Working From Home Procedure

This Procedure outlines the mandatory requirements for Staff Members and CSIRO Affiliates who intend to work from home.

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	The following objectives underpin working from home in CSIRO:
Essentials	**Availability -** This procedure enables blended working from home as a base line option for CSIRO staff and affiliates, provided it meets the needs of individuals, teams and CSIRO. All staff will need to work in the office for some periods of time. **Agreement -** Business Units will need to agree at a local level the home/office profile for their staff, and staff will need to accept the scheduling. **Eligibility -** While the aim is to have an office/home balance ratio across the working week for the whole of CSIRO, it is recognised that some roles will not be able to work from home. **Flexibility -** Staff can work from home outside of core hours, as agreed, to help balance their personal and work commitments. **Resources -** The Working From Home (WFH) package provides the resources and support to allow seamless work between your home and a CSIRO site. **Approval -** Working From Home is applied for and approved using the [Working from Home form](#).

Context (optional)	This Procedure outlines the mandatory requirements for staff & CSIRO affiliates who intend to work from home. Where this procedure refers to 'home, it will also include a nominated alternative home location. Working from home is an option supported at CSIRO that may be accessed by staff members and CSIRO affiliates depending on the nature of their role. It is expected that staff will work at a CSIRO location, as and when required or agreed. Discussions are to be held with the Line Manager to come to an agreement on the appropriate home/CSIRO workplace combination, including whether the work arrangement is for fixed days or flexible days, detailing the number of days at home in the [Working from Home Form](#). Managers must approve any work from home arrangements via this form. All arrangements should be regularly reviewed and may be discontinued at the request of the staff member or decision of the line manager based on business needs. All staff need to be assigned to a nominal CSIRO site and will be expected to attend if necessary and be responsible for the costs of travel between their home and the CSIRO site. Where staff are required to travel to another location from their home for business purposes, staff may be eligible to apply for costs associated with the approved use of a private vehicle for any additional kilometres that exceeds the distance normally travelled between home and the CSIRO site (See [Motor Vehicle Allowance Procedure](#)). Any costs for home-based work remain the individual's responsibility. The Australian Tax Office provides guidance on what an individual can claim as part of their tax return for home office costs. Staff working from home will need to provide a suitable and reliable internet connection. The same conditions of employment apply to a staff member working from home as they apply at a CSIRO place of work. Staff should be aware that their personal information, including home addresses or other regular locations of work and contact details will be used and disclosed for business purposes. Staff must ensure that this information is up to date in SAP and the Working from Home form, and that their manager is informed as to their whereabouts in the event they are working from multiple regular locations. For further information on how CSIRO handles personal information please refer to the [CSIRO privacy policy](#), FAQs or contact the privacy officer at privacy@csiro.au. This procedure does not apply to ad-hoc/intermittent work from home or other locations away from the usual place of work. 'Ad-hoc' describes those one-off irregular times where it might be more convenient to work from home. Examples include needing to stay home to wait for a

	tradesperson or delivery, to attend a local appointment or to avoid travel or traffic disruptions.
	Staff may however use this procedure and the accompanying Working From Home form to list other regular locations of work in addition to, or as an alternative to their home location. For example, staff impacted by domestic, family violence and abuse where they do not feel safe working from home, may need to work from other locations such as a parent, relative or friends' home for a set period.
	Working from home is not to be used as a substitute for dependant care although, it can be appropriate where a dependant only requires monitoring with occasional direct care, e.g. during short term illness, during convalescence etc. Approval may also be appropriate during a phased return to normal duty, following an illness or injury, or following a period of maternity, fostering and adoption, or paternity leave.

Detailed Procedure	# 1. Discuss and apply to work from home Any arrangement for regular working from home must be agreed to and approved by the Line Manager before work from home can proceed (unless you have been directed to work from home as part of an emergency response). Discuss the following factors with your Line Manager before completing an application to Work From Home: • The nature of the work tasks being considered • Planned interaction with the individual's team/s • The intended work location/s • The intended working arrangement e.g. fixed or flexible days, the number of days and hours at home, including appropriate accumulation and use of flextime • Supervisory arrangements • If you have a team leadership role, how this potentially impacts the team • Any resources required The type of work to be carried out from home must be appropriate in terms of content, interaction with other staff and clients, and be able to be appropriately supervised. Use the Working From Home form to record these agreed details and the remaining sections as outlined below. When completing the application, consider if work from home can be done outside the attendance bandwidth and core hours, to help balance the person's personal and work commitments (See Attendance and Flextime Procedure). # 2. Ensure your personal wellbeing Consider the following, and discuss any strategies or concerns you may have with your line manager: • Ergonomics and posture variation e.g. standing, moving, stretching • Breaks regime and use of Wellnomics WorkPace or other prompts for reminders and avoidance of working extended hours • Ensure you have the necessary equipment for your workstation setup. Subject to the delegate's approval, CSIRO will support the

cost of the necessary IT equipment and furniture (ergonomic chair & electric adjustable sit/stand desk) from an approved supplier for staff who have at least six months of service. See the [CSIRO Working From Home (WFH) Package](#) for details and eligibility criteria.

