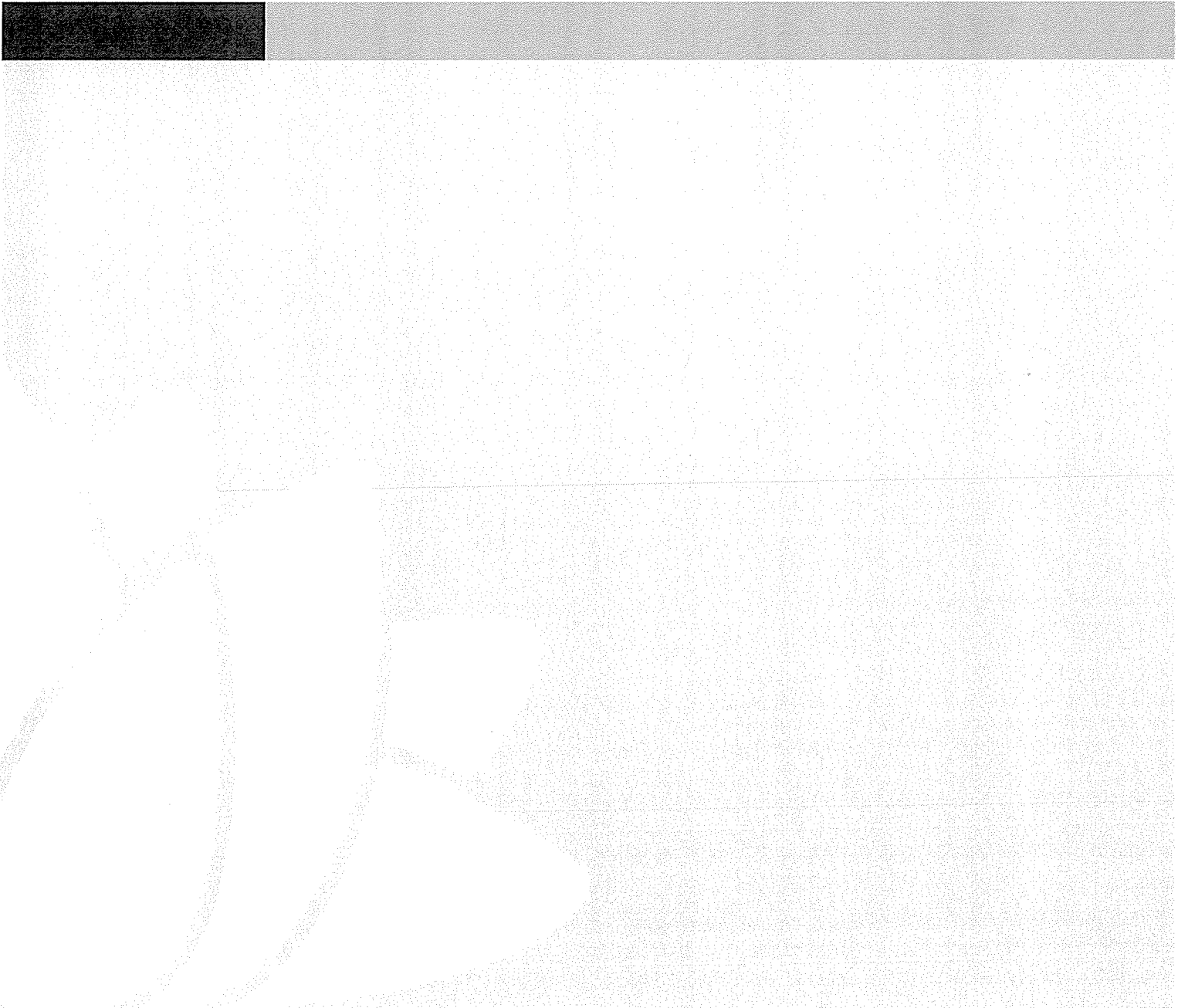




Family &
Community Services

Work Health and Safety Working from Home Procedure



Document approval

The **Work Health and Safety Working from Home Procedure** has been endorsed and approved by:

Margaret Crawford
Deputy Secretary

Joan Lynch
Executive Director

Approved: *signature on file 02/02/15*

Approved: *signature on file 15/01/15*

Document version control

Distribution:	All Workers
Document name:	Work Health and Safety Working from Home Procedure
Version:	Final
Document status:	Final
File name:	Work Health and Safety Working from Home Procedure
Authoring unit:	Strategic Human Resources
Date:	December 2014

Table of contents

1	Purpose of Procedure	4
1.1	Purpose	4
1.2	Background and policy links.....	4
2	Definitions	5
3	Scope and application	7
4	Statement	8
4.1	Eligibility.....	8
4.2	Suitability	9
4.3	Approval process	9
4.4	Working from Home Agreement.....	12
4.5	Matters to be considered when working from home	13
4.6	Workers Compensation	17
4.7	Rehabilitation.....	18
4.8	Advice and inspections by WorkCover NSW.....	18
5	Roles and responsibilities	19
6	Monitoring, evaluation and review	20
7	Support and advice	20
	Appendix A: Working from Home Application Form	21
	Appendix B: Checklist for Working from Home	25
	Appendix C: Ergonomic Workstation Assessment Checklist	30
	Appendix D: Sample Working from Home Agreement	35
	Appendix E: Sample contents list for a portable first aid kit	45

1 Purpose of Procedure

1.1 Purpose

The NSW Government encourages flexible working arrangements, including working from home. Flexible work arrangements offer opportunities for public agencies to improve performance and productivity through work arrangements that are mutually beneficial for agencies and their workers.

The purpose of this Procedure is to provide information and guidance to managers and workers regarding formal working from home arrangements and the identification, assessment and control of foreseeable workplace risks when Family and Community Services (FACS) work is performed at a worker's home.

This Procedure is based on the NSW Government's policy and guidelines on flexible work practices, M1995-40 Flexible Work Practices, 1995.

1.2 Background and policy links

This Procedure is to be read in conjunction with the following legislation and guidelines:

- Work Health and Safety Act 2011 (NSW)
- Work Health and Safety Regulation 2011 (NSW)
- M1995-40 Flexible Work Practices, Department of Premier and Cabinet, 1995
- Working from Home, WorkCover NSW, 1996.

This Procedure is to be read in conjunction with the following with the following Workforce Safety and Wellbeing Policies:

- *Workforce Safety and Wellbeing Policy, 2014*
- *Work Health and Safety Risk Management Policy, 2014.*

This Procedure is to be read in conjunction with the following Workforce Safety and Wellbeing Procedures:

- *FACS Work Health and Safety Risk Management Procedure, 2014*
- *FACS First Aid Procedure, 2014*
- *FACS Work Health and Safety Worker Hazard/Incident Management and Injury Notification Procedure, 2014.*

This Procedure is to be read in conjunction with the FACS Information Security Policy 2013 and related documents.

