Policy - Organisational
Working from Home

Contents

Version Control

This policy will be updated regularly or as required.

Version	Date	Revisions by	Approved by	Comments
Rev0	20/4/20	Nugent Stiles	Jen Park	Reviewed and approved for use

1. Purpose and Scope

UnitingCare West (UCW) is committed to the ongoing safety and wellbeing of the people we work with, the people we support and the broader community. In response to official government advice on the COVID-19 Pandemic, UCW has implemented necessary changes to the workplace, including supporting staff to work from home where possible, in order to limit the spread of the Coronavirus.

This document aims to support the implementation of the Pandemic Plan Flexible Work Practices Policy and provide some useful tips and considerations for UCW employees while working from home during the current COVID-19 situation. It should be noted that this change of arrangement is not permanent and shall be reviewed as necessary. This policy will be updated as required.

2. Flexible Hours

The UCW Employee Collective Agreement (ECA) provides for a span of ordinary hours from 6am to 8pm Monday to Sunday. Employees (who are not classified as shift workers) wishing to stagger their start and finish times may do so, provided they do not exceed their standard hours of 7.6 hours per day Monday to Friday.

Working staggered hours would require authorisation from the immediate Practice Lead/Team Lead and consideration of the hours worked by the entire team in order to minimise the impact on services and productivity.

Employees are encouraged to use the Out Of Office Assistant if they intend to be away from their workstations for an extended period of time.

3. Working from Alternative Sites if working from home is not possible

UCW has a number of different sites, some that have a limited number of staff who are permanently located at the site. If working from home is not possible, staff may elect to work from an alternate site provided they are able to work effectively, and they have received prior written approval from their Practice Lead/Team Lead.

Each program may have their own specific working from home guidelines. Practice Leads shall ensure that all staff are aware of any working from home guidelines applicable to their program and monitor accordingly.

4. Occupational Safety and Health (OSH) Considerations

For any OSH queries, please contact Nudge, our Safety & Wellbeing Advisor – Nugent.stiles@unitingcarewest.org.au or call 0466 683 768.

4.1. Office Set-up

The UCW *Computer Workstation Self-Assessment Checklist* should be used as a guide on correct workstation set up, available on the UCW Hub (Guides, Forms and Templates - People & Culture - Safety and Wellness).

4.2. Hazard & Incident Reporting

Hazards and incidents should continue to be reported as normal. In the event that an **incident resulting in injury/illness** occurs while working from home, employees must report it immediately to Nugent Stiles, Safety and Wellbeing Advisor Nugent.Stiles@unitingcarewest.org.au.

Any COVID-19 specific incidents must be reported using the COVID-19 Incident Report Form to Nugent.Stiles@unitingcarewest.org.au for risk assessment and advice on responses. All COVID-19 related incident information received will be disclosed on a "need-to-know" basis only to maintain employee/client privacy.

4.3. Supervision & Debrief

Practice Leads/Team Leads will maintain regular contact with employees who are working from home to ensure ongoing supervision and support. Debriefing protocols will continue to be followed. Employees may choose to use phone or video conferencing to support this important element of personal and professional self-care.

4.4. Self-Care

It is important for employees to take care of both their mental and physical wellbeing and that they have a clear distinction between our work and private lives. Here are some helpful tips for a better work-life balance.

- Set Boundaries

When working from home, it can be difficult to "turn off", therefore it is vital that you set clear boundaries on when you are working and when you are not, both with colleagues and clients.

- Unplug

Turn off your computer at the end of the day. Is it really that important that it can't wait till tomorrow? Log off, power off and enjoy the moment.

- Exercise

Exercise is a proven stress reducer and pumps feel-good endorphins into your body. Go for a walk, stretch, mediate or do yoga. Not only is it good for the body, but also revitalises the mind.

- Change the structure of your life

Make subtle changes in your life to reduce stressors and focus on activities that you specialise in and value most.

