

Working Away From Office requests between 12 April 2024 till 12 June 2026

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Section	Start Date	End Date	State	Approval
S. 47F(1)	08-06-2026	21-10-2026	Closed Complete	Approved
	11-06-2026	10-06-2027	Closed Complete	Approved
	01-06-2026	31-07-2026	Work in Progress	Approved
	11-06-2026	11-12-2026	Closed Incomplete	Rejected
	10-06-2026	09-06-2027	Cancelled	Requested
	10-06-2026	09-06-2027	Cancelled	Requested

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Flexible working arrangements

We are committed to building a culture that supports flexible working arrangements at all levels. Flexible working arrangements include, but are not limited to, changes in hours of work, changes in patterns of work, and changes in location of work.

▼ On this page

- [How to apply for flexible working arrangements](#)
 - [Transition from Lighthouse to the Shed](#)
 - [New supporting documents](#)
 - [How to access previous agreements in Lighthouse](#)
 - [Further information on the move to the Shed](#)
- [Ad-hoc arrangements](#)
- [Apply to work from another office](#)
- [The Shed WAFO Q&As - ask your question here](#)

In accordance with the [Department of Agriculture, Fisheries and Forestry Enterprise Agreement 2024–27](#) (DAFF EA), flexibility applies to all roles in the department, with different types of flexible working arrangements suitable for different types of roles or circumstances. All applications for flexible working arrangements will be considered on a case-by-case basis. Provisions relating to flexible working arrangements are outlined in clause 293 to 320 of the DAFF EA and the [Flexible Working Arrangements Policy](#).

How to apply for flexible working arrangements

Requests for regular, ongoing arrangements that include a change to your location of work, including working from home, should be submitted via the [Working from Home Arrangements \(WAFO\) form](#).

A request to change your hours of work will require a [change of working hours form](#) to be completed, or for shift workers, a [Regional Staff Movement \(RSM\) form](#).

Transition from Lighthouse to the Shed

From 29 May 2026, requests for Working from Home Arrangements (WAFO) should be submitted via [the Shed](#). Lighthouse will no longer be used to submit new requests.

Forms submitted in Lighthouse prior to 29 May 2026 will continue to be processed in Lighthouse. Managers and Security will continue to provide comments for endorsement, and delegates will be able to respond with their decision to approve or refuse the request.

Active agreements that have already been approved in Lighthouse will remain in place for their agreed duration.

New supporting documents

The following task cards are available to guide you through using the Shed.

- [Applicant Task Card](#) - For employees to submit their requests
- [Line Managers and Endorsers Task Card](#) – for reviewing requests and providing comments
- [Delegate Task Card](#) – For assessing requests and making final decisions.

How to access previous agreements in Lighthouse

Employees can access and download previously submitted and approved flexible working arrangements in Lighthouse until mid-2027. To download a copy of your arrangement, please follow the steps outlined in the [WAFO Extraction Task Card](#).

Further information on the move to the Shed

Have more questions about the WAFO form moving to the Shed? See [questions and answers from others or ask your own](#).

Ad-hoc arrangements

Ad-hoc flexible working arrangements are once-off, short-term (less than 14 days) arrangements that are not ongoing or repetitive.

Ad-hoc arrangements are not subject to the application and approval process of regular ongoing arrangements, however employees must advise their manager in writing providing as much notice as possible.

Where an ad-hoc arrangement impacts hours of work, a change of working hours form must be completed to ensure salary entitlements are adjusted.

Apply to work from another office

An application to work remotely from another departmental location must have email endorsement from the Property Accommodation team to allow them to assess accommodation pressures at the proposed location.

The Shed WAFO Q&As - ask your question here

Review the questions and answers in this section or ask your own at [the Shed WAFO questions form](#).

Title	Answer
What happens to requests already submitted in Lighthouse?	WAFOs submitted in lighthouse for your current position will remain active until the end date or there is a change of circumstance that requires a subsequent WAFO. These can still be accessed in lighthouse using the search function.
When will the intranet be updated	This source page has been recently updated and further resources will be added after the form goes live on the 29 May. If you have additional feedback or suggestions please reach out to People Support directly or via the Shed.
"Do you have more than one residence you require a WAFO for?" When this question is selected as yes, should there be a section to enter multiple residential addresses to be considered?	At this stage the WAFO form only takes one address per agreement as each form may be assessed by security depending on the details in the Security section. Two Addressing require Two WAFO's

Should I be able to see all the security information including their home address and details of other residents names/occupations? As previously this was not visible to the managers in the Lighthouse Form.

Managers may require access to employees address information to discuss with an employee any information that Security governance has flagged as a possible concern.

If I want to get an ad hoc agreement for WAFO, who can approve it? and whether I need to lodge a formal request via Shed

Flexible working arrangements policy 41 to 44 cover Ad Hoc. Generally these are provided in writing to your line manager but you may want to discuss with them the preferred method of receiving the request. The Shed form is only for ongoing arrangements.

Can someone submit an application with an end date of more than 12 months?

Yes, Employees can lodge an agreement for any period of time. Keeping in mind that all agreements are reviewed at most annually to ensure they continue to meet the needs of the employee and the business.

Does a CoH form need to be

Change of hours are only when an employee's hours or



January 2026

Flexible Working Arrangements Policy

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Purpose

1. This policy supports the application of the [Department of Agriculture, Fisheries and Forestry Enterprise Agreement 2024-2027](#) (DAFF EA) clauses 293 to 320, as well as section 65 of the [Fair Work Act 2009](#).
2. This policy should be read in conjunction with the DAFF EA, and relevant supporting legislation. Where inconsistency exists between this policy and the DAFF EA, the DAFF EA will prevail. The policy notes legislation prevails over the DAFF EA.
3. This policy supports the department's commitment to providing fair and equitable opportunities for flexible working arrangements (consistent with clause 293 of the DAFF EA) that meet the needs of the department and its employees, by outlining key principles, considerations and legislative requirements.

Scope

4. This policy applies to all employees covered by the DAFF EA.
5. This policy does not apply to externally engaged staff (for example, staff engaged under labour hire arrangements). Further details for considering flexible work for externally engaged staff can be found in the department's [Labour Hire contractor user guide - working away from home](#) and [Labour Hire Contractor - Manual Application Form](#).

Principles

6. All DAFF APS employees have the right to request flexible work arrangements.
7. The department, employees and their union recognise:
 - a. the importance of an appropriate balance between employees' personal and working lives, and the role flexible working arrangements can play in helping to achieve this balance;
 - b. access to flexible work can support strategies to improve diversity in employment and leadership in the APS;
 - c. access to flexible work supports APS capability, and can assist in attracting and retaining the employees needed to deliver for the Australian community, including employees located at a wider range of locations;
 - d. that flexibility applies to all roles in the department, and different types of flexible working arrangements may be suitable for different types of roles or circumstances; and
 - e. requests for flexible working arrangements are to be considered on a case-by-case basis, with a bias towards approving requests.
8. To ensure the ongoing effectiveness of flexible work arrangements, managers and employees are encouraged to regularly review arrangements.
9. All arrangements will be reviewed after 12 months, or more frequently if agreed.
10. Working away from the office and remote work arrangements are not a substitute for

employees having appropriate caring arrangements in place. It is expected that employees are not undertaking active caring duties during their agreed working hours.

11. Where practicable, employees and managers should approach flexible work arrangements with mutual flexibility to consider the personal needs of the employee and the operational requirements of the business area. For example, swapping working away from the office days to attend a training course or a personal commitment.

Types of flexible working arrangements

12. Flexible working arrangements allow employees to alter their standard working hours or location of work and assist employees to balance their work and personal responsibilities.
13. In accordance with clause 295 of the DAFF EA, flexible working arrangements include, but are not limited to, changes in hours of work, changes in patterns of work and changes in location of work.
14. Where an employee is approved to work from a different location under this Policy, the new DAFF office location will become their **usual location of work**. Note that additional costs arising from this change may not be met by the department as outlined in paragraphs 29 to 35.
15. In exceptional circumstances, some employees will be engaged or directed to work 100% from home due to the nature of their role. In these circumstances, the employee is still expected to have a 100% Working Away from the Office agreement recorded in the system for governance purposes.

Requesting a flexible working arrangement

16. Flexible work is a shared commitment. Employees are encouraged to work collaboratively with their manager to establish flexible working arrangements that suit both the employee's personal needs and the department's operational requirements.
 - a) While not mandatory, an initial discussion between an employee and their manager will assist to guide the request process.
17. Employees applying for a flexible work arrangement must ensure the request:
 - a) is in writing (the department's expectation is to use the relevant application form process to make requests);
 - b) sets out details of the change/s sought (including the type of arrangement sought and the proposed period the arrangement will operate for); and
 - c) sets out the reasons for the change, noting the reasons for the change may relate to the circumstances set out at section 65(1A) of the FW Act

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18. To support the requirements outlined in paragraph 15 above, the following forms are to be used to make a request and process a flexible work arrangement.
 - a) To change your location of work, or to request working from home, submit an application in [The Shed](#) and follow the relevant instructions.
 - i. A request to work remotely from another departmental location must include email endorsement from the [Property Accommodation Team](#) to allow them to assess accommodation pressures at the proposed location.
 - b) To change your hours of work, including your work pattern, submit a [change of working hours form](#).