2 Definitions

Term	Definition
Duty of care	<p>Under the <i>FACS Code of Ethical Conduct, 2013</i>, “duty of care means that all FACS workers have a duty of care to maintain and ensure a safe work environment.</p> <p>All workers have a duty of care to clients and colleagues. Duty of care can be physical, emotional or financial; it is the obligation to take reasonable care to make sure that nobody in the workplace is harmed. ‘Reasonable’ means the degree of care that could be expected from a competent and skilled person in the particular job.”</p>
Family and Community Services (FACS)	<p>Family and Community Services (FACS) provides services to Aboriginal and Torres Strait Islander people, children and young people, families, people who are homeless, people with disability, their families and carers, women, and older people.</p> <p>Under the <i>Work Health and Safety Act 2011 (NSW)</i> FACS is a person conducting business or undertaking (PCBU).</p>
FACS workplace	<p>A place where work is carried out including any place where a worker goes, or is likely to be, while at work for FACS, including large residential facilities, offices, group homes, client homes, tenanted and vacant properties, offices and vehicles.</p>
Hazard	<p>In the <i>How to manage work health and safety risks: Code of practice - January 2012, WorkCover NSW</i>, “hazard means a situation or thing that has the potential to harm a person. Hazards at work may include: noisy machinery, a moving forklift, chemicals, electricity, working at heights, a repetitive job, bullying and violence at the workplace.”</p>
Manager	<p>A person with line management responsibility for workers and others in a workplace.</p>
Officer	<p>Under the <i>Work Health and Safety Act 2011 (NSW)</i>, an officer is “a person who makes, or participates in making, decisions that affect the whole, or a substantial part, of the business or undertaking of the Crown”.</p> <p>Under the FACS Due Diligence Framework, Officers include:</p> <ol style="list-style-type: none"> 1. people with the classification Senior Executive 2. people with the classification non Executive who have been advised they currently meet the definition of an officer (until any such time as they are notified otherwise).

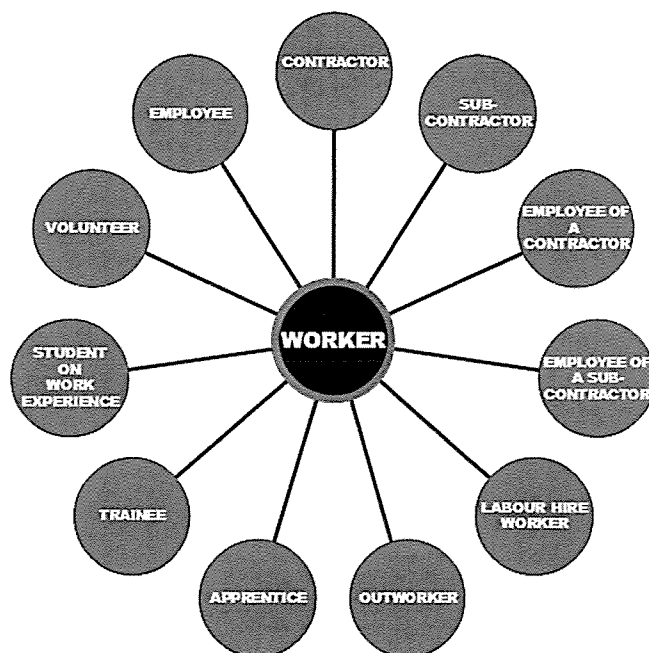
Person conducting business or undertaking (PCBU)	Under the <i>Work Health and Safety Act 2011 (NSW)</i> , a person conducting a business or undertaking (PCBU) can be a corporation, an association, a partnership, sole trader or a volunteer organisation which employs a person/s to carry out work. FACS is a PCBU.
Reasonably Practicable	<p>'Reasonably practicable' means doing what is effective and reasonably able to be done to ensure health and safety of workers, taking into account and weighing up all relevant matters including:</p> <ul style="list-style-type: none"> a) the likelihood of the risk concerned occurring b) the degree of harm that might result from the risk c) what the person concerned knows, or ought reasonably to know, about the risk and ways of eliminating or minimising the risk d) the availability and suitability of ways to eliminate or minimise the risk e) after assessing the extent of the risk and available ways of eliminating or minimising the risk, the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk. <p>All workers must be provided with the highest reasonable level of health and safety protection from hazards arising in the workplace, so far as is reasonably practicable at a particular time.</p>
Risk	In the <i>How to manage work health and safety risks: Code of practice - January 2012, WorkCover NSW</i> , "risk is the possibility that harm (death, injury or illness) might occur when exposed to a hazard."
Worker	Workers and others who perform work in any capacity for FACS. The term worker incorporates workers, contractors, sub-contractors, volunteers and students.
Working from home	Working from home is work performed at a worker's residence, for an agreed number of hours, on a specified day, or days, per week for an agreed period of time.

3 Scope and application

This Procedure applies to all workers within Family and Community Services (FACS) workplaces in accordance with the relevant provisions of the Work Health and Safety Act 2011 (NSW). This includes:

- Aboriginal Housing Office
- Land and Housing Corporation
- Ageing, Disability and Home Care
- Strategic Reform and Policy
- Programs and Service Design
- Northern Cluster
- Western Cluster
- Southern Cluster
- Corporate Services.

This Procedure applies to all workers within FACS, encompassing all employees, agency staff, contractors, sub-contractors, volunteers and students as shown below.



This Procedure applies when:

- a worker is making an application to work at home
- a manager is assessing an application from a worker to work at home
- an Executive Director or District Director is approving an application from a worker to work at home

- a worker is working at home.

This Procedure does not cover one-off or occasional work from home.

This Procedure does not cover arrangements that could be put in place when a worker is recovering from a work related injury or has made a request to work from home under reasonable adjustment guidelines.

4 Statement

Working from home may suit FACS business needs and workers as a short-term or longer-term option.

Under a Working from Home Agreement, a worker may work from home for specified periods of time (for example, two days per week) over a specified length of time.

A worker must take reasonable care of their own health and safety in the workplace, including their home when it is approved as a workplace. Workers approved to work from home must comply with all FACS work health safety Policies and Procedures and report any hazards or incidents to their manager as per the *FACS Work Health and Safety Worker Hazard/Incident Management and Injury Notification Procedure, 2014*.

An application from a worker to undertake home-based work must be approved by their Executive Director or District Director.

4.1 Eligibility

Potentially, all FACS workers are eligible to apply to undertake home-based work, including full-time, part-time and temporary workers and, occasionally, contractors and consultants.

A worker must not be permitted to undertake home-based work if:

- they are under disciplinary investigation
- the workers' conduct and leave (including sick leave) are unsatisfactory
- there is an existing salary overpayment and the worker has not entered into a repayment plan.

4.2 Suitability

When approving home-based work, the Executive Director or District Director must be satisfied that the work can be completed efficiently at home and there are no adverse effects on the delivery of services or other aspects of FACS business.

Roles that have a high degree of autonomy and independence may be more suited to home-based work, examples include:

- written work
- project based work
- policy development and analysis
- research.

Roles with the following characteristics are generally not considered suitable for home-based work; unless alternative arrangements can be made that do not adversely affect service delivery or the workload of other team members:

- a high degree of supervision or training responsibilities
- frequent face-to-face contact with the public or other workers
- the work is of a highly confidential nature.

4.3 Approval process

The opportunity to work from home is not an entitlement or a right, and can only occur through a formal agreement between FACS and the worker.

