

WORK FROM HOME POLICY AND PROCEDURE

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Policy Lead	Chief Executive Officer / Principal
Approving Authority	Board of Directors
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Next Review Date	March 2027
Version	2024.1
Relevant legislation or external requirements	<p>Higher Education Standards Framework (Threshold Standards) 2021 (HESFs: 2.1, 2.3.4, 3.2.5, 6.1.4)</p> <p>Work Health and Safety Act 2011 (Cth) Work Health and Safety Regulations 2011 (Cth) Work Health and Safety Amendment Act 2023 (Cth) Work Health and Safety Act 2011 (NSW) Work Health and Safety Amendment Act 2023 Work Health and Safety Regulation 2017 (NSW) Corporations Act 2001 (Cth) (Corporations Act) Workplace Surveillance Act 2005 Privacy Act 1988 (Cth)</p>
Related ASA Documents	<p>Staff Code of Conduct Staff Handbook Critical Incident Policy Critical Incident Procedure Critical Incident Management Plan Work, Health, and Safety Policy Work, Health, and Safety Procedure Learning Resources Policy and Procedure Diversity and Equity Policy and Procedure Information Technology Policy and Procedure Staff Performance Management Policy Staff Performance Management Procedure Business Continuity Policy Business Continuity Plan Student Support Framework Intellectual Property Policy</p>

1. Purpose

This Policy and Procedure outlines the circumstances in which Work from Home (**WFH**) arrangements will be considered by the Australian School of Accounting (**ASA**) and describes the required conditions to be met prior to approval for such arrangements.

2. Scope

This policy applies to all ASA staff, volunteers, and contractors.

3. Principles

The key principles informing this Policy are that:

- ASA considers the safety and wellbeing of its community as of central importance and a key responsibility of leadership.
- ASA is a collaborative organisation which values its staff and their contributions to

quality. ASA seeks to foster a supportive environment that enables people to flourish in work and study.

- ASA affirms that student education and experience is at the heart of the organisational goals and ASA is committed to continuous improvement through service excellence and outstanding performance.
- ASA demonstrates integrity, adaptability, excellence, and innovation in all aspects of our learning and teaching.

4. Definitions

Term	Definition
ad-hoc WFH arrangement	An arrangement that is a one-off or isolated, non-repeated arrangement. For example it may be organised as the designated office is undergoing repair or maintenance and presents temporary inconvenience or safety issues.
Chief Executive Officer (CEO)	The Chief Executive Officer is the highest organisational role for ASA and performs the role of Principal as well as their other duties.
designated office	The designated office is the workspace provided and maintained by ASA. This will commonly be integrated with the campus facilities.
direct report	A direct report is an employee that a manager has responsibility for and is required to oversee and manage, as per their contract of employment.
Senior Management	A group of senior operational staff who report to the CEO and have specific functional responsibilities within ASA. The Senior Management team consists of: <ul style="list-style-type: none"> • Chief Executive Officer/Principal • Academic Dean • Director International Recruitment • Director Learning and Innovation • Director Quality and Compliance • Director Student Experience
routine WFH arrangements	A routine arrangement is one that occurs on a regular cycle and is ongoing. For example, every Thursday, or on the last 2 days of the month.
Work from Home (WFH) arrangement	An approved, voluntary, and co-operative arrangement for an ASA staff member to carry out defined duties from a location other than their designated office on an ongoing basis for an agreed period of time.
Working from Home Self-Assessment Form	A form completed by an ASA staff member confirming their home office meets work health and safety requirements and identifies possible risks associated with their nominated home office.

5. Policy Statement

ASA seeks to recruit and retain the best individuals for all roles to deliver exceptional educational experiences and outcomes for students.

ASA's operational environment incorporates ongoing technological advancements to provide professional services and interact with students in the manner that is student centred. It is vital that students have appropriate access to academic and other staff and support in a manner that suits them.

ASA is an organisation that embraces innovation and adaptability, with staff who are professional and highly skilled. Collaboration and partnership within and across organisational departments supports effective service delivery and continuous improvement.

ASA recognises that the family and personal lives of staff are diverse and variable. ASA seeks to support all members of ASA in healthy and balanced lives.

In order to assist productivity and staff wellbeing, ASA will consider WFH arrangements under suitable circumstances.

