



Remote Working Guidelines

1. Purpose

This guideline provides direction on remote working arrangements, where these are proposed to support organisational or employee needs. Under the [Work Health and Safety Act 2020](#) (WA), and the [Work Health and Safety \(General\) Regulations 2022](#) (WA), WA Country Health Service (WACHS) has a duty of care to provide a safe working environment. This Guideline should be read in conjunction with the WACHS Remote Working Policy, which sets out the overarching principles and governance requirements for remote working arrangements.

WACHS is committed to balancing workplace flexibility without compromising safety or service delivery.

2. Guideline

2.1 Assessment

Assessing suitability

A remote working arrangement is to be assessed by the manager for practicality and employee eligibility, in consultation with the employee. A reasonable and flexible approach should be adopted in assessment and decision-making. Fairness and transparency shall apply when making decisions about such requests.

Remote working arrangements are considered suitable under the following conditions:

- Remote working does not exceed 20% of an employee's ordinary working time, unless otherwise approved by the Authorising Officer.
- The details and particulars, such as days and hours, are fixed and agreed on.
- Work can be completed without face-to-face contact.
- There is no adverse impact on safety, attendance, productivity, budgets, service delivery or patient care.
- Access to location-based tools, equipment or software is not required.
- Supervision is not required for task completion.
- The arrangement is compliant with applicable industrial instruments and employment legislation.
- The arrangement does not unreasonably result in adverse consequences for other employees or WACHS.
- The arrangement does not result in most employees in the same team working remotely at one time.
- The employee's performance is in good standing or does not require supportive supervision.
- The assessment has been considered on a case-by-case basis on merit.

Reassessment will be required where an employee changes position or inherent duties, during the term of the agreement, or when any of the above factors change. Employees and leaders should contact their local HR representative for advice.

Assessing location

A remote working location is considered suitable under the following conditions:

- The employee can safely carry out their work in compliance with WHS requirements. Refer to: WACHS [Workstation Ergonomic Guideline](#) and [Workstation Self-Assessment Checklist](#).
- The employee does not require access to location-restricted tools, equipment, or software.
- Data security, confidentiality and privacy obligations can be maintained.
- The employee is contactable during all working hours.
- The employee can return to the workplace if required within a reasonable and agreed timeframe.

The assessment of remote working location should be a risk-based approach with practicality and safety considerations as a priority. Where an employee's location changes during the term of the agreement, the arrangement must be reassessed using the Work Station Self-Assessment Checklist and agreed on between the manager and employee. Managers should contact WHS for advice relating to the suitability of work locations.

2.2 Agreement

When entering into a remote working agreement, employees and their managers understand and agree that:

- A decision to support remote working does not provide for the employee's primary place of work to be indefinitely moved to the alternative nominated location.
- Any variation or changes to the agreement must be approved by the manager in advance.
- Remote working is a discretionary benefit and can therefore be withdrawn by WACHS with reasonable notice.
- Remote working arrangements are not to be used in lieu of other leave provisions.
- The employee is responsible for the establishment, ongoing maintenance, equipment, and on-costs associated with working in locations outside of WACHS facilities, including workstation equipment, internet access and compliance with performance and behavioural expectations, policies and Code of Conduct Policy continue to apply.

2.3 Documentation

All remote working agreements are to be authorised by the manager and approved by the Authorising Officer. The sample Remote Working Agreement ([Appendix A](#)) and the Remote Working Health and Safety Assessment ([Appendix B](#)) form must be completed and authorised in advance.

For employee-initiated requests (excluding those made under the Request for Flexible Working Arrangement provisions provided by the Minimum Conditions of Employment Act (1993)), Authorising Officers should provide a response to the request within 20 working days. The response must indicate if:

- The request has been approved.
- The request has been declined with alternative options suggested for the employee to consider.
- The request has been declined with an explanation of the reason.

For employer-initiated requests, managers must clearly outline the primary reason and engage with the employee to address barriers, if any. Managers should contact Human Resources for advice or support if required.

An approved remote working arrangement is to be documented in the form of a Remote Working Agreement (sample document at [Appendix A](#)) where practicable or in writing between the manager and the employee. Agreements are required to detail:

- The agreed working terms, start and review dates.
- Communication and management procedures.
- Confirmation that the Remote Working Health and Safety Assessment requirements have been met ([Appendix B](#)).

2.4 Management During Remote Working

Emergency situations

Employees may be required to refrain from attending their usual place of work in emergency situations because they need to isolate, quarantine or for their own safety. Employees may access the following:

- Personal leave, where the employee is unwell or unable to undertake normal duties.
- Special leave entitlements (e.g. COVID-19 leave) where appropriate.
- Work in a different location, remotely or from home where the employee is required to isolate/quarantine but is well and where the line manager determines it is safe and appropriate.