The arrangement must be approved by the worker's Executive Director or District Director.

Workers seeking to work from home must:

- complete an Application to Work from Home form (**Appendix A**)
- participate in the assessment process (**Appendix B and C**)
- sign a Working from Home Agreement (**Appendix D**).

The home-based worksite must be a specific part of the home, rather than the entire home, and can be either a separate room or a designated part of a room.

One-off or occasional work from home for up to 8 hours at a time does not require a formal agreement, although approval must still be obtained from the worker's manager and confirmed via email so that there is a record of the agreed arrangement. The worker will still be required to complete a Working from Home Checklist (**Appendix B**) and an Ergonomic Workstation Checklist (**Appendix C**).

4.3.1 Application to work from home

A worker must complete an Application to Work from Home form (**Appendix A**) and submit it to their manager for assessment, prior to being submitted for approval by the worker's Executive Director or District Director.

4.3.2 Assessment of an application to work from home

The worker's application to work from home must be assessed by the worker's manager prior to being submitted for approval by the worker's Executive Director or District Director.

Assessment of applications for home-based work, are to be undertaken in consultation between the manager and the worker to ensure that all work health and safety issues are addressed so far as is reasonably practicable. The risk management approach described in the *FACS Work Health and Safety: Risk Management Procedure, 2014* should be applied when FACS workers are working at home. Further advice regarding work health and safety issues may be obtained from the local Work Health and Safety Advisor or the Workforce Safety and Wellbeing unit.

As part of the risk assessment, the worker must complete a Working from Home Checklist (**Appendix B**) and an Ergonomic Workstation Checklist (**Appendix C**) and provide it to their manager. If work health and safety issues are identified, the manager may consider organising a formal risk assessment of the home work area by an external consultant.

The risk assessment should include consideration of the following:

- whether the duties are suitable for working from home. Some roles may be undertaken safely by a worker working from home. Some roles may only be undertaken safely by using special equipment or by following working procedures which are not appropriate for home-based work
- what, if any, equipment will be necessary for a worker to safely undertake home-based work. For example, is there a suitable desk, chair and computer? Is any other equipment or machine that the worker may need to use suitable for the work involved? Is there a first aid kit?
- is the proposed working environment safe and without undue risk? For example, is there sufficient lighting? Are exits from the work area kept clear? Does a smoke detector and/or an earth leakage protection device need to be installed in the room where the worker will be working? Are there sufficient power points (overloaded power points are a fire hazard)?
- if the worker is using computer equipment, are they familiar with safe working procedures to prevent the occurrence of overuse and other injuries

- training in safe work practices. When assessing training needs keep in mind that the worker working from home will be working with less supervision, and may therefore need more comprehensive training to perform the work safely
- agreed hours of work. Establish the days and hours during which work from home can be done and agree on procedures for recording work hours (i.e. flex sheets), including actual starting and finishing times (this is important in case an incident occurs and a workers compensation claim is lodged)
- the way in which performance will be monitored and assessed
- communication procedures to ensure that appropriate information is passed between the worker, their co-workers and manager. For example, periodic attendance at face-to-face meetings or teleconferences.

The manager and worker should document the agreed working arrangements in a Working from Home Agreement. A sample Working from Home Agreement that can be used is provided in (**Appendix D**).

4.3.3 Approval to work from home

Approving a worker's application to work from home will be subject to:

- the manager assessing the application being satisfied that the worker can work safely at home
- the arrangement being convenient to FACS.

Home-based work should not be approved if the arrangement would impact adversely on efficient and effective service delivery.

The Executive Director or District Director should consider each application to work from home on its merits.

4.4 Working from Home Agreement

The agreed arrangements for a worker to work from home should be documented in a Working from Home Agreement. A sample Working from Home Agreement that can be used is provided in (**Appendix D**).

The Schedule to the Agreement should include details of the arrangements agreed between the worker and the manager, these include

- hours and days of work
- work to be performed, including any specific deliverables
- communication arrangements
- security arrangements.

The Working from Home Agreement will be signed by the worker, the worker's manager and the Executive Director or District Director. A copy must be kept on the worker's personnel file.

4.4.1 Length of Agreement

The manager, in consultation with the worker, should determine the duration of the home-based work arrangement.

The arrangement could be for the duration of a project or for a set period.

As a general rule, approved periods of home-based work are not to exceed twelve months at any one time.

4.4.2 Changes to the Agreement

If any details in the Agreement change, the existing arrangement is terminated and a new Agreement will need to be developed, signed by the parties and placed on the worker's personnel file.

Where this Procedure is amended, any worker with a Working from Home Agreement is to be provided with a copy of and must comply with the revised Procedure.

At the completion of the working from home arrangement the worker must return to the office-based site on a full time basis unless other arrangements have been agreed.

4.4.3 Agreement Review

The Working from Home Agreement must be reviewed regularly (at least every three months) to ensure the arrangement and performance is satisfactory and outputs are being delivered as agreed.

4.4.4 Termination of Agreement

Either party may terminate the Agreement prior to the expiry date, providing reasonable notice is given. Reasonable notice is defined as:

- four weeks if the agreed period for home-based work was six months or more
- two weeks if the agreed period for home-based work was less than six months.

Prior to any decision to terminate an Agreement, discussions should take place between the worker and their manager. Any documentation resulting from the discussions should be recorded in the worker's personnel file.

4.4.5 Complaints and Objections

Where a worker believes that their application to work from home was unreasonably rejected, the worker may submit a complaint or objection in accordance with the FACS grievance policy.

4.5 Matters to be considered when working from home

4.5.1 First aid and emergency procedures

The *Work Health and Safety Regulation, 2011 (NSW)* requires that all workers are able to access first aid assistance.

When a worker is working at home they must be supplied with a first aid kit in accordance with the *FACS Work Health and Safety First Aid Procedure, 2014*. The worker is required to maintain the kit and notify their manager if any items require replacement. A sample content list for a portable first aid kit is provided in (**Appendix E**). The first aid kit should be returned if the working at home arrangements cease.

The manager and the worker should also identify other sources of first aid assistance (for example, a GP, Medical Centre, or Hospital).

When a home workplace injury (or illness) occurs, the worker must follow the *FACS Work Health and Safety First Aid Procedure, 2014* and *FACS Work Health and Safety Worker Hazard/Incident Management and Injury Notification Procedure, 2014*, which includes:

- Calling 000, seeking medical attention or administering first aid, if required
- notifying the manager immediately or as soon as possible. If the worker is not capable of notifying the manager (for example due to admission to hospital), any person can notify the manager on their behalf
- reporting the injury via the WHS Call Centre on 1800 FACS WHS (1800 322 794).

4.5.2 Computer Equipment

A worker may use their home personal computer for work purposes. Business Services Direct Customer Contact Centre (9765 3999) can provide information about accessing FACS emails, Intranet and documents when working from home.

Any software installed on a computer provided for home-based work must be used in accordance with the license agreement for the software concerned. Workers must observe guidelines and operating procedures with regard to computer hardware and software, particularly to protect against contamination by viruses.

