



Work From Home (WFH) & Remote Work Guidelines

Document Owner: Director

Applies to: Workers approved to undertake work from home or remote work arrangements.

Effective Date: 3 June 2026

Review Cycle: Reviewed as operational requirements change.

1. Purpose

Echo Interpreting recognises that flexible work arrangements, including working from home and remote work, can support effective service delivery, productivity, and worker wellbeing.

These Guidelines outline practical expectations for workers undertaking approved work from home or remote work arrangements and support Echo Interpreting's commitment to safe, secure, and professional work practices.

2. Scope

These Guidelines apply to workers undertaking approved work from home or remote work activities, including:

- Administrative and operational work
- Bookings and coordination activities
- Meetings and online communications
- Remote service delivery activities, including Video Remote Interpreting (VRI), where applicable

These Guidelines should be read alongside Echo Interpreting's relevant policies and procedures.

3. Approval and Work Arrangements

Work from home and remote work arrangements must be discussed and approved by Echo Interpreting.

Approval of work from home arrangements will consider:

- The requirements of the worker's role
- Operational and client service needs
- Communication and collaboration requirements
- Ability to maintain privacy, confidentiality, and information security
- Ability to work safely and effectively

Work from home arrangements may be reviewed or adjusted based on business requirements.

4. Worker Responsibilities

Workers undertaking work from home or remote work must:

- Perform duties professionally and effectively
- Remain contactable during agreed work hours
- Communicate appropriately with colleagues, clients, and stakeholders
- Maintain confidentiality and privacy
- Use approved systems and communication platforms where possible
- Protect Echo Interpreting information and equipment
- Report any safety, security, privacy, or operational concerns

5. Work Health and Safety

Workers must take reasonable care of their health and safety while working from home or remotely.

Workers are expected to:

- Maintain a safe and suitable work environment
- Consider appropriate workstation setup and ergonomics
- Manage fatigue and take appropriate breaks
- Identify and address hazards where possible
- Report workplace incidents, hazards, injuries, or near misses

Workers may be required to complete a **Work From Home Safety Self-Assessment Checklist** to support safe working arrangements.

Health and safety concerns must be reported in accordance with Echo Interpreting's Work Health & Safety (WHS) Policy and Incident / Near Miss Reporting Procedure/Form.

6. Privacy and Confidentiality

Workers must ensure privacy and confidentiality are maintained when working remotely.

Workers must:

- Conduct confidential conversations in appropriate environments
- Ensure client, participant, worker, and business information cannot reasonably be overheard or viewed by others
- Securely store documents and information
- Prevent unauthorised access to devices and systems
- Comply with professional confidentiality obligations

This is particularly important when undertaking interpreting activities or handling sensitive client information.

7. Technology and Information Security

Workers must:

- Use approved systems and platforms where possible
- Protect passwords and access credentials
- Secure devices used for work purposes
- Avoid unauthorised storage or sharing of Echo Interpreting information
- Report suspected security incidents or privacy breaches

Workers using personal devices for work purposes must comply with Echo Interpreting's IT, Systems & Acceptable Use (including Social Media) Policy.

8. Equipment

Equipment arrangements will be determined based on role requirements and operational needs.

- Workers are responsible for:
- Taking reasonable care of equipment used for work purposes;
- Ensuring equipment is used appropriately;
- Reporting equipment issues that may impact their ability to work safely or effectively.

9. Related Documents

These Guidelines should be read in conjunction with:

- Work Health & Safety (WHS) Policy
- IT, Systems & Acceptable Use (including Social Media) Policy
- Privacy & Confidentiality Policy
- Incident / Near Miss Reporting Procedure/Form
- Work From Home Safety Self-Assessment Checklist