As part of the delegate's consideration of flexible work requests, reasonable and relevant additional information may be requested to consider the request.

Assessing a flexible working arrangement request - Managers and Delegates

19. The delegate must provide a written response to a request within 21 days of the request being submitted to the department.
20. Delegations relating to flexible working arrangements are outlined in the [HR Delegations](#). The delegate may not always be the employee's direct manager. Where this is the case, the manager will ensure that the delegate has oversight of the request to enable them to make an informed decision within 21 days of the request being made.
21. When approving the request in full, approval within [The Shed](#) (or the change of hours form) will be taken to meet the requirements of clause 301 of the DAFF EA.
22. If refusing a request, a delegate must first discuss the request with the employee (in accordance with clause 300 of the DAFF EA). This discussion should occur as soon as practicable. Delegates should be mindful of the total duration of time since the request was received.
 - a) If an alternative arrangement is agreed, the request should be updated to reflect the agreed change and then submitted for approval (as this forms part of the written agreement in accordance with clause 301 of the DAFF EA).
23. If the request is not supported, and discussions about alternative arrangements do not reach agreement, the delegate must outline in writing, within 21 days of the request:
 - a) details of the reasons for refusal,
 - b) the department's particular business grounds for refusing the request (as detailed at clause 303 of the DAFF EA), and how those business grounds apply to the individual

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- request, and either
- i. Outline changes that could be accommodated or
 - ii. State that there are no such changes possible, and
- c) state that a decision to refuse the request is subject to the dispute resolution options available to the employee (as detailed at paragraph 68-73)
24. Reasonable business grounds for refusal include, but are not limited to;
- a) the new working arrangements requested would be too costly for the department
 - b) there is no capacity to change the working arrangements of other employees to accommodate the new working arrangements requested
 - c) it would be impractical to change the working arrangements of other employees, or to recruit new employees, to accommodate the new working arrangements requested
 - d) the new working arrangements requested would be likely to result in a significant loss in efficiency or productivity
 - e) the new working arrangements requested would be likely to have a significant negative impact on customer service; and
 - f) it would not be possible to accommodate the working arrangements without significant changes to security requirements, or where work health and safety risks cannot be mitigated.
25. Discussions and decisions relating to flexible work requests must be documented and filed in accordance with the department's [Information Management Policy](#).
26. Delegates must consider connection to Country and cultural obligations when assessing requests for a variation to the location of work for First Nations employees. Guidance can be sought from the department's [Diversity and Inclusion team](#).
27. Delegates assessing working away from the office requests must be satisfied that the employee understands their Work Health and Safety risks and obligations and can effectively mitigate any identified risks.
28. Delegates assessing working away from the office requests must be satisfied that the employee understands their ICT and Security risks and obligations in accordance with the department's [ICT System Security Policy](#), [ICT Acceptable Use Policy](#), [Physical Security Policy](#) and [Clear Desk and Screen Guideline](#), and can effectively mitigate any identified risks.

Costs associated with establishing and maintaining a flexible working arrangement

29. In accordance with clause 311 of the DAFF EA, the department provides each employee with a laptop, which they can use at both home and in the office. In the workplace, employees are provided with monitor/s, a keyboard, mouse, and docking station.
30. To work from home, an employee is personally responsible for purchasing relevant

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equipment. This includes the provision and maintenance of equipment, furniture and accessories which may include:

- a) desk
- b) suitable chair
- c) monitor/s
- d) keyboard
- e) mouse
- f) internet service

31. Specialist health and safety ergonomic equipment that is requested as a reasonable adjustment to enable an employee with disability to safely perform their role will continue to be funded by the department at the primary work location (in accordance with the department's [Workplace Adjustments Policy](#)).
32. Where an employee's usual work locality has been changed through a flexible working arrangement, travel back to their substantive locality may not be considered **official travel** if travel costs would not have been incurred but for the flexible working arrangement being requested. This includes travel allowance, accommodation, commercial fares, motor vehicle allowance or travel time.
33. Any travel assistance should be agreed as part of the request and approval process but will be a matter for the delegate to consider on a case-by-case basis.
34. Costs associated with a flexible working arrangement must be included in the flexible work agreement, with an outline of which costs will be funded by the department (if any) or the employee (if any). Approval for any cost must be granted in accordance with the [Public Governance, Performance and Accountability Act 2013](#).
35. The department will not pay relocation costs or allowances related to remote locality provisions, associated with supporting a flexible work arrangement.

Varying, pausing or terminating flexible working arrangements

36. Flexible work arrangements can be varied, paused or terminated at the employee's request, or by the department following reasonable notice and by following the requirements outlined in clause 309 of the DAFF EA.
 - a) Employees may request to vary, pause or terminate their agreement by emailing their manager. Agreed changes should be updated as soon as possible. Where there are changes to hours of work, the change of working hours form must be submitted immediately to avoid errors in entitlement with payroll.
37. Prior to a manager varying, pausing or terminating an arrangement, they must;
 - a) discuss with the employee their intention to vary, pause or terminate the arrangement

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- b) genuinely try to reach an agreement with the employee about making changes to the employee's working arrangements to accommodate the employee's circumstances
- c) have regard to the consequences of the variation, pause or termination for the employee
- d) ensure the variation, pause or termination is on reasonable business grounds; and
- e) inform the employee in writing of the variation, pause or termination to the approved flexible working arrangement, including:
 - i. the reasons for the variation, pause or termination
 - ii. the business grounds for the variation, pause or termination and how those grounds apply to the arrangement and either;
 - set out the changes (other than the current arrangement) that could be accommodated; or
 - state if there is no option for an alternative arrangement.
 - iii. The response must also state that the decision to vary, pause or terminate the request is subject to the dispute resolution procedures of the agreement (clause 714-722 DAFF EA), and the *Fair Work Act 2009* (sections 65B and 65C).

38. Where a manager intends to vary, pause or terminate an approved flexible work arrangement without the agreement of the employee, they must provide reasonable notice, unless immediate termination of the arrangement is necessary due to;
- a) Security related reasons,
 - b) Work, Health and Safety reasons,
 - c) Urgent and critical operational circumstances,
 - d) An employee's demonstrated and repeated failure to comply with agreed arrangements.

Changes in circumstances that may impact a flexible working arrangement

39. Employees with flexible working arrangements who are promoted or who change work areas will need to update their flexible working arrangements to reflect the change of circumstances.
- a) It is recommended that employees discuss their arrangement with the new area prior to commencing in a new position.
40. Changes in circumstances should be updated as soon as possible to ensure all details are accurate and up to date. At times, this may require a new form to be submitted, however, this does not generally imply that a request is new, or that the arrangement can be varied, paused or terminated, except in accordance with the DAFF EA.
- a) Changes may include, but not limited to, changes of location (such as moving house), changes to the security or WHS arrangements in place.

Ad-hoc arrangements

41. Ad-hoc flexible work arrangements are one-off, short-term (less than 14 days) arrangements that are not ongoing or repetitive. Ad-hoc flexible work arrangements can be considered by the employee's direct supervisor on a case-by-case basis with a bias to approving ad hoc requests, having regard to the employee's circumstances and reasonable business grounds.
42. Most Ad-hoc arrangements are not subject to the application and approval process of regular ongoing arrangements outlined above, however employees should, where practicable, make the request in writing and provide as much notice as possible.
43. Where an ad-hoc arrangement impacts hours of work, a change of hours form must be completed to ensure salary entitlements can be adjusted.
44. Where a regular pattern of requests for ad hoc arrangements from an employee emerges, the manager should consider whether it is appropriate to seek to formalise the arrangement with the employee.

Work Health and Safety

45. Work health and safety is a fundamental obligation for the department and applies equally to all employees regardless of whether they work in a traditional office setting or if they work flexibly.
46. Under the Work Health and Safety Act 2011, the department must ensure the health and safety of their workers, as far as reasonably practicable, while they are at work, regardless of where or when the work is performed.
47. Employees, in turn, have a responsibility to take reasonable care for their own health and safety, comply with the department's reasonable instructions on health and safety, co-operate with the department's reasonable policies or procedures on health and safety, and to report any hazards or concerns. These factors must inform the delegate's decision to approve and maintain a flexible work arrangement.
48. All employees seeking a working away from the office flexible working arrangement must complete a Working from home WHS checklist before working from another location. Both the employee and manager must sign the checklist. If the manager has any concerns with any WHS aspects of the proposed arrangement, these must be addressed before the arrangement begins.
49. A flexible work request for the purposes of supporting a reasonable workplace adjustment, will require a medical certificate as outlined in the department's [Workplace Adjustments Policy](#).
50. Where the adjustment relates to a workplace injury, the department's [Rehabilitation team](#) should be consulted.

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51. Where an employee is injured while working from home or from another DAFF office location, they must report the injury immediately using the department's Incident and Hazard Reporting System - Sirius.
52. Workers' compensation claims in respect of home-based work will continue to be determined in accordance with the [Safety, Rehabilitation and Compensation Act 1988](#) (SRC Act). The employee's family and non-official visitors to the home are not covered by the SRC Act.