All FACS assets and equipment installed in the home office must be recorded on the Equipment/Information List in the Schedule to the Working from Home Agreement.

Computer products or services developed or supplied while working from the home-based work site remain the property of FACS.

4.5.3 Security of information and assets

The approving manager and worker will take all reasonable precautions necessary to secure FACS assets and information in accordance with FACS directives concerning asset management, audit requirements and *FACS Information Security Policy 2013* and related documents.

4.5.3.1 Building security

The manager must be satisfied that general physical security arrangements at the home-based work site are adequate for the material and information that will be accessed and created while the worker is working at home.

4.5.3.2 Family access

A worker performing home-based work must recognise and accept that family or friends who may be present at or visit the home-based work site are not entitled to know about the work being performed.

The worker must take steps to ensure the confidentiality of material and information that will be accessed and created while the worker is working at home. For example, by keeping papers in a locked cabinet and limiting computer access by using a password.

4.5.3.3 Computers and Software

The protection of any documents or material stored or processed on a computer at the home-based work site must meet any guidelines or standards issued by FACS.

Care must be taken to ensure that members of the worker's family, friends or other visitors/intruders cannot gain access to any official work on the computer, regardless of whether the computer is the property of the worker or FACS.

4.5.3.4 Reporting of security incidents

Where a worker working from a home-based workplace becomes aware of any incident which indicates that FACS material may have been compromised, tampered with or stolen, they should immediately report the matter to their manager.

The worker must also provide the manager with written information about their security arrangements at the home-based work site in the Working from Home Agreement.

4.5.4 Dependent care

Home-based work arrangements are, by their nature, outcome-driven and should enable the worker to work as efficiently and effectively as an equivalent worker in a FACS office.

The working from home arrangement may assist, but must not be considered a substitute for, dependent care or child care arrangements, including during school holidays.

4.5.5 Attendance at the office

The worker is required to spend an agreed amount of time in the office on a regular basis (for example, once a fortnight to attend a staff meeting).

4.5.6 Inability to perform work

Where the worker is unable to perform work at the home-based workplace due to a lack of work, computer failure, power failure etc. they must immediately discuss the situation with their manager.

Alternative arrangements may include the worker returning to the FACS office or taking flex leave, leave without pay, recreation leave, long service leave or extended leave.

4.5.7 Conditions of employment

The terms and conditions of employment between FACS and the worker that apply at the worker's usual place of work also apply at the home-based workplace. In particular, the following will not be altered by the Agreement:

- any and all applicable legislation, awards or agreements
- the grade, role and related remuneration.

4.5.8 Training

The manager should ensure that training and career development opportunities are provided to the home-based worker on the same basis as other workers.

4.5.9 Expenses

FACS will reimburse the worker for all work-related telephone calls made at the home-based workplace. A diary setting out the type of call (for example, STD) and the nature of the call should be submitted to the manager for approval and reimbursement.

Any tax implications related to a home-based workplace are the responsibility of the worker. It is possible, under some circumstances, to deduct expenses of a home office, but the worker should seek their own advice.

4.5.10 Insurance

FACS insurance coverage for workers approved to work from home is as follows:

- the worker is covered for workers compensation within the agreed hours of work
- other FACS workers visiting the home-based worker on FACS business are covered for workers compensation
- persons visiting the home-based worker on FACS business are to be covered by the worker's public liability policy. Workers should check the scope of their coverage with their insurer and provide the name of the insurer to FACS. The details of the insurance provider should be recorded in the Schedule to the Working from Home Agreement
- injuries to other people in the home should be covered by the worker's household insurance and the worker should agree to notify their household insurer of the home-based work arrangements and provide the name of the insurer to FACS. The details of the insurance provider should be recorded in the Schedule to the Working from Home Agreement
- FACS property on loan to the home-based worker for FACS business is covered by FACS property insurance.

4.5.11 Agreed hours of work

The worker must agree to maintain an accurate and up-to-date record of the hours worked at the home-based workplace (i.e. via flex sheets). The hours to be worked should be within the normal span of hours the worker would work if they were in their usual place of employment.

Flex sheets/time sheets must be maintained by the worker and submitted to their manager for approval. Flex sheets will also record the working from home arrangement by writing "Working from home arrangement" in the "Adjustment" (including leave taken) column.

4.5.12 Communication

The worker must agree to be contactable and available for communication with FACS during the periods in which home-based work is carried out.

Contact arrangements should be agreed between the worker and their manager. Details of the contact arrangements should be recorded in the Schedule to the Working from Home Agreement.

The worker's home contact details will remain confidential, and will not be provided to a third party, unless the worker agrees in advance.

The manager should take all reasonable steps to provide the worker with all information concerning staff and other meetings.

The worker should also have a list of people to contact in case of emergency, for example their manager, alternative contact person, a GP, Medical Centre or Hospital.

4.5.13 Reporting

As per the *FACS Work Health and Safety Worker Hazard/Incident Management and Injury Notification Procedure, 2014*, FACS managers and workers must report workplace hazards and incidents to their manager and via the WHS Call Centre on 1800 FACS WHS (1800 322 794).

4.5.14 Performance reviews

The worker will need to meet with their manager for any performance reviews. The manager will negotiate arrangements to meet the worker at the office to undertake such reviews.

4.6 Workers Compensation

As per the *FACS Injury Management Policy and Procedure, 2014*, workers compensation may be payable if an injury occurs while the worker is working from home when it is approved as the designated workplace. The same claim approval processes will apply.

Whether a home-based worker injured at home was actually at work at the time of the injury would be determined using the usual sources of compensation evidence, such as reporting procedures and medical evidence.

Recess claims for injuries can be made by workers working from home, and, in this regard, the manager should determine and record an agreement with the worker regarding working hours and recess breaks.

Third party liability (liability for accidents involving non-workers) is a common law matter. Negligence on the part of the worker and/or FACS would need to be proved and the normal legislated and legal channels would be followed.

4.7 Rehabilitation

WorkCover NSW requirements and guidelines regarding workplace-based rehabilitation apply whether the worker was injured while working from home or while working at a more traditional work site, such as an office.

Prior approval is required by all workers participating in injury management, and working from home will be considered with all other options when determining the best way to accommodate medical restrictions. To be effective, home-based rehabilitation may require additional mechanisms to monitor and review the injured worker's progress. Regular visits may need to be made to the home by the return to work coordinator or rehabilitation provider.

If suitable duties for an injured home-based worker cannot be provided at home, FACS would seek to provide suitable duties for that worker at another workplace.

If a worker at a workplace, such as an office, is injured at work and is unable to travel, home-based rehabilitation may be considered if suitable duties can be carried out from home.

4.8 Advice and inspections by WorkCover NSW

WorkCover NSW Inspectors are available to assist workers and managers where they are unable to satisfactorily resolve a dispute on work health and safety issues, or where a worker believes that an unsafe work situation exists and makes a request for assistance.

WorkCover inspectors also have power of entry in relation to homes used as a workplace, with the consent of the occupier or, in a serious situation, with a search warrant.

When agreeing to work from home, the worker agrees that FACS and/or WorkCover NSW representatives may access their home to investigate any hazard or incident that may have occurred.

