

# Remote Working Procedure

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Category	Procedure	Subject	Workplace arrangements
Issued by	Executive Director	Approval Date	05.04.2023
Authorised by	Executive Director	Issued Date	06.04.2023
Distribution	Internal	Review Date	05.04.2025

## Purpose

The purpose of this procedure is to provide a process for State Records Authority NSW (State Records NSW) in relation to remote working and ensure State Records NSW's commitment to a flexible workplace that supports inclusion and diversity. It will help State Records NSW to:

- Provide flexible work-life arrangements;
- Balance this flexibility with State Records NSW operational needs; and
- Ensure staff follow Work, Health and Safety (WHS) and security standards.

Staff should be aware that working remotely is not an entitlement. Managers will review requests on a case-by-case basis taking into consideration that flexible working in all its forms is supported by State Records NSW, but requests need to be balanced with business needs.

These procedures cover all full-time or part-time staff including casual or contract staff who may be required to work remotely.

These procedures outline how State Records NSW staff can apply to work remotely. It can be for a regular arrangement or on an ad hoc basis but should be reviewed regularly by an employee's manager.

## Scope

This procedure must be used by all State Records NSW staff for all remote working arrangements including ad hoc arrangements and those involving regular or extended periods. Both the employee and the manager should read and confirm they understand the procedure before agreement is reached in accordance with the conditions of the arrangement as set out in the terms of the Remote Working agreement.

Examples where a remote working agreement is necessary include:

- An employee working one day per week at home for 12 months;
- An employee working at home full-time for several months etc;
- Ad hoc arrangements where an employee has been given permission by their Manager to work on a specific piece of work or to work remotely for a short period of time (not on a regular basis).

## Procedure

### Ad Hoc Remote Working

The ad hoc remote working procedure is a three step process where staff are required to:

<b>Request</b>	Email or call their manager with a request to work remotely, outlining the reasons for the request, the duration of the work, the tasks they will complete, and the workspace they will use.
<b>Obtain approval</b>	Managers should then consider whether to approve the request in a timely manner, confirming a decision by return email or via verbal communication.
<b>Work remotely</b>	Staff complete ad hoc work remotely in line with the agreement and this procedure.

Note: An ad hoc request to work remotely will usually be for a specific purpose due to a particular and/or immediate circumstance. If the reason for working remotely is likely to turn into an ongoing arrangement, you must formally apply for approval using the regular remote working policy and procedure set out below.

### Regular Remote Working

The regular remote working procedure details five steps for a formal working remotely agreement:

<b>Request</b>	Staff complete Section 1 of application form ( <b>Appendix 1</b> ).
<b>Site Checklist</b>	Staff complete a checklist about the work site ( <b>Appendix 2</b> ).
<b>Approval</b>	Manager completes Section 2 of application form and submits to relevant director for approval. Staff or manager sends approved documents to People & Culture.
<b>Work Remotely</b>	Staff monitor and maintain conditions of agreement.
<b>Review</b>	The manager reviews the arrangement every 12 months or as required.

### Regular Remote Working Procedure in detail

Request:

**Consider 3 factors** Staff wanting to work remotely should first ask themselves why they would like to work remotely – considering that working remotely is not for individuals to do another activity simultaneously, such as being a primary caregiver.

Working remotely still means you are working for State Records NSW.

#### Frequency

As a regular arrangement is approved in advance, consider how often and when you might wish to work remotely. This might be a regular arrangement for:

- Specific days
- Varying days

You can work remotely under either arrangement subject to the business needs.

#### Logistics

You must also consider the practical realities such as:

- Work duties you will do remotely
- Work space and equipment you will need

	<ul style="list-style-type: none"> <li>• Health and safety requirements</li> <li>• Security requirements</li> <li>• Communication with the team.</li> </ul>
<b>Prepare an application</b>	To request a regular arrangement, complete Section 1 of the regular remote working application form ( <b>Appendix 1</b> ).
Site Checklist:	
<b>Consider health &amp; safety</b> <b>NSW Work Health and Safety Regulation 2017</b>	WHS at remote work site.
<b>Work Health and Safety Act 2011</b>	Under the NSW Work Health and Safety Regulation, we must ensure the work, health and safety of our staff, including when they work from home or remotely. Staff should check and confirm that their remote work site meets WHS requirements.
<b>Complete a checklist</b>	<p>To confirm your remote work site meets the WHS requirements, use the separate regular remote working site checklist (Appendix 2). This will help you to assess the suitability of your tasks and work environment.</p> <p>Complete the regular remote working site checklist and attach it to your application.</p>
Approval:	
<b>Submit the application to your manager</b>	<p>With these preparations complete, it is next up to your manager to assess your request. Managers will do this taking into consideration that flexible working in all its forms is supported by State Records NSW, but requests need to be balanced with business needs.</p> <p>Manager reviews Section 1 of regular remote working application form and site checklist.</p> <p>Manager completes Section 2 of regular remote working application form.</p>
	<p>Support (not limited to)</p> <p>Managers should generally support an application if:</p> <ul style="list-style-type: none"> <li>• The type of work suits working from home or remotely</li> <li>• The usual workplace cannot meet valid needs</li> <li>• Proposed ways for communicating with you and other staff is adequate</li> <li>• The work site is suitably equipped and meets WHS standards</li> <li>• Another arrangement, such as sick leave or carer's leave, is not more suitable</li> </ul>
<b>Director signs application if approved</b>	<p>For formal approval, your manager will then submit your application and checklist to the division Director.</p> <p>Director approves application by signing Section 3 of the regular remote working application form.</p>
<b>Send documents to People &amp; Culture</b>	If approved, you or your manager then need to send the approved application to People & Culture before the agreement is in place.

