

# WORKING FROM HOME PROCEDURE (HYBRID WORK)

## SCOPE

This procedure applies to all professional fixed-term and continuing staff of the University herein collectively referred to as 'you' for the purpose of this procedure.

For the purpose of this procedure, references to 'the University' mean Monash University Australia.

Academic staff have the flexibility to work on- and offsite, however may request an OHS assessment of their offsite work location. Contact Monash HR for further information.

## PROCEDURE STATEMENT

Monash ('us', 'our' or 'we') is an inclusive, in-person institution, with our students, research and academic endeavours supported and complemented by our professional staff. We offer work location flexibility ('hybrid work') to enable you to balance onsite team collaboration and connection with the flexibility and benefits of working from home.

This procedure outlines the conditions specific to hybrid work, including how to request, assess, implement and monitor a regular agreement.

Occasional ad-hoc requests that do not fit within the framework should be managed between you and your supervisor.

### 1. Overview

- 1.1 Where the role and service delivery model of the work area allows, hybrid work allows you to divide your work time between working onsite and working from home.
- 1.2 You may request an agreement to regularly work from home for up to 40% of your time, or up to two days per week (pro-rata for part-time staff).

#### Role suitability

- 1.3 The operational needs of the University must remain the priority to ensure services can be delivered at all times. Some roles are generally not suitable for hybrid work and must be performed on campus. These roles normally:
  - require face-to-face interaction with clients and students, and where services are not offered remotely;
  - require close supervision of other staff; and/or
  - cannot be performed effectively without information, facilities and/or systems only accessible onsite.
- 1.4 You should work together with your supervisor to determine the level of flexibility that your role can support. This can include a pattern of days for hybrid working, start and finish times. It may be less than the maximum permissible limit.

#### Onsite attendance

- 1.5 Onsite attendance is an important part of our culture and we value coming together to foster relationships, innovation, coaching and development and to support peak work periods.
- 1.6 There may be occasions where your attendance is required onsite on a day you would normally work from home, or a greater proportion of onsite work is needed within a week. Critical onsite activity and attendance expectations will be determined by your work area. You are expected to make yourself available to work onsite in such circumstances.

- 1.7 If you are in a leadership or supervisory role, you will need to consider and balance your personal flexibility with supporting your team and attending key meetings/events. Performance management and informal coaching and development should occur as a combination of in-person and remote arrangements.
- 1.8 The University values the connection to Country held by Aboriginal and Torres Strait Islander staff and will consider requests for additional flexibility in work location to recognise and support this connection. Staff should discuss such requests with their supervisor, and contact the Indigenous Employment Manager, within the William Cooper Institute and the relevant HR Business Partner as required. The outcome of requests will be determined by the Pro Vice-Chancellor (Indigenous) and the CHRO (or their nominees).

### Onsite workspace allocation

- 1.9 Campus and office space allocation will be considered by Buildings and Property Division in conjunction with work areas to maximise opportunities for engagement and to embed flexibility in line with the University's Master Plan.
- 1.10 As part of your hybrid working arrangement, you may be required to use a flexible workspace when working onsite.

### Interstate or international arrangements

- 1.11 Approval to work from an interstate location is normally not permitted and may only be approved in exceptional circumstances by the Chief People Officer (or delegate). You must discuss your circumstances with your HR Business Partner before making an application.
  - 1.11.1 There are specific limitations such as (but not limited to) insurance and taxation compliance, that may not enable us to support these arrangements.
- 1.12 Working from an international location is not supported by the University.

## 2. Request and approval

- 2.1 To request a working from home agreement, you must first complete the [Working safely from home module](#) in myDevelopment. Following successful completion of the module, you will be directed to complete the Working from Home Request.
  - 2.1.1 Where you are applying for a working from home agreement as part of a Flexible Working Request, you must first complete the [Flexible Work Request form](#). Refer to the [Flexible Work Procedure](#) for further information.
- 2.2 Working from home arrangements must be submitted annually and approved for a maximum period of 12 months, or the end of a fixed-term contract (whichever is lesser).
- 2.3 The agreement is normally not transferrable from one position to another, and can be changed/cancelled in accordance with Section 5 below.

### Approving the request

- 2.4 Your supervisor is the delegated authority to approve requests consistent with cl 1.2. In reviewing your request, they will assess and consider:
  - role suitability for a hybrid arrangement;
  - if you can meet operational requirements and outputs of the role;
  - if you have the ability to work productively without onsite supervision;
  - overall team service coverage onsite for the full working week; and
  - if you have completed the [Working safely from home module](#)
- 2.5 Additional approval by Monash HR will be required where your request forms part of a [Flexible Working Arrangement](#).
- 2.6 When approved, your supervisor will communicate the approval of your request to you, and the agreement will commence from the agreed date.