5 Roles and responsibilities

Officers are required to:

- acquire and update their knowledge of health and safety matters
- understand the operations being carried out by FACS, and the hazards and risks associated with the operations
- ensure that FACS has, and uses, appropriate resources and processes to eliminate or minimise health and safety risks arising from work being done
- ensure that FACS has appropriate processes in place to receive and respond promptly to information regarding incidents, hazards and risks
- ensure that FACS has, and uses, processes for complying with duties or obligations under the *Work Health and Safety Act, 2011 (NSW)*.

Executive Directors and District Directors are required to:

- consider applications from workers to work from home, taking into account the assessed risks arising from working at home and the impact on service delivery.

Approving a worker's application to work from home will be subject to the Executive Director or District Director being satisfied that the worker can work safely at home and that the arrangement is convenient to FACS and would not impact adversely on efficient and effective service delivery.

Managers are required to:

- communicate the *Work Health and Safety Working from Home Procedure, 2014* to workers
- assess the risks arising from working at home prior to supporting a worker's application to work at home
- develop an agreement with workers that documents the health and safety arrangements that are in place for home-based work
- monitor compliance with the Working from Home Agreement and this Procedure by their workers who are approved to work from home.

Workers who are approved to work from home are required to:

- comply with the applicable FACS approval processes before undertaking work from home
- participate in the development of Working from Home Agreement that documents the health and safety arrangements in place for home-based work
- implement identified safe work practices to manage risks associated with working at home

- comply with their the Working from Home Agreement and the *Work Health and Safety Working from Home Procedure, 2014*
- comply with hazard and incident reporting procedures.

6 Monitoring, evaluation and review

This Procedure will be reviewed every two years and at other times if any significant new information or legislative or organisational change warrants a change in this document.

Reviews will be completed in consultation with the appropriate parties for relevance and effectiveness.

7 Support and advice

Advice or support in relation to this Procedures is available from:

- Worker's line manager or next most senior manager
- Health and Safety Representative / Deputy Health and Safety Representative
- Health and Safety Committees
- Union representative, if workers are union members
- Workforce Safety and Wellbeing unit

Appendix A: Working from Home Application Form

Part A – Worker to Complete

Name:
Classification:
Full Time or Part Time (specify hours):
Role Title:
Business Unit:
District/Division:
Location:
Home Telephone No:
Mobile No:

Working From Home Request
Reason/s for request (detail information that supports the Working From Home Application)
Work to be performed (detail work and specify whether project/task or ongoing)

Ergonomic workstation form completed (please attach):	
Work health and safety and wellbeing risks and controls identified (please list):	
Home Address:	
Proposed Duration	From: To:
Proposed days to work from home per week:	
Proposed hours to work from home per week:	

Signed: _____ / /

Once completed, give this form to your Manager to complete Part B.

Part B – Manager to complete for District Director/ Executive Director approval

Manager's Name:
Title:
Business Unit:
District/Division:
Telephone No:

Manager's Declaration (tick as appropriate)

- Alternatives to working from home have been discussed with the worker where appropriate (for example, other flexible working options)
 - Equipment and costs to FACS of the working from home arrangement can be met from current budget
 - *Please note it is up to the manager approving to provide the necessary equipment needed for the Working From Home request
 - Home workplace work health and safety assessment undertaken before commencement of Working From Home?
- The worker's request is: Supported Not Supported

Manager's Comments:

Signed: _____ **Date:** / /

Manager

District Director/Executive Director's decision (tick as appropriate)

The worker's request is: Approved Not Approved

District Director/ Executive Director's Comments:

Signed:

Date: / /

District Director/ Executive Director

Once completed, return the form to the Manager for action.

The original of the form is to be placed on the worker's Personnel File.

Appendix B: Checklist for Working from Home

This Checklist can be used to assess work health and safety risks and identify controls in the home-based workplace. A copy of this checklist may be accessed at the [Department of Premier and Cabinet website](#).

However, it is not an exhaustive list and it is strongly recommended that an inspection of the off-site location be conducted if risks are identified.

If hazards or risks are identified, the manager and worker are required to work cooperatively to address them and identify appropriate risk controls. A further inspection may be required to ensure that all issues have been addressed adequately before commencement of the Working from Home Agreement.

A range of online, interactive tools can be found on the [Workforce Safety and Wellbeing page](#) on the FACS intranet. If you have a tool that you would like to see added as a resource that others can use, please email a copy to the Workforce Safety and Wellbeing unit via WorkforceSafety&Wellbeing@facs.nsw.gov.au.

Work Environment		Yes	No	Controls to be implemented
Designated Work Area				
A work area has been identified of at least 6.25 square metres of unencumbered space				
The work floor is level and there is limited use of mats and/or rugs				
Environmental Conditions				
Lighting is adequate for the tasks being performed. Able to see and comfortable on the eyes				
Glare and reflection can be controlled				
Ventilation and room temperature can be controlled, regardless of season				
There is no excessive noise affecting the work area	<input type="checkbox"/>	<input type="checkbox"/>		
Walkways are clear of clutter and trip hazards				
Non smoking environment				

Emergency Exit			
Path to the exit is reasonably direct			
Path to the exit is sufficiently wide and free of obstructions or trip hazards to allow unimpeded passage			
Security			
Security is sufficient to prevent unauthorised entry			
A communications procedure has been established to ensure regular contact between worker and manager			
The work area can be secured independently			
Electrical			
Power outlets are not overloaded with double adapters and power boards			
Earth leakage circuit protection is in place for work related equipment			
Electrical cords are safely stowed			
Connectors, plugs and outlet sockets are in a safe condition			
Electrical equipment is free from any obvious external damage			
Workstation Set Up			
Work Surface			
The area of the work surface is at least 1500mm (width) x 900mm (depth)			
The height of the work surface is 680 mm - 720 mm above floor level			
There is at least 800mm (width) x 550mm (depth) of leg space under the workstation			
The work surface is a single continuous surface			
A footrest is available, if required			
The most frequently used items are within easy reach from the seated position			

Cables are stowed out of the way			
There are no sharp contact points on the workstation or other equipment			
Chair			
The seat height, seat tilt, angle and back rest are all adjustable			
The chair has a five star base			
The chair moves freely			
There is adequate lumbar support			
The padding is adequate			
The chair height is adjusted so that feet are flat on the floor or on a footrest and knees are bent at right angles with thighs parallel to the floor			
The seat back is adjusted to support the lumbar curve of the low back			
The seat pan tilt is adjusted so that hips and tops of thighs are at right angles or slightly greater			
The arm rests can be stowed whilst typing, but may provide support during other activities			
Keyboard and Mouse			
Keyboard to user distance allows user to relax shoulders with elbows close to the body			
Keyboard position is flat			
Mouse is placed directly next to the keyboard			
Mouse is at same level as the keyboard			
Monitor			
Monitor height is adjusted so top of the screen is at slightly lower height than eye level			
Viewing distance is between 350mm - 750mm			
Monitor and keyboard are placed directly and symmetrically in front of user			
Monitor is positioned to avoid glare, i.e. perpendicular to window or other strong light source			