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**Maintain agreement** Whenever the agreement is in use, you must follow all the conditions it specifies to do with:

- Agreed hours
  - Equipment and security
  - Health and safety
  - Communication
  - Performance
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**Be available for meetings and training**

**Availability**

If you work remotely, you must be available by email, Teams and phone during core business hours.

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**Meetings and training**

You must attend compulsory meetings and training events, as required, even if on a scheduled remote working day, unless other arrangements can be made such as virtual attendance etc.

Managers should aim to schedule meetings and training during regular business hours, but if this is not possible, managers should give staff appropriate notice and staff must be flexible about this.

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**Maintain equipment and security** **Site set-up**

Make sure your remote work site continues to:

- Have all the equipment needed to do your work
- Meet our required WHS standards
- Reflect your approved application and checklist.

**Computer safety and security**

When using your own or any State Records NSW computer, follow all our user guidelines, in particular to:

- Protect against viruses
- Prevent unauthorised access to State Records NSW information.

You must always follow our normal practices for confidentiality.

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**Monitor health and safety** **Injury cover**

You may be covered by workers compensation if injured while working remotely. To qualify for workers compensation, your injury must:

- Be work-related
- Happen during standard business hours.

You must tell your manager about the injury within 24 hours.

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**Manage ongoing costs**

**Your costs**

You must cover any costs for:

- Setting up your remote work site
- Utilities (like internet, phone electricity and gas) you use while working remotely
- Extra home insurance cover, if needed.

Any tax implication associated with working from home is a matter for the employee.

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<b>Maintain lines of communication</b>	<b>Communication</b> Managers must ensure regular communication and consultation with staff who work remotely. This means you must be contactable, just as you would if at the office.
<b>Agree on performance outcomes</b> <b>Code of Conduct</b>	<b>Performance Outcomes</b> You and your manager must agree on your work duties and how to monitor performance while you are working from home in line with the Performance Development Framework. Of course, you must always follow our policies and procedures, including the Code of Conduct, while working remotely.

## Roles and Responsibilities

- **Staff members:** Staff who work from home must:
  - Consider organisational needs;
  - Follow this procedure and their formal agreement;
  - Meet agreed performance outcomes;
  - Follow State Records NSW's processes to assess the remote work site;
  - Avoid engaging in unsafe work practices that may be likely to cause injury or harm;
  - Attend compulsory meetings or training held on a remote work day, if required; and
  - Not undertake another actively simultaneously, such as being a primary caregiver.
- **People & Culture Team:** The People & Culture team must:
  - Guide staff and managers; and
  - Record approval in the register.
- **Managers:** Managers of staff wishing to work remotely must:
  - Follow this procedure;
  - Confirm the suitability of the duties;
  - Ensure People & Culture have the relevant documents;
  - Set timeframes and outcomes that link to the staff member's performance development plan;
  - Document the agreed duties and performance outcomes in the formal agreement; and
  - Complete the first review during a three-month trial period and all subsequent reviews.
- **Executive Director:** Review and approve remote working requests.

## Delegations

- Nil

## Legislation

- *Work Health and Safety Act 2011*
- *Workers Compensation Act 1987 (NSW)*
- *NSW Work Health and Safety Regulation (2017)*

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## Related Policies

- State Records NSW Code of Conduct

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## Other Related Documents

- Performance Development Framework
- Code of Practice: Managing the work environment and facilities (Safe Work Australia)
- Code of Practice: First Aid in the Workplace (Safe Work Australia)