4.5. Emotional / Mental Health Support

The COVID-19 pandemic is a very stressful time for many people. Emotional/mental health support can be accessed from a variety of free sources including:

- **UCW EAP Provider:** Working Life www.working-life.net

- UCW Mental Health First Aid Officers

- **Helping Minds**: helpingminds.org.au/covid-19

- **Think Mental Health**: www.thinkmentalhealthwa.com.au

5. Privacy & Confidentiality

UCW is committed to ensuring that all personal and sensitive information will be collected, maintained and used, stored and disposed of in accordance with requirements and obligations of the Privacy Act.

As we move to online platforms and working from home arrangements to continue services, it is important to continue to maintain all of our usual confidentiality and privacy protocols.

5.1. Paperless and Using Paper Files / Notes

Going paperless**,** while ideal, may not be practical or possible for your program. If you are NOT able to go entirely paperless use the following protocols:

- Ensure you have a lockable place to keep notes/paper files offsite such as a briefcase, suitcase with a padlock, filing cabinet.

- Ensure that client details are not left in your workspace when you are not there.

- De-identify client details if you are writing in a notepad during a work session or use initials or pseudonym.

- Shred/destroy any papers or notes that you have written on as a memory prompt while working. Ensure these cannot be pieced back together.

5.2. General Privacy

- Wear headphones to ensure conversations are not overheard.

- Ensure hard copy personal / sensitive information is secured.

- Do not forward or save client related or UCW commercially sensitive information to unsecured personal devices.

- Clear downloaded cache files on your phone regularly

- Ensure to use blind copy (BCC) when sending out group emails.

- Ensure any external requests for client information e.g. S.A.T, subpoena, legal requests, are advised to Michael Chester, Jenn Snell and Sue Thomas prior to release.

5.3. Protecting Client Privacy

If you are making phone or video calls with clients, please ensure that:

- You have discussed at the beginning of the call whether you are in a private space (no-one can overhear).

- Establish agreed actions at the beginning of the call for what you will do if you are unexpectedly interrupted during the call by someone in the household.

- Pause the session if a member of your household or theirs has come into the space and the content of the conversation is sensitive or identifies the client.

- It is better to postpone the call than to have sensitive content discussed in the presence of children or family members.

- Be sensitive to the fact that others may be able to identify someone if they overhear your conversation.

- When calling someone with a known risk of family or domestic violence the worker shall create a code with the client as part of the safety planning stages.

5.4. Protecting Staff Privacy

When using video conferencing software to work with clients:

- Don't use your real name in your video profile if you are not comfortable sharing this information. This can sometimes be changed by changing profile settings (each time). If in doubt, use the phone instead with a private number.

- Be mindful what is in the background of the camera which may reveal personal details about your life and breach your privacy.

6. ICT Support

For assistance with any IT matters, please email it.helpdesk@unitingcarewest.org.au or call the **Helpdesk** on **9355 9196.**

6.1. Remote Access – Citrix

Most UCW employees currently log into Citrix on a normal working day. The advantage of Citrix is you can log into the environment from any desktop computer, laptop or tablet with internet capabilities. Once you are logged into the desktop environment it will look exactly the same as it does when you are at work. You will have the same desktop shortcuts, same internet favourites and bookmarks, network drives, Tech One, email and other standard UCW applications.

If you are using your own device to log in, the local device will purely facilitate the connection to the Citrix Server(s). This is secure for your own device and secure for UCW as all work is contained within the Citrix environment and will not encroach on your personal device or vice versa.

Employees who have a full PC at work and do not log into Citrix may also log into Citrix as a remote solution. Some of your profile settings may need to be copied across to the Citrix server.

How to Access Citrix

- From your own Windows or Mac device

- From a UCW issued Citrix laptop (if provided)

- The URL to access Citrix Remotely is https://xenapp.unitingcarewest.org.au

- There is a "How to Access Citrix Remotely" document availableif required.

- The Citrix solution is the best remote access option for the majority of UCW employees.

Note: If access issues are being experienced, keep trying to log in. If not able to get in after 3-4 attempts, contact IT Helpdesk.

6.2. Remote Access - SSL VPN from a UCW Issued Laptop

This solution is already in place for PPLs, PLs, some TLs and other specific positions. This involves taking your UCW work laptop home, connecting to the SSL VPN (Traffic Lights) and using your laptop exactly as you would at work.

