

*A People Leader (e.g. Manager/Supervisor) has duties to ensure the health and safety of their team, even if they are working from home. The People Leader can minimise risks at a team members' home by:*

- *providing guidance on what is a safe home office environment, including what a good workstation set up looks like, why a person should not be sedentary all day and how to avoid this.*
- *allowing a team member to borrow any necessary workstation equipment from the office to take to the home as agreed.*
- *requiring a team member to familiarise themselves and comply with good ergonomic practices, consistent with any workplace policies and procedures, for example requiring them to complete a workstation assessment and provide their responses to their People Leader.*
- *maintaining regular communication with the team member.*
- *provide access to information and support for mental health and wellbeing services including the Employee Assistance Program (EAP)*
- *appointing a contact person in the business who the team member can talk to about any concerns related to working from home.*

*A People Leader must also think about, and consult their team, on how existing policies and procedures apply when working from home, including:*

- *notification of incidents, injuries, hazards, and changes in circumstances.*
- *consultation and review of work health and safety processes, and*
- *attendance, timesheets, leave and other entitlements and arrangements.*

*You can set your team up for success by providing structure, clear expectations and a work environment that is safe and digitally connected. Here are just a few ways to support them:*

### ***Create a communication structure***

- **1:1 daily check-in** – provides a routine for each team member providing a forum to consult with you and raise any concerns. The check-in can be delivered by email, SMS or instant message.
- **Daily team meetings** – will foster team collaboration. Morning meetings can assist home-based Team Member's to transition from 'at home' mode to 'at work' mode. It is important to consider team member's individual requirements— caring responsibilities and part time arrangements.
- **Weekly 1:1 meeting's** – enable you to check on individual's work progress, challenges and mental health. People Leader's should listen to Team Member's anxieties and offer encouragement and support tools such as EAP.
- **Get the balance right** – if your team member's work more independently from one another, a daily 1:1 and a less frequent team meeting may be more appropriate.
- **Video conferencing** – 'face-to-face' meetings via videoconferencing allow visual cues, which improves communication and reduces a sense of isolation. Videoconferencing is particularly useful for complex or sensitive discussions, as it feels more personal than audio or written communication.

### ***Set clear expectations***

- **Output** – discuss standards, deadlines, key priorities and methods for tracking performance.
- **Milestones to achieve deadlines** – have a ‘how’s it going?’ call well before the deadline, so you can spot any potential delays.
- **Dependencies** – how does their work contribute to other teams and projects? What is required from them and when?
- **Potential obstacles** – book a group call to discuss strategies to address any obstacles.

### ***Support work-life balance***

- **Define spaces** – encourage them to keep their workspace as physically separate as possible.
- **Talk flexibility** – maintain a dialogue with your Team Member’s about flexibility around working hours are they fixed, or can you adjust them to allow for home life demands?
- **Taking regular breaks** – encourage your Team Member’s to take lunch breaks, and hourly stretching breaks.

### ***Create a digital workplace***

Introduce a range of digital collaboration tools in addition to phone and email, such as:

- Microsoft Teams chats
- ZOOM meetings and Instant messenger
- Videoconferencing
- File exchange.

Determine with your team how these tools should be best used to support their work. For example: instant messages are best suited to short status updates.

### ***Ensure a safe working environment***

Working from home can introduce additional risks, and you have an obligation to support healthy and safe work. To understand if an injury arises from the course of employment during home-based work People Leaders and Team Members can:

- Define the workplace
- Establish the hours of work
- Set expectations for daily work activities
- Use the Working from Home Checklist (in the WFH Agreement form).

### ***Build community and provide opportunities for remote social interactions***

- **Maintain social interaction** – emphasise the importance of maintaining social interaction within virtual team meetings.
- **Share health strategies** – encourage Team Members to share their strategies for building mental and physical health at work such as; meditation, indoor activities and sharing podcasts.
- **Virtual events** – consider using technology for celebrating special days, virtual morning teas and lunches.

***Remember – work health and safety duties still apply in home-based work.***