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## Definitions

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<b>Ad hoc working from home</b>	means a one-off arrangement to work from home that is not ongoing.
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<b>Formal Agreement</b>	means an approved 'Regular remote work application form' that details the regular remote working arrangement.
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<b>Varying Agreement</b>	means a regular arrangement that allows you to work remotely but without specifying set days and/or hours.
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<b>Regular remote working from home</b>	means a regular arrangement that is approved in advance and sets out specific days and conditions.
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<b>Remote Working</b>	means an arrangement where you work in a place away from a State Records NSW office, such as your home, using information technology to connect to work systems and other staff.
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<b>Remote Working site</b>	means the place outside a State Records NSW office where you work. It must meet WHS standards.
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## Superseded Documents

This policy replaces:

- Nil

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## Revision History

Version	Date issued	Notes	By
1.0	6 April 2023	New policy reviewed upon establishment of	Content – Governance

		State Records NSW	and Manager, State Records NSW Control – Governance Approval – Executive Director
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## Review Date

This policy will be reviewed on 5 April 2025 (2year intervals or as needed in accordance with regulatory changes)

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## Contact

[governance@staterecords.nsw.gov.au](mailto:governance@staterecords.nsw.gov.au) / [governance@mhnsnsw.au](mailto:governance@mhnsnsw.au)

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## Appendices

- **Appendix 1** – Regular Remote Working Request
- **Appendix 2** – Site Checklist – Regular Remote Working



# Regular Remote Working

Site Checklist - Application Form

## Section 1 - Regular Remote Working Request

Staff member to complete this section of the application.

### Your Details

Full Name:

Staff No.:

Role:

Location:

Branch:

Group:

Work Status: ☐ Ongoing ☐ Temporary ☐ Full Time ☐ Part Time: [No. of] hours/week

**1. Reason** Explain why you need to work remotely.

### 2. Frequency

**Dates proposed:** From  Click or tap to enter a date. to  Click or tap to enter a date.

**OR**

☐ Ongoing

**OR**

**Type:** ☐ Varying days:

Monday	Tuesday	Wednesday	Thursday	Friday
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 3. Logistics

**Work duties:** What tasks will you do?

**Work site:** Where will you work, e.g., home office?

**Equipment:** What items will you use, e.g., home computer, laptop, mobile phone?

**Health and safety:** Will the site be suitable for the proposed work? Complete the site checklist)

**Security:** Will State Records NSW's confidential information be secure?

**Communication:** How will others contact you?

**Comments:**

## Section 2 - Manager's assessment

Staff member to request Manager to complete this section of the application



	Yes	No
<b>1. Frequency</b>		
Are the number of days requested appropriate?	<input type="checkbox"/>	<input type="checkbox"/>
Consider whether agreed work can be completed within the days requested.		
<b>2. Work duties</b>		
Do the staff member's tasks suit remote working?	<input type="checkbox"/>	<input type="checkbox"/>
Confirm their work will be done just as effectively and efficiently away from the office.		
<b>3. Performance</b>		
Have you agreed on a work plan and outcomes, aligned to the staff member's Performance Development Plan (PDP)?	<input type="checkbox"/>	<input type="checkbox"/>
Develop these with the staff member, including review dates.		
<b>4. Impact on team / stakeholders</b>		
Can the team still function well if the staff member works remotely?	<input type="checkbox"/>	<input type="checkbox"/>
Make sure the arrangements will not poorly affect others or team outputs.		
<b>5. Work site</b>		
Is the proposed work site appropriate?	<input type="checkbox"/>	<input type="checkbox"/>
Consider the nature of the home office or work site proposed.		
<b>6. Equipment</b>		
Does the work site have the equipment a staff member needs to work remotely?	<input type="checkbox"/>	<input type="checkbox"/>
Consider equipment such as phones and computers.		
<b>7. Health and safety</b>		
Have all health and safety issues been address?	<input type="checkbox"/>	<input type="checkbox"/>
Review the completed work-from-home site checklist.		
<b>8. Security</b>		
Can the staff member securely access sensitive material, like State Records NSW's databases?	<input type="checkbox"/>	<input type="checkbox"/>
Confirm that using State Records NSW's information will not compromise security.		
<b>9. Communication</b>		
Will the staff member be able to stay in contact with the office during business hours?	<input type="checkbox"/>	<input type="checkbox"/>
Check that there is phone and email access		

## Your declaration

This regular remote working arrangement is a voluntary agreement between myself and my current manager. In the event my current manager changes, I understand I may be required to enter into a new agreement subject to operational requirements. While working remotely, I will follow State Records NSW's policies and procedures.

Applicant Name: [x]  
 Role: [x]  
 Signature:

Manager's Name:  
 Manager's Role:  
 Signature:

Date: [x]

Date:

# Approval

Submit completed form to relevant Director for approval.  
Director is to review and sign below if approved.

Director Name: [x]  
Role: [x]  
Signature:

Date: [x]

# People and Culture confirmation

If approved, staff or manager should email the completed application signed by the Director, to People and Culture via [humanresources@mhnsw.au](mailto:humanresources@mhnsw.au)

People and Culture to complete the following section.

