

		Working from Home	Policy and Procedure
Document name	Working from Home	CEO approved	
Category	Work Health and Safety		
Version	2	Approval date	October 2025
Implementation date	22 October 2025	Review date	October 2028

Purpose

To define the responsibilities and safety requirements of approved workers working from home (WFH) as part of Identitywa Disability Services Limited (Identitywa) commitment to providing a flexible and safe work environment.

Who is this policy and procedure for?

This Policy and Procedure applies to all Identitywa workers with approved WFH arrangements subject to position.

Policy statement

Identitywa Disability Services Limited (Identitywa) is committed to providing flexible and safe working arrangements to its workforce and where applicable and operational possible will offer working from home options. In addition, Identitywa will ensure that workers who are approved to work from home will do so in a safe environment.

Working from home is not an entitlement but a way of working that is implemented in appropriate circumstances at the discretion of the Manager, in consultation with and final approval by the Executive Manager.

Procedure

The worker must apply in writing to their Manager and clearly articulate the following points:

- Why the work needs to be done from home.
- The mutual benefit of a WFH arrangement for the worker and Identitywa.
- How the arrangement is consistent with the service needs and business requirements.

NOTE: Working from home will not be approved due to the distance from a worker's home to their office nor as a substitute for personal (carer's leave) or any childcare arrangement.

Working from home when unwell can be an option for mild illnesses to prevent spreading germs, but it's crucial to prioritise recovery and avoid working when seriously ill. Identitywa encourages workers to completely take time off work if they are seriously sick to ensure they recuperate. Working from home for consecutive days due to illness is not supported as it may impact a timely return to work.

The approved arrangement **MUST** include the following:

- Fixed time frame of no more than 12 months.
- Nominated hours each day when the workers will be available (working hours).
- Agreement that the WFH arrangement may be terminated at any time by Identitywa or the worker.

Regular working from home arrangement

A worker may WFH for regular days. If this is the case the duties performed are clearly detailed as followed:

- Formalised in a written agreement, signed by Identitywa, prior to commencing the arrangement.
- Be accompanied by the:
 - *Working from Home Self-Assessment form*;
 - *Workstation Ergonomic Self-Assessment Checklist*; and
 - A photo of the workstation/environment.

(Ad hoc) working from home arrangement

For once-off or occasionally WFH for a few hours does not require formal application.

However, approval must be obtained from the worker's immediate Manager who shall then notify the Administration Team in writing (an email is sufficient: admin@identitywa.com.au).

An Ad hoc WFH arrangement must not be for more than one day at a time and no more than one day per calendar month.

Other important considerations

Each application for a WFH arrangement, whether 'Regular' or 'Ad Hoc' will be examined on a case-by-case basis by the Manager with final approval granted by the Executive Manager. Precedence involving other or prior WFH approved arrangements are not applicable.

Work environment

Workers approved to WFH must:

- Have a dedicated space set up as a home office to perform work duties.
- Inform their home buildings/contents insurer that a WFH arrangement will commence and when this will occur, as the insurer may need to adjust any home/building contents policy/policies.
- Consider any other personal implications of working from home with respect to taxation, leasing, or mortgage arrangements.
- Ensure the self-assessment form and checklist are completed.
- Provide copies of the assessment form and checklist, as well as photo of the workstation/environment, to the WHS Officer for review and filing in the worker's personnel file.
- Agree to random employer checks - *The employer reserves the right to undertake random checks during the agreed term providing 24 hours' notice is given to the worker.*

Identitywa equipment

Identitywa supply the worker with a laptop and/or computer to use.

If required, Identitywa will provide access to the Virtual Private Network (VPN).

Security

All workers with an approved WFH arrangement must comply with the requirements of Identitywa's *Information Technology (IT) Policy and Procedure*. Where the manager deems that the worker requires VPN access, the worker must complete and submit the *VPN Access Request Form* for signature by the Manager.

All precautions are to be taken to secure and prevent unauthorised access to Identitywa information and equipment.

No third persons are to be allowed to access Identitywa's information or equipment.

Damage to Identitywa property

If equipment provided by Identitywa is stolen or damaged in the worker's home, the worker must report this to the Manager by completing the *Accident/Incident Form* immediately. The equipment may be repaired or replaced at Identitywa's expense, where reasonable security arrangements are in place.

Effect on employment conditions

Approved WFH arrangements do not alter the worker's employment status. Working from home workers retain all the benefits and are subject to all the conditions of the Identitywa office-based workplace agreement.

Workers who WFH must:

- Comply with arrangements outlined in their WFH Agreement.
- Adhere to all Identitywa policies and procedures, including work health and safety requirements.
- Follow the same processes for notifying of absences (e.g., sick leave, carer's leave) that apply to other workers. Absences from work whilst working from home are subject to normal leave provisions.
- Be available for online meetings, phone calls and other interactions such as education and training.
- Ensure meetings with any third-party take place online using Identitywa's preferred video conferencing software or on Identitywa premises (i.e., not at home).
- Maintain accurate and up to date records of hours worked at home within agreed work hours, including regular breaks in accordance with work health and safety policy requirements.

The needs of Identitywa operations take precedence over working from home days. A scheduled working from home day may, in certain circumstances, be cancelled or postponed if the worker is required by their Manager to attend to work commitments on Identitywa premises.

How do we know we are getting it right?

This document is reviewed within the framework of Identitywa's quality assurance and continuous improvement process, in consultation with key stakeholders. Process performance and effectiveness are measured against Identitywa's standards, objectives, and practices as part of a scheduled review of this and other related documents based on the level of risk to participants and the organisation.

All Identitywa policies and procedures are measured against the NDIS Practice Standards and other applicable standards, such as the National Catholic Safeguarding Standards.

Definitions

Ad hoc

Describes a situation that occurs occasionally or only when needed.

'Working from Home' (Home-based work)

Regular performance of Identitywa work for agreed hours from the home-based work site.

Home-based work site

Agreed area in the workers private dwelling. This may include temporary arrangements in an alternative private dwelling such as the home of a family member.

Indemnity

Security or protection against a loss or other financial burden and/or exemption from legal liability.

Worker

A person who carries out work in any capacity for a person conducting a business, including work as:

- An employee
- A contractor or sub-contractor/sole trader
- An employee of a contractor or sub-contractor or sole trader
- A student, trainee, apprentice, volunteer, or host.

Other related documents

Accident/Incident Form

Hazard Reporting Form

Identitywa Code of Conduct

Information Communication Technology (ICT) Policy and Procedure

Privacy Policy and Procedure

Worker Accident and Incident Policy and Procedure

Working Alone Policy and Procedure

Working from Home Self-Assessment Form

Work Health and Safety Policy

The legal and regulatory requirements we have to follow

[National Disability Insurance Scheme \(NDIS\) Act 2013](#)

[NDIS Code of Conduct](#)

[NDIS Practice Standards](#)

[NDIS \(Provider Registration and Practice Standards\) Rules 2018](#)

[Work Health and Safety Act 2020](#)

[Work Health and Safety Regulations \(General\) 2022](#)

[Australian Standard 2444 – \(Portable fire extinguishers and fire blankets\).](#)

Further information

[A Guide to Setting Up Your Workstation \(WA Department of Mines, Industry Regulation and Safety\)](#)

[Safe Work Australia - Working from Home](#)

[Workstation Ergonomic Self-Assessment Checklist \(External Form\)](#)

Do you need to know more?

If you have any questions regarding policies, procedures, and reviews or if you would like to be involved in our policy development program, please contact the Quality and Compliance Team: Contact - Telephone: (08) 9474 3303.