

WORKING FROM HOME GUIDELINES

Introduction and objectives

This guide and the following principles have been developed by the Future Ways of Working group and endorsed by the Incident Management Task Group with the objective being to establish and embed contemporary and flexible working practices at the University of Adelaide, beyond the immediate return to campus as a result of COVID-19.

The COVID-19 situation has given rise to key insights that can be harnessed to redesign current models of working, with the opportunity to improve staff productivity, work life balance, employee satisfaction and engagement. The University is committed to enabling a safe working environment for staff regardless of the location where work is conducted.

These principles have also been created with the additional objective of supporting University business continuity planning and as an opportunity for cost saving through a considered reduction in footprint. These principles will be supported by the future development of a further set of workplace principles which will guide the realisation of space savings.

These principles have been developed through the lens of ongoing, long term application, however will be trialled over the next 6 months as we adapt to returning larger numbers of to our campuses. Upon review, the principles will inform a revision of the Work from Home Procedure (which has been suspended pending review) which has its own natural review date. Additionally, flexible working arrangements should be documented, and are subject to annual review as outlined in the Enterprise Agreement. An email, team roster, spreadsheet or PDR record is generally considered an adequate WFH record.

These principles apply to both professional and academic staff.

The University's Policies and Procedures apply to all staff regardless of their work location. In applying these principles staff and supervisors will need to be mindful of the requirement for staff to comply with University Policies and Procedures, including taking reasonable care of their own [health and safety](#), to take care with their [ergonomics](#) and to [report any safety issues](#).

General Work From Home Principles

1. 'Work from Home' refers to the arrangement for staff to complete work at a location other than the University's campuses, either at their home or at another suitable location.
2. Work location flexibility is one of a suite of flexible work options available to staff as part of the University's commitment to flexible working practices.
3. Results for the recent the staff survey and Leaders' Focus Groups reveal an appetite to increase flexibility in relation to work from home arrangements:
 - *76% of staff reported that they would welcome an opportunity work from home on a more regular basis beyond the current pandemic situation, of which the strongest preference is for an arrangement with 3-5 days working from home per fortnight;*

- *On the whole, senior leaders spoke positively of their experiences managing staff working remotely during COVID-19 and hold a strong desire to apply learnings to future working practices.*
4. The University is committed to maximising work from home flexibility, to the benefit of both staff and the University.
 5. It is expected that many roles at the University can be effectively worked from home, for at least a portion of a staff member's overall hours of work.
 6. The University of Adelaide is renowned for its vibrant campus life, which is seen as a positive contributor to both staff and student experience. It is important that staff remain connected with the campus and university community and this is best achieved through a level of campus presence.
 7. It is expected that all roles will spend at least some time on campus, the duration of which will be dependent on local area business needs.
 8. Staff shall not undertake any hazardous activities from home, such as, for example, activities that would normally occur in a laboratory or workshop.

Staff-Initiated Work From Home Requests

- Supervisors are best placed to assess and make a decision in respect of staff work from home requests. Supervisors may seek support for their decision making from HR Advisors as necessary.
- Instances where it would be unreasonable to accommodate a work from home request include, but are not limited to:
 - Performing the role away from campus creates a potential health and safety risk that cannot be effectively mitigated or managed;
 - The home environment is not conducive to effective working;
 - There exists insufficient access to resources and equipment to perform the role remotely;
 - The nature of the role is such that there is a requirement for face-to-face interaction as an essential component of the student or staff experience.
- In the absence of mobile technology supplied by the University, staff are required to use their own suitable technology when working from home. Local areas may elect to issue equipment to staff who do not possess suitable technology to enable them to work from home, however this is at the discretion of the University and subject to available budget.
- Staff are responsible for providing the appropriate furniture when working from home. Local areas may elect to provide staff working from home with access to office chairs and stationery if requested, however this is at their discretion of the University and subject to available budget.
- Supervisors should work with the staff member to ensure that the proportion of hours requested to be worked from home in the arrangement support the following:
 - Education, research and service delivery excellence;
 - The needs of students, external customers and work colleagues;
 - The provision of an exceptional student experience;
 - Effective delegation and communication channels;
 - Team cohesion and morale;

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| Authorised by | Chief Operating Officer | Review Date: | 3 January 2021 | Page 2 of 3 |
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- For professional staff, days and times of working arrangement should fall within ordinary hours and span of hours (per clause 2.2.1 of the Enterprise Agreement); A staff member may be required by their supervisor to work reasonable overtime in accordance with clause 3.6 of the Enterprise Agreement. Where staff have been authorised by their supervisor to work the overtime, staff up to and including HEO7 are entitled to payment for overtime at the applicable rate. By agreement, a staff member may take time off in lieu of payment for overtime (TOIL) at a mutually agreed time. (per clause 3.6 of the Enterprise Agreement).
- Connection with campus life and university community is maintained through at least a portion of overall hours being worked from campus.

Employer-Initiated Work From Home Requests

- The University may also propose work from home arrangements to staff.
- Staff should accommodate work from home requests wherever it is reasonable to do so, with consideration to the work from home location, home set up and family arrangements.
- In the instance the University campus presents a hazard to the health and safety of staff, or on the advice of government and/or health authorities, the University may direct staff to work from home.
- The University may also direct staff to work from home to ensure business continuity of an essential service and in such an instance will provide appropriate technology as required to enable work to be undertaken.

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