



Working from Home

Set-up guidelines for
leaders



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Arts Centre Melbourne, like many companies, has asked our team members to work from home in order to assist with the prevention efforts for COVID-19.

As a leader, you play an important role in assisting your team members to successfully transition to working from home; setting up and settling in.

Each section links to one of our core values. Now, more than ever, our values are key.

Our values unite us, and critically, our values are unchanging – no matter how uncertain the world around us may be.

Getting Started

First of all, let's get your work space set up!

Arts Centre Melbourne is committed to health and safety and aims to provide a happy, healthy and safe workplace, and this equally applies when you are working at home.

Make sure you complete this [Working From Home Health and Safety Checklist](#) to ensure you get set up with the most comfort and safety. And don't forget, you still need to make sure you:

- Take reasonable care of your own health and safety
- Take reasonable care that conduct does not adversely affect others
- Comply with reasonable ACM policies and procedures

And while we know you will set up your workspace as safe and as comfortable as possible, please be sure to report all incidents and hazards while you are working at home as soon as possible to your Manager.

If you need assistance, simply email safety@artscentremelbourne.com.au

Check your workspace

- Is your tech working as it should? Check out the [FAQs on Centre Stage](#) to ensure you are set up with the right technology, VPN access, and the right equipment to allow you to work from home effectively. Our IT team are stars – contact the IT Service Desk if you need help.
- Remember to work through the [Working From Home Health and Safety Checklist](#) and if you need assistance, the wonderful HSE team will be available to assist.

Remember, no team members are permitted on site at Arts Centre Melbourne during this period. If you don't already have your laptop, charger or other critical material from the office, you'll need to contact your Manager/Director to arrange an appropriate time to collect these from the office. Please check out the FAQs on Centre Stage on collecting equipment for the process on this.

Leadership

Create an environment where people can thrive

Focus on output, not time

- Consider how your Team Plan may now need to pivot, and focus on project work that will meaningfully contribute to ACM's recovery and reopening objectives
- With shifting priorities, be clear about what your team needs to achieve in the upcoming 30 days, with revised objectives and priorities outlined clearly in your Team Plan
- Set up a time to kick off working from home and "reset" your teams with revised individual work plans, with their clear objectives, tactics and actions for the upcoming 30 days
- Share the 'Working from Home – Guidelines for Team members' with your team members.

Use Microsoft Teams

Using Microsoft Teams is a mandatory requirement of working from home. All Teams will be expected to use Microsoft Teams as ACM's preferred team collaboration tool. This might be a new tool for your teams, so reach out in case they need help setting up or using Teams.

Check out the following resources to help you get started with Microsoft Teams:

- Watch the [Welcome video](#) to get an overview of Teams.
- Download the [Quick Start Guide](#) to learn the Teams basics.
- Watch a series of short [Quick Start videos](#) for a walkthrough of Teams.
- Watch the [Meetings videos](#) to learn how to use meetings in Teams.
- Check out these [tips and hints](#) to set up your team in Microsoft Teams, if you haven't already.

Community

Trust and involve the expertise of our team members and community

Staying connected and on track

- Establish a morning **Daily Team Huddle** through a video call on Microsoft Teams. This helps kick off the daily rhythm for work, connects your team visually, and helps to motivate your team to be "up and ready" for the working day.
- Establish **Weekly Team Meetings**, and **Weekly 1:1 Meetings** to keep your team on track, and accountable for, the deliverables they committed to in their Work Plans.
- Encourage your team members to 'host' any meetings that require collaboration outside of ACM teams, on Microsoft Teams. Guests do not need to have Microsoft Teams to join the meeting. See ['Join a meeting in Teams'](#)
- Encourage your team to stay social, and even take screen shots of your Team Huddles and share on the [ACM Team Facebook page](#) to help encourage connection in our virtual community.

Aim to over-communicate

- Understand team members deal with working from home differently and may need some help to establish routine, find regular ways of connecting to others, and establish a working rhythm.
- Suggest to your team to establish regular times to connect with other team members, to write down questions when they think of them, so they can raise them in your agreed catch ups.
- Proactively use the chat function in Microsoft Teams to take the chatter out of email.
- Establish your ground rules around **work related** versus **non-work related** chatting and content.

Care More

Create a safe and secure environment where we respect and look after everybody

Get into good habits

- Encourage your team to think about their new work routine, and set up your own, particularly to give consistency for your team members should they need to contact you.
- Consider following your routine as if you were at work - setting in advance your daily wake up time, your morning exercise and nutrition, putting on your work clothes, and other rituals (hello, coffee!) before starting work.
- Go to your designated work space that you have set up that is where you are 'at work'. This really helps you when you it's time to 'leave work' so that the rest of your home, remains your home.

Use the [Employee Assistance Program](#) (EAP)

- EAP is your mental health and wellbeing service. It is available to you **and your family** at no cost, and is an independent company. They employ professional and registered psychologists, financial and legal counsellors, and dieticians who have a legal and ethical responsibility to maintain your confidentiality and the privacy of your records.

You and your team members have access to to the following services:

- EAP Counselling: Telephone/Skype, and SMS is available to all ACM employees and immediate family members.
- 24/7, 365 urgent support. Telephone support is available immediately or within five minutes at any time, day or night.
- Indigenous Cultural Assistance and Response for Employees and LGBTIQ and specialist psychologists.
- Holistic support options: Wellbeing coaching (1800 63 23 78), Financial coaching, legal and nutritional advice.

To access any of these services, simply call 1800 808 374, visit assureprograms.com.au or SMS 0439 449 876

Creativity

Embrace change and the unique opportunities it brings

Get creative

- While this is a challenging time in many ways, encourage your team to see this as an opportunity to discover new ways of working.
- What agile ways of working could you try? Can you connect with leaders that you don't ordinarily work with? Look for positive unexpected consequences!

Prioritise your mental and physical health

- Remind yourself that this is a temporary period of isolation to slow the spread of the virus.
- Stay connected with friends, family and colleagues via email, social media, video conferencing or telephone.
- Engage in healthy activities that you enjoy and find relaxing.
- Keep regular sleep routines and eat healthy foods.
- Try to maintain physical activity.
- Try to maintain a healthy balance by allocating specific work hours, taking regular breaks and establishing a dedicated work space.
- Avoid or limit news and social media if it's not helpful for you.

Working from home with children or family with special needs

You or your team members may be in a situation where your children, or other family members with special needs, will be home with you while working remotely.

Whilst we understand this may be unavoidable in these unprecedented circumstances, please speak directly to your Manager if this applies to you, so we can work through an arrangement that will work for you that enables you to still achieve your required outcomes.

Here are some helpful tips from [Harvard Business Review](#) to stay happy and productive at home:

[How Working Parents Can Prepare for Coronavirus Closures](#)

Other resources

Tips for working from home

Microsoft blog (March 10, 2020): [Staying productive while working remotely with Teams](#)

[Work remotely with Teams](#)

Teams blog (Feb 28, 2020): [4 tips for working from home with Microsoft Teams](#)

[Collaborate with Office 365](#)

[Work remotely with Office 365](#)

[9 tips for working remotely](#)

[Top tips for working more securely from home](#)

[Coronavirus Could Force Teams to Work Remotely](#)

Tips from our friends at Tessitura: [How to Succeed When Everyone Works from Home](#) and [8 Tips for Highly Effective Remote Meetings](#)

Share your hot tips!

Have a great resource, a hot tip, a recipe, a mindfulness meditation, or even a link to a great Leo Sayer home exercise video - or some other great idea to help our teams stay happy, healthy and connected during this time?

Please share on the [ACM Team Facebook page!](#)