Security requirements

53. Employees must take appropriate precautions to protect the department's information (OFFICIAL and security classified) and resources in accordance with the principals outlined in the Australian Governments Protective Security Policy Framework. For DAFF employees, this includes; understanding and complying with their obligations in accordance with the department's [ICT System Security Policy](#), [ICT Acceptable Use Policy](#), [Physical Security Policy](#) and [Clear Desk and Screen Guideline](#).
54. Holding a valid Security Clearance and complying with the associated obligations as set out by the Australian Government Security Vetting Agency (AGSVA).
55. Having a valid and approved working away from the office agreement, assessed and approved by the Security Operations team.
56. Ensuring any changes to living arrangements (including who you live with) are reported to the Australian Government Security Vetting Agency and reported to the Security Operations team via a revised working away from the office (WAFO) application form.
57. Ensuring the WAFO work location, as set out in the WAFO application form, meets and continues to meet minimum security requirements such as lockable doors/windows, no public access and privately managed and secured Wi-Fi.
58. Not using personal removable media (i.e. USBs) with department assets without prior approval.
59. Locking, shutting down, and securing devices when not in use.
60. Treating all information in accordance with its Protective marking (e.g. OFFICIAL and OFFICIAL: Sensitive).
61. Acting in accordance with the "need to know" principle.
62. Not sending department information off network, including using personal email or printers.
63. Considering surroundings and the sensitivity of information when having work related conversations.
64. Promptly reporting any unusual or suspicious activity, breaches, incidents, loss or compromise of information or equipment when working away from the office – contact

Security - [The Shed](#).

Overseas remote work arrangements

65. Overseas remote work requests will be considered on a case-by-case basis, noting the additional cost and security considerations in the delegates' decision-making process.
66. Overseas remote work requests are managed in consultation with the [SES Unit](#).
67. Overseas remote work requests will require:
 - a) The employee to be accompanying their spouse/partner on an official Commonwealth diplomatic posting.
 - b) The employee's proposed work to not involve the host country and be different to the duties undertaken by the Commonwealth at the post.
 - c) A business case outlining the reason for the request and associated costs being supported by the employee's Manager, Assistant Secretary and First Assistant Secretary.
 - d) The employee successfully obtaining and maintaining a minimum Negative Vetting Level 2 security clearance and completing any mandated training as per Department of Foreign Affairs and Trade's (DFAT) Security Framework.
 - e) Approval from the department's Security teams, and Chief Security Officer.
 - f) Approval from DFAT to work from the Australian Diplomatic Mission and/or compound.
 - g) The employee adhering to any other medical, insurance or WHS requirements that the proposed arrangement may entail.
 - h) The employee adhering to any other post-specific requirements as advised by DFAT where required.

Review rights

68. An employee whose flexible work application
 - a) has been refused, or
 - b) has been paused, varied, or terminated without their agreement, or
 - c) if the delegate has not provided a response to a flexible work arrangement request within 21 days

should seek to resolve the issue with their manager and/or second line manager in the first instance.
69. Where a discussion between the employee and their manager or second line manager does not resolve the dispute, the employee may refer to the department's dispute resolution process outlined in clause clauses 714-722 of the DAFF EA.
70. Where the department's dispute resolution process does not resolve the dispute at the workplace level, eligible employees may refer the dispute to the Fair Work Commission in

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accordance with clauses 718 to 721 of the DAFF EA or section 65B and 65C of the *Fair Work Act 2009*.

71. An employee may request a Review of Action under section 33 of the *Public Service Act 1999* in some instances, with the exception of decisions relating to a change to the location of work (working from home or another office).
72. An employee may appoint a representative or support person to assist in a dispute, and all representatives will be recognised and dealt with in good faith.
73. Employees may seek assistance or further information from the [People Support team](#) at any time.

Further information

74. Visit the Flexible Work Hub on The Source to view a range of resources that support flexible working arrangements.
75. Further information is available from People Support via The Shed or by calling 1800 312 717.

Legislative frameworks and relevant information

- [Public Service Act 1999](#)
- [Fair Work Act 2009](#)
- [Public Service Regulations 2023](#)
- [Work Health and Safety Act 2011](#)
- [Safety, Rehabilitation and Compensation Act 1988](#)
- [Public Governance, Performance and Accountability Act 2013](#)
- [Department of Agriculture, Fisheries and Forestry Enterprise Agreement 2024-27](#)
- [HR Delegations and Authorisations](#)
- [Financial Delegation Instruments](#)
- [Department of Agriculture, Fisheries and Forestry Physical Security Policy](#)
- [Department of Agriculture, Fisheries and Forestry ICT System Security Policy](#)
- [Department of Agriculture, Fisheries and Forestry ICT Acceptable Use Policy](#)
- [Department of Agriculture, Fisheries and Forestry Information Management Policy](#)
- [Department of Agriculture, Fisheries and Forestry Clear Desk and Screen Guideline](#)
- [The Source - Flexible Working Hub](#)

Definitions

The definitions found in clause 10 of the DAFF EA along with the following definitions apply to this policy:

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Delegate	An employee who has been delegated powers by the Secretary of the department to undertake or approve a specified function. The Secretary of the department may issue instructions relating to the exercising of these functions.
Manager	Manager means an employee's direct manager who is usually the person to whom an employee reports to on a day-to-day basis for work related matters (also referred to as a supervisor)
Remote Work	Working from another DAFF office location
Usual location of work	Means the employee's designated office location identified in the employee's letter of offer or other engagement documentation, or the agreed location varied through a flexible working arrangement under this Policy. If no designated office location was specified on engagement, the Secretary may specify a designated office location by advising the employee in writing. The department and employee may agree to vary the employee's designated office location on a temporary or permanent basis.
Official Travel	Is approved travel away from the employee's usual work locality including travel between an employee's usual locality and a temporary alternative locality. It does not apply to travel undertaken in the course of an employee's usual or assigned activities at the employee's usual or temporary alternative locality.
Working Away from the Office (WAFO)	Working from a residence that has been assessed and approved in accordance with the eligibility requirements of this policy.

Version Control

Date	Version	Description	Author	Approved by
September 2025	0	All staff consultation Draft	Workplace Relations	Assistant Secretary, People Operations & Safety Branch
January 2026	1	Final policy released following all staff consultation	Workplace Relations	Assistant Secretary, People Operations & Safety Branch

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Cataloguing data

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Acknowledgement of Country

We acknowledge the continuous connection of First Nations Traditional Owners and Custodians to the lands, seas and waters of Australia. We recognise their care for and cultivation of Country. We pay respect to Elders past and present, and recognise their knowledge and contribution to the productivity, innovation and sustainability of Australia's agriculture, fisheries and forestry industries.

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Change of Hours



Working Arrangements - Application for Change of Hours



Employees (including employees with a Flexible Working Arrangement in place) are required to complete the application for *Change of Hours* form each time they wish to vary their hours, the days pattern worked or to work a compressed full-time fortnight.

All requests should be submitted 1 month prior to commencement, supported by your manager, and approved by the delegate prior to commencing any formal arrangement.

A new Change of Hours application is to be completed each time a change to hours, days or reverting to full time hours occurs.

The date/day for a change of hours to commence is the 1st Thursday (Payday) of the fortnight. Any other date/day used within the fortnight will result in an adjustment in pay for the first fortnight.

The payroll team will process the form in the pay it falls due or if received after the commencement date, the pay it's received. If hours are reducing, the difference in salary from any previous pays will be processed at this time. This will result in a reduction of salary for the previous fortnight/s. If an increase has happened, then backpay will be processed in the next available pay.

Biosecurity Shift Employees do not use this form, a *Regional Staff Movement (RSM) Form* should be completed.

* Indicates required

Requestor Details

Name of requestor

s. 22(1)(a)(ii)

*Are you submitting this on behalf of someone else?

No

Requested for

Who are you submitting this request for?

s. 22(1)(a)(ii)

Title

s. 22(1)(a)(ii)

Email

s. 22(1)(a)(ii)

Division

s. 22(1)(a)(ii)

AGS Number

s. 22(1)(a)(ii)

Position Level

s. 22(1)(a)(ii)

Line Manager

s. 22(1)(a)(ii)

Branch

s. 22(1)(a)(ii)

Section

s. 22(1)(a)(ii)

Application Details

*Application Type

☐ New Application ☐ Variation to existing arrangement ☐ Revert to standard Full-Time

*Current work pattern

☐ Full Time ☐ Part Time

*Proposed work pattern

☐ Full Time ☐ Part Time

*Start Date

DD-MM-YYYY



*Review Date (up to a maximum of 12 months)

DD-MM-YYYY



*End Date

DD-MM-YYYY



Reasons for request

*Please provide details for proposal

Proposed work patterns and breaks

Breaks

☐ *I have read and agree to comply with the Unpaid Meal Break requirements stated in the Enterprise Agreement

Enter your 2 week work pattern below indicating dates for the initial 2 weeks of your arrangement.

Week 1 - Pay Week

Add

Remove All

Actions	Day	Start	Finish	Break Start	Break Finish	Start	Finish	Total	Copy hours to
	Monday								
	Tuesday								
	Wednesday								
	Thursday								
	Friday								
	Saturday								
	Sunday								

Week 1 Total

Hours	0
Minutes	0
Seconds	0

☐ Tick if week 2 is same as week 1

Week 2 - Off Pay Week

Add

Remove All

Actions	Day	Start	Finish	Break Start	Break Finish	Start	Finish	Total	Copy hours to
	Monday								
	Tuesday								
	Wednesday								
	Thursday								
	Friday								
	Saturday								
	Sunday								

Week 2 Total

Hours	0
Minutes	0

Seconds	0
---------	--------------------------------

Fortnightly Total

Hours	0
Minutes	0
Seconds	0

Please ensure you have entered in your work pattern in the above tables

Employee Confirmation

- ☐ *I agree to abide by the conditions as set out in the Working Arrangements Policy
- ☐ *I agree to immediately inform my supervisor if there are any changes to my circumstances.