Working hours

Employees may work their prescribed ordinary *hours* of duty with reasonably flexible commencement and finishing times in accordance with their industrial instrument, to meet operational requirements. Working hours must:

- Not compromise operational needs, service delivery or patient care.
- Be documented and approved by the line manager.
- Comply with all relevant industrial agreements.
- Be recorded in accordance with the Employee Record of Attendance Policy.
- Not be altered in lieu of utilising other leave entitlements.
- Not include Flexihours, which cannot be accumulated when working remotely.
- Not include TOIL and Overtime, which cannot be claimed when working remotely.

Communication

WACHS has a duty of care to provide a safe workplace and to ensure operational efficiency. During periods of remote working, employees must demonstrate:

- Check-in routines to notify the manager when they start and end each work day, including periods where they are not working (e.g., meal breaks).
- Continued attendance at required meetings.
- They are readily contactable via direct channels other than email.
- An ability to respond to urgent directives if required.
- Their accomplishments if requested.
- A summary of work to be completed while working remotely, either on the day prior or at the end of the remote workday, to their line manager.

3. Roles and Responsibilities

Managers are responsible for:

- Working collaboratively with the employee where a remote working arrangement request is received.
- Assessing individual requests on their merits including implications for other employees and service delivery needs.
- Ensuring employees working remotely can participate in career development opportunities as appropriate.
- Initiating (at least) six monthly agreement reviews with the employee.
- Ensuring existing arrangements for new 'direct reports' or 'employees' are reviewed and continued where reasonable and practicable.
- Considering the best technical solutions for remote video conferencing and remote working.
- Ensuring staff are working reasonable work hours to avoid fatigue.
- Maintaining regular communication with individual team members working remotely to ensure they are adequately supported.
- Complying with the requirements of the appropriate industrial instrument.
- Ensuring compliance with applicable WHS and technology and software requirements.
- Ensuring that approved arrangements do not impinge on organisational outcomes, other employees, service delivery or patient safety.

Employees are responsible for:

- Working collaboratively with the manager when requesting a remote working arrangement and considering alternatives that may be offered.
- Completing a Remote Working Agreement ([Appendix A](#)) and a Remote Working Health and Safety Assessment form ([Appendix B](#)).
- Recognising service delivery needs are the priority during the life of an approved arrangement.
- Carrying out the agreed duties and communication protocols as specified and directed.
- Continued participation in work routines and practises (meetings, training etc).
- Presenting and dressing appropriately for video conferencing meetings as per the [Dress Code Policy](#).
- Being at a suitable location (e.g. home) during working hours without interference or disruption from other persons in your work area to maintain a professional environment.
- Providing their contact details during their agreed working hours.
- Being available if required to return to the workplace to undertake urgent duties within the organisation.
- Maintaining a safe working environment and contacting the WHS department for advice as necessary.
- Complying with obligations under the WA Health MP 0124/19 [Code of Conduct Policy](#) and all other workplace policies and procedures.
- Maintaining confidentiality and sensitive information.
- Complying with applicable WHS and technology and software requirements.
- Taking reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.
- Participating in agreement reviews with their manager every six months, or more frequently as agreed with the manager.

Authorising Officers are responsible for:

- Reviewing applications on their merit and determining approval of an application.
- Making fair and transparent decisions free from bias.
- Providing feedback on why an application is not approved.

All staff are required to comply with the directions in WACHS policies and procedures as per their roles and responsibilities. Guidelines are the recommended course of action for WACHS, and staff are expected to use this information to guide practice. If staff are unsure which policies procedures and guidelines apply to their role or scope of practice, and/or are unsure of the application of directions they should consult their manager in the first instance.

4. Monitoring and Evaluation

Monitoring and evaluation of this Policy and the associated guideline will be overseen by WACHS People, Capability and Culture, with support from operational areas as required. Monitoring will include review of the use, consistency and effectiveness of arrangements approved under this Policy, identification of emerging risks or issues, and consideration of workforce, safety and service delivery impacts.

Evaluation and review of this Policy and associated guideline will be carried out every two years (or earlier if required) to ensure it remains fit for purpose, aligned with industrial instruments, and responsive to organisational and operational needs.

5. References

Nil

6. Definitions

Term	Definition
Authorising Officer	Employees with authority afforded to them under the WA Country Health Service Authorisation Schedule to approve working from home requests.
Employee	An employee of WACHS engaged in accordance with the Health Services Act 2016 (WA), section 140. Employees of health service provider.
Flexible Working Arrangement	An entitlement provided by the Minimum Conditions of Employment Act (1993) for employees with specified circumstances to make a request for changes to their hours, pattern, or location of work.
Remote Working	An approved formal work arrangement in which an employee's work location temporarily differs from their usual work location.
Working from Home	A formal work arrangement in which an employee works from home for a period agreed with the employer. Typically, appropriate tasks for working from home are those that can be completed without face-to-face contact and undertaken with minimal supervision.

