

# ALL YOU NEED TO KNOW ABOUT: FLEXIBLE WORKING ARRANGEMENTS

## WHAT IS A FLEXIBLE WORKING ARRANGEMENT?

A Flexible Working Arrangement (FWA) is an agreement between a worker and the employer to change your *standard working arrangement* to better accommodate your commitments and responsibilities outside of work. Which can benefit workers and employers!

Changes may include, but aren't limited to, hours of work, shift patterns and location of work. FWAs can help to:

- Promote fair and equitable workplaces
- Improve morale and productivity, and reduce stress and burnout; and
- Reduce absenteeism and improve work life balance.

## WHO CAN REQUEST A FLEXIBLE WORKING ARRANGEMENT?

Under the Agreement and the *Fair Work Act 2009* (Cth), a specified employee is entitled to request flexible working arrangements in specific circumstances.

**Who does this include?** Full-time and part time workers with 12 months service, and *regular* casual employees with 12 months service who have an expectation of continuing employment.

You also need to meet one of the below specific circumstances:

- You are experiencing, or are providing care or support to a member of your immediate family or household who requires care or support due to family and domestic violence;
- You are the parent, or have responsibility for the care of a child who is school age or younger;
- You are a carer (caring for someone who has a disability, medical condition - including a terminal or chronic illness), mental illness or is frail or aged);
- You are a person with disability;
- You are 55 or older; or
- You are pregnant.

## WHAT DO I NEED TO DO TO MAKE A REQUEST?

If you meet the criteria above, reach out to your manager. Requests for flexible working arrangements need to be made **in writing** (via email).

You should set out the change that you're looking for and provide the reasons for the change – subject to any confidentiality requirements relating to family and domestic violence.

## WHAT DO MANAGEMENT NEED TO DO NEXT?

Your employer must let you know the outcome of your request in writing within 21 days. The response has to include whether it is approved or refused.

## WHAT HAPPENS IF MY REQUEST IS REFUSED?

An Employer can only refuse a request on reasonable business grounds. Importantly, they need to have: discussed the request with you first; need to have genuinely tried to reach an agreement; and considered the consequences of refusing the request.

If your request is refused get in touch with the Union. We can provide support.

## DO YOU HAVE QUESTIONS OR NEED SUPPORT?

Please reach out to the Union at [Enquiry@msav.org.au](mailto:Enquiry@msav.org.au) or call 9623 9623

**In you're not already a member of the Union, consider joining here:**

[www.msav.org.au](http://www.msav.org.au)

**THIS HAS BEEN PREPARED BY YOUR UNION WOMEN'S COMMITTEE!**

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