# Flexible Work Arrangements

The following letter template(s) should be used as a guide only. Any wording changes, other than those to insert a business name, may change the context, meaning or purpose of the policy. We recommend you receive advice from the Victorian Chamber of Commerce and Industry prior to making such changes.

Contacting the Victorian Chamber of Commerce and Industry

The Victorian Chamber’s team of experienced workplace relations advisors can assist members with a range of employment, human resources and industrial relations issues.

Our experienced workplace relations consultants can also provide assistance to both members and non-members on a range of more complex matters for a fee-for-service. The consultants can, among other things, provide training to employees, conduct investigations and provide representation at proceedings at the Fair Work Commission.

For assistance or more information, please contact the Workplace Relations Advice Line on (03) 8662 5222.

**Disclaimer**

The information contained in this document has been prepared by the Victorian Chamber of Commerce and Industry in this format for the convenience and benefit of its members and is provided as a source of information only. The Victorian Chamber does not accept responsibility for the accuracy of the information or its relevance or applicability in particular circumstances. The information does not constitute, and should not be relied on, as legal or other professional advice about the content and does not reflect the opinion of the Victorian Chamber, its employees or agents. The Victorian Chamber and its employees, officers, authors or agents expressly disclaim all and any liability to any person, whether a member of the Victorian Chamber or not, in respect of any action or decision to act or not act which is taken in reliance, whether partially or wholly, on the information in this communication. Without limiting the generality of this disclaimer, no responsibility or liability is accepted for any losses incurred in contract, tort, negligence, or any other cause of action, or for any consequential or other forms of loss. If you are uncertain about the application of this information in your own circumstances you should obtain specific advice

The following templates can be used when acknowledging and responding to requests for flexible work arrangements. We also refer you to the [**Flexible Work Arrangements Policy**](http://www.vecci.org.au/membership-services/member-resources/tools-and-templates?title=flexible) which may assist you in implementing a suitable policy within your business. Please note these letters are focussed on flexible working changes that do not have an impact on the amount of hours worked or changes in conditions (e.g. salary, car etc.). Where this is the case, you may need to enter into a more formal agreement or associated variation. In addition, if the request is for work to be done from a non-business site, you may need to consider the potential OHS issues and the identification of any potential risks and their effective management. Please contact the Victorian Chamber Workplace Relations Advice line on 03 8662 5222 should you require any assistance in this regard.

Within this template, the following letters are included:

Acknowledgement of Request for Flexible Work Arrangements

* Request for Flexible Work Arrangements Review - Approved
* Request for Flexible Work Arrangements Response - Declined \*

Request for Flexible Work Arrangements Response - Approved with Review Period \*\*

**\*In instances where the request is declined, consultation should occur with the employee prior to making the final decision to assess any other alternative options or seek any other additional information**

**\*\*Appropriate for some circumstances only – we recommend you seek advice from our Workplace Relations Advice line prior to implementing a temporary approval**

## Acknowledgement of Request for Flexible Work Arrangements

Dear **[NAME]**

We acknowledge receipt of your request for Flexible Work Arrangements, received **[INSERT DATE]**.

We confirm that we will give due consideration to your request and provide a decision within 21 days.

If you require any further information regarding this in the interim, please don’t hesitate to contact **[INSERT NAME, POSITION TITLE AND CONTACT DETAILS]**.

Yours sincerely

**[MANAGER NAME]**

**[MANAGER POSITION]**

Request for Flexible Work Arrangements Review – Approved

Dear **[NAME]**

We refer to your request for Flexible Working Arrangements and **[INSERT COMPANY NAME]** confirm that your request has been approved and will take effect on **[INSERT DATE]**.

**[LIST WHAT THE REQUEST TO CHANGING WORK ARRANGEMENTS WAS E.G. FULL-TIME TO PART-TIME]**.

Should you have any questions regarding this arrangement, please don’t hesitate to contact **[INSERT NAME, POSITION TITLE AND CONTACT DETAILS]**.

Yours sincerely

**[MANAGERS NAME]**

**[MANAGERS POSITION]**

Request for Flexible Work Arrangements Response - Declined

Dear **[NAME]**

We refer to your request for Flexible Work Arrangements, received/dated **[INSERT DATE]**.

**[LIST WHAT THE REQUEST TO CHANGING WORK ARRANGEMENTS WERE E.G. FULL-TIME TO PART-TIME]**.

Further to our discussion, we confirm that **[insert company name]** has considered all reasonable impacts of this request on the operational requirements of the business and regretfully advise that on this occasion the request has been declined.

**[LIST THE REASONS FOR THE REFUSAL IN LANGUAGE THAT THE EMPLOYEE CAN UNDERSTAND].  
\*Requests can only be refused on reasonable business grounds.**

If you require any further information regarding this decision please contact **[INSERT NAME, POSITION TITLE AND CONTACT DETAILS]**.

Yours sincerely

**[MANAGERS NAME]**

**[MANAGERS POSITION]**

Request for Flexible Work Arrangements Response - Approved with Review Period

Dear **[NAME]**

Further to your request for Flexible Work Arrangements **[LIST WHAT THE REQUEST TO CHANGING WORK ARRANGEMENTS WERE E.G. FULL-TIME TO PART-TIME], [INSERT COMPANY NAME]** advise that following consideration of all reasonable impacts of this request on the workforce and the operational needs of the business we are unable to approve your request on an ongoing basis at this time. However, in order to fairly assess your request and whether this is feasible for the business on an ongoing basis, we propose trialling the arrangements for an initial period of **[INSERT TIMEFRAME E.G. 3 MONTHS OR REASONABLE PERIOD TO ASSESS IMPACT ON BUSINESS REQUIREMENTS (INCLUDING BUT NOT LIMITED TO IMPACT ON CO-WORKERS AND OPERATIONAL OUTPUT)]**.

This arrangement is approved on a temporary basis for an initial period of **[INSERT TIMEFRAME NOMINATED ABOVE]**, and will conclude on **[INSERT DATE]**.

However, we will review this arrangement prior to its conclusion (which may include but is not limited to reviewing business requirements). Subject to the outcomes of this review and at **[INSERT COMPANY NAME]**’s discretion, at the conclusion of this period this temporary arrangement may be extended, amended or you may be required to revert back to your current arrangement **[YOU MAY NEED TO SPECIFY WHAT THIS IS]**.

Should you have any questions regarding this temporary arrangement, please don’t hesitate to contact **[INSERT NAME, POSITION TITLE AND CONTACT DETAILS]**.

Yours sincerely

**[MANAGERS NAME]**

**[MANAGERS POSITION]**