Manager Approval

Would you like to select another Line Manager?

No	
---------------------------------	----------------------

Delegate Approval

* Approver - EL2 or above 

----------------------	----------------------

Application Checklist

- ☐ *I have read and I understand the current Working Arrangements Policy and associated Employee and Manager guides prior to submitting my application.
- ☐ *I have discussed this application with my manager.
- ☐ *I understand to revert to full time hours at any time I must complete a new change of hours form and email to payroll.
- ☐ *I understand that if I have approval from my manager, I can extend this unaltered application by way of email to Payroll.
- ☐ *I understand and agree that once approved, my application will be reviewed by my manager at least once annually, after which the agreement can be extended, varied or terminated.
- ☐ *By checking this box, I have read, understood and agree to the MyHR - Privacy Notice and consent to the handling of my personal information as set out in that notice.

Click MyHR - Privacy Notice for full details of the department's MyHR Privacy Notice.

 Add attachments



Save as Draft

Submit

Required information

Application Type

Current work pattern

Proposed work pattern

Start Date

End Date

Review Date (up to a maximum of 12 months)

Please provide details for proposal

I have read and agree to comply with the Unpaid Meal Break requirements stated in the Enterprise Agreement

I agree to abide by the conditions as set out in the Working Arrangements Policy

I agree to immediately inform my supervisor if there are any changes to my circumstances.

Approver - EL2 or above

I have read and I understand the current Working Arrangements Policy and associated Employee and Manager guides prior to submitting my application.

I have discussed this application with my manager.

I understand to revert to full time hours at any time I must complete a new change of hours form and email to payroll.

I understand that if I have approval from my manager, I can extend this unaltered application by way of email to Payroll.

I understand and agree that once approved, my application will be reviewed by my manager at least once annually, after which the agreement can be extended, varied or terminated.

By checking this box, I have read, understood and agree to the MyHR - Privacy Notice and consent to the handling of my personal information as set out in that notice.



Policy and Guidance

Use of the Change of Hours application form

Complete this application if you are applying to work part time or compressed hours. If your circumstances require you to work away from the office, you must also complete a Working Away from the Office (WAFO) application.

Shift workers should complete the Regional Staff Movement Form.

Employees who have a Flexible Working Arrangement application in place and would like to vary your hours of work should also use this application form.

Application Checklist

- ☐ I have read and I understand the current Working Arrangements Policy and associated Employee and Manager guides prior to submitting my application.
- ☐ I have discussed this application with my manager.
- ☐ I understand to revert to full time hours at any time I must complete a new change of hours form and email to payroll.
- ☐ I understand that if I have approval from my manager, I can extend this unaltered application by way of email to Payroll.
- ☐ I understand and agree that once approved, my application will be reviewed by my manager at least once annually, after which the agreement can be extended, varied or terminated.

Important information

NB - All proposals need to be submitted 1 month prior to commencement

Applications:

- o Must be supported by your manager and approved by the delegate prior to commencing any formal arrangement. **Please provide a copy of this signed and approved agreement to:**
payroll@awe.gov.au (staff on Aurion) or personnel.helpdesk@awe.gov.au (staff on SAP)
- o If your hours are to change again e.g. revert to your previous hours or change to higher/lower hours, you must complete a new change of hours form and email to payroll. Your hours will not be changed unless a new form is received.
- o Late forms will be processed in the pay they are received. If you reduce or increase your hours, the difference in pay from previous pays will be processed all at once. This may mean a reduction in pay if you have reduced your hours and the form has been sent through late.



Section 1: Applicant details		
Full Name:	AGS number:	Classification:
Email:	Work phone:	Mobile:
Division:	Branch:	Section:
New Application ☐ Continuation of existing arrangement ☐ Variation to existing arrangement ☐ Revert to standard Full-Time ☐		
Current work pattern:	☐ Full Time ☐ Part time - Total fortnightly hours: (hh:mm)	
Proposed work pattern:	☐ Full Time ☐ Part time - Total fortnightly hours: (hh:mm)	
Start date:	End date:	Review date: (up to a maximum of 12 months)

Section 2: Reasons for request

Please provide details for proposal:

Section 3: Proposed work pattern and breaks

Breaks

☐ I have read and agree to comply with the Unpaid Meal Break requirements stated in the Enterprise Agreement.



Australian Government
**Department of Agriculture,
 Fisheries and Forestry**

Working Arrangements

Application for Change of Hours

Enter your 2 week work pattern below indicating dates for the initial 2 weeks of your arrangement.

Week 1	Morning		Break		Afternoon		Total
Use time format hh:mm AM/PM Starting dates	Start	Finish	Start	Finish	Start	Finish	Hrs & mins
Monday							
Tuesday							
Wednesday							
Thursday (pay day)							
Friday							
Saturday							
Sunday							
Weekly Total	Note The work pattern aligns to the departments fortnightly pay cycle, commencing on Thursday, week 1 (pay day).						

Week 2 ☐ Tick if same as week 1	Morning		Break		Afternoon		Total
	Start	Finish	Start	Finish	Start	Finish	Hrs & mins
Monday							
Tuesday							
Wednesday							
Thursday							
Friday							
Saturday							
Sunday							
Weekly Total	Note: The work pattern aligns to the departments fortnightly pay cycle, commencing on Thursday, week 1 (pay day)						0

Total Fortnightly Hours	hh:mm
--------------------------------	-------

Section 5: Employee Confirmation	Section 6: Manager/Supervisor	
☐ I agree to abide by the conditions as set out in the Working Arrangements Policy ☐ I agree to immediately inform my supervisor if there are any changes to my circumstances.	☐ Supported ☐ Not Supported I have considered this application and I am satisfied it meets the requirements of the employee and the department. (Attach statement of reasons if not approved)	
Signature:	Name:	Signature:
Date:	Date:	



Section 7: Delegate Approval (EL2 or above)		
Delegate name:	☐ Approved☐ Not Approved I have considered this application and I am satisfied it meets the requirements of the employee and the department. (Attach statement of reasons if not approved)	
	Signature:	Position: Date:

OFFICIAL



Australian Government

Department of Agriculture,
Fisheries and Forestry

Resubmit

Payroll Use

/

Name:

AGS:

Select Movement Type

New Temporary Assignment

Promotion

Change of Hours

Ext of Temporary Assignment

Perm Re-assignment

Rotation

Substantive Details

Position Number

Level & Pay Point

Section

Hours Per Week

Average Daily Hours

0:00:00

Allowance Eligibility

Shift

Timekeeper

Off

Change in Roster

Roster or Name of employee on the same roster

Notes:

-Paper work cut off is COB Monday of off pay week (unless otherwise advised due to Public Holidays and closedown periods)

-If no extension is received prior to cut off, the above employee will be reverted to substantive placement details listed above

-Late froms will be processed in the pay they are received. If you reduce or increase your hours the difference in pay from previous pays will be processed all at once. This may mean a reduction in pay if you have reduced your hours and the form has been sent through late.

-If using auto fill function, ensure all substantive details are kept up to date

-Payroll will send out any updated version due to salary increases

Proposed Details

Position Number

Level & Pay Point

Section

Hours Per Week

Average Daily Hours

0:00:00

Allowance Eligibility

Shift

Timekeeper

Off

Change in Roster

Roster or Name of employee on the same roster

Work pattern if removing from Timekeeper

	M	T	W	T	F	Total
Week 1						0:00:00
Week 2						0:00:00
Date					Total F/N	0:00:00

Start

Finish

Pay Temporary Assignment

Yes

Salary

#N/A

Banded Salary

No

#N/A

Additional Information:

Supervisor's Approval

Signature:

Name:

Phone:

Date:

Completing Officer

Name:

Phone:

Delegate's Approval

Signature:

Name:

Phone:

Position No:

Date:

Classification:

Updated 23.5.24

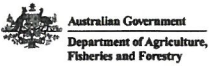
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6/26/26, 10:08 AM

Working Away from Office (WAFO) Application - The Shed

 **Important Announcement, please read our Privacy notice!**

[Click here to know more](#)



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Working Away from Office (WAFO) Application - The Shed

Overview



Working Away from Office (WAFO) Application

Use this form to submit Working Away from Office Application.

In accordance with the Department of Agriculture, Fisheries and Forestry Enterprise Agreement 2024-2027 and the departments Flexible Working

Arrangements Policy, this form is to be used to request a change in an employees location of work. While not mandatory, an initial discussion between an employee

and their manager will assist to guide the request process and establish flexible working arrangements that suit both the employee's personal needs and the department's operational requirements.



* Indicates required

Requestor Details

Name of requestor

* Are you submitting this on behalf of someone else?

Requested for

Who are you submitting this request for?

Title

Email

Division

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Working Away from Office (WAFO) Application - The Shed

AGS Number

Position Level

Line Manager

Branch

Section

Request Details

* Is this FWA application for a period of greater than 14 days?