- |  |          |                          |
|--|----------|--------------------------|
| 1. Review application                              |          | <input type="checkbox"/> |
| 2. Application recorded in Work from Home register | CM9 ref: | <input type="checkbox"/> |
| 3. Add soft copy to personnel file                 |          | <input type="checkbox"/> |

State Records NSW and its employees have a mutual responsibility to ensure an employee has a safe work environment. This checklist outlines State Records NSW's recommendations to establish an appropriate work setup for your personal work, health and safety when working remotely.

Complete this checklist on your remote work site and attach to your application form before submitting to your manager.

Your Details		
Full Name:		
Role:		
Branch:		
Checklist		
1. Proposed remote work site	Record the address of your work site.	
2. Personal health	My health and fitness are suitable for the tasks I will do	<input type="checkbox"/>
3. Tasks	I will limit my <b>physical demands</b> by: <ul style="list-style-type: none"> <li>• Having a break or changing tasks after 2 hours of computer work</li> <li>• Adopting safe posture</li> <li>• Not lifting, pushing or carrying anything beyond my capacity.</li> </ul>	<input type="checkbox"/>
	I will use safe and comfortable <b>work practices</b> so that: <ul style="list-style-type: none"> <li>• My wrists are straight and not supported on any surface while typing</li> <li>• My sitting posture is upright or slightly reclined, with lower back support</li> <li>• I can easily reach the phone and other frequently used items while seated</li> <li>• I break up long periods of the same activity by moving, stretching or changing tasks.</li> </ul>	<input type="checkbox"/>
4. Work-space	My remote work <b>site</b> : <ul style="list-style-type: none"> <li>• Is a set area where I will work</li> <li>• Has a level, firm floor with few or no mats or rugs.</li> </ul>	<input type="checkbox"/>
	The <b>environment</b> is a no-smoking area with: <ul style="list-style-type: none"> <li>• Good lighting and minimal glare or reflection</li> <li>• Comfortable room temperature and ventilation in all seasons</li> <li>• No excessive noise</li> <li>• Walkways that are clear of clutter and trip hazards.</li> </ul>	<input type="checkbox"/>
	In case of an <b>emergency</b> , my remote work site has a: <ul style="list-style-type: none"> <li>• Working smoke detector</li> <li>• Direct, unobstructed exit route</li> <li>• First aid kit</li> <li>• A phone that I can use, and can contact emergency services and report incidents.</li> </ul>	<input type="checkbox"/>
	The <b>security</b> at my site: <ul style="list-style-type: none"> <li>• Prevents unauthorised entry</li> <li>• Includes an agreed system of regular contact between myself and my Manager.</li> </ul>	<input type="checkbox"/>

	My <b>electrical</b> equipment, cords and outlet sockets are free of obvious damage and: <ul style="list-style-type: none"> <li>• Earth leakage circuit protection is in place for work equipment</li> <li>• Power outlets are not overloaded with double adapters and power boards</li> <li>• Electrical cords are safely stowed.</li> </ul>	<input type="checkbox"/>
<b>5. Workstation</b>	My <b>equipment</b> is safe with: <ul style="list-style-type: none"> <li>• No sharp points</li> <li>• Cables stowed out of the way.</li> </ul>	<input type="checkbox"/>
	My <b>desk</b> : <ul style="list-style-type: none"> <li>• Area is a flat surface of at least 1,500mm wide x 900mm deep</li> <li>• Height is 680-720mm above the floor</li> <li>• Leg space is at least 800mm wide x 550mm deep</li> <li>• Has a footrest if I need it</li> </ul>	<input type="checkbox"/>
	My <b>chair</b> : <ul style="list-style-type: none"> <li>• Has a five star base and moves freely</li> <li>• Has adjustable height, tilt, angle and back rest</li> <li>• Is well padded and gives good lumbar support</li> <li>• Lets me sit with feet flat, thighs parallel to the floor, knees bent at 90°, and hips at least 90° from the top of my thighs.</li> </ul>	<input type="checkbox"/>
	My <b>keyboard and mouse</b> are flat on the desk and: <ul style="list-style-type: none"> <li>• I can use them with relaxed shoulders and elbows close to my body</li> <li>• They are right next to each other.</li> </ul>	<input type="checkbox"/>
	My <b>monitor</b> is placed so: <ul style="list-style-type: none"> <li>• The top of the screen is slightly lower than my eye level</li> <li>• The screen is between 350 and 750mm away from my face</li> <li>• It is in line with the keyboard and my chair</li> <li>• It is perpendicular to a window or other strong light source to avoid glare.</li> </ul>	<input type="checkbox"/>

## Declaration

I agree that:

The details in this checklist are correct.

I will tell my Manager as soon as anything changes.

Name:	
Role:	
Signature:	
Date:	

