



Working from home

Toolkit for working from home

Optimising Communication Methods and Technology

Communicate using a variety of tools

Monash Health has made available a variety of formal tools for communication purposes. These include email, intranet, Cisco Webex, etc. These tools may be supplemented by informal tools and applications such as phone (voice and text), WhatsApp messages and groups etc.

Ensure your team has a contingency plan for spontaneous meetings

Make sure your team has a plan for getting in touch with you in the case of emergency meetings that are being conducted at short notice.

Use instant messaging and status indicators

Use status indicators (e.g., available, busy, on the phone, etc.) to inform others of whether you can be reached.

If there are no instant messaging options at your workplace, send an email to important stakeholders if you will be out of touch for a longer time than usual.

Forward calls to your mobile/landline number

Make sure you redirect calls from your office line to your offsite workplace.

If a call forwarding option is not available, be clear in any voice mail messages about how to best reach you on remote workdays.

Check your voice mails regularly.

Use electronic calendars

Update your appointments, free and busy times on your MS Outlook calendar.

Make your calendar accessible to your team so that they are able to easily view your appointments, free and busy times.

Don't multi-task during teleconferences

Multi-tasking during teleconferences can distract you at crucial moments where you may be called upon to participate unexpectedly. You may also miss out on important information.

Be an advocate and mentor for using communication technology that allows you to work remotely

Considering each team member will have a different aptitude for using technology effectively, if you are confident in using communication technologies, offer to show others how to get the most out of the technologies that allow for remote working.