Nature of Tasks		Yes	No
Physical Demands of Tasks			
Safe posture is adopted			
Any lifting, pushing or carrying type task is well within physical capacity			
Work Practices			
Wrists are kept straight and not supported on any surface while typing			
Sitting posture is upright or slightly reclined, with lower back supported			
The telephone is within easy reach from the seated position			
Long periods of continuous activity are broken by performing other tasks, changing position, standing up and stretching			
Other Factors		Yes	No
Other			
Telephone or other communication devices are readily available to allow effective communication in an emergency situation			
Emergency contact numbers and details are known			
First aid kit, Type C is supplied and available			
Smoke detector is installed in/near the work area and is properly maintained			
A process in place for the prompt reporting of incidents			
Individual factors			
Any dependent people have care arrangements in place			
The worker's fitness and health is suitable to the tasks to be undertaken			
Any special needs to ensure health and safety have been advised to the manager			

(Please delete sections if not required)

The home-based workplace location has been inspected and **subject to the correction of the items (if relevant)** noted below meets the requirements of

Signed	
Name (Please print)	
Role	
Date	
Item	Correction required (add rows as necessary)
	Date corrected

Re-assessment completed and approved

Signed	
Name (Please print)	
Role	
Date	

(Please delete paragraph if not required)

The home-based workplace location has been inspected and **does not meet the requirements of M1995-40 Flexible Work Practices, Department of Premier and Cabinet, 1995**. Approval to work from home cannot be granted.

Signed	
Name (Please print)	
Role	
Date	

Appendix C: Ergonomic Workstation Assessment Checklist

This checklist is a tool that managers and workers can use to assist them in assessing a screen based workstation. The assessment is based on Australian Standard AS3590 – 1990 *Screen-based workstations, part 2 workstation furniture*. The checklist is to be completed by the worker and reviewed with their manager. The recommended set up for a workstation is shown in the following diagram.

An online, interactive copy can be found [Workforce Safety and Wellbeing page](#) on the FACS intranet.



- ① **Elbows**
Above the desk, at 90-110 degrees
- ② **Shoulders**
Relaxed as opposed to hunched
- ③ **Wrists**
In line with forearms
- ④ **Hips, Knees, Ankles**
At 90 degrees whilst seated
- ⑤ **Feet**
Flat on the ground or footrest
For prolonged standing, consider a mat
- ⑥ **Head**
Upright with ears aligned with shoulders

- ⑦ **Eyes**
Looking at the top third of the screen.
Consider the use of a laptop raiser with your laptop
- ⑧ **Seat length**
Should be long enough to provide support beneath thighs
- ⑨ **Backrest**
Angled at 90-110 degrees with adequate lumbar support in line with lower back
- ⑩ **Keyboard and Mouse**
G and H of keyboard aligned with your nose. Mouse gripped loosely
- ⑪ **Laptop**
Used with a riser, external keyboard and external mouse

Date of Assessment		Name of worker	
Workstation location		Person completing checklist	
Reason for Assessment			
Pre-existing Condition/s			

NOTE: If the worker is experiencing ongoing pain or discomfort, the manager, worker or a Health and Safety Representative must report the hazard or incident and seek further advice from the local Work Health and Safety advisor or the Workforce Safety and Wellbeing unit.

Instructions:

Tick the most relevant box. Review the answers with your manager when you have completed the checklist.

If the answer to a question is “No” or further clarification is required, please fill in the Comments column.

If an action is required to address a hazard, complete the Summary Table on Page 34 by entering the reference number (For example, B10) and the safety action that should be implemented to address the hazard (for example, maintenance of the chair adjustment mechanism).

Seek advice from the local Work Health and Safety advisor or the Workforce Safety and Wellbeing unit, if required to determine the purchase of ergonomic items such as: footrest, chair, screen raiser, document holder, etc.

A. Work Organisation			Comments
1.	Does the worker have a variety of tasks?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
2.	If YES, go to Q1, does the worker have control over the order in which tasks are undertaken?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
3.	Are work targets and/or deadlines realistic?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
4.	Has the workload been constant recently? (This is preferable to sudden increases in workload or working over time)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
5.	If the worker is new or recently returned from leave, do they have time to adjust to the workload?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
6.	Is the worker aware of their need to take regular breaks from screen based work?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
7.	When seated at the workstation are head and neck upright (not bent down/forward)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
8.	When seated at the workstation are head, neck and trunk face forward (not twisted)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
9.	When seated at the workstation, is trunk perpendicular?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	

B. Chair			Comments
10.	Is the chair easily adjusted from a seated position?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
11.	Can the worker get close to the workstation without impediment? (Check that there is nothing stored under the desk to block access and travel of the chair.)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
12.	Is the seat height adjusted so that when keying the workers forearms are parallel to the floor or angled slightly downward?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
13.	When seat height is adjusted as above (forearms parallel to the floor or angled slightly downward), is the worker able to rest their feet flat on the floor with their thighs parallel to it or is a footrest required? (A footrest is required if the user needs to stretch to reach the floor or thighs angle downward - see section D)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
14.	Is the backrest height adjusted to fit into the small of the workers back and adequately support the spine? (The small of the back is near the belt line.)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	

B. Chair			Comments
15.	Is the backrest angle adjusted so that the user is sitting upright while keying? (User should be encouraged to change backrest position when not keying.)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
16.	Does the chair have a stable five star base which is not less than 580mm in diameter?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
17.	Is there adequate seat padding?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
18.	Is the chair in good working order?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
19.	Is a glide matt required? (When seated can the worker move their chair across the floor under and around their workstation with minimal force?)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	

C. Desk			Comments
20.	Can the worker adjust their chair to suit the desk height and maintain the seated posture described in the section above? (If chair adjustment and footrest use is insufficient, desk height may need to be raised or lowered.)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
21.	Is there enough space under the desk to permit movement and stretching of the legs?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
22.	Are all surfaces of the desk (including the underside of the desk-top) free of sharp edges or corners, pinch points or projections that could cause injury?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
23.	Is the desk sufficiently robust to support the equipment?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	

D. Footrest (If applicable)			Comments
24.	Is a footrest available if required?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
25.	Is the footrest large enough to support both feet and allow a change of position?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	

E. Counter (If applicable)			Comments
26.	Is there opportunity for variation of posture between sitting and standing when performing counter tasks?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
27.	If a chair is provided, can the user adopt a balanced upper body posture (i.e. back is supported and not twisted)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
28.	Is the variety of tasks performed accommodated by the design and layout of the counter workstation?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	

F. Document Holder			Comments
29.	Is there a need for a document holder?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
30.	If yes, is it appropriate for the task & does it adequately support documents?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
31.	Are all source documents used legible?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	

G. Screen		Comments
32.	When sitting tall and looking straight ahead, is the worker able to read the screen without bending or twisting their neck?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
33.	Is the screen at a comfortable viewing distance?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
34.	Are all characters in the display easily legible, is the image stable?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
35.	Does the screen swivel and have forward, backward tilt?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
36.	Is the screen free from glare and reflection?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
37.	Is the screen 'brightness' and 'contrast' comfortable?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
38.	Does the worker wear glasses? (Multifocal glasses cause the most problems for computer users. It is recommended if they perform a lot of data entry, they should consider a pair of glasses designed for computer use).	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA

