

# Remote Work WHS Check-in Procedure

SAMPLE

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## Purpose and Scope

This Remote Work WHS Check-in Procedure sets out how [Company Name] will monitor the health, safety and wellbeing of workers who perform work away from the primary workplace, including from home, client sites, vehicles and other remote locations. It provides a structured process for regular WHS check-ins, escalation of concerns, and documentation of issues.

This procedure applies to all workers of [Company Name], including employees, contractors, labour hire workers and volunteers in:

- Office and corporate roles (e.g. administration, finance, IT, management)
- Sales roles (e.g. field sales representatives, account managers, business development)
- Transport and logistics roles (e.g. drivers, schedulers, dispatch staff, warehouse-based personnel working remotely or alone)

The procedure supports [Company Name]'s duty under WHS legislation to provide, so far as is reasonably practicable, a safe working environment and safe systems of work, even when work is undertaken remotely or in isolation.

## Definitions

### Key Terms

- **Remote work** – Any work undertaken away from [Company Name]'s primary workplace, including at home, in vehicles, at client premises, or in other non-company-controlled locations.
- **Isolated work** – Work carried out in a location where assistance is not readily available in the event of an incident, injury or emergency. This may include working alone at home, in a vehicle, or at a client site.
- **Check-in** – A planned, documented contact between a worker and a nominated contact person (e.g. supervisor, team leader, control room, dispatch) to confirm the worker's safety, location, wellbeing and any WHS issues.
- **Nominated contact person** – The person responsible for receiving and responding to check-ins, monitoring missed check-ins, and initiating escalation where required.
- **Escalation** – The process of responding to a missed or concerning check-in, including attempts to contact the worker, contacting emergency services if required, and notifying management.
- **Reasonably practicable** – That which is reasonably able to be done to ensure health and safety, taking into account likelihood, degree of harm, what is known or ought reasonably to be known, availability and suitability of controls, and the cost of controls.

## Roles and Responsibilities

### Officers and Senior Management

Officers and senior managers must:

- Ensure adequate resources are allocated to implement and maintain this procedure (e.g. systems, staffing, training, technology).
- Integrate remote work WHS check-in arrangements into broader WHS governance, risk management and reporting.
- Review reports on remote work incidents, near misses and trends, and ensure corrective actions are implemented.
- Support a culture where workers feel safe to report WHS concerns, fatigue, mental health issues and workload pressures.

### Managers and Supervisors

Managers and supervisors must:

- Identify which workers require formal check-in arrangements based on risk assessment.
- Establish and document check-in schedules, methods and escalation pathways for each relevant role or worker.
- Ensure workers are trained in this procedure and understand their responsibilities.
- Monitor compliance with check-in requirements and address any non-compliance.
- Respond promptly to WHS issues raised during check-ins and ensure they are documented and acted upon.
- Liaise with HR, WHS and operational teams to adjust workloads, rosters or routes where WHS risks are identified.

### Workers

Workers must:

- Comply with this procedure and any specific check-in arrangements set for their role.
- Ensure their contact details and emergency contact information are accurate and up to date.
- Complete all scheduled check-ins accurately and on time.
- Immediately report hazards, incidents, near misses, injuries, fatigue or wellbeing concerns identified while working remotely.
- Notify their manager or nominated contact person if their location, schedule or work plan changes.