



## WORKING FROM HOME – A GUIDE FOR EMPLOYERS



There are a range of ways managers can help employees overcome the challenges associated with working from home. You can set your team up for success by providing structure, clear expectations and a work environment that is safe and digitally connected.



### Create a communication structure

- **1:1 daily check-in** – provides a routine for each team member providing a forum to consult with you and raise any concerns. The check-in can be delivered by email, SMS or instant message.
- **Daily team meetings** – will foster team collaboration. Morning meetings can assist home-based employees to transition from 'at home' mode to 'at work' mode. It is important to consider team members individual requirements—caring responsibilities and part time arrangements.
- **Weekly 1:1 meetings** – enable you to check on individual's work progress, challenges and mental health. Manager's should listen to employees' anxieties and offer encouragement and support tools such as EAP.
- **Get the balance right** – if your team members work more independently from one another, a daily 1:1 and a less frequent team meeting may be more appropriate.
- **Video conferencing** – 'face-to-face' meetings via videoconferencing allow visual cues, which improves communication and reduces a sense of isolation. Videoconferencing is particularly useful for complex or sensitive discussions, as it feels more personal than audio or written communication.

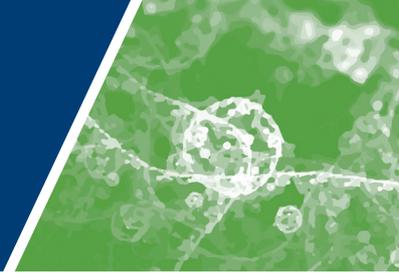


### Set clear expectations

- **Output** – discuss standards, deadlines, key priorities and methods for tracking performance.
- **Milestones to achieve deadlines** – have a 'how's it going?' call well before the deadline, so you can spot any potential delays.
- **Dependencies** – how does their work contribute to other teams and projects? What is required from them and when?
- **Potential obstacles** – book a group call to discuss strategies to address any obstacles.



# CORONAVIRUS (COVID-19): Working from Home



## Support work-life balance

- **Define spaces** – keep your workspace as physically separate as possible.
- **Talk flexibility** – maintain a dialogue with your manager about flexibility around working hours are they fixed, or can you adjust them to allow for home life demands?
- **Taking regular breaks** – encourage your staff to take lunch breaks, and hourly stretching breaks.



## Create a digital workplace

**Introduce a range of digital collaboration tools in addition to phone and email, such as:**

- Team chats
- Instant messenger
- Videoconferencing
- File exchange.

Determine with your team how these tools should be best used to support their work.

**For example:** instant messages are best suited to short status updates.



## Ensure a safe working environment

Working from home can introduce additional risks, and you have an obligation to support healthy and safe work. To understand if an injury arises from the course of employment during home-based work employers and employees can:

- Define the workplace
- Establish the hours of work
- Set expectations for daily work activities
- Use the [Working from Home checklist](#).



## Build community and provide opportunities for remote social interactions

- **Maintain social interaction** – emphasise the importance of maintaining social interaction within virtual team meetings.
- **Share health strategies** – encourage employees to share their strategies for building mental and physical health at work such as; meditation, indoor activities and sharing podcasts.
- **Virtual events** – consider using technology for celebrating special days, virtual morning teas and lunches.

**Remember** – work health and safety duties still apply in home-based work.

**For further information on your obligations, view our [Guidance and Resources](#).**