H. Keyboard		
39.	Is it a maximum 30mm thick and can the angle be adjusted?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
40.	Is there a rest area for the wrists?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
41.	Is it positioned centrally in front of the screen?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
42.	Is there a mouse pad?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA

I. Workstation layout		Comments
43.	Are regularly used- items within easy reach?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
44.	Is there sufficient space for completing work tasks?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
45.	Is the workstation designed to prevent undue twisting of the neck or trunk?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
46.	Is storage space adequate & appropriate for work items?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA

J. Telephone Operations and Headsets (If applicable)		Comments
47.	Is a headset available for continuous telephone operations?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
48.	Is the headset lightweight, adjustable and comfortable?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
49.	Does the telephone have easily adjustable volume controls?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA

K. Laptop/Portable Computer (If applicable)		Comments
50.	If a worker needs to use a laptop for extended periods do they plug in a separate mouse and keyboard?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
51.	Is the worker able to limit time spent using the laptop?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA

L. Office Safety		Comments
52.	Is the work area free of trip or slip hazards with clear and easy access to and egress from the premises?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
53.	Are power and communication cables adequately protected against damage?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA

54.	Are electrical equipment switches, and plugs in good condition and free from cracks, splits and punctures?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
55.	Are sufficient power points available at the workstation?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
56.	Has all relevant electrical equipment been inspected and tested?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
57.	Are all electrical leads out of the way or taped down so that there is no tripping hazard present?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
58.	Is the electrical equipment being used for work purposes protected by a circuit breaker?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	

M. Environment			Comments
59.	Is the noise level conducive to concentration and allow conversation without significant effort?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
60.	Does the worker find the temperature and airflow in the room comfortable?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
61.	Is the lighting adequate for the task/s being performed?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
62.	Are sources of glare controlled to prevent reflections in the workers field of vision (lights, windows, etc.)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	
63.	Is there a functioning smoke detector in the property?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	

N. Other Considerations			Comments
64.	Does the worker have the information and training necessary to do the work safely?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA	

Notes (add rows as needed)			

Summary (add rows as needed)			
Ref No.	List the safety actions that will be taken to eliminate or control these hazards:	Person responsible	Completion Date?

Manager Review		
The contents of this Checklist have been reviewed and are endorsed: YES / NO		
Required safety actions have been initiated: YES / NO / Not Applicable	Hazard reporting Reference No:	
Manager's Details		
Name:	Signature:	Date:

PLEASE RETAIN A COPY IN YOUR UNIT FOR FUTURE REFERENCE

Appendix D: Sample Working from Home Agreement

Working from Home Agreement

Family and Community Services
[insert date of agreement]

1 Preamble

- a) The Working from Home Agreement is a voluntary and cooperative arrangement. The terms and conditions of employment between FACS and the worker that apply at the worker's place of work also apply at the home-based workplace.

2 Definitions

- a) **Home-based work:** work performed at a worker's residence, for an agreed number of hours, on a specified day or days and for an agreed period of time. A formal Agreement between employer and worker determines whether the worker is officially working from home under this Procedure.
- b) **Home-based workplace:** the area designated in a worker's private residence where the manager and worker have agreed home-based work is to be performed.

3 Implementation procedures

- a) Before commencing work from home FACS and the worker will designate the home-based workplace and note the location in the Schedule to this Agreement.
- b) The worker agrees to cooperate with FACS in all measures to ensure that the home-based workplace conforms to acceptable work health and safety standards.
- c) If required, a manager will organise to undertake a formal home workplace work health and safety assessment before the commencement of any work from home.
- d) FACS will provide the worker with any agreed equipment or modifications to their work area before the commencement of work from home.
- e) FACS is responsible for the health, safety and welfare of the worker at work as far as reasonably practicable, including while at the home workplace. FACS will ensure that the home workplace and the equipment to be used are in accordance with the provisions of the Work Health and Safety Act 2011 (NSW) and other safety requirements.
- f) All work health and safety policies, procedures and guidelines which apply at the worker's usual place of work shall, as far as reasonably practicable, apply when the worker is carrying out work at the home-based workplace.
- g) If required, the worker consents to FACS having access to inspect the home workplace subject to the provision of 48 hours notice or by agreement. This inspection can only take place within designated working hours.
- h) The worker consents to a duly appointed WorkCover NSW Inspector or a representative of a Health and Safety Committee established at the worker's

normal place of work entering the home-based workplace in the event of an issue or dispute arising on a health and safety matter raised by the worker will occur for the sole purpose of resolving the issue or dispute.

- i) It is agreed that the worker has the right to have a union representative, a nominated third party, a Health and Safety Representative, an appropriately qualified person or a WorkCover NSW representative present during visits from FACS.
- j) The worker agrees to notify FACS of any workplace related hazards or incidents arising out of home-based work.
- k) FACS shall notify WorkCover NSW of any serious incident as required under work health and safety legislation occurring at the home-based workplace arising out of home-based work.
- l) FACS agrees to furnish the worker with a first aid kit, type C as defined in the Work Health and Safety Regulation 2011 (NSW). The worker agrees to ensure that the kit is kept at the home-based workplace and to notify FACS if any item requires replacement.
- m) The worker agrees that FACS is not responsible for any liability on the part of a third party, unless the third party, or parties, is present in connection with work related duties.

4 Equipment

- a) FACS and the worker will specify all equipment used by the worker in the course of carrying out work at the home-based workplace. The information compiled will specify who owns the equipment and /or software. This information will be recorded in the Asset and Consumables List and attached to this Agreement.
- b) The equipment owned or leased by FACS and for use by the worker at the home-based workplace will be used solely for the purposes of FACS work. All equipment owned or leased by FACS will remain the property of FACS or the contracted lessor, and the worker agrees that FACS may have access to the home-based workplace during hours of work or after provision of reasonable notice (at least 24 hours) for the removal of the equipment. In removing the equipment FACS will take all reasonable care to minimise damage to the home-based workplace and to property. If damage to the home workplace is caused by FACS actions, FACS is responsible for repairs, replacement or compensation.
- c) FACS or the contracted lessor will maintain the equipment and software owned or leased by FACS.
- d) The worker agrees to notify FACS if any problems or difficulties arise with the operation of the equipment and allow access to replace service or repair the equipment.

- e) FACS shall effect and maintain a policy of insurance in respect of the equipment owned by FACS and used to carry out work for FACS.
- f) The manner in which consumables will be supplied (e.g. toner, paper, etc.) will be agreed. These arrangements will be documented and attached to this Agreement as part of the Asset and Consumables List.

5 Security of assets and information

- a) Security of assets and information shall be as agreed for FACS office based employment. It is agreed that the worker will take all reasonable precautions necessary to secure FACS's materials and comply with the FACS Information Security Policy, 2014.