* Employment Type

* Engagement Type

* Type of Request

* Nature of Request

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Working Away from Office (WAFO) Application - The Shed

*Reasons for FWA proposal

You must be clear and outline the reasons for your request as this will assist the delegate with making an informed decision on review of the application. 

Proposed Work Pattern

*Start Date

DD-MM-YYYY

*End Date

DD-MM-YYYY

Employees are required to note the proposed end date for the arrangement. All arrangements will be reviewed after 12 months, and regular reviews are encouraged to ensure the arrangement remains effective and continues to meet business needs.

Enter your 2 week work pattern below indicating dates for the initial 2 weeks of your arrangement.

*Week 1 pattern

Actions	Day	Working From home
	Monday	false
	Tuesday	false
	Wednesday	false
	Thursday	false
	Friday	false
	Saturday	false

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Working Away from Office (WAFO) Application - The Shed

Actions	Day	Working From home
	Sunday	false

☐ Tick if week 2 is same as week 1

*Week 2 pattern

Actions	Day	Working From home
	Monday	false
	Tuesday	false
	Wednesday	false
	Thursday	false
	Friday	false
	Saturday	false
	Sunday	false

Additional information about my work pattern:

*Select current office location

-- None --

Details for Managers

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Working Away from Office (WAFO) Application - The Shed

***Communication and Contact Strategy ?**

Employees and managers should give consideration to the practical aspects of the arrangement. This includes how communication will be managed, how attendance and availability will be monitored, how team cohesion will be maintained, and how training, development and acting arrangements will be supported. ✕

If you wish to provide further information or documentation to support your application, please send it to your line manager who will forward it to the delegate for their consideration.

***Are you a First Aid Officer or Emergency Warden?**

-- None --

***Do you identify as one of the groups specified under Section 65(1) of the Fair Work Act? ?**

-- None --

Please see the Workplace Adjustments Policy for guidance on flexible work arrangements that support reasonable adjustments or workplace injuries. Support can also be obtained from You and/or your manager can seek information from a People Support Rehabilitation advisor, or the Diversity Equity and Inclusion section.

***Is this WAFO request for the purposes of supporting a reasonable workplace adjustment?**

-- None --

Working from home WHS checklist

For more information visit Comcare: Working from home | Office Safety tool ([comcare.gov.au](https://www.comcare.gov.au))

For more information visit SafeWork Australia: Working from home | Safe Work Australia

Hazard identification

***I reviewed information on common WHS hazards (physical and psychosocial) associated with working from home**

-- None --

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Working Away from Office (WAFO) Application - The Shed

* I am aware of when and how to report WHS hazards and incidents, or changes to the work and work environment

-- None --

Workspace

* I have a clear workspace that allows for full range of movement

-- None --

* The area is clear of trip hazards such as cables and mats

-- None --

* My work does not involve hazardous manual tasks ?

-- None --

* My workstation has a safe ergonomic set up ?

-- None --

* My workspace is well lit, and glare can be minimised

-- None --

* My workplace is well ventilated and kept at a comfortable temperature throughout the year

-- None --

* I have easy access to all the suitable equipment needed to do my job safely including working IT systems, information, and training

-- None --

* My workplace equipment is well maintained, and I know how to use it

-- None --

* My workplace is secure (others cannot freely access it without my permission)

-- None --

* My workplace is free from excessive noise or distractions

-- None --

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Working Away from Office (WAFO) Application - The Shed

*All power outlets and power boards are not overloaded

-- None --

Psychosocial hazards

*The job demands can be met during usual work hours

-- None --

*I have adequate support from my manager through regular contact and video conferencing with supervisors and colleagues

-- None --

*I have discussed with my manager; my current work priorities and we have set up a plan to ensure reasonable timeframes for the work to be completed and incorporate breaks.

-- None --

*I acknowledge that when hazards are identified while working from home, I will raise and discuss these with my supervisor to ensure that appropriate controls measures are implemented to eliminate or minimise the risks.

-- None --

Security

Employees must take appropriate precautions to protect the department's information (OFFICIAL and security classified) and resources in accordance with the principals outlined in the Australian Governments Protective Security Policy Framework. For DAFF employees, this includes; understanding and complying with their obligations in accordance with the department's ICT System Security Policy, ICT Acceptable Use Policy, Physical Security Policy and Clear Desk and Screen Guideline.

Temporary Access Considerations

Because of the elevated risks associated with Temporary Access arrangements, Delegates will not support Work-Away-From-Office (WAFO) arrangements during periods where an employee is subject to Temporary Access. Other flexible work options may be considered where appropriate.

For more information, please see Temporary Access on the Source.

Details for Security

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Working Away from Office (WAFO) Application - The Shed

Please contact Security Helpdesk should you require any assistance with completing the following security related questions.

Security General Request or 1800 998 880.

*Type of working from home premises

-- None --

Enter the proposed working from home address details

* Street Number

* Street Name

* Suburb/Town

* Postcode

* State/Territory

-- None --

* Within the premises, where will you conduct your work duties?

* What are the security treatments at this site?

* What is the format of information you will be accessing from this site? 

Protected hardcopy documents should not be used in the WAFO environment. 

* What is the highest security classification of the work that you will be accessing at this site?

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Working Away from Office (WAFO) Application - The Shed

*What departmental ICT system/s e.g. AIMS, CCMS, JADE or other non-departmental systems e.g. Home Affairs system ICS, will you be accessing and who is the owner of this ICT system? 



*Do you hold a security clearance?

*Can you control access to the workspace? 

*I confirm that I will remove or power down any voice activated or always on smart devices in or near my workspace while working. 

*How will you physically secure equipment and information when not in use?

*Has there been a history of crime at your premises or in your immediate neighbourhood area?

*Do you share the premises with others that are not immediate family? i.e. Boarders, Sharehouse, flatmates, Airbnb

*Do you reside with non-Australian citizens?

Manager Approval

*Line Manager

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Working Away from Office (WAFO) Application - The Shed

	---	
---	-----	--

Delegate Endorsement and approvals

*Delegate Endorser(EL02)

	---	
---	-----	--

User consent

- ☐ * By submitting this form, you understand that your information may be shared with other entities and vetting agencies for the purposes of assessing your ongoing suitability. Information sharing will be subject to the Privacy Act 1988.

Click Privacy Act 1988 for full details.

- ☐ *By checking this box, I have read, understood and agree to the MyHR - Privacy Notice and consent to the handling of my personal information as set out in that notice.

Click MyHR - Privacy Notice for full details of the department's MyHR Privacy Notice.

 Add attachments

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Working Away from Office (WAFO) Application - The Shed

6/26/26, 10:08 AM

Working Away from Office (WAFO) Application - The Shed

[Help](#) [Privacy notice](#)

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Task Card – Submitting Working Away from Office (WAFO) Applications

Overview

Purpose

This task card will assist employees with submitting a Working Away from the Office (WAFO) for ongoing arrangements (longer than 14 days) via The Shed. The Shed has a 30 min time out so it is recommended that you source the following information before you start the form to prevent rework

- The reason you are making the WAFO application
- Your Security Clearance ID
- Addresses of your proposed location, home or remote
- Have a clear understanding of your work pattern to provide to the delegate
- Previous current WAFO application number if you are entering a variation to a current approved arrangement.

Instructions

1. Navigate to [The Shed's homepage](#) and select “MyHR” and select “Working Away from Office (WAFO) Application button or click **(INSERT LIVE LINK)**. Alternatively, you can search for: *Working Away from Office (WAFO) Application* in the search bar. The form will contain the following information for submission:
 - a. **Requestor Details:** The name of the person who raised the application will populate.

Requestor Details

Name of requestor

* Are you submitting this on behalf of someone else?

Requested for

Who are you submitting this request for?

Title

AGS Number

Email

Position Level

Division

Line Manager

Branch

Section

- b. Request Details:** fill out the relevant details as per the WAFO arrangement. Dropdown menus are available for some fields. The form will advise you are following the wrong process according to your response, or if information is mandatory with a *.

Example: The form is not for arrangements under 14 days

Request Details

* Is this FWA application for a period of greater than 14 days?

There is no requirement to complete this form. Details of an arrangement of 14 days or less must be confirmed by email between the employee and their supervisor / manager prior to the commencement of the arrangement.

Please cancel out of this form.

- c. Reason for a Flexible work Request:** Please include sufficient detail in your application to enable the delegate to make an informed decision. If the reason for your request is unclear, the delegate may need to seek additional information, which could delay the outcome.

If you are unsure what level of detail to provide, People Support recommends discussing your request with your line manager before submitting your application. If your circumstances are sensitive and you prefer not to include them in writing, you can speak with your manager about alternative ways to share this information with the delegate confidentially.

* Reasons for FWA proposal

You must be clear and outline the reasons for your request as this will assist the delegate with making an informed decision on review of the application. 

- d. Entering Work Pattern:** Use the blue pencil under the Actions column to edit a day.

Enter your 2 week work pattern below indicating dates for the initial 2 weeks of your arrangement.

*Week 1 pattern

Actions	Day	Working From home
	Monday	false
	Tuesday	false

Edit Row 

* Day

Monday

☒ Working From home

Cancel

Save

Any days selected as working from home will say “true”

Actions	Day	Working From home
	Monday	true

There is the option of including a work pattern for a second week. If your suggested work pattern for the WAFO arrangement is longer than 2 weeks, please include information for the delegate about the arrangement in the textbox.

