



# COVID-19: Preparing for working from home

## Business Continuity Plan (BCP) arrangements

It is possible that due to COVID-19, access to UQ's campuses may be limited. If this happens, staff (where possible) will need to work remotely to continue their vital work, and the University will support you to prepare for this.

This guide may also be useful for staff who need to work from home because they have been directed to self-isolate, or they need to be at home to care for others.

Staff and supervisors should work together to identify what roles and duties can be performed remotely, and prepare before BCP arrangements are needed.

If you do need to work from home, your supervisor will be in regular contact to ensure staff are kept informed; workloads and outputs are reviewed and support is provided as required.

Supervisors will need to continue to monitor leave requests and balances and approve where appropriate. Leave provisions in response to COVID-19 are [here](#).

UQ staff and their immediate family members can access the [Employee Assistance Program](#) (EAP) on 1300 360 364. In addition, staff can contact HR directly on [askhr@uq.edu.au](mailto:askhr@uq.edu.au) or call 9am to 5pm Monday to Friday on +61 (07) 3365 2623.

Our [FAQ page](#) will continue to be updated with the latest advice.

## Planning to work from home

If your role has been identified as having duties that be may be performed from home, some pre-planning is required. *If possible, arrange work from home trials to troubleshoot any issues.*

Ensure that:

- There is access to the equipment required (laptop, computer, mobile phone, home internet).
- Equipment has the IT programs and drives required (Zoom, CRM, Microsoft Suite, etc.), they have been tested and any issues resolved prior to any working from home arrangement commencing. Further advice from ITS about accessing core systems and software remotely can be found [here](#).
- Equipment is tested prior to any working from home arrangement so that any missing items can be installed, or troubleshooting can be undertaken with ITS
- There is a communication plan in place that outlines how and when communication with the rest of the team occurs. Regular contact should also review workload, outputs and any additional support required. Supervisors are also encouraged to check on employee's wellbeing during this time.
- Office landline phones are diverted. It is possible to divert phones to voice-mail and access messages remotely – [follow this guide](#). Staff should consider setting-up an out-of-office email auto-response advising of reduced or changed hours.
- All team members confirm and update alternate contact details in MyAurion (ie mobile phone)
- Supervisors undertake an assessment of which team members have caring responsibilities and will be impacted if schools, day-care centres, aged care facilities etc close in the coming weeks
- Supervisors undertake an assessment of which team members cannot work from home and what contingency plans are in place to get them set up to be able to do so or consider what other options are available to them.



## Considerations when working at home

### Health, safety and wellness

Ideally, before working from home, employees would complete an [online self-assessment tool](#) to optimally set up their home office workstation (see Appendix one for the checklist). However, because this is an unprecedented situation, it may not be practical to action everything in these guides. Employ common sense and prioritise your health, comfort and safety where possible.

### Policies and legislation

Your employment terms and conditions, University policies, and relevant workplace legislation still apply when working from home.

If approved to work from home, you are still covered by workers compensation while performing University work.

### IT

The University has extensive technical capabilities to support remote work. Here is how to access core software and systems remotely:

- **General administration** - software such as Outlook, Word, Excel and PowerPoint can be access from home. Staff can use the web mail portal or download the Microsoft Office 365 Suite (licensed by UQ) via <https://login.microsoftonline.com>
- **Accessing UQ files and folders** - staff have access to OneDrive with up to 1TB of personal file storage. Staff can follow the [online guide](#) to access their OneDrive storage. If access to UQ's network drives and folders is necessary, staff will be required to connect to the UQ VPN when working from home. Instructions for configuring the VPN can be found [here](#).
- **Core platforms** - most of UQ's core systems and platforms are accessible online via web browser. These include my.UQ, MyAurion, mySI-net, Blackboard, ARCHIBUS, UniFi and many more. Staff can log into the [my.UQ access portal](#) from home to access these applications quickly.
- **Citrix applications** - some applications like Aurion, Raisers Edge and SiPass require the installation of a Citrix client in order to be accessed over the internet. Staff will also need to connect with the UQ VPN to access these applications. Information on accessing Citrix applications can be found [here](#).
- **Other software applications** - to support teaching and learning, UQ has licenses for a vast range of software applications. The licence for each application varies, which means that some applications can only be accessed on-campus, while others can be accessed anywhere.
- **Cyber security** – is a top priority for UQ staff and students. To ensure your personal information and UQ's data, systems and intellectual property remain safe while working remotely, it's important to be aware of cyber security. Visit the Cyber security at [UQ web page](#) for more information.