6. Procedure

6.1 Appropriate circumstances

The nature and requirements of a staff member's work and role description must be evaluated to determine if circumstances are suitable for a WFH arrangement including:

- current workload or deadlines;
- experience and skills;
- level of supervision required;
- task level;
- organisational knowledge;
- typical activities, including key interactions; and
- support required.

The work location of a staff member should contribute positively to the quality of work completed and their ability to perform their role effectively and efficiently.

ASA expects that any staff member who is ill or suffering from a medical condition should seek medical advice as appropriate before continuing or returning to work. WFH arrangements must not replace Sick Leave.

6.2 Required Conditions

- a. ASA is committed to providing a safe and healthy place of work for all staff members and this extends to staff who undertake home-based work. All policies and procedures, particularly those relating to work, health, and safety (WHS), that apply to staff members of the organisation will, as far as practicable, apply for WFH arrangements.
- b. The WFH work site should be identified and conform to acceptable WHS standards. Staff undertaking authorised home-based work are covered by the same principles of Work Cover as an employee working on site.
- c. The staff member must be aware of the need to maintain a safe working environment by completing and signing a Working from Home Self-Assessment Form.
- d. Access to technological devices, ASA files and materials, and reliable internet and mobile coverage should be at the same quality or better than provided by ASA at the designated office at the staff member's expense.
- e. Staff members undertaking home-based work must be contactable and/or accessible within reason during their agreed hours of work whilst WFH arrangements are in place.

6.3 Approval and Monitoring

Managers may approve requests to WFH arrangements on a routine or an ad hoc basis. Approval to WFH is not a right, and all applications will be carefully considered.

Managers should ensure that any arrangements are safe, productive, and clear. As far as practicable, WFH hours should mirror office working hours. Where travel from the WFH site

and the designated office is required, this will not be considered as working hours.

Managers may consider that a staff member may not have suitable circumstances for routine WFH approval, but may approve a request for ad-hoc WFH arrangements on a discretionary basis in light of a staff member's personal circumstances or needs.

Managers must review any routine WFH arrangements every 12 months, or when roles or organisational requirements change to ensure the most suitable arrangements for ASA are in place.

If a staff member sustains an injury, a near miss, or adverse experience whilst undertaking WFH arrangements, the staff member is required to report this to their manager within 24 hours of the incident occurring.

In any cases where it is established that the staff member is not working effectively during time spent at home, or that the arrangement is no longer suitable for ASA, the approval for WFH will be rescinded. In some cases, the Manager may be able to provide notice, however this is not required.

7. Roles and responsibilities

7.1 Employee

- a. Request WFH arrangements if desired and the circumstances are appropriate.
- b. Provide proof that the required conditions have been met along with the Work from Home Self-Assessment Form.
- c. Understand and remain aware of all WHS requirements and take all reasonable steps to maintain their safety during WFH arrangements. This includes wellbeing and mental health strategies to ensure their overall wellbeing.
- d. Remain in appropriate contact with their manager, and proactively seek help and support as required as the WFH arrangements can impede the ability of the Manager to provide this support.
- e. Report any injuries, near misses, or adverse experiences within 24 hours to their Manager and provide as much detail as required.
- f. Act ethically and with integrity during all working hours, regardless of work location; and
- g. Ensure all ASA intellectual property, materials, information, and resources are kept secure and confidential. Any work completed on other devices or platforms must be transferred routinely to ASA ICT facilities and infrastructure every three (3) days or sooner to safeguard completed work from loss.

7.2 Manager

- a. Carefully consider the best working arrangements in ASA's interests and the health, safety, and productivity of direct reports.
- b. Make reasonable attempts to assure that the appropriate circumstances and required conditions of any WFH arrangements have been met prior to granting approval for WFH arrangements.
- c. Ensure that any WFH arrangements have clearly identified hours of work and have been appropriately communicated within the organisation and recorded.
- d. Provide appropriate support and assistance to all direct reports, with particular care to the productivity, health, and safety of any employee with WFH arrangements.

- e. Ensure that any staff with WFH arrangements are kept informed and included in team activities, updates, and meetings. Allocate work fairly and reasonably, with consideration of work location and the skills and experience of direct reports.
- f. Monitor any WFH arrangements and review WFH arrangements as required, endeavoring to provide reasonable notice to staff; and
- g. Receive and act on any reports of critical incidents received from any direct reports, regardless of work location.