6 Insurance

- a) The worker is covered for workers compensation within the agreed hours of work.
- b) Other FACS workers visiting the home-based worker on FACS business are covered for workers compensation.
- c) Persons visiting the home-based worker on FACS business are to be covered by the worker's public liability policy. Workers should check the scope of their coverage with their insurer and provide the name of the insurer in the Schedule to this Agreement.
- d) injuries to other people in the home should be covered by the worker's household insurance and the worker should agree to notify their household insurer of the home-based work arrangements and provide the name of the insurer in the Schedule to this Agreement.
- e) FACS property on loan to the home-based worker for FACS business is covered by FACS property insurance.
- f) All incidents are to be reported to the manager in the first instance as outlined in the *FACS Work Health and Safety Worker Hazard/Incident Management and Injury Notification Procedure, 2014*.

7 Dependent care

- a) It is agreed that home-based work is not a substitute for childcare or other dependent care arrangements, including childcare during school holidays. The worker agrees to ensure they are fully able to undertake required work when they are working from home.

8 Conditions of employment and Working from Home Arrangements

- a) The terms and conditions of the employment between the worker and FACS that apply at the worker's usual place of employment also apply at the home-based workplace. In particular the following will not be altered by this Agreement:
 - any applicable legislation, awards or agreements
 - classification, grading and related remuneration.
- b) Any variation to the home-based work arrangements requires the negotiation and approval of a new Working from Home Agreement.

9 Hours of work/overtime

- a) The worker agrees to maintain an accurate and up to date record of hours worked, including work carried out at the home-based work site.
- b) Work from home must not exceed 10 hours in any one day.
- c) A minimum break of half an hour must be taken after 5 hours of work.
- d) The home-based workplace may be used for overtime provided separate written agreement is needed for its use.
- e) Overtime hours of work will be agreed in writing. A copy will be held by both the worker and FACS for the period during which overtime is carried out at the home-based workplace. Other conditions relating to overtime are contained in the relevant awards and agreements.

10 Communication

- a) FACS will ensure regular opportunities for communication between manager and worker and take all reasonable steps to provide to the worker all information concerning team meetings, training and other career development opportunities available to other workers.
- b) The worker agrees to be contactable during the periods in which home-based work is carried out and available for communication with FACS and other work contacts.

11 Performance

- a) FACS agrees to ensure that the work carried out in the home-based workplace is taken into account when the work performance of the worker is under review.

- b) FACS and worker agree to establish and implement an agreed procedure, appropriate to the work, by which the performance of the worker at the home-based workplace can be monitored.
- c) The worker agrees to attend the office for meetings regarding performance.

12 Training

- a) FACS agrees to ensure that training and career development opportunities are provided on the same basis as for other workers.

13 Termination of the home-based work arrangement

- a) This Agreement will terminate on the expiry date specified in the Schedule unless terminated pursuant to clause 13.
- b) The Agreement may be terminated by either party prior to expiry, provided that the party wishing to terminate gives reasonable notice.
- c) It is agreed that "reasonable" notice shall be four weeks if the agreed period for home-based work was six months or more or two weeks if the agreed period for home-based work was less than six months.
- d) Grounds for termination of the Agreement by the manager include:
 - a change in the operational requirements of the role or the work unit
 - inefficiency of the working from home arrangements, and/or
 - a change to the home-based workplace location.
- e) Notwithstanding clauses 13 a) - 13 d), the Agreement may be terminated immediately in the case of breach of FACS Code of Ethical Conduct, 2013, FACS Information Security Policy 2013 and related documents, FACS Work Health and Safety Working from Home Procedure, 2014.
- f) The Agreement will be terminated immediately upon the cessation of the worker's employment with FACS.

Working from Home Agreement Schedule

Please add rows as necessary.

Worker Details	
Name:	
Role:	
Phone:	
Email:	
Manager Details	
Name:	
Title:	
Phone:	
Email:	
Executive Director or District Director Details	
Name:	
Title:	
Phone:	
Email:	
Home-Based Workplace Details	
Address:	
Room/ Part Room: (delete as appropriate)	
Home Phone:	
Mobile:	
Email:	
WHS assessment	
Public liability insurance provider details	
Household insurance provider details	

Work from Home Arrangement	
Duration (dates):	From: To:
Days worked per week:	
(specify set days or number of days per week as appropriate)	
Hours worked per week (no more than 10 hours per day, no more than 5 hours without a minimum 30 minute break)	
Work to be performed (including any specific deliverables):	
Communication arrangements	
Supervision/performance reviews (for example, face-to-face meeting once a month)	
Meetings with co-workers/team (for example, teleconference once a fortnight)	
Local emergency contacts (for example, contact details for local medical centre)	
Security arrangements	
Building security (for example, locked office)	
Information security (for example, all papers kept in locked filing cabinet, computer access password protected)	
Reviews	
Initial review date:	/ /
Frequency of reviews:	Weekly/Monthly
Attachments to the Agreement (Yes/No)	
Asset & Consumables List	Yes/No
Ergonomic Workstation Assessment Checklist	Yes/No

I have read and understand the conditions set out in this Working from Home Agreement and in the FACS *Work Health and Safety Working from Home Procedure, 2014*.

I indicate my acceptance of the terms of this Agreement by signing below.

Signed: _____ Date: / /

Worker

Signed: _____ Date: / /

Manager

Approved _____ Date: / /

District Director / Executive Director

The original of this document and attachments will be placed on the worker's personnel file. A copy of this document and attachments will be retained by the responsible manager and the worker.

FACS Assets Supplied: The following Unit assets have been supplied to the worker for the home-based workplace.

Item	Model	Serial No.	Asset No.

Worker's equipment: The following equipment is owned and supplied by the worker for use at the home-based workplace.

Item	Item

Consumables supplied by FACS: The following consumables will be supplied to the worker by FACS on an 'as needed basis'.

Toner	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Paper	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Other (specify)		

Appendix E: Sample contents list for a portable first aid kit

A portable first aid kit should be provided in the vehicles of mobile workers if that is their workplace (for example, case managers and care workers). These kits should be safely located so as not to become a projectile in the event of an accident. There are no prescribed requirements for a portable first aid kit but the following list of items is suggested by [St John Ambulance](#).

Sample contents for a portable first aid kit	
Item	Kit contents
	Quantity
First Aid Quick Reference Guide	1
Note book and pen	1
Conforming bandage – 15cm x 1.5m	2
Conforming bandage – 10cm x 1.5m	2
Triangular Bandage 110cm x 110cm	1
Sterile wound dressing – No. 13	1
Sterile wound dressing – No. 14	1
Universal dressing – 20 x 91cm (large)	1
Non-adherent dressing – 7.5 x 10cm	2
Non-adherent dressing pad – 10 x 10cm	1
Combine dressing pad – 10 x 10cm	2
Eye pad – sterile (large)	2
Hypo-allergenic tape – 2.5cm x 9.1m	1
Adhesive strips (pk 50)	1
Saline Steritube – 15ml	6
Antiseptic wipes (pk 10)	2
Scissors s/s sharp/blunt – 12.5cm	1
Forceps s/s sharp – 12.5cm	1
Gloves latex non powdered – medium (pk 2)	2
Emergency shock blanket	1
Burns casualty sheet – 70 X 75cm (small)	1
Biohazard specimen bag	1
Safety Pins – assorted (pk 12)	1