

Melbourne Stage 4 Restrictions

Checklist for Legal Practices transitioning to working from home

Below is a checklist for some of the actions you need to consider as you move to working from home.

Further guidance on working from home is provided in the [LIV Guide on Practice Contingency Planning and Flexible working arrangements](#) which was developed in response in response to COVID-19.

Managing Mail & Deliveries

- Redirect Australia Post Mail** to a home address, ideally redirect ensure that mail should be directed to a support staff member with a printer/scanner who can scan, file and email incoming correspondence. Link: [Redirection process with Australia Post](#)
- Redirect DX** your deliveries by contacting their local DX team on 13 88 44 or via email at dxvic@tollgroup.com
- Courier or Other Office Deliveries.** Place a sign on your front office door or in a prominent place providing contact details including a phone number to arrange an alternative delivery address

Communicating alternative contact details to Clients

- Redirect your telephone number** to a staff member or mobile number y
- Update your voice mail message** and provide alternative contact details or provide details when a call will be returned.
- Update Email Signatures** and **auto reply messages**
- Advising Clients** - Clients should be advised of any changes to your practice's operations as soon as possible.
 - **Example** – *The Victorian State of disaster announcement requires our legal practice to work from home from 6 August 2020 until further notice our office*

is closed. We aim to continue to support our valued clients and please note the following changes to contact details (amended as applicable)

More guidance on client communication strategies are included in the [LIV Guide on Practice Contingency Planning and Flexible working arrangements](#) (pages 10 and 11)

Reviewing other arrangements / contacting suppliers

- Advise Suppliers** - Suppliers and contractors should be advised of any changes to your practice's operations as soon as possible. (i.e. office cleaners, regularly scheduled deliveries, IT suppliers)

Accessing files & Documents

- Review your work in progress and Identify the files you will need to access** during the shutdown. The LPLC have identified the urgent steps you need to take to work remotely and how to [identify and review your commitments and contingencies](#)
- Hard Copy files** - If you are operating with hard copy files, make sure you take home all files with time-sensitive dates.
- Accessing Secure Document** – Consider emergency access to Deeds and POAs, Wills and Titles. <more guidance under emergency provisions...

Trust Accounting & Invoicing

- Review your invoicing procedures** - default to preferred payment by EFT or credit card payment instead of cheques
- Send invoices by email** – default to issuing all invoices by email
- Maintain access to cheque books** – ensure directors or authorised personal have access to cheque books

The LIV has produced a [Checklist for Trust Accounts and Records](#)

Managing Working from Home Arrangements

The [LIV Guide on Practice Contingency Planning and Flexible working arrangements](#) which was developed in response in response to COVID-19 provides additional guidance on the following areas:

- [Sample LIV COVID-19 Guide - What to do What to do if an Employee is a suspect or confirmed case](#) (WORD)
- [Sample LIV Home Based Work - Checklist for Employees](#) (WORD)
- [Sample LIV Home Based Work Checklist - Issues to Consider](#) (WORD)
- [Sample LIV Home Based Work Policy and Guide](#) (WORD)
- [Sample LIV Home Based Work Safety Checklist](#) (WORD)

- [Sample LIV Managers Guide to Flexible Working Arrangements \(WORD\)](#)
- [Sample LIV Managers Guide to Home Based and Flexible Work \(WORD\)](#)
- [Sample LIV Work Health and Safety Policy \(WORD\)](#)

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