### Refusing the request

- 2.7 If your request forms part of a Flexible Work Request, your supervisor will first contact their HR Business Partner to discuss any potential refusal prior to communicating this to you. In accordance with the [Flexible Work Procedure](#), we must respond to such requests within 21 days.
- 2.8 For all other applications, if your request is refused, your supervisor will communicate this to you and discuss the relevant reasons with you.

### 3. Working from home

3.1 When working from home you must:

- perform and participate at the same standard as onsite staff;
- achieve the required work outputs; and
- effectively manage your time.

3.2 You are responsible for ensuring that appropriate childcare or dependant care arrangements are in place whilst working from home. A hybrid work arrangement is not a substitute for childcare or other dependant care.

3.3 You are expected to work your agreed ordinary hours within the [span of hours](#) as detailed in the Enterprise Agreement.

3.4 Your supervisor is responsible for managing the team while working remotely. This may include:

- ensuring staff working from home are included in onsite activities by other means (e.g. Zoom is available for meetings);
- maintaining regular contact with each team member; and
- setting and documenting performance expectations.

#### Equipment

3.5 Unless otherwise stated in your contract of employment, we will provide you with one University enabled laptop for business use at both your University work site and your home.

3.6 If you require additional specialist equipment to complete your work, you should discuss your requirements with your supervisor.

3.7 Where a request for specialist equipment relates to a reasonable workplace adjustment, please contact the Manager, Employee Assistance, Monash HR for further advice.

3.8 We will insure the equipment and you must make it available for repairs, maintenance and return to University premises when required.

3.9 You are responsible for ensuring you have an appropriate internet connection at home, and are responsible for all internet costs (unless otherwise stipulated in your contract of employment). If your circumstances don't provide adequate internet connectivity please discuss your situation with your supervisor and then liaise with [eSolutions](#) for advice. If you are having technical difficulties affecting your ability to perform your role whilst working from home, you should work onsite until resolved.

3.10 The cost of any additional equipment, such as personal IT equipment or home office furniture, required to set up a working space at home are personal expenses. We will not provide reimbursement to you for these items.

3.11 You are encouraged to review the [ATO website](#) for information regarding working from home items you can claim on your tax return.

### 4. Occupational health and safety (OHS) and Wellbeing

#### Worksite safety

4.1 Before your working from home agreement can commence you must complete the [Working safely from home module](#) in myDevelopment. The module must be completed each year.

4.2 You are responsible for covering any costs to ensure your home work location is safe and meets the requirements outlined in the [Ergonomic Design Procedure](#).

4.3 If your working from home location permanently changes you must advise us as soon as possible by notifying your supervisor and updating your home address in [Employee Self Service \(ESS\)](#). You should take all reasonable steps to ensure your new work location is safe. This may include completing the [Working safely from home module](#) again. You may also be required to demonstrate to us that your new work location is safe. Your agreement should only continue if/when your home work location is assessed as safe.

4.4 If required, the Manager, Employee Assistance, Monash HR, may arrange for an independent OHS assessment of your home work location by a qualified external OHS provider. The cost of the assessment will be the responsibility of your work area. We will communicate the outcome of the assessment to you, your supervisor and HR Business Partner. It will include details of modifications or equipment needed to ensure your location is safe. Any costs associated with equipment modifications or additions will be your responsibility.

#### Workcover

4.5 You are covered by [WorkCover](#) if you are injured whilst performing approved University work in your designated working from home location within your designated work hours.

4.6 If you sustain an injury while working from home, you must notify your supervisor as soon as possible. You must also report the incident or hazard in the [Safety and Risk Analysis Hub](#) (S.A.R.A.H+).

4.7 If there is a dispute regarding your health, safety or wellbeing, please follow the [Health and Safety Issue Resolution Procedure](#).

## Wellbeing

- 4.8 When working from home, it is important to look after yourself and stay connected to your team. You should:
- set up a dedicated workspace, as free from distractions as practicable;
  - develop a schedule, including periods of focused work and breaks;
  - stay connected to your team; and
  - participate in regular meetings by phone or zoom.
- 4.9 The [Employee Assistance Program \(EAP\)](#) is a free professional confidential counselling service available to you and your immediate family members to access should you need short-term support for work-related or personal reasons that may be affecting you.

## 5. Monitoring and review

- 5.1 You and your supervisor should meet regularly to discuss the agreement to ensure it continues to meet the needs of both parties. You should record feedback in myPlan.
- 5.2 A working from home agreement will be formally reviewed and may cease if the agreement is not working and monitoring discussions have not rectified the issues or there are changes to your home work location that make it unsafe.

