



<b>Version Control and Objective ID</b>	Version No: 1	Objective ID: A6118507
<b>Name of parent policy/administrative directive</b>	Workplace Safety and Wellbeing Administrative Directive	
<b>Approved by General Manager on</b>	16 March 2020	
<b>Date of Review</b>	16 March 2024	

## 1. Background

There may be occasions when a large number of employees are required to work from home during significant events. This can include state and local emergencies, disasters, illness and health issues impacting a large part of the population. The current Working from Home Procedure that supports 'business as usual' will not meet requirements during significant events.

## 2. Purpose

This procedure is not intended to replace the current Working from Home Procedure. This procedure is to be followed during significant events and enacted at the direction of any of the following:

- the Chief Executive Officer (CEO);
- a General Manager (GM);
- the local disaster management group (LDMG);
- the chair of any working/action group set up and approved by the CEO to manage any significant events.

This procedure is designed to enable an efficient and streamlined approach to managing a large number of requests and directions whilst still considering the inherent risks of working from home and the requirements of the organisation. This procedure only applies where there are suitable facilities, information and communications technology (ICT) equipment and system access available. Some employees may not have access to Council computers, ICT resources, Council phone and other equipment enabling them to work from home.

## 3. Regulatory Authority

All legislation, codes of practice and Australian Standards that relate to this procedure are contained in the corporate register of legislative requirements which is located on the [WIRE](#).

#### 4. Human Rights Commitment

Council has considered the human rights protected under the *Human Rights Act 2019 (Qld)* (the Act) when approving and/or amending this procedure. When applying this procedure, Council will act and make decisions in a way that is compatible with human rights and give proper consideration to a human right relevant to the decision in accordance with the Act.

#### 5. Roles and Responsibilities

##### 5.1 General Managers

General Managers are responsible and accountable for:

- overview of all work from home directions and requests for their areas of responsibility;
- seeking, considering and responding to information and directions from the CEO, LDMG or other working group established to manage significant events; and
- delegating approval to work from home to their respective Branch Managers (BM).

##### 5.2 Branch Managers

Branch Managers are responsible and accountable for:

- seeking, considering and responding to information and directions from the CEO, LDMG or other working group established to manage significant events;
- granting/rejecting approval to work from home in line with this procedure;
- assisting employees to enable them to work from home and monitoring those employees whilst they are working from home;
- ensuring there are arrangements in place for the appropriate allocation of work and monitoring of that work; and
- establishing effective communications between ICC and the home based worker.

##### 5.3 Employees

All employees are responsible and accountable for:

- completing the workstation wellness self-assessment checklist and submission of the completed assessment to Workplace Safety and Wellbeing Requests [WHSRequests@ipswich.qld.gov.au](mailto:WHSRequests@ipswich.qld.gov.au); and
- complying with all reasonable management directions to work from home.

#### 6. Key Stakeholders

N/A

#### 7. Education and Training Requirements

N/A

#### 8. Procedure

There will be a number of drivers that initiate or require an employee to work from home. These include:

- a direction to an employee to work from home by a GM or BM;

- the ability of an employee to travel into the usual work location due to a local or state disaster eg floods, fires, storms and other natural or man-made disasters;
- a direction or advice from Queensland Health for a worker to self-isolate due to a significant community illness; and
- any other legislated, regulatory direction or advice requiring a worker to stay away from the workplace.

When any of the above circumstances occur and would require an employee to stay away from work the BM should as a matter of course initiate this procedure and grant approval to the relevant worker to work from home.

There may be other occasions that initiate or require a worker to work from home. These include:

- where personal reasons make it difficult for the worker to attend their normal work location eg sick family members, school closures requiring care of children;
- personal medical issues that may be impacted or aggravated by a significant event;
- when a medical practitioner has issued a medical certificate supporting a worker to work from home; or
- when a worker raises any concerns about being in the workplace due to the significant event.

When any of the above situations occur, the BM should liaise with their GM for advice. The appropriate advice will be provided to the BM for the BM to either approve or decline the request.

## **9. Scope**

This procedure applies to all Ipswich City Council (ICC) employees.

## **10. Safeguards**

Once a BM approves a worker to work from home the following safeguards must be followed to eliminate or minimise the risk of working from home:

- the BM or their delegate must arrange system access to ICC databases through established ICT requests pathways;
- establish a communications plan including how the worker and ICC will communicate during the absence including the method and frequency;
- determine the work that will be completed by the worker. The Manager/Supervisor will need to have a good understanding of the worker's role and the projects and tasks they are involved in. Specific outcomes including timeframes should be established including frequency of reviewing work output; and
- ensure the worker is able to access the information and resources needed to do the job and establish a regular point of contact for operational matters.

**11. Monitoring and review**

This procedure will be reviewed in accordance with Council's four (4) year review cycle or sooner if required.

**12. Related documents**

N/A

**13. Definitions**

For all definitions and acronyms, please refer to the corporate register of all definitions and acronyms located on the [WIRE](#).

**14. Process Model**

N/A

**15. Procedure Owner**

The General Manager (Corporate Services) is the procedure owner and the Manager, People and Culture is responsible for authoring and reviewing this procedure.