department or where applicable, a person acting as their nominee.</td>
</tr>
<tr>
<td>Home-based work site</td>
<td>The area designated by the staff member to be used as the workplace when working from home.</td>
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<tr>
<td>HR Business Partner</td>
<td>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.</td>
</tr>
<tr>
<td>myPlan</td>
<td>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.</td>
</tr>
<tr>
<td>Regular working from home agreement</td>
<td>Authorised working from home that occurs at least once each week/fortnight for more than two consecutive months.</td>
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**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 entered into a working from home agreement.

**Supervisor**  
The person who the applicant reports to on a day-to-day basis.

**Working from Home (WFH)**  
An authorised voluntary and cooperative agreement made between a staff member and the University for the performance of specified work during ordinary hours of duty at the staff member's home.

**Working from Home Agreement**  
A written and approved document (based on a template) that sets out the terms and conditions of the working from home agreement.

## ADMINISTRATION

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| Associated procedures | Flexible work  
Occational Health & Safety  
WorkCover  
Performance Development Process for Professional Staff |
| Procedure Forms | Working from Home Request  
WFH Suitability and Review Checklist  
Flexible Work Request |
| Legislation mandating compliance | Federal Legislation  
Fair Work Act (2009) |
| Category | Human Resources |
| Approval | Chief Operating Officer - 17 October 2018 |
| Endorsement | Chief Human Resources Officer - 17 October 2018 |
| Procedure owner | Director, Business Partnering |
| Date effective | 17 October 2018 |
| Review date | 17 October 2021 |
| Version | 4 |
| Content enquiries | ask.monash or phone Monash HR on (03) 990 20400 |