### Change the agreement

- 5.3 Working from home agreements can be changed at any time at the University's discretion.
- 5.4 If you need a change to the agreement, such as changes to working days or times, you may request those changes by notifying your supervisor, who will then determine if your request can be accommodated. Changes that would negatively impact service delivery, your team or their workload, and/or performance will usually not be agreed to.
- 5.5 If your working from home location permanently changes you must advise us in accordance with 4.3 above.

### Transfer of the agreement

- 5.6 A working from home agreement is not normally transferable from one position to another. If you secure a new position, you must re-apply for a new working from home agreement with your new supervisor.

### Cancel the agreement

- 5.7 A working from home agreement can be cancelled at any time at the University's discretion, by giving you at least four weeks' notice. Where the working from home arrangement forms part of a Flexible Working Arrangement, your supervisor must discuss the decision with their HR Business Partner, prior to communicating this decision to you.
- 5.8 The agreement may also be ended at your initiative, by mutual agreement with your supervisor. Where mutually agreed you should forward notice of cancellation of the agreement to [hr@monash.edu](mailto:hr@monash.edu). There is no requirement to submit a form to cancel.

## 6. Breach of procedure

- 6.1 The University treats any breach of its policies, procedures and schedules seriously; we encourage reporting of concerns about non-compliance, and manage compliance in accordance with the applicable [Enterprise Agreement](#), relevant instrument of appointment and/or applicable contract terms. A failure to comply with University procedures may result in action by the University. Such action may include disciplinary and other action up to and including potential termination of employment for employees, or the cessation of engagements with the University for other persons.

## DEFINITIONS

<a href="#">Enterprise Agreement</a>	The Enterprise Agreement means the <a href="#">Monash University Enterprise Agreement (Academic and Professional Staff) 2019</a> as applicable to the staff member in accordance with their contract of employment. Clauses relating to this procedure include: <ul style="list-style-type: none"><li>• <a href="#">Clause 37 – Requests for Flexible Work Arrangements</a></li><li>• <a href="#">Clause 71 – Performance Development</a></li></ul>
<a href="#">Flexible workspace</a>	A workstation that is used by different people at different times, on an ad hoc basis.
<a href="#">Flexible working arrangement</a>	A change to a staff member's usual work arrangements that balances the staff member's need for flexibility and the University's operational requirements. Flexible working arrangements may include, but are not limited to part-time employment arrangements, job-sharing, non-standard start and finish times, or working from home.

HR Business Partner	A member of the Monash HR community who operates as a strategic partner responsible for providing a range of human resource services for an assigned Faculty or administrative Division.
myDevelopment	An online platform that offers a full range of learning and development opportunities such as workshops, online training modules etc.
myPlan	An online performance planning tool that supports staff to manage the performance development cycle in a timely and consistent way. It is a hosted, web-based product that is easy to use, offers a secure repository for documentation and streamlines data entry.
Safety and Risk Analysis Hub (SARAH+)	The University's <a href="#">online</a> hazard and incident reporting tool. It provides staff, students and contractors with a user-friendly way to report occupational health and safety (OHS) related hazards, incidents and allegations of unacceptable behaviour.
Staff member	The professional staff member applying for and/or who has a working from home agreement.
Supervisor	The person who is responsible for managing the performance of a staff member. This will be the immediate line manager, unless the University nominates an alternative supervisor. Where a staff member has two or more supervisors, one should be nominated as the performance supervisor.
Working from home	The non campus or office location designated by the staff member as their worksite. This is normally in Victoria at their usual place of residence.

## GOVERNANCE

Parent policy	<a href="#">Employment conditions</a>
Supporting procedures	
Supporting schedules	
Associated procedures	<ul style="list-style-type: none"> <li>• <a href="#">Flexible work</a></li> <li>• <a href="#">Occupational Health &amp; Safety</a></li> <li>• <a href="#">WorkCover</a></li> <li>• <a href="#">Performance Development Process for Professional Staff</a></li> </ul>
Related legislation	<p><b>Federal Legislation</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Fair Work Act (2009)</a></li> </ul>
Category	Operational
Approval	Vice-Chancellors Group – 7 December 2021
Endorsement	Chief Human Resources Officer and Chief Operating Officer – 7 December 2021
Procedure owner	Director, HR Business Partnering and Recruitment
Date effective	9 December 2021
Review date	9 December 2024
Version	7.0
Content enquiries	<a href="#">ask.monash</a> or phone Monash HR on (03) 990 20400