For a full list of software available to UQ staff view the [software catalogue](#). Click on the title of a software application to view the licensing terms.



## Appendix 1 – HSW work-from-home considerations checklist

The university understands that the COVID-19 pandemic is an unprecedented situation, and it may not be practical to action everything in these guides. Where possible, prioritise your safety and comfort when working from home.

### Worker details

Name:

Position:

Dates:

Environment	Checked
<b>Floor Space sufficient</b> At least 2.3 sq m of free floor space in the users area is recommended	
<b>Lighting</b> lighting levels adequate for tasks, absence of glare	
<b>Noise levels acceptable</b> Absence of distracting noise, workstation separated from any loud equipment or appliances, noise levels minimised as much as possible	
<b>Ventilation</b> - Adequate ventilation and comfortable thermal environment	
<b>Electrical safety</b> <ul style="list-style-type: none"> <li>○ Safety switch installed and/or RCD protection</li> <li>○ Electrical equipment in good condition; No frayed cords</li> <li>○ No double adaptors or piggyback extension leads; Individual switches on power boards</li> </ul>	
<b>Floors</b> <ul style="list-style-type: none"> <li>○ Floor surface appropriate, non-slip</li> <li>○ Slow rolling castors for seating on tiled, timber or vinyl floor surfaces</li> <li>○ Ensure rugs and cables don't pose a tripping hazard</li> </ul>	
<b>Storage</b> Storage shelves or filing cabinets are not overloaded, and/or anchored when necessary, heaviest items stored on low shelves or drawers.	
<b>Emergency</b> <ul style="list-style-type: none"> <li>○ Emergency phone numbers located near phone</li> <li>○ Suitable first aid supplies</li> <li>○ Smoke alarm installed</li> </ul>	
<b>Posture</b> Adequate rest breaks and postural variation every 30 minutes, change posture regularly by stretching, standing, walking and gently mobilising your body	
<b>Children</b> Control potential risks such as heavy objects falling from the desk top (e.g. a child pulling a computer screen downward), sharps (scissors, staplers), electrical hazards (power points, metal objects, water).	



Workstation Desk	Checked
<p><b>Suitable desk</b></p> <ul style="list-style-type: none"><li>○ Recommended minimum desk size: 1200mm length x 700mm depth</li><li>○ Recommended desk surface thickness &lt;33mm</li><li>○ Recommended seated desk height: between 690-720mm</li></ul> <p>For a seated workstation, ensure feet are flat on the floor (or on a foot rest) and that worker can use keyboard with forearms at right angles, and comfortably supported on the desk</p>	
<p><b>Chair</b></p> <p>Chair adjustable, comfortable, in good condition, with a stable 5 star castor base Seat height and backrest adjustable. Seat height able to be adjusted to align forearms to desk height. Lumbar support positioned at lumbar level, and backrest able to adjust to a comfortable angle to provide effective postural support for user Chair able to be positioned close enough to the desk to obtain comfortable forearm support on the desk, and effective back support from the chair e.g. ensure chair armrests (if present) do not inhibit positioning</p>	
<p><b>Computer / Monitor(s)</b></p> <p>Monitor/s able to be positioned and adjusted (e.g. height, angle, location and brightness/contrast settings) to ensure comfortable, sharp, clear and glare free viewing</p>	
<p><b>Computer Workstation: Design and Adjustment</b></p> <p>Apply the Computer Workstation Self-assessment Tool to the home office workstation to minimise risk of musculoskeletal disorder <a href="https://ergo.app.uq.edu.au/index.php">https://ergo.app.uq.edu.au/index.php</a></p>	