- Use of the [CSIRO Employee Assistance Program (EAP)](#) where appropriate
- Assess and take into consideration any existing injuries, illnesses or disabilities

3. Manage your work tasks and environment to eliminate or reduce risks

To enable managing your work tasks:

- Provide suitable and reliable internet connection (at your own cost), CSIRO mobile devices may be used for hot spotting for short periods to ensure the connection is reliable and stable. Speed and quality may be affected when using a mobile device and it is therefore preferable to use a home internet connection
- Plan for task variation throughout the workday

To eliminate or reduce risks in your work environment, ensure:

- Temperature control, airflow, air quality is adequate, adjustable and comfortable
- Lighting and noise levels are managed
- Workstation location and position within the home is optimal, considering monitor positioning and glare from windows or light sources
- Slip/trip/fall hazards are eliminated
- Electrical cords and power boards in use are in good repair and not overloaded
- Safe access to and from your home is possible in case of an emergency
- Emergency response items are available

4. Maintain contact with your team

Maintain regular and agreed contact with your Line Manager and team by considering the following:

- Outline arrangements so that both you, your supervisor and other team members are agreed on when and how you communicate; establish clear boundaries around your work hours
- Ensure you will have system access to CSIRO Intranet and other information sources in order to enable conduct of your role, plan to attend your CSIRO workplace for project meetings, general staff meetings and social activities on a regular basis, and to access training and other development activities as agreed under your APA or with you Manager
- Maintain agreed hours and patterns of work and if required, record attendance in the same way as if at a CSIRO site
- Apply for and take leave (including flex leave) in the normal way
- When participating in team meetings, participate via virtual video platforms such as WebEx wherever possible

5. Protect CSIRO physical and intellectual property assets

To protect CSIRO's physical and intellectual property, you must agree to:

- Comply with the CSIRO Information Security Procedure, Information (Physical) Security Procedure and Managing Information Securely Procedure
- Follow IM&T advice pertaining to reducing cyber risk
- Only a CSIRO laptop can be used to access VPN to enable cyber control and monitoring.
- For Microsoft Office 365 access only, non-CSIRO devices may be used
- Enable Multi-factor Authentication (MFA) on your device to access CSIRO data securely
- Provide lockable space such as cabinet, office, deadlocks, security screens
- Comply with the *Privacy Act 1988* (Cth) (Privacy Act) and the Australian Privacy Principles when handling personal information.

In your application, describe how you will protect, store and access CSIRO data of a research, commercial or staff-in-confidence nature at home to ensure it is protected from inappropriate use by others who do not have a need-to-know. This not only applies to potential IT hackers,

industrial espionage etc., but from family, friends or others who might unwittingly spread information inappropriately.

6. Supporting documents for your application

You can optionally attach photographs or other documents of your work environment and location to demonstrate appropriate risk controls are in place. These may include for example:

- your workstation setup
- cabinets or lockable spaces
- electrical items if required
- fire safety/emergency provisions

NOTE: Full size photographs can be large files, consider compressing these prior to uploading to minimise the likelihood of the form stalling.

7. Roles and responsibilities

Approving Managers will:

- Satisfy themselves that the arrangement meets the Organisation's, team's and individual's needs, and risk assessment details consider appropriate controls before approving requests; or decide if further information is required and reject any such request, until the staff member provides the required additional information and resubmits their application
- Genuinely consider all requests for work from home where applicable. While all requests will be fully considered, working from home may not be appropriate to all staff members or positions at particular times or under particular circumstances. If a request is not approved, managers must be prepared to discuss the reasons for declining the request with the staff member
- Ensure your Staff Member or CSIRO Affiliate has completed the workstation checklist and review any uploaded photos of their workstation and environment, including all recommendations assisting them to implement the required changes
- Check-in regularly with your people who are working from home to ensure that the arrangement is suitable, they have appropriately set up their workstation, are taking regular breaks and managing their work hours appropriately

	- Regularly review approved forms from the Closed tab under the [My Tasks](#) menu on the CSIRO FORMS - Cancel approvals prior to the expiry date after any review where the conditions no longer meet originally approved requirements **All Staff Members and CSIRO Affiliates will:** - Request approval to work from home via the [Working from Home form](#) - Take reasonable care for your own health, safety and wellbeing while working from home and ensure that your actions or omission of actions do not adversely affect others - Use any equipment supplied by CSIRO in accordance with instructions given for its safe and proper use and return items as required/requested - Advise if any circumstances or objectives change that could alter the risk of working from home (e.g. an injury occurs) and work from a CSIRO location until a new assessment can be made - Comply with all relevant policies, procedures and applicable laws, including the Privacy Act and relevant security procedures
Supporting Information	- [Working From Home MyCSIRO FAQ's](#) - [Working From Home package intranet page](#) - [Working From Home form](#) - [CSIRO Physical Security information](#) - [CSIRO IT and Cyber Security information](#)
Accountability	Authors: Functional areas consulted: New Ways of Working Project Team (HR, CBIS, IM&T, HSE, Corp Affairs, OD, Governance, Finance), SMT, BTP and Global Approver: Director, Health, Safety & Environment Date of Final Approval: in the format [Date (DD:MM: YY)] [Version #]