7.3 Chief Executive Officer

- a. Provide direction and guidance to Managers in implementing this policy and procedure.
- b. Oversee the WFH arrangements for the Senior Management team and Finance Manager.
- c. Monitor the effectiveness of this policy and procedure to ensure the organisational goals and objectives are met; and
- d. Receive and act on any reports of critical incidents received, regardless of work location.

8. Grievances

All staff can access ASA's complaints and grievances handling process at any stage. Please refer to the *Staff Code of Conduct* for further detail.

9. Relevant HESFs

This Policy and the associated Procedure comply with the Higher Education Standards Framework (Threshold Standards) 2021 which specifies that:

Standard 2.1 Facilities and Infrastructure [...]

- 2. Secure access to electronic information and adequate electronic communication services is available continuously (allowing for reasonable outages for maintenance) to students and staff during periods of authorised access, except for locations and circumstances that are not under the direct control of the provider.
- 3. The learning environment, whether physical, virtual or blended, and associated learning activities support academic interactions among students outside of formal teaching.

Standard 2.3 Wellbeing and Safety [...]

- 4. A safe environment is promoted and fostered, including by advising students and staff on actions they can take to enhance safety and security on campus and online.

Standard 3.2 Staffing [...]

- 5. Teaching staff are accessible to students seeking individual assistance with their studies, at a level consistent with the learning needs of the student cohort.

Standard 6.1.4 Corporate Monitoring and Accountability [...]

- 4. The governing body takes steps to develop and maintain an institutional environment in which freedom of speech and academic freedom are upheld and protected, students and staff are treated equitably, the wellbeing of students and staff is fostered, informed decision making by students is supported and students have opportunities to participate in the deliberative and decision making processes of the higher education provider.

10. Version Control

This Policy and Procedure has been reviewed and approved by the Australian School of Accounting Board of Directors as at March 2024 and is reviewed every three years.

This Policy and Procedure is published and available on the Australian School of Accounting website <https://www.asahe.edu.au/policies-and-forms/>.

Change and Version Control				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
2024.1	Director Quality and Compliance	Updated policy to include HESF references. Updated and benchmarked to ensure currency with legislation and sector practice.	01/03/2024	08/03/2024
Previous version archived. New Policy code and numbering system implemented.				
2.1		Board of Directors Approval	04/11/2020	04/11/2020

Appendix 1: Working from Home Self-Assessment Form

Prior to approval of any working from home arrangement, a staff member must complete and sign the following Working from Home Self-Assessment Form.

Role responsibilities	
Do you have the appropriate experience and skills to work remotely?	
Is the level of supervision and support required to assist you in your role conducive to WFH arrangements?	
Are your tasks and typical activities, including key interactions, able to be completed effectively from a remote location?	
Does you have appropriate organisational knowledge to work remotely?	
Will you be able to complete work in a fair and reasonable manner without undue burden on your colleagues, direct reports, or manager?	
Safety	
Are you aware of the individual Work Health and Safety requirements for working remotely?	
Is the floor space free from tripping hazards?	
Is lighting adequate for the tasks being performed?	
Are there acceptable noise levels in the space?	
Are you able to take appropriate breaks in safe and clean facilities?	
Is the room temperature comfortable, with heating and cooling available as required?	
Are there adequate power outlets to run the computer and other equipment?	
Are devices protected by a circuit breaker?	
Will you be able to be included in team activities, updates, and meetings easily?	
Chair	
Is the chair fully adjustable?	
Does the chair have a 5-star stability base?	
Does the chair have adequate lumbar support?	
Is the fabric and padding of the chair adequate?	
Connectivity	
Are you able to access ASA's network?	
Is the space appropriately confidential (or can be made so easily as required)?	
Are there appropriate technological devices, access, and set up for productive work?	
Is there reliable internet and mobile coverage at the same quality or better than provided by ASA?	
Is there a process in place to protect and secure ASA materials, files and intellectual property and ensure appropriate transfer of work at regular intervals?	
Name of Staff member	
Signed and dated	

Manager Comments and Outcome

Role responsibilities- Comments		Approved?
Safety - Comments		Approved?
Chair- Comments		Approved?
Connectivity - Comments		Approved?
Overall Determination - Comments		
		Approved Not approved
Name of Manager		
Signed and Dated		