Flexible work application  
and agreement template

Key points

* The best flexible work arrangements start with a conversation between the manager and employee. Regular conversations and review for impacts on the employee, the business and the rest of the team are essential for a successful arrangement.
* A flexible work arrangement is best designed and implemented by employees, managers and teams working together to support flexibility.
* The request for flexible working arrangements should be considered in the spirit of “giving it a go”.
* An employee is required to provide reasons for their request however, the availability of flexible work arrangements is not limited to specific situations. An employee may seek them for health, carer or study reasons, or for lifestyle and work-life balance reasons.
* Managers are encouraged to consider each application on its merits, recognising the benefits for both the employee and the organisation. While flexible work arrangements are not an entitlement, there must be reasonable grounds for refusing a request or for placing conditions on the approval.
* The manager is responsible for consulting with the employee and team members to determine the operational impacts and options for supporting the request.
* Written requests for flexible working arrangements should receive a written response within 21 days. Written notice of the decision may include a signed copy of this form with a record of the decision, including any conditions, and reasons being provided to the employee.

This template was created to facilitate and document an application for and subsequent flexible work agreement under Chapter 2, Part 3, Division 4 of the [*Industrial Relations Act 2016*](https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-2016-063) (the IR Act).

The IR Act requires that an employee’s request for a change in the way the employee works must be in writing, state the reasons for the change and provide sufficient detail about the change to allow the employer to make a decision about the request.

For the Queensland public sector, the framework for flexible working is also known as [Flexible by Design](https://www.forgov.qld.gov.au/flexible-by-design). Please read the following supporting documents:

* [key responsibilities and accountabilities](https://www.forgov.qld.gov.au/encourage-flexible-work-conversations)
* [checklist for considering flexible work requests](https://www.forgov.qld.gov.au/file/31721)
* [flexible working myths](https://www.forgov.qld.gov.au/flexible-working-myths).

Parties to this agreement

|  |  |  |  |
| --- | --- | --- | --- |
|  | Name | Signature | Date of application |
| Employee |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Name | Signature | Date of decision |
| Manager (delegated decision maker) |  |  |  |

For employees

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| --- | --- | --- | --- |
| Name |  | Employee number |  |
| Position title |  | | |
| Business unit and division |  | | |
| Department /agency |  | | |

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| --- |
| What change in work arrangements are you seeking? |
| Explain the change you are seeking and your reasons for requesting the change (e.g., flexible work location, compressed hours, part-time, job share, for carer reasons, study, health etc): |
|  |
| *In submitting this application, I acknowledge that I will continue to meet the expectations of my agreed performance plan and statutory workplace obligations, will continue to contribute to my team delivering our operational plan and will participate in agreed development opportunities. I understand that this plan will be reviewed on the agreed dates and that temporary changes may be made to meet urgent operational requirements.*  (Sign and date below to acknowledge)  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| --- | --- | --- | --- | --- | --- | --- | --- |
| What are the details of your proposed arrangement?  (complete all applicable sections) | | | | | | | |
| 1. List the **reasonably predictable** hours per fortnight you are seeking by days and times, and locations of working: | | | | | | | |
| **Pay week** | | | | | | | |
| Day | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday\* | Sunday\* |
| Times |  |  |  |  |  |  |  |
| Location |  |  |  |  |  |  |  |
|  | | | | | | | |
| **Off pay week** | | | | | | | |
| Day | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday\* | Sunday\* |
| Times |  |  |  |  |  |  |  |
| Location |  |  |  |  |  |  |  |

|  |
| --- |
| 1. Detail any averaging arrangements proposed (e.g., averaging hours over fortnight/ month or seasonally): |
|  |

|  |  |
| --- | --- |
| 1. List details of any purchased leave arrangements being applied for: | |
| Number of weeks being purchased: |  |
| Deductions per fortnight: |  |

|  |
| --- |
| 1. Detail any job-sharing arrangement proposed: |
|  |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. Detail any job-sharing arrangement proposed: | | | | | | | | | |
| ☐ 20% | ☐ 30% | ☐ 40% | | ☐ 50% | ☐ 60% | ☐ 70% | ☐ 80% | ☐ 90% | ☐ **100%** |
| Proposed start date: | | |  | | | | | | |
| Proposed review date: | | |  | | | | | | |
| Proposed end date (if any): | | |  | | | | | | |