7. Document Summary

Coverage	WACHS wide
Audience	All WACHS workers
Records Management	Non Clinical: Corporate Recordkeeping Compliance Policy
Related Legislation	<ul style="list-style-type: none"> • Health Services Act 2016 (WA) • Minimum Conditions of Employment Act (1993) • Industrial Relations Act 1979 • Work Health and Safety Act 2020 (WA) • Work Health and Safety (General) Regulations 2022
Related Mandatory Policies / Frameworks	<ul style="list-style-type: none"> • Employment Policy Framework • Information and Communications Technology Policy Framework • Integrity Policy Framework • MP 0124/19 Code of Conduct Policy
Related WACHS Policy Documents	<ul style="list-style-type: none"> • Dress Code Policy • Workstation Ergonomic Guideline • Workstation Self-Assessment Checklist
Other Related Documents	<ul style="list-style-type: none"> • WACHS Authorisation Schedule
Related Forms	<ul style="list-style-type: none"> • Remote Working Agreement (Appendix A) Form • Remote Working Health and Safety Assessment (Appendix B) Form
Related Training	Available from MyLearning : <ul style="list-style-type: none"> • Nil
Aboriginal Health Impact Statement Declaration (ISD)	ISD Record ID: 5729
National Safety and Quality Health Service (NSQHS) Standards	Nil
Aged Care Quality Standards	Nil
Chief Psychiatrist's Standards for Clinical Care	Nil
Other Standards (please specify and include link)	Nil

8. Document Control

Version	Published date	Current from	Summary of changes
2.00	17 June 2026	17 June 2026	Formal review <ul style="list-style-type: none"> • title change from 'Working from Home Guideline' • updated hyperlinks • language in line with new changes • changes to processes.

9. Approval

Policy Owner	Executive Director People, Capability and Culture
Co-approver	Nil
Contact	Director Workforce Services
Business Unit	People, Capability and Culture
EDRMS #	ED-CO-22-114277
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This document can be made available in alternative formats on request.

Appendix A: Remote Working Agreement

Remote Working Agreement between

<p><i>Name of employee</i></p> <p><i>Position title</i></p>	and	<p><i>Name of delegated authority</i></p> <p><i>Position title</i></p>
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The purpose of this agreement is to detail the remote working arrangements agreed between the above parties. The terms of this agreement are based on the WACHS Remote Working Policy).

Agreed arrangements are as follows:

Term:	<input type="checkbox"/> Temporary	<input type="checkbox"/> Ongoing with regular review (min 6 monthly)	
Effective		Location/s:	
Review date:			
End date:		WHS Assessment	<input type="checkbox"/> Completed

Instructions and expectations are detailed as follows:

Working hours:	
Communication:	
Tasks and duties:	

By signing below, we understand, and agree:

- to the terms and expectations set out above and in the Remote Working Policy,
- the arrangement does not compromise service delivery or patient care,
- the arrangement is subject to review on at least a six-monthly basis,
- this agreement can be withdrawn by providing reasonable written notice,
- actions identified in the Remote WHS Assessment have been completed before commencement.

Employee name

Delegated authority name

Signed Date

Signed Date

Appendix B: Remote Working Health and Safety Assessment

Remote Working Health and Safety Assessment

Employee name			
Department		Date of assessment	
Location / Address			
Workspace (e.g., office, room)			

The line manager will review the recommended actions, equipment requirements and any other issues and discuss these with the employee. The employee is responsible for notifying their line manager of any significant changes to the remote working environment (e.g. a house or office move, renovation). These may require reassessment.

Criteria	Y	N	N/A	Comment / Actions
Environment				
Is the field of vision free of direct reflections from the screen, keyboard, desk, paper etc.?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the field of vision free of glare from lights, windows etc.?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Can the room climate be artificially controlled? (i.e. by air conditioning or heaters)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the room appropriately ventilated?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Noise				
Is the ambient noise level appropriate for the duties?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the location or levels of equipment noise satisfactory for the room?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Workspace				
Is the workspace clean and well maintained?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the layout of the workspace allow for easy access to furniture and equipment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the electronic equipment sufficiently ventilated?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Workstation				
Does the office chair meet Australian Standards? (chairs manufactured to AS will have this labelled on them)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the chair appropriate for the duties?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are there sufficient work surfaces of adequate sizes to accommodate the mouse and keyboard?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the desk allow the employee to adopt acceptable postures (consider knee space, height, depth)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Is the desk sufficiently robust enough to support the equipment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the employee understand the correct principles of workstation set up?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the screen height appropriate?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the screen distance appropriate?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the existing keyboard and mouse suitable for use?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Safety				
Have hazards that could be of a slip, trip or fall nature been attended to i.e. floor coverings, mats?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do the electrical connections appear to be in good repair?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is an RCD installed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are there sufficient power points?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Emergency preparedness				
Are there fire protection measures appropriate? • Smoke alarm installed and tested? • Home office fire escape plan in place?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there an appropriate exit in the case of emergency?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there a first aid kit / first aid resources available?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
There is a process for ensuring emergency communications available and to ensure regular contact with line manager.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Employee to complete: <i>I have reviewed the requirements identified above and have discussed and documented this with the employee.</i>
Name
Signed
Date

Line manager to complete: <i>I have discussed the requirements identified above with my line manager. The recommended actions have been addressed and required equipment supplied and/or rectified. I understand that I am responsible for notifying my line manager of any significant changes to the working.</i>
Name
Signed
Date