



**Arts  
Centre  
Melbourne**

# Working from Home

Set-up guidelines for  
team members



# Working from Home

## Set-up guidelines for team members

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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.

These guidelines are designed to assist with your first week 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](mailto: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

## Clarify your work plan

It's important that we are still focussed on the right things for our current situation. Consider how your work plan may now need to pivot, and focus on project work that will meaningfully contribute to ACM's recovery and re-opening objectives.

Your Manager will take the time to talk to you about:

- A revised work plan, to set your clear objectives, tactics and actions for the upcoming 30 days
- Priorities and focus areas, clear goals and expectations to help set you up for success
- A daily 'work-type' routine that can help with the setup of activities to achieve, and a way to keep track of your work so you can accurately update your Manager.

## 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 you, so flag with your Manager if you need support to get set up and begin 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.

# Community

Trust and involve the expertise of our team members and community

## Staying connected and on track

### The Daily Team Huddle

- Kick off your daily working rhythm by participating in your team's morning **Daily Team Huddle** through a video call on Microsoft Teams.
- The **Daily Team Huddle** is a commitment and coordination meeting for the entire team. Your goal is to check in with your team members about what your day will look like.

### The Weekly Team Meeting

- Keep your Outlook calendar active with your daily and weekly meetings, and use as a guide to manage your time.
- Participate in your **Weekly Team Meetings**, and **1:1 Meetings with your Manager** to keep you on track. Following a meeting routine will help make sure that the time you have together is well spent and that you all get the information you need to continue working.

## Other collaborative meetings

- Use Microsoft Teams to 'host' any meetings that require collaboration outside of ACM teams. Guests do not need to have Microsoft Teams to join the meeting. See ['Join a meeting in Teams'](#)
- Encourage everyone in 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 temporary, virtual community.

## Aim to over-communicate

- When you are not face to face with your colleagues it can seem harder to get those random questions answered, and it can be harder to stay connected when you aren't bumping into your work colleagues.
- Establish regular times to connect with your team members, and remember to write down questions when you think of them, so you can raise them in your agreed catch ups.
- 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

### Check your work space

- Is your tech working as it should? Check out the IT 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.
- Work through the [Working from Home 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, so if you need anything from your desk or office, let your Director know so they can arrange for you to collect from Stage Door.

### Get into good habits

- Set up your routine! Establishing your routine is important to managing time and working effectively.
- 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.
- 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.

### Stay social #ACMconnects

- Stay connected to the ACM family – we are all in this together! Use the hashtag #ACMconnects to tag photos, videos, and relevant content.
- Show others how you are involved in your work – even take screen shots of your Team Huddles and share on the [ACM Team Facebook page](#) to help encourage connection in our virtual community.
- Think of creative ways to block time for your team to have 'virtual events' to bring your team together socially online.

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

You and your family have 24/7 access to professional mental health support, completely free of charge. Simply call 1800 808 374, visit [assureprograms.com.au](http://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, in what ways could this change be seen as an opportunity? What agile ways of working could you try? Can you connect with team members that you don't ordinarily work with? Look for positive unexpected consequences!
- Test and trial your workspace and get creative to ensure it's a space that makes you feel happy and focussed. Plants, pictures, photos, natural light where possible, and the right level of noise that suits your working style.

### 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

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You 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

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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!](#)