For managers

**In making this decision, I acknowledge the following:**

* I understand I should seek advice prior to denying a flexible work arrangement and that any refusal of the request in part or in whole, or approval subject to conditions, can only be made on reasonable grounds and having taken into account relevant human rights under the [*Human Rights Act 2019*](https://www.legislation.qld.gov.au/view/pdf/asmade/act-2019-005).
* Where an employee already has an existing flexible work agreement in place, unless the employee is applying for a new role/position, that agreement should continue when the employee changes manager, unless there are compelling business requirements which require a new agreement to be negotiated.
* Employees must be treated fairly and reasonably and remunerated at rates appropriate to their responsibilities and outputs.
* I have consulted with the employee and team members prior to finalising a flexible work agreement so accountabilities and expectations are well understood. A schedule of regular performance and development conversations is in place for all team members.

Other agreed matters such as review dates, communication and governance arrangements are set out after my decision.

I have taken into account the following relevant human rights considerations:

* The employee’s circumstances and information provided in support of their application for flexible work arrangements.
* If any of the human rights specified in the *Human Rights Act 2019* are unreasonably limited by the decision being made.
* Appropriate document of the relevant human rights, reasons and facts that have been relied on.

More information about how to apply human rights to your work is available on the [For Government website](https://www.forgov.qld.gov.au/apply-human-rights-your-work#steps-to-considering-human-rights-in-your-work).

I have sought advice and consulted with:

* the applicant prior to formalising this response
* other team members
* relevant ICT specialists within my agency for advice on how the agency may support the proposed flexible work arrangement
* relevant [Flexible by Design](https://www.forgov.qld.gov.au/flexible-by-design) information
* human resource specialists within my department or agency.

Decision

The application for a flexible work agreement is (select from options below):

☐ approved on the basis set out in this request

☐ approved in part or subject to the following conditions. Reasons for the decision and relevant facts are set out below:

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|  |

☐ not approved at this time for the following reasons, having regard to the relevant facts set out below:

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| --- |
|  |

Appeal rights

If you are dissatisfied with this decision, you may make a public service appeal against the decision. More information about how to appeal is in the [Queensland Industrial Relations Commission Appeals Guide](https://www.qirc.qld.gov.au/public-service-appeals).

The Queensland Industrial Relations Commission also has jurisdiction to hear and decide a dispute over your request under chapter 6 of the *Industrial Relations Act 2016.*

Other agreed matters

**Communication and governance**

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| --- | --- | --- |
|  | Communication strategies | * Set out the communication arrangements that will be in place to support the employee, manage workflow and maintain connection with other team members. * Identify how any issues and concerns will be raised and managed. |
|  | Equipment and technology | * Set out the equipment set up and maintenance arrangements. |
|  | Timing of meetings and other events | * Identify meetings and other events for which the employee is to attend the regular place of work. |
|  | Capability development | * Set out the strategies to ensure employees have equal access to training and career development opportunities and performance development processes. |
|  | Confidentiality and conflicts of interest | * State any potential or actual conflicts of interest that have been identified and the strategies put in place to resolve them. * Identify all steps taken to ensure confidentiality of employee’s work where relevant. |

**Review**

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| --- | --- | --- |
|  | Review procedures | * Consider how the arrangement will be reviewed (e.g. ongoing or periodic basis). When and how will the success of the arrangement be measured? * Set timeframes for review. |
|  | Impact of flexible work arrangements | * Consider what impact the flexible work arrangement had on: * attraction and retention of staff * budget * diversity of the workforce * staff morale, performance and productivity * employee health and wellbeing (reduction in absenteeism) * employee’s ability to balance their work and life. |
|  | Modifications to arrangements | * What problems or issues have been raised throughout the arrangement? How have these been rectified? * Set out how any short-term modifications to the flexible work arrangement are to be accommodated to meet business needs. |
|  | Support | * How can arrangements be better supported? * What has worked well? Are there successful strategies that can be shared with others? |
|  | Outcome of the review | * Following full evaluation – the future of the arrangement should be discussed between the parties involved and prior to the expiry of the arrangement. |