Additional information about my work pattern:

I am seeking a three-week arrangement where I work from home on Tuesday and Thursday on the third week, in addition to the pattern above.

- e. Details for Security:** It is mandatory to enter all applicable information to ensure security can assess the requirement for oversight on the application. Security Governance may reach out to you and/or your manager with queries or for more detail to adequately assess your application. You may be asked to implement security requirements designed to mitigate risk allowing your application to be endorsed.
- f. Manager Endorsement:** The applicant’s supervisor recorded in Aurion will populate in the manager section. If the listed manager is not correct

or no manager is populated, then select the textbox to choose the appropriate manager. Only managers that are active in Aurion on the day the form is created will appear in the shed for selection.

Manager

* Line Manager


Mattie Approver
✕
▼

- g. Delegate Approval:** This box should auto populate depending on the correct Delegation level for the application type. If the listed manager delegate is not correct or no manager is populated, then select the textbox to choose the appropriate manager. There may be further endorsement requested for 100% WAFO and Remote Application from the management line to assist the delegate making an informed decision.

Application Type	Delegate
Combination Work from the Office and Work from Home	EL2 and Above
Work from another DAFF Office	SES Band 1
Combination Work from the Office and Work from another DAFF Office	SES Band 1
100% Work from Home	SES Band 2

- h. User Consent:** Confirm understanding of the *Privacy Act 1988* and confirm the MyHR Privacy Notice has been read and understood by clicking the check boxes.

User consent

- ☒ * By submitting this form, you understand that your information may be shared with other entities and vetting agencies for the purposes of assessing your ongoing suitability. Information sharing will be subject to the Privacy Act 1988.

Click [Privacy Act 1988](#) for full details.

- ☒ * By checking this box, I have read, understood and agree to the MyHR - Privacy Notice and consent to the handling of my personal information as set out in that notice.

Click [MyHR - Privacy Notice](#) for full details of the department's MyHR Privacy Notice.

- i. Submitting:** Scroll to the top of the page and select the button.

Submit

[Back](#)

Working Away from Office (WAFO) Application

Use this form to submit Working Away from Office Application.

[Submit](#)

Overview

The department is committed to enabling flexible working arrangements through trust to establish positive impacts across the organisation and ultimately increased productivity. The department will take a proactive and positive approach to considering applications for flexible working.

- j. **Tracking Application Progress:** Navigate to the Shed homepage and select the hamburger icon on the top right of the screen, from the menu select 'My Tickets'. On larger screens you should be able to see the "My tickets on the top between the middle and right side of the screen,

The Shed - Home Page

Hello Clinton, how can we help?

Search

MyIT

MyHR

My Approvals ⁴

My Tickets

My Favorites

My Assets

My Delegates

Cart

Tours ¹

My Approvals ⁴ **My Tickets** My Assets My Delegates CE

Find the application in the tickets and select the application

My Tickets

Submitted requests Drafts

View Open requests Search open requests

Request	State	Updated
Working Away from Office (WAFO) Application case for Clinton Enduser HRC0002711 People Support	Awaiting Approval	24m ago

A new page will load and display the applications status and display the applications history of under the Activity Tab.

My Tickets

Submitted requests Drafts

View Open requests Search open requests Q

Request	State	Updated
Working Away from Office (WAFO) Application case for Clinton Enduser HRC0002711 People Support	Awaiting Approval	24m ago

Troubleshooting Tips and Hints

- **“No matches found”** may appear if you start to type in a box that has pre-populated answers. Try clicking the field again to pre-populate the field.
- **Types of Answer Fields:** The form contains the following the common fields, if issues arise, please ensure you are completing the field as required.
 - **Pre-populated fields:** Click on the field, select and choose appropriate option from the drop down. May require scrolling to find most appropriate option. Alternatively, you can type and search to see if your answer pops up.

*Type of Request

New Flexible Working Arrangement

-- None --

New Flexible Working Arrangement

Continuation of existing Flexible Working Arrangement

*Update your circumstances?

Has the make-up of the residents of the household changed

Do you live in a shared living arrangement (flatmate/non-relatives) whether previously reported or not

A change in work location, including within the home (staff member moves home or from a closed area to an open area in same home)

A change to AGSVA security clearance level (upgrade or downgrade)

An increase in the level of security classified materials they work with (e.g. from OFFICIAL to PROTECTED)

A change in how you access information holdings (moving from IT based (soft copy) to Combination (hard

- **Free Text Boxes:** Requires you to type an answer to submit a response.

*Reasons for FWA proposal ?

You must be clear and outline the reasons for your request as this will assist the delegate with making an informed decision on review of the application.

- **Check Boxes:** Requires you to click on the box to check off that you that you have after read, understand and/or agree to the relevant corresponding criteria.

Click [Privacy Act 1988](#) for full details.

☐ * By checking this box, I have read, understood and agree to the MyHR - Privacy Notice and consent to the handling of my personal information as set out in that notice.

Other information/resources

For more information about Flexible Working Arrangements, see the [Flexible Working Arrangements Policy](#), [Flexible Work hub](#) on the source and the [Enterprise Agreement](#). For information about the delegates for flexible working arrangements, see the [Human Resources Delegations](#) and [Managers Approval Schedule](#).

Contacts



[People Support General Request - The Shed](#)



People Support - 1800 312 717

Task Card – Endorsing Working Away from the Office (WAFO) Applications (Line Managers and Delegate Endorsers)

Overview

Purpose

This task card supports line managers and additional delegate endorsers in reviewing and providing endorsement or comments for Working Away from the Office (WAFO) applications submitted via The Shed.

Line managers do not approve applications — final approval rests with the relevant delegate. Your role is to provide informed information to support delegate decision-making.

Contents

Review	2
Endorse or Comments	3
Hints and Troubleshooting Tips	4
Other information/resources	4
Contacts	4

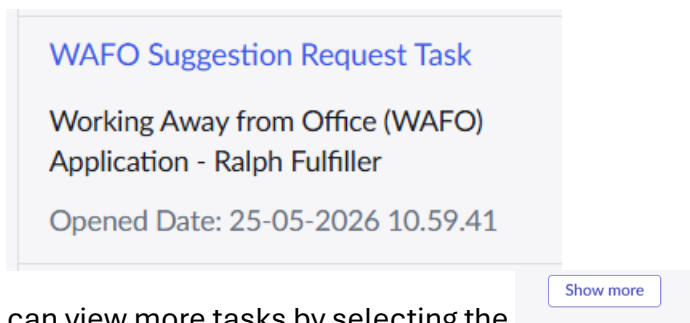
OFFICIAL

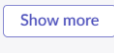
Review

1. Navigate to [The Shed's homepage](#). On the homepage there is a list of “Approvals” to complete on the right-hand side of the screen. Alternatively, tasks are in the hamburger menu under ‘My approvals’ or at the top of your screen depending on your screen size. You will also receive an email with a link to the task.



- Select WAFO Application:** On the ‘My Approvals’ page, the approver can view open (to be actioned) and completed tasks. The task selected in the left-hand sidebar will appear on the right of the screen.
Note: Newest submissions will appear at the bottom.



The approver can view more tasks by selecting the  button at the bottom of the screen.

- Review Applications:** Review the responses in the WAFO by scrolling down the page. To review attachments select the ‘Attachments’ if any endorsers have left comments on the application you will have received an email with these comments – search your inbox for the HRC number.

Additional work pattern Data can be seen by flicking into the Click to view

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Week X pattern hyperlink to present the information as a table with “true” response representing a Work from home day.

The screenshot shows a modal window titled "Week 1 pattern" with a close button (X). Inside is a table with two columns: "Day" and "Working From home". The rows are for Monday through Sunday. The value "true" for Monday is circled in red. Below the table is a link that says "Click to view Week 1 pattern".

Day	Working From home
Monday	true
Tuesday	false
Wednesday	false
Thursday	false
Friday	false
Saturday	false
Sunday	false

Endorse or Comments

- a. After reviewing the application, you may want to have further discussions with the applicant to ensure you can endorse the WAFO or accurately represent the employees' circumstance to the delegate for consideration. Once you have collected accurate notes navigate to the top of the request. Enter comments to reflect negotiations, conversation or endorsement in the textbox and select 'Submit'.

All Parties including the submitter will receive a copy of your comments by email.

The screenshot shows a form titled "WAFO Suggestion Request Task" with a note "*Indicates required". Below the title is a section header "*WAFO Suggestion Request Task" with an upward arrow icon. A paragraph of text explains the requirement: "*The Delegate is required to provide their decision to the employee no later than 21 days after submission in accordance with the time frame under the DAFF EA. To support assessment of the request, please ensure you recommendations are properly documented below. Any agreed costs (if applicable) and particulars discussed with the employee should also be documented." Below this text is a large empty text input box. At the bottom of the form are three buttons: "Cancel", "Save", and "Submit". A page indicator "1/1" is located between the "Cancel" and "Save" buttons.

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If the submitter wishes to change their WAFO arrangement as part of this discussion, please contact People Support and we can assist to edit the application for the submitter.

- b. The application will stay awaiting approval for the delegate to decide.

