WORKING FROM HOME AND COMPANY PROPERTY POLICY AND PROCEDURE

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Purpose and Scope

The purpose of this policy and procedure is to outline the expectations of staff if they are approved to work from home, and their use of Bilingual Care's Company Property, such as laptops, computers, monitors. and accessories.

This policy and procedure applies to all staff and meets relevant legislation, regulations and Standards.

Applicable Strengthened Aged Care Quality Standards

- *Standard 2. The Organisation*

Definitions

Bilingual Care Company Property – all items, materials, tools, and equipment provided by Bilingual Care, to which staff have access to in the course of their employment.

Policy

Bilingual Care is committed to providing a flexible work environment where staff can meet their personal, family, work, and community commitments without compromising the achievement of business objectives.

Procedures

Working from Home

Work from home arrangements are approved at the sole discretion of Bilingual Care's Managing Director. Where staff can reasonably complete their work duties at home, maintaining professional standards and quality work, Bilingual Care will endeavour to support that staff member's request. Generally, work from home requests are only suitable for administrative-based staff. Due to the nature of support work, support staff must be onsite to assist consumers.

The success of a sustainable work from home option relies on open and transparent communication between all parties. Staff are expected to attend all staff, consumer, or other stakeholder meetings via teleconference or video conference (Teams/Zoom) when working at home.

If a meeting requires personal attendance at the office (e.g., training) on a day that a staff member is usually scheduled to work at home, they must arrange to come into the office or confirm with the Managing Director whether teleconference or videoconference is suitable.

Working from Home Requirements

Staff who request to work from home, either on an on-going or on a temporary basis, must meet the following requirements:

- approval must be obtained from the Managing Director for the days they intend to work from home, in advance
- a completed *Work from Home Checklist* must be provided to the Managing Director. Any identified risks or additional equipment requirements in the checklist must be addressed to ensure the staff member has a safe and ergonomic work environment at home and
- communication must be provided to relevant stakeholders (e.g., colleagues) about the agreed working from home arrangements.

For unplanned work from home requests (for instance, if childcare arrangements prevent a staff member from coming into the office for the day), the staff member must provide at least 24 hours' notice (where possible) to the Managing Director.

Work at Home Set-up and Equipment

Bilingual Care will provide staff with a Bilingual Care-issued laptop that can be used when working at home.

Where a staff member elects to work from home, it is their responsibility to ensure they have set up an appropriate work area (as per the *Work from Home Checklist*) and to purchase necessary equipment (e.g., monitors, keyboard, mouse, desk, and chair). The staff member may be able to claim these expenses via their personal tax return.

Company Issued Laptops, Computers, and Equipment

Bilingual Care-issued laptops and computers are configured with the latest security software to ensure protection from potential malicious behaviour. Prior to collecting and using a Bilingual Care-issued laptop or computer, staff must:

- have the Managing Director sync all internal programs under the staff member's Office 365 account and
- sign and return a *Bilingual Care Company Property Acknowledgement* accepting responsibility for the security, care, and reasonable use of the laptop or computer and equipment.

All staff must take the following actions to ensure the physical security of Bilingual Care laptops, computers, and equipment:

- when not in use, laptops and computers must be locked with a password
- passwords must be between 6 to 10 characters long and use a combination of upper case, lower case, numbers, and symbols
- caution is to be taken when entering any company passwords on the laptop – do not share passwords with anyone
- security software must be active at all times
- personal programs or software must not be installed without prior consent from the Managing Director
- report any suspicious emails, security breaches, or unusual performance, including possible viruses, to the Managing Director immediately. Do not click on any suspicious links or attachments
- store laptops securely when not in use
- avoid leaving laptops inside vehicles. If it is necessary to leave a laptop in a vehicle for a very short period, it must be stored out of sight (ideally in the boot) and

- when using a laptop in public areas, do not leave it unattended at any time.

During travel:

- do not pack a laptop in checked luggage
- attach a name tag or business card to the laptop to easily identify it during security checks or if lost and
- store the laptop in a hotel room safe or locked suitcase when not in the room with it.

Using a Personal (Non-Bilingual Care Issued) Laptop or Computer

If staff are required to use a personal laptop or computer for work-related purposes, the following requirements must be met:

1. Bilingual Care-issued security software must be installed and confirmed safe by the Managing Director
2. the personal laptop or computer **must** be the property of the staff member (i.e., not housemates, partners, etc.)
3. the Managing Director has approved the personal laptop or computer for business-related use
4. a *Personal Property Waiver* is signed by the staff member, acknowledging liabilities of both them and Bilingual Care and
5. the staff member accepts that regular security scans will take place on the laptop or computer to identify potential malicious software.

Performance Management and Working from Home

Any staff member who has a *Performance Improvement Plan* in place may temporarily have their ability to work from home suspended. The Managing Director will discuss this directly with the staff member and, depending on the outcome of the *Performance Improvement Plan*, may or may not approve further work from home requests.

Office Attendance

Bilingual Care reserves the right to request staff attend the office during their normal rostered hours. The Managing Director will provide as much notice as possible, but no less than 24 hours' notice.

Supporting Documents

Documents relevant to this policy and procedure include:

- *Work Health and Safety Policy and Procedure Work from Home Checklist*
- *Company Property Acknowledgement*
- *Personal Property Waiver*
- *Performance Improvement Plans*

Monitoring and Review

This Policy and Procedure will be reviewed at least every two years by the Leadership Team. Reviews will incorporate staff, consumer, and other stakeholder feedback.

Bilingual Care's *Continuous Improvement Plan* will be used to record improvements identified and monitor the progress of their implementation. Where relevant, this information will be considered as part of Bilingual Care's service planning and delivery processes.

DOCUMENT CONTROL

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