



Remote Working Policy

1. Purpose

This policy sets out the approach to remote working arrangements, where these are proposed to benefit the organisation or employee's needs. Key principles of this policy are that; remote working arrangements are made by agreement in writing, will only be supported where the nature of the role supports it, where operational efficiency can be maintained, and where the safety of the location can be assessed.

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. WACHS is committed to ensuring the safety of employees and others in the workplace.

2. Policy

WACHS is committed to creating a safe and productive work environment that enables flexibility for both WACHS and employees. WACHS recognises that working from locations other than a person's usual place of work (including from an employee's home), at times, alleviates transport burdens, increases job satisfaction, and contributes to productivity. This also positions WACHS as a competitive employer.

Remote working arrangements may also be implemented as a means of facilitating business continuity in response to emergency management arrangements, a requirement to mitigate risks for employees, or to comply with health directions.

Either an employee or manager can initiate a remote working arrangement for permanent, fixed term, casual and employees on secondment. Decisions to engage in the arrangement will consider relevant factors, including our duty of care to provide a safe workplace, practicality, organisational efficiency and the principles of fairness and transparency.

WACHS's primary responsibility is to provide a quality health service to the community, and as such, service delivery needs must take priority when making decisions to commence, extend, or cease remote working arrangements.

Remote working is a discretionary benefit and applicable to ordinary hours only, therefore overtime, toil or flexihours cannot be claimed or accrued when working remotely. WACHS reserves the right to decline requests or withdraw remote working arrangements. Any decisions to withdraw remote working will be made in the best interest of WACHS's ability to deliver a quality service safely with reasonable notice. Detailed guidance on eligibility, assessment and management of remote working arrangements is set out in the Remote Working Guide.

3. Roles and Responsibilities

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.

Employees are required to comply with the directions set out in WACHS policies and procedures relevant to their role. Guidelines describe recommended approaches and are intended to support and guide practice. Where employees are unsure which policies, procedures or guidelines apply to their role, or how they should be applied, they should consult their manager in the first instance.

Managers are responsible for applying this Policy consistently, issuing lawful and reasonable directions, and ensuring any arrangements are managed in accordance with operational, safety and service delivery requirements.

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
Employee	An employee of WACHS engaged in accordance with the Health Services Act 2016 (WA), section 140.
Remote Working	An approved formal work arrangement in which an employee's work location temporarily differs from their usual place of work. This can include other WACHS locations, offices, an employee's home, while travelling for work purposes, or any other appropriate and safe place as agreed.
Working from Home	A form of remote work 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
Audience	All WACHS workers
Records Management	Non Clinical: Corporate Recordkeeping Compliance Policy
Related Legislation	<ul style="list-style-type: none"> • Work Health and Safety Act 2020 (WA) • Work Health and Safety (General) Regulations 2022 • Health Services Act 2016 (WA) • Industrial Relations Act 1979
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 Form - in Remote Working Guideline • Remote Working Health and Safety Assessment Form - in Remote Working Guideline
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
3.00	17 June 2026	17 June 2026	Formal review <ul style="list-style-type: none"> • title change from 'Working from Home Policy' • 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
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