Hints and Troubleshooting Tips

- **Ad-hoc Arrangements:** Applications for WAFO's less than 14 days are not required via the Shed WAFO form. This is a local written arrangement between the employee and their direct supervisor.

Other information/resources

For more information about Flexible Working Arrangements, see the [Flexible Working Arrangements Policy](#), [Flexible Work hub](#) on the Source and the [Enterprise Agreement](#). For information about the delegates for flexible working arrangements, see the [Human Resources Delegations](#) and [Managers Approval Schedule](#).

Contacts



[People Support General Request - The Shed](#)



People Support - 1800 312 717

Task Card – Reviewing Working Away from Office (WAFO) Applications – Delegate Approval and Refusals

Overview

Purpose

This task card will assist delegates to consider and action Working Away from the Office (WAFO) applications submitted via The Shed.

Contents

Review.....	2
Approve	4
Reject	5
Hints and Troubleshooting Tips.....	6
Other information/resources.....	6
Contacts	6

Review

1. Navigate to [The Shed's homepage](#). On the homepage there is a list of “My Approvals” to complete on the right-hand side of the screen. Alternatively, tasks can be found in the hamburger menu under ‘My approvals’ or at the top of your screen depending on your screen size. You are also sent a link via email to the application from the shed on submission.



- a. **Select WAFO Application:** On the ‘My Approvals’ page, the approver can view open (to be actioned) and completed tasks. The task selected in the left-hand sidebar will appear on the right of the screen. Ensure the correct application is selected before continuing. Note: Newest submissions will appear at the bottom.

You, as the approver, can view more tasks by selecting the button at the bottom of the screen.

Show more

WAFO Approval Request Task

Working Away from Office (WAFO)
Application - Clinton Enduser

Opened Date: 22-05-2026 16.01.48

- b. **Review Application:** To review the responses in the WAFO application, scroll down the page. To review attachments select the ‘Attachments’ tab. You may have received comments or endorsement from supervisors, managers or Security via email, please search HRC number of application in your inbox.

If comments have not been received and are needed for decision-making, you may need to follow up with the relevant people to confirm their input has been provided.

Note: Security only review 100% WAFO and high risk applications, delegates may be required to make a decision on an application without security review if the accomodation and living circumstances are classed as low risk. For more information please contact People Support.

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Additional details

Activity

Attachments

Name of requestor

Clinton Enduser

Are you submitting this on behalf of someone else?

No

Who are you submitting this request for?

Clinton Enduser

First Name

Clinton

Last Name

Enduser

Title

Chief financial officer

AGS Number

125685

Email

clinton.enduser@aff.gov.au

Position Level

APS01

Location

Australia/ACT

Line Manager

Mattie Approver

Additional work pattern Data can be seen by flicking into the Click to view Week X pattern hyperlink to present the information as a table with “true” response representing a Work from home day.

Type of Request

Week 1 pattern

Day	Working From home
Monday	true
Tuesday	false
Wednesday	false
Thursday	false
Friday	false
Saturday	false
Sunday	false

Click to view Week 1 pattern

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Approve

- a. After reviewing the application and deciding to approve the WAFO application, navigate to the top of the form. Complete the delegate checklist and enter comments to reflect the reason for approval in the textbox and select 'Submit'. The applicant will receive a copy of your notes by email.

WAFO Approval Request Task

*Indicates required

* WAFO Approval Request Task

^

* i. I confirm

☐ I have reviewed the comments provided by the line manager (where applicable) for this request which have been factored into my decision as the delegate.

* ii. I confirm

☐ I have reviewed the risk rating and any additional risk mitigation measures assigned to this request by the Security Team (where applicable) which have been factored into my decision as the delegate.

*Discussions have been held with the employee where the original request is unable to be supported in full

N/A – request approved in full

*Please provide your approval

Approved

*Notes

I have approved this application as the business can support the arrangement for the employee, and their request is mutually beneficial. The employee has agreed to be flexible with their office attendance to support training and planning days with 3 days' notice. The employee is aware that travel to their substantive or requested office would not constitute official travel and will commence their workday on arrival. |

Cancel

1/1

Save

Submit

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Reject

- a. After reviewing the application, you may decide that the business is unable to support the current WAFO as it stands and you need to reject the WAFO. Before rejecting, it is important that a discussion in the spirit of negotiation occurs where both parties try to reach a mutually beneficial agreement. If the agreement needs to be altered and the employee is in agreement, please contact People Support and they can assist with amending the agreement at the employee's request, as employees cannot change the agreement once entered.
- b. If agreement is unable to be reached after discussing with the employee, and you have sought support and completed reasonable business grounds as to why you're unable to support the application– complete the delegate checklist and leave the reason for the Rejection in notes and submit.
- Note:** Rejection reasons require documentation - this snip is just an example format for the information

*Discussions have been held with the employee where the original request is unable to be supported in full

No – discussions must be hel... ▾

*Please provide your approval

Not approved ▾

*Notes

I have not approved this application on the business grounds of xxxxxxxx and xxxxxxxx. I have discussed on the 24.05.2026 an alternate arrangement with the employee of arranging a change of hours to facilitate the supporting of their outside of work commitments. The employee has put in a change of hours, and I have signed that request off as the delegate.

Cancel

1/1

Save

Submit

- c. A notification will be sent to the applicant advising of the outcome. Ensure any rejections are supported with evidence and an explanation is provided to the applicant.

Hints and Troubleshooting Tips

- **Ad-hoc Arrangements:** Applications for WAFO's less than 14 days should not be completed via the Shed WAFO form. This is a local written arrangement between the employee and their direct supervisor.

Other information/resources For more information about Flexible Working Arrangements, see the [Flexible Working Arrangements Policy](#), [Flexible Work hub](#) on the Source and the [Enterprise Agreement](#). For information about the delegates for flexible working arrangements, see the [Human Resources Delegations](#) and [Managers Approval Schedule](#).

Contacts



[People Support General Request - The Shed](#)



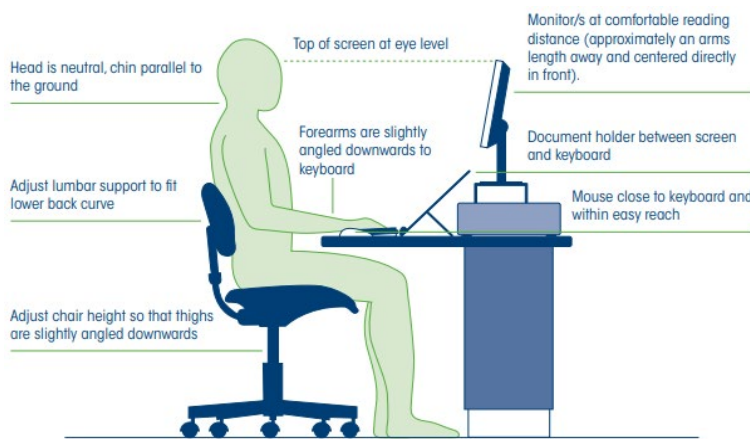
People Support - 1800 312 717



Australian Government
**Department of Agriculture,
Fisheries and Forestry**

Working from home WHS Checklist

Please complete the checklist below and submit to your supervisor.

Hazard identification	Yes/No		Additional steps I will put in place to reduce the risk
I reviewed information on common WHS hazards (physical and psychosocial) associated with working from home	Y ☐	N ☐	
I am aware of when and how to report WHS hazards and incidents, or changes to the work and work environment	Y ☐	N ☐	
Workspace	Yes/No		Additional steps I will put in place to reduce the risk
I have a clear workspace that allows for full range of movement	Y ☐	N ☐	
The area is clear of trip hazards such as cables and mats	Y ☐	N ☐	
My work does not involve hazardous manual tasks (e.g. repetitive movements, sustained or awkward postures, or lifting heavy equipment)	Y ☐	N ☐	
My workstation has a safe ergonomic set up  Note: It is important to take regular breaks and avoid a sustained posture	Y ☐	N ☐	



Australian Government
Department of Agriculture,
Fisheries and Forestry

My workspace is well lit, and glare can be minimised	Y ☐	N ☐	
My workplace is well ventilated and kept at a comfortable temperature throughout the year	Y ☐	N ☐	
I have easy access to all the suitable equipment needed to do my job safely including working IT systems, information, and training	Y ☐	N ☐	
My workplace equipment is well maintained, and I know how to use it	Y ☐	N ☐	
My workplace is secure (others cannot freely access it without my permission)	Y ☐	N ☐	
My workplace is free from excessive noise or distractions	Y ☐	N ☐	
All power outlets and power boards are not overloaded	Y ☐	N ☐	
Psychosocial hazards	Yes/No		Additional steps I will put in place to reduce the risk
The job demands can be met during usual work hours	Y ☐	N ☐	
I have adequate support from my manager through regular contact and video conferencing with supervisors and colleagues.	Y ☐	N ☐	
I have discussed with my manager; my current work priorities and we have set up a plan to ensure reasonable timeframes for the work to be completed and incorporate breaks.	Y ☐	N ☐	
I acknowledge that when hazards are identified while working from home, I will raise and discuss these with my supervisor to ensure that appropriate controls measures are implemented to eliminate or minimise the risks.	Y ☐	N ☐	

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Fisheries and Forestry**

Employee

I declare the information provided is a true and accurate assessment of my working from home environment.	
Name	Area
Signature	Date

Supervisor

Name	Area
Signature	Date
Comments	

For more information visit Comcare: [Working from home | Office Safety tool \(comcare.gov.au\)](#)

For more information visit SafeWork Australia: [Working from home | Safe Work Australia](#)

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Lawful Decision-Making at a Glance

The six steps to lawful decision-making

Lawful Decision-Making

This placemat is a handy guide to the key steps of lawful decision-making.

