

Request for flexible working arrangements – template letter

Who can use this template

Employees who have the right to request flexible working arrangements under the Fair Work Act (FW Act) can use this template to make a written request to their employer.

We update our templates from time to time. Make sure you're using the [latest version](#) from fairwork.gov.au/templates

What are flexible working arrangements?

Examples of flexible working arrangements include changes to:

- hours of work (for example, changes to start and finish times)
- patterns of work (for example, split shifts or job sharing)
- locations of work (for example, working from home).

Who can request flexible working arrangements?

You can request flexible working arrangements if you have been with your current employer for at **least 12 months** (including regular casual employees who have been working regularly and systematically for at least 12 months and have a reasonable expectation of continuing to do so), **and you:**

- are pregnant
- are the parent, or have responsibility for the care, of a child who is school aged or younger
- are a carer (within the meaning of the Carer Recognition Act 2010)
- have a disability
- are 55 or older
- are experiencing family and domestic violence, or
- are caring for or supporting an immediate family or household member who requires care or support because they are experiencing family and domestic violence.

Requests for flexible working arrangements must:

- be in writing
- explain what changes are being asked for, and
- explain the reasons for the requested change.



IMPORTANT

Flexible working arrangements under the Fair Work Act

This resource is for requests for flexible working arrangements under the National Employment Standards (NES). Your award, agreement, employment contract or workplace policies may have rules about flexible working arrangements that are more beneficial but they cannot exclude or provide for less than the NES. Find out more about the [NES entitlements](#) at fairwork.gov.au/nas

How should my employer respond?

Your employer must respond in writing within 21 days, regardless of whether they are approving or refusing the request, or agreeing to a different change they have discussed with you. They can't refuse unless they have reasonable business grounds and they have taken certain steps, including discussing the request with you first.

Visit our [Flexible working arrangements page](https://fairwork.gov.au/flexibleworkingarrangements) at fairwork.gov.au/flexibleworkingarrangements for information about the steps employers need to take, what counts as reasonable business grounds, and what needs to be in the written response.

Can I challenge their decision?

The FW Act sets out a process for resolving disputes where you have made a request for flexible working arrangements and:

- your employer has refused your request, or
- 21 days have passed, and your employer has not given you a written response to your request.

In the first instance, you and your employer must try to resolve any disputes by having discussions at the workplace level. If you and your employer can't resolve a dispute about a request for flexible working arrangements, the Fair Work Commission can assist with resolving the dispute.

You and your employer may appoint someone as your representative to assist with the dispute resolution process.

For more information visit the [Fair Work Commission's website](https://fwc.gov.au/issues-we-help) at fwc.gov.au/issues-we-help

Need more details about flexible working arrangements or need help?

- Visit [Flexible working arrangements](https://fairwork.gov.au/flexibleworkingarrangements) at fairwork.gov.au/flexibleworkingarrangements
- Submit an enquiry online through [My account](https://fairwork.gov.au/register) at fairwork.gov.au/register

Check out our other resources



- Explore [interactive template tools, and downloadable templates and letters](https://fairwork.gov.au/templates) available at fairwork.gov.au/templates
- Complete our free [online courses](https://fairwork.gov.au/learning) available at fairwork.gov.au/learning to develop skills and strategies to help you at work.

The Fair Work Ombudsman is committed to providing you with advice that you can rely on.

The information contained in this template is general in nature. If you are unsure about how it applies to your situation you can call our Infoline on 13 13 94 or speak with a union, industry association or a workplace relations professional.



IMPORTANT

These templates have been colour coded to assist you to complete them. You simply need to replace the **red < > writing** with what applies to your situation.

Example information is shown in **purple writing** to assist you and should be deleted once you have finished.

When you've finished the letter, make sure to change all the text to **black**.

You may wish to tailor some of the content to suit your circumstances, but your written request must still explain what changes are being asked for and the reasons for the requested change.

TEMPLATE – Request for flexible working arrangements

<Date>

Private and confidential

<Your name>

<Contact details>

<Job title>

Dear <insert manager's name>

Request for flexible working arrangements

In accordance with section 65(1) of the Fair Work Act (FW Act) I would like to request flexible working arrangements that are different to my current working arrangements.

I would like to change my current working arrangements to <include details of the changes you would like to make to your working arrangements, including the specific days/hours/times/locations you would like to work>.

These changes will assist me because <insert reasons>.

[Eligibility check - you should only use this template if you meet one or more of the eligibility criteria listed below.

We recommend that you include the criteria that applies to you in your request. If you don't provide this information now, your employer may ask you for the details before they assess your request.

[Choose the option that applies to you and delete those that do not apply]

<I am pregnant>

<I am the parent/guardian of a child who is school age or younger>

<I am a carer (as defined in the Carer Recognition Act 2010)>

<I have a disability>

<I am 55 or older>

<I am experiencing family and domestic violence>

<I need to provide care or support to a member of my immediate family or household who requires care or support because they are experiencing family and domestic violence>.

<For full-time or part-time employees. Delete this section if not applicable> I can confirm that I am a <full-time/part-time> employee who has worked continuously as an employee of this business for the last 12 months.

<For regular casual employees. Delete this section if not applicable> I can confirm that I am a regular casual employee who has worked regularly and systematically as an employee of this business for the last 12 months and have a reasonable expectation of continuing to do so.

I would like this working arrangement to start from <insert date>.

<Optional: You may want to include additional details in support of your request> Under the proposed arrangements <insert details>.

I would appreciate your response to this request, in accordance with the FW Act, within 21 days of the date of this request. You can find more information about the steps you need to take to respond to my request on the Fair Work Ombudsman's [Flexible working arrangements page](https://www.fairwork.gov.au/flexibleworkingarrangements) at [fairwork.gov.au/flexibleworkingarrangements](https://www.fairwork.gov.au/flexibleworkingarrangements)

I am happy to discuss this request at a time that is convenient and I am also willing to work with you to make sure that this arrangement works effectively for both the business and me.

Please contact me on [<insert contact details>](#).

Yours sincerely,

[<Insert name>](#)

The Fair Work Ombudsman is committed to providing you with advice that you can rely on.

The information contained in this template is general in nature. If you are unsure about how it applies to your situation you can call our Infoline on 13 13 94 or speak with a union, industry association or a workplace relations professional.