
WHS WORKING REMOTELY POLICY

PSION





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DOCUMENT CONTROL

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1 PURPOSE

This policy outlines the responsibilities and safety requirements for PSION employees when working from home or elsewhere, remotely.

This policy ensures that all WFH environments are as physically and psychologically safe as possible, in accordance with the PSION's legal duty to eliminate or minimise risks, as far as is reasonably practicable, under Australian WHS laws.

2 SCOPE

This policy applies to all staff, contractors, volunteers, interns and persons engaged to work for PSION, working from a home-based or other remote locations.

3 POLICY STATEMENT

Both PSION and the employee share responsibility for ensuring that home-based work environments are safe and conducive to health and productivity.

A safe WFH environment must address:

- Physical hazards (ergonomics, lighting, electrical safety, trip hazards)
- Psychological hazards (isolation, fatigue, workload)
- Environmental factors (ventilation, temperature, presence of children or pets)

4 EMPLOYER RESPONSIBILITIES

4.1 CONDUCT RISK ASSESSMENTS

In order to ensure the best possible safety outcomes for PSION employees, managers will on a semi-regular basis, or as needed, perform WHS assessments of the employee's home workspace using checklists, photos, self-assessments, or virtual inspections, with the intention of identifying and mitigating hazards in the WFH environment.



4.2 PROVIDE GUIDANCE AND SUPPORT

PSION understands that employees may be experiencing remote work for the first time and wanting to ensure safe outcomes, whilst being unsure of best practices.

Guidance and recommendations on the following:

- Ergonomic furniture,
- IT equipment, and
- Training on safe workstation setup and use

will be provided to all PSION employees – see Appendix 1.

4.3 ENSURE PSYCHOLOGICAL SAFETY

The psychological safety and overall mental health and wellbeing of PSION employees is an important work health and safety issue.

Working from home whilst a positive experience for many, can also negatively impact a person's mental health in ways including but not limited to:

- Isolation and loneliness (lack of face-to-face interaction and feelings of disconnection, reduced sense of belonging)
- Burnout and fatigue (blurred boundaries between work and home life leading to overworking)
- Lack of managerial support (infrequent or unclear communication leading to confusion or disengagement)
- Job Uncertainty (feeling anxious about job stability, especially in times of organisational change or reduced visibility)
- Workload imbalance (difficulty managing time and tasks without structure)
- Distractions and Home Stressors (caregiving responsibilities, noise and lack of privacy leading to stress and frustration)
- Reduced collaboration or team cohesion
- Lack of psychological support (limited access to mental health resources or employee assistance programs)
- Technology stress (technical issues, software fatigue)
- Perceived lack of autonomy or control (feeling micromanaged or unclear about expectations).



As a remote-first business, we take the psychological impacts of remote work very seriously and have a number of mitigation strategies in place to help.

More information is available on what we are doing to help and the resources available to you can be found in our **Mental Health and Mental Health Leave policy**.

If you are experiencing any of the above or have any questions about accommodations that may or may not be available to assist, speak to your people manager or contact [Team & Culture \(HR\)](#) to discuss.

4.4 MAINTAIN COMMUNICATION

Regular, clear and concise communication through digital platforms, team meetings and one-on-one check-ins is a vital step in ensuring our employees remain engaged, purpose-driven and cohesive.

All management team members are expected to maintain a high level (and standard) of communication with team members reporting to them, including communication regarding:

- Expectations
- Tasks, deadlines and progress updates
- WHS responsibilities and any identified risks

5 EMPLOYEE RESPONSIBILITIES

5.1 MAINTAIN THE WORKSPACE

- Keep the area clean, organized, and free from clutter or trip hazards (e.g., cords, rugs).
- Ensure access ways are clear and safe.

5.2 REPORT HAZARDS

- Notify your people manager of any risks that cannot be resolved independently, including where you are unsure something poses a potential or actual risk to your safety.
- Where you are experiencing any psychological safety risks, communicate this as soon as possible to your people manager, or [Team & Culture \(HR\)](#) personnel.



- Cooperate with WHS inspections and assessments.

5.3 ADHERE TO SAFETY GUIDELINES

- Follow WHS procedures, including safe use of electrical equipment and use of safety switches where required.
- Do not overload power boards (including “daisy-chaining”) or use damaged cords.

5.4 ENSURE PROPER SETUP

- Ensure adequate natural or artificial lighting and proper ventilation in your home office environment.
- Minimise distractions and interruptions during work hours where practical to do so.
- Arrange the workstation ergonomically, with appropriate seating, screen height, and keyboard placement.
 - More information on workstation setup can be found in Appendix 1 and by asking your manager for a link to the appropriate Workstation setup guide.

6 KEY SAFETY COMPONENTS

6.1 WORKSTATION AND ENVIRONMENT

- Workspace maintenance
- Hazard Reporting
- Safety guideline adherence
- Proper setup of work environment (ergonomics, lighting and ventilation).

6.2 EMERGENCY PREPAREDNESS

- Keep emergency contact numbers accessible.
- Maintain clear paths to exits.
- It is recommended to have a basic first-aid kit and, if applicable, a fire extinguisher or blanket.

6.3 PSYCHOLOGICAL WELL-BEING

- Management and the employee should work together to recognise and manage, or request assistance with, any signs of isolation, burnout, or other psychological safety risks.



- People managers should encourage regular breaks and promote work-life balance, and employees should heed this advice.
- Maintain good, regular communication with all team members.

6.4 WISDOM WELLBEING

- People managers should refer to, and employees should utilise, the Employee Assistance Provider – Wisdom Wellbeing – for mental health support (including all psychological safety risks listed in 4.3).
- The EAP is available to all PSION employees and their immediate family members (spouse/partner, children over the age of 16).
- Free 24/7 confidential helpline, with trauma-informed counsellors:

7 RISK MANAGEMENT AND COMMUNICATION

Due to the nature of remote work and absence of physically present guidance, supervision and assistance from management team; open, constructive and timely communication is important to overall success in managing risks.

- Employees must complete a WFH self-assessment before commencing remote work.
- Your people manager may request photographs or conduct virtual inspections periodically.
- Open communication should be maintained to resolve concerns, hazards, or psychological safety issues.

8 SPECIAL CONSIDERATIONS

- Employees should take precautions around pets, children, and other household members to injury and/or distraction during the workday.
- PSION considers individual needs, including the needs of those with pre-existing health conditions who may be more sensitive to environmental factors like air quality or noise. If you would like to discuss flexible accommodations please contact [Team & Culture \(HR\)](#).



9 POLICY REVIEW

This policy will be reviewed annually or when significant changes to work arrangements or WHS laws occur.

10 CONTACT INFORMATION

For more information on this policy, workstation setups, work from home WHS and other safety concerns, contact your people manager, or [Team & Culture \(HR\)](#).



APPENDIX 1 – WORKSTATION SETUP

WORKSTATION SETUP GUIDE

Speak to your people manager to access a workstation setup guide appropriate for the work you are conducting.

A generic workstation setup guide can be found at the company Sharepoint, [here](#).

ERGONOMIC ASSESSMENTS

If you would like an ergonomic assessment of your workstation, a workstation assessment can be arranged for you.

It is important that you do not put your body under any unnecessary stress while working at your computer, and that you take regular breaks. For this reason, you have been provided with a number of exercises that we suggest you follow in order to avoid any strain or injury (located at Workstation setup link above).