Lawful decision-making is part of the department's ongoing commitment to regulatory uplift and making defensible decisions to support the delivery of government priorities.

Understanding and applying the key steps of lawful decision-making will reduce legal risks and the likelihood of successful challenge.



If you are interested in attending training or seeking further information on making lawful decisions:

Contact the BLOC team within Legal Division at bloc@aff.gov.au.



Follow these 6 steps to help ensure a lawful decision is made

Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
Check that you have the power to make the decision  ✓ Identify the source of legal authority for making the decision. ✓ Ensure the decision-maker has the authorised or delegated authority to make the decision.	Ask the right questions  ✓ Clearly identify the questions you must answer. ✓ Check exactly what the legislation says regarding the requirements for making the decision.	Apply policy correctly and flexibly  ✓ Identify relevant policy, and ensure policy is consistent with legislation. ✓ If policy is inconsistent, legislation will prevail. ✓ Apply policy flexibly; have an open mind and consider individual merits.	Gather and assess relevant evidence  ✓ Consider the evidence and decide if you need further information. ✓ Determine the relevance of each piece of evidence, and ensure there is a basis for each finding of fact. ✓ Take into account mandatory and relevant considerations, and exclude irrelevant considerations.	Provide procedural fairness  ✓ Ensure that you <i>are</i> and <i>appear to be</i> impartial. ✓ Evaluate the evidence on its merits. ✓ Give a person who will be adversely affected by a decision the opportunity to respond to any adverse information that is relevant, credible and significant.	Provide clear, logical and sufficient reasons  ✓ Provide reasons for the decision and notification within legislated timeframes. ✓ Provide details regarding review mechanisms if required by law. ✓ Keep a detailed record of the decision-making process.

Following these steps will minimise the following legal risks

Step 1 Risk	Step 2 Risk	Step 3 Risk	Step 4 Risk	Step 5 Risk	Step 6 Risks
▲ A lack of authority to make a decision generally renders the decision invalid.	▲ Failure to follow required procedures or requirements may lead to an error of law.	▲ Incorrect or inflexible application of policy may result in a failure to consider individual merits and may lead to an error of law.	▲ Failure to consider the right evidence , having no evidence , and unreasonable or illogical decisions are grounds for judicial review.	▲ Failure to provide the chance to be heard and actual or perceived bias can lead to a lack of procedural fairness.	▲ Failure to provide sufficient reasons may lead to a conclusion that the decision was unreasonable or illogical. ▲ Poorly documented decisions are difficult to defend. ▲ A failure to notify of a decision may affect when the review period starts.



IMPORTANT:

A failure to make lawful, rational, fair and open decisions may result in the following reputational, political and other legal outcomes.

Decision set aside or overturned

- If a decision is set aside following external merits review or judicial review, it is usually remitted back to the primary decision-maker for a new decision to be made.
- There can be a significant delay between the original and revised decision.



Increased legal risks for related decisions

- A successful challenge of one decision may impact other related decisions.
- There may be an increase in challenges from other aggrieved parties relating to similar decisions affected by similar legal errors.



Reputational or political consequences

- The political or reputational consequences of a decision being successfully challenged can be significant in some circumstances.



Misfeasance

- Misfeasance is a claim in tort. It is available where an invalid or unauthorised exercise of power by a public officer involving malice causes actual or special damage.





WHS due diligence

WHS factsheet

Introduction

This factsheet provides information on the work health and safety duty of Officer due diligence.

The *Work Health and Safety Act 2011* (Cth) (WHS Act) imposes work health and safety obligations on organisations and on people within the organisation. In our workplaces, WHS is a mutual responsibility. Everyone is expected to contribute to ensuring that we all have a physically and psychologically safe and healthy workplace. However, the WHS Act prescribes specific obligations on the role of an Officer. These obligations are called due diligence.

What is due diligence

Due diligence, in the context of work health and safety, means taking reasonable steps to protect the health, safety and welfare of all workers and others who could be put at risk from work carried out as part of the business or undertaking (including work carried out overseas).

Officers have a duty to be proactive, and continuously ensure that the business or undertaking complies with its relevant WHS duties or obligations.

The due diligence duties of Officers under the WHS Act support improved leadership that contributes to an effective safety culture.

Who are our Officers

An Officer includes a person who makes, or participates in making, decisions that affect the whole, or a substantial part, of a business or undertaking.

The Secretary, Deputy Secretaries, and First Assistant Secretaries are likely to be considered Officers as defined by the WHS Act. Not all leaders will necessarily be Officers under the WHS Act. In the event of regulatory action, WHS inspection or investigation, Comcare will determine the responsible officer in each case.

Assistant Secretaries, Directors and Assistant Directors support Officers in the discharge of their due diligence obligations.

What does an Officer have to do

Because Officers determine how the business or undertaking will operate and they make or participate in making decisions on allocating resources which affect health and safety, Officers have a duty to ensure the compliance by the department with its health and safety obligations.



An Officer's duty is immediate, positive and proactive and is owed by each individual Officer.

An Officer must ensure that the department has in place appropriate systems of work and must actively monitor and evaluate health and safety management. An Officers duty is aimed at achieving and sustaining compliance by the department which may not occur without the active involvement of its Officers.

To fulfil WHS due diligence obligations Officers will:

- acquire and keeping up to date knowledge of WHS matters
- gain an understanding of the nature of our operations, and generally of the hazards and risks associated with our work
- ensure the department has available for use, and uses appropriate resources and processes to eliminate or minimise risk to the health and safety of our workers and others in our workplace
- ensure the department has appropriate processes for receiving and considering information regarding incidents, hazards, and risks, and responds in a timely manner
- ensure the department implements processes for complying with any relevant duty or obligations under the WHS Act.

What is in place to assist in Officers in demonstrating due diligence?

- The National Health and Safety Management Committee chaired by the Chief People Officer with employee and management representation meets four (4) times per year to consider:
 - incidents and hazards data and analysis
 - safety management system developments
 - changes in work health and safety legislation
 - reports from Health and Safety Representatives
 - updates from other key work health and safety activities, reports or issues.
- The DAFF safety management system - an organised approach to managing safety that includes organisational structures, accountabilities, policies, training, tools and support.
- Internal and external safety management system reviews.
- The Work Health and Safety Strategic Plan 2025-2027 which articulates the WHS strategies and priorities underlying initiatives, and WHS performance targets.
- The Enterprise and Operations WHS Sections provide internal specialist knowledge.

Further information

-
- [Work Health and Safety Act 2011 \(Cth\)](#)
 - [Work Health and Safety Regulations 2011 \(Cth\)](#)
 - WHS Section WHS.admin@aff.gov.au
-

Document information

Version	ILM owner	Document change	ILM document ID	Date
1.0		New document		



Workplace Relations Guidance

APS Bargaining Statement of Common Conditions

Flexible working arrangements

Purpose

This document's purpose is to assist agencies on how to apply the APS Bargaining Statement of Common Conditions (the Statement) as it relates to flexible working arrangements. It will support the implementation and consistent interpretation of the common condition in agencies, as is appropriate for their circumstances. It may be updated from time to time.

In accordance with the Public Sector Workplace Relations Policy 2023, Australian Public Service (APS) agencies have bargained enterprise agreements that incorporate the common condition on flexible working arrangements as outlined in the Statement. Non-APS agencies have put in place workplace arrangements that have had regard to the Statement. Some agency enterprise agreements may have retained more beneficial conditions or existing facilitative clauses. It is important to consider this guidance alongside your agency's enterprise agreement.

Date: 24 September 2024

Common condition

An annotated copy of the flexible working arrangements common clause, which explains the terms of the clause and obligations of agencies under the clause, is at **Attachment A**.

The common condition on flexible working arrangements is outlined on page 79 of the Statement. An extract of the Statement is at **Attachment B**.

The flexible working arrangements common clause outlines:

- principles recognised by agencies, employees and their union(s) regarding flexible working arrangements
- the process for an employee to request a formal flexible working arrangement
- obligations of agencies when responding to flexible working arrangement requests
- the grounds on which a request for flexible working arrangements may be refused
- the process for varying, pausing or terminating a flexible working arrangement
- specific conditions for working from home arrangements
- specific conditions for ad-hoc flexible working arrangements
- specific conditions regarding the alteration of an employee's regular span of hours (bandwidth hours).

Examples of flexible working arrangements include:

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

Legislative requirements

When responding to requests by agreement-covered employees for flexible working arrangements, agencies must meet the requirements of the flexible working arrangements clause contained in their enterprise agreement. Failure to follow the steps set out in the flexible working arrangements clause may result in a contravention of the agency's enterprise agreement, in breach of section 50 of the [Fair Work Act 2009 \(Cth\)](#) (**FW Act**).

In addition to an agency's enterprise agreement, the National Employment Standards (**NES**) set out in Part 2-