



# Queensland Advocacy Incorporated

Our mission is to promote, protect and defend, through advocacy, the fundamental needs, rights and lives of the most vulnerable people with disability in Queensland.

*Systems and Individual Advocacy for vulnerable People with Disability*

**23<sup>rd</sup> March 2020**

## **Queensland Advocacy Incorporated: Working from Home Guidelines (COVID-19 Response)**

QAI Management reminds all staff that working from home requires that the implementation of existing policies and procedures in the QAI Policy and Procedure manual apply at all times. It is important when working from home that extra diligence by all staff and increased vigilance by supervisors to attending to this with special regard to:-

Privacy and Confidentiality, Data Security, Home Visit and Workplace Health and Safety Policies, and the Risk Management Guide.

### **1.1 Workplace Health and Safety**

Your workplace environment should include the following:

- A separate and quiet work-station area including a place to store confidential information and have private conversations
- Adequate lighting and ventilation
- No trip or slip hazards present
- Appropriate chair, desk and computer set-up for a comfortable working position
- Access to first aid items
- Safe set-up of electrical cords and connections (undamaged and unimpeded)
- Evacuation plan for emergencies

### **1.2 Incidents**

Any incident, injury or near miss that occurs while working from home is required to be reported to your manager or the Director within 24 hours or as soon as practicable. Information to be reported includes:

- Details of the injury or incident (date, location, nature of injury (burn, cut, sprain) time and what happened and how)
- Detail of any witness
- Probable cause and any actions taken for example sought medical attention.

### **1.3 Physical Client Files**

If you need to take physical client files away from the office, they need to be logged in the [File Movement Register](#).

### **1.4 Confidentiality**

You must ensure that client confidentiality is maintained even when working from home. You must ensure that any files taken out of the office can be stored securely in a way that maintains client confidentiality.

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**2nd Floor, South Central, 43 Peel Street, STH BRISBANE QLD 4101**

When speaking with clients from home you must ensure that you are in a space where your conversation is confidential. We suggest that you use headphones when making phone calls rather than having your phone on speaker if other people are present in your home.

The obligation of confidentiality applies to all staff.

### **1.5 Data Breach**

Our obligations under privacy law also still operate. If there is a data breach, for example, sending an email to the incorrect email address or posting a letter to the wrong address, please notify the Principal Solicitor immediately.

### **1.6 Hours of Work**

The current terms in your employment agreement and work arrangements continue even while working from home such as taking breaks, ordinary hours of work and the approval of TOIL.

### **1.7 Acknowledgement**

We would also ask all staff to make confirmation by email to the Finance and Admin Co-ordinator [financeandadmin@qai.org.au](mailto:financeandadmin@qai.org.au) when they have received, read and understood the Working From Home Guidelines and confirm if their home environment meets the requirements of section 1.1.

QAI acknowledges the work by Caxton Legal Centre and for sharing their policy with our organisation.

