Australian Government
Australian Public Service Commission

When whole teams suddenly need to work remotely, some people will have more challenges than others.

TRUST
Trust that team members are working

ACCEPT
Accept that conditions might not be ideal

SUPPORT
Support team members who may find this difficult

LONELINESS?
If someone lives alone, they might feel isolated. Take time for non-work-related chats.

ERGONOMICS?
Some people are not set up well to work at home. Don't expect them to sit at their computer all day.

KIDS AT HOME?
Some staff may need to care for children during this time. They may be able to work, but will need to look at hours flexibly. Managers should discuss how this could be supported as a team.

If we do all need to work remotely

HOUSE MATES?
Partners and housemates may also be working from home. Be tolerant of interruptions and background noise.

VIDEO OFTEN
Use video when you can to maintain the people connection. Encourage people to show and share their environment. GovTEAMS and Skype can help.

BANDWIDTH
If everyone in the house/street is working remotely there may be bandwidth issues. Be patient or arrange to work 'offline'.

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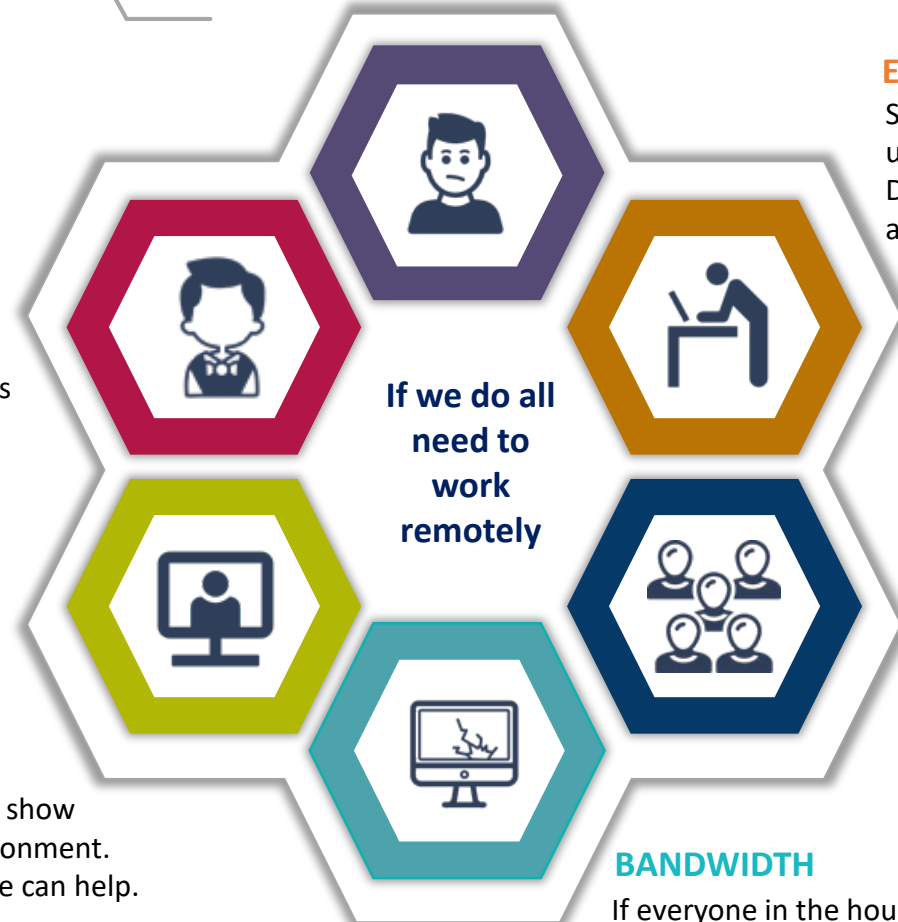
MANAGE REMOTELY

If you're not used to having team members work from home have these conversations now. Having the whole team work remotely is quite different than one or two members dialling in.

TEAM ROLES

Clarify who will be responsible for what when working remotely. Some things simply might not be done; some may be more difficult. Figure out who does what. Working using agile methodology? Photograph post-its and whiteboards daily and share with your team.

CHECK INS

Decide when and how people will check-in. Consider setting up short calls that happen at the same time each day. Share 'to-do' lists and 'done' lists to recognise progress.

WHO LEADS?

Re-evaluate the chain of command. If team members are sick who makes decisions or picks up their critical tasks?

COMMUNICATION

Decide how you will communicate. GovTEAMS, phone, Skype, email? How will you report progress? Determine what you will use for what type of communication. Don't expect people to respond immediately.