6.3. Phone Conference Facilities

Free conference call facilities have been setup for each business area. Each business area will be able to dial into a Toll free number and setup a meeting using their unique PIN and Access code. Each meeting participant can then dial the same Toll free number and type in the access code to join the meeting. ***All that is required from each participant is a working phone with a speaker.***

When to Use Phone Conferencing

- Setting up a quick meeting on the fly. The number and access codes never change and no ICT equipment is required from the meeting participants i.e. it is a simple solution.

- If meeting participants have slow internet connectivity this is a more suitable solution to avoid buffering and slow connections breaking up and dropping off.

If any Team or Business area has not been setup with a Conference Call option please contact IT and place a request.

6.4. Video Conference – Zoom

At this time, Zoom is the preferred Video Conferencing solution for UCW employees. There is a generic **UCW Free Zoom Account** and a generic **UCW Full Zoom Account** setup. *There are also several Zoom Accounts setup for specific business areas*. ***A device with a working webcam and microphone is required.***

For access to the "*How to Setup a Zoom Meeting*" document, please contact IT.

When to Use Video Conferencing

- If you want to be able to physically see your meeting participants on the screen.

Do not use Video Conferencing when

You or other meeting participants have a:

- Slow internet connection

- Device without a working microphone or camera.

Other Considerations

- When using Zoom Accounts, please ensure you **check if other meetings are already scheduled or in progress**, before setting up your own meeting.

- The **Free Zoom Accounts have a 40 minute time limit** on meetings. If you are using the free version (which will mostly be the case) you will either have to stick to the 40 minute limitation or reconnect after 40 minutes when the time has elapsed.

- If you are hosting a Zoom Meeting that is likely to run over 40 minutes, particularly when hosting to 3rd party participants, please consider using the Full Zoom version.

- All Chat messages in Zoom are visible on a Chat transcript, including Private Chats.

- If anybody requires any information relating to Zoom Accounts or requires an account to be setup for their business area please contact IT.

6.5. Instant Chat and Communication Groups

ICT are working with Computing Australia to setup a Microsoft Teams environment. This will allow each team or business area to have their own group chats, instant messaging, file sharing and another option for hosting video conference meetings. ICT will provide further guidance on this shortly.

6.6. Cyber Security Tips

The biggest vulnerability with regards to Cyber security threats is *human error*. Most core systems are secure e.g. Citrix, Tech One and Riteq are all secure managed systems.

- Here are the main tips to keep UCW Systems and Data safe:

- Have a **secure PIN on your phone** (preferably not 1234).

- Have a secure password on any laptop or tablet (again not Password123).

- **Lock your screen** if you are walking away from your device particularly in a public place, but also in a shared house or any other environment where other people can potentially access your data.

- **Be aware of your physical position** – if you are sitting in a public place with your back to people be aware of working on any sensitive documents or data.

- Report any stolen or missing device at the earliest opportunity to give ICT the opportunity to reset passwords, cancel SIMs, block remote email capabilities on your mailbox etc.

- **Be aware of suspicious email** e.g. If you receive an email from Amanda Hunt asking you to process a payment, either check with ICT or go back to the source directly and check. Usually with this type of email **the reply address is normally the give-away**. The address header will say Amanda Hunt but the address will normally be @ a different domain or a long email address that does not look genuine. Some SPAM is clever so, **if in doubt, check with ICT.**

- With SPAM email **the worst thing you can do is click on a link or open any attachments.** Again either check with ICT or the source directly if you receive anything suspicious.

- Very prevalent in the current situation, **be smart when using group chats or messages particularly with clients, 3rd parties or other agents**. It is very easy to reply to somebody on a group chat thinking you are just talking exclusively to the individual. Also keep language and dialect professional as it can have a foot print i.e. treat communication as close as you can to how you communicate via email.

For more in depth guidance on policies relating to this topic please read the **Acceptable Use of ICT and Information Services Resource Policy**.

7. Related Documents

- Pandemic Plan Leave Policy
- Pandemic Plan Flexible Work Practices Policy
- Computer Workstation Self-Assessment Checklist