



REMOTE WORKING POLICY

1 Purpose

This policy sets out the governance around remote working arrangements.

2 Policy Statement

Every role at the Office of the Information Commissioner (OIC) is able to be fulfilled through a hybrid model, split between both remote and office locations. We will manage our teams in a way that is consistent with the [PSC hybrid work guidelines](#) and [flexible-by-design](#) framework.

3 Effective Date

Approved by the Information Commissioner on 24 December 2020

4 Application

This policy applies to all employees and contractors (“you”) engaged by the Office.

5 Principles

1. We value the benefits of remote working arrangements for our staff and office.
2. We will continue to deliver our services at a high standard and meet operational requirements while utilising flexible working arrangements.
3. We start from the position of “how can we make this work?”
4. Agile and flexible working is critical to creating an innovative, responsive and diverse workforce to meet rising stakeholder expectations in an environment of rapid change.
5. Flexibility helps us attract, develop and retain the best talent, and supports employees across their career development and lifecycles.
6. Flexible work practices empower you to find balance, wellbeing and bring your whole self to work.
7. Your health, safety and wellness are paramount and you have an obligation to maintain and uphold a safe approach to your work as outlined in the agreement.
8. We value outcomes more than where a person is working from, but recognise that regular face to face interactions in the workplace play a key role in building relationships with both external and internal stakeholders and embedding desired values, behaviours and culture.



9. Everyone must ensure security and confidentiality when working remotely, working in a private space with appropriate safeguards in place.
10. Implementation of this policy will be consistent with applicable public service legislation, directives and guidelines.

6 Consideration of the request

Your remote working agreement is negotiated between you and your manager and in a way that is consistent with the [PSC hybrid work guidelines](#) and [flexible-by-design](#) framework.

Your request will be considered on a case-by-case basis using a team approach that considers fairness, diversity and inclusion, our guiding principles and legislative and operational requirements.

Compassionate, medical and work life balance factors may be taken into account. Every case is different.

Your manager will work with you and your team to find solutions that best meet organization, team and individual needs.

Your work pattern must enable your team to connect in an optimum way. This might include regular face to face contact with those you supervise, and/or engage with externally and internally or provide services to.

7 How to apply

You should discuss your proposal with your manager before submitting your remote work agreement for approval.

You are encouraged to complete an agreement/checklist even if you are intending to work in the office. This will ensure that ad hoc remote work arrangements can be accessed without delay when necessary.

Decisions are made within 21 days of receipt of the request.

You have the right to appeal the decision or any unreasonable future repeal of the agreement. Such appeal must be submitted in writing to the delegate's supervisor for fresh consideration and response. A decision to be made within **21 days** of receipt of the appeal.



8 Conditions of Remote work

Remote work must be undertaken on OIC-issued laptops only. Your OIC-issued laptop, keyboard and mouse are available for you to use when working remotely.

You are responsible for ensuring that you maintain a suitable home office area, desk and chair in accordance with the Remote working agreement checklist and declaration (refer Appendix 1).

You will complete the online training as prescribed.

You are required to undertake regular education and training activities to support your health safety and wellness at home.

Our policies continue to apply while working remotely, including the hours of work policy.

We will continuously review and monitor these arrangements to ensure they support our organisational objectives. At a minimum, your remote work agreement will be formally reviewed every twelve months to determine its ongoing effectiveness and suitability.

If you change roles or teams within OIC, your remote work agreement will be reviewed and re-negotiated as necessary.

Your remote work agreement may be reasonably cancelled or amended at any time during the term of the arrangement.

If your remote work agreement is cancelled or altered, you will be provided with reasons for the decision.

The remote working agreement will cover all ongoing, adhoc and emergency arrangements for remote work. We ask that you complete a remote work agreement within 3 months of the commencement of this policy or upon your commencement.

9 Health Safety and Wellness (HSW) requirements for remote work

We share responsibility to positively contribute to the health safety and wellbeing of ourselves and those around us.

We have developed an agreement and checklist within the application process that ensures we address essential requirements for working remotely in a safe and healthy way.

The checklist represents a point in time of compliance and risk mitigation strategies. Your ongoing compliance is required. You must discuss any changes that impact the efficacy of the compliance and risk mitigation strategies with your manager as soon as they are known. For example it might be that your office chair becomes unavailable and you will need to use a dining room chair. Your manager will risk manage this with you. The Senior HR Officer and Director of Engagement and Corporate Services are available to provide advice and assistance. Mitigation measures might include a using footrest, taking regular breaks or working in the office.



You are required to reasonably participate in essential training and education activities aimed to support your health, safety and wellbeing while working remotely.

References

- *Work Health and Safety Act 2011*
- *Human Rights Act 2019*
- *Workers' Compensation and Rehabilitation Act 2003*
- *Industrial Relations Act 2016*
- Relevant Public Sector Directives
- [PSC hybrid work guidelines](#)
- [PSC flexible-by-design guidelines](#)
- *Public Service Act 2008*
- *Code of Conduct for the Queensland Public Service*

OIC Policies

- Use of ICT Services, Facilities and Devices
- Hours of Work Arrangements

Resources :

Go to : [PSC Encourage-flexible-work-conversations](#)

For resources:

- Employee guide to negotiating flexible work
- Managers guide to encouraging flexible work conversations