

Work From Home Policy

SAMPLE

Table of Contents

Purpose and Scope	4
Definitions.....	4
Legal and Regulatory Framework.....	5
Roles and Responsibilities.....	5
[Company Name] (PCBU).....	5
Officers (e.g. Directors, Senior Executives).....	6
Managers and Supervisors.....	6
Workers.....	6
Health and Safety Representatives (HSRs).....	7
Eligibility and Approval for Work From Home.....	7
Assessing Role Suitability.....	7
Assessing Worker Suitability.....	7
Approval Process.....	7
Work From Home WHS Risk Management.....	8
Hazard Identification and Risk Assessment.....	8
Example WHS Risk Assessment Checklist Items.....	8
Risk Control Measures.....	9
Review of Risk Controls.....	9
Home Workstation and Ergonomics.....	9
Workstation Requirements.....	9
Ergonomic Self-Assessment Checklist.....	10
Equipment Provision and Ownership.....	10
Work Environment and Facilities.....	11
General Environment.....	11
Electrical Safety.....	11
Emergency Preparedness.....	11
Work Hours, Breaks and Availability.....	11
Standard Hours.....	11
Breaks and Rest Periods.....	12
Recording Hours.....	12

Communication, Supervision and Performance	12
Communication Protocols	12
Supervision	12
Performance Management	13
Psychosocial Risks and Wellbeing	13
Identifying Psychosocial Hazards	13
Control Measures	13
Information Security and Confidentiality	13
Protection of Information	13
Use of Personal Devices and Networks	14
Incident Reporting and Workers Compensation	14
Reporting Incidents and Hazards	14
Workers Compensation	14
Consultation and Worker Participation	15
Training, Information and Instruction	15
Monitoring, Review and Continuous Improvement	15
Records and Documentation	16
Sample Work From Home WHS Self-Assessment Template (Overview)	16
Implementation and Compliance	16

Purpose and Scope

This Work From Home Policy sets out how [Company Name] manages work health and safety (WHS), employment, operational and behavioural requirements for workers who perform work from home or from another remote location. It is designed to ensure that working from home is safe, sustainable and consistent with [Company Name]'s legal obligations under Australian WHS legislation.

This policy applies to:

- All workers of [Company Name], including employees, labour hire workers, contractors, apprentices, trainees, and volunteers who are approved to work from home.
- All work from home arrangements, whether regular, occasional, ad hoc, temporary, or as part of a formal flexible work arrangement.
- All business units, including office and corporate functions, and retail and wholesale operations where administrative, management, merchandising, buying, customer service, or support roles may be performed from home.

This policy should be read in conjunction with related policies and procedures, including (as applicable):

- WHS Policy
- Risk Management Procedure
- Incident Reporting and Investigation Procedure
- Emergency Management Procedures
- IT and Cyber Security Policy
- Information Privacy and Confidentiality Policy
- Flexible Work Arrangements Policy
- Code of Conduct

Definitions

For the purpose of this policy:

- **Worker:** Any person who carries out work in any capacity for [Company Name], including employees, contractors, labour hire workers, apprentices, trainees, students on work experience and volunteers.
- **PCBU:** Person Conducting a Business or Undertaking, as defined under WHS legislation. For the purposes of this policy, [Company Name] is the PCBU.
- **Work from Home (WFH):** An arrangement where a worker performs some or all of their agreed duties from their private residence or other approved remote location instead of [Company Name]'s usual workplace.

- **Home Workstation:** The area within a worker's home designated and approved by [Company Name] as their primary work area, including furniture, equipment and environmental conditions.
- **Reasonably Practicable:** What could reasonably be done at a particular time to ensure health and safety, taking into account and weighing up all relevant matters such as likelihood, degree of harm, what the person knows or ought reasonably know, availability and suitability of controls, and associated cost.
- **Hazard:** A situation or thing that has the potential to harm a person.
- **Risk:** The possibility that harm (death, injury or illness) might occur when exposed to a hazard.

Legal and Regulatory Framework

[Company Name] will manage work from home arrangements in line with relevant legislation, codes of practice and guidance material, including but not limited to:

- Work Health and Safety Act and Regulation in the relevant state or territory
- Model Code of Practice: How to Manage Work Health and Safety Risks
- Model Code of Practice: Managing the Work Environment and Facilities
- Fair Work Act 2009 (Cth) and associated regulations
- Applicable modern awards and enterprise agreements
- Privacy legislation and applicable data protection requirements

[Company Name] acknowledges that its primary duty of care under WHS legislation extends to workers who work from home, so far as is reasonably practicable. Managers and workers must understand that WFH does not remove or reduce WHS obligations.

Roles and Responsibilities

[Company Name] (PCBU)

[Company Name] will, so far as is reasonably practicable:

- Provide and maintain a work environment for workers who work from home that is without risks to health and safety.
- Implement a structured process to assess and approve WFH arrangements, including WHS risk assessments of the home work environment.
- Provide guidance, training, tools and resources to assist workers to set up and maintain a safe home workstation.
- Provide or approve suitable work equipment, systems and technology for WFH.
- Consult, so far as is reasonably practicable, with workers and Health and Safety Representatives (HSRs) on WFH matters that may affect their health and safety.

- Monitor WFH arrangements, including reviewing risk controls, incident reports, and feedback from workers.
- Ensure that any incidents, hazards or injuries arising from WFH are reported, recorded, investigated and managed in accordance with WHS procedures.

Officers (e.g. Directors, Senior Executives)

Officers of [Company Name] must exercise due diligence to ensure [Company Name] complies with its WHS duties in relation to WFH, including by:

- Acquiring and keeping up-to-date knowledge of WHS obligations relating to remote and home-based work.
- Ensuring [Company Name] has, and uses, appropriate resources and processes to eliminate or minimise WFH risks.
- Ensuring adequate processes are in place for receiving, considering and responding to information about WFH incidents, hazards and risks.

Managers and Supervisors

Managers and supervisors are responsible for implementing this policy in their areas of control. This includes:

- Assessing the suitability of roles and workers for WFH.
- Ensuring that WFH risk assessments are completed, documented and reviewed.
- Confirming that workers have appropriate equipment and understand safe work practices before approving WFH.
- Establishing clear performance expectations, communication protocols and working hours.
- Maintaining regular contact with WFH workers to monitor workload, wellbeing and WHS issues.
- Ensuring that WFH workers are included in team meetings, WHS consultation processes, and training.
- Acting promptly on reported hazards, incidents or concerns relating to WFH.

Workers

Workers approved to work from home must:

- Take reasonable care for their own health and safety and that of others who may be affected by their work.
- Follow this policy and any WFH procedures, guidelines or instructions issued by [Company Name].
- Cooperate with any WFH risk assessment, inspection (virtual or in-person), training or review.
- Set up and maintain a safe home workstation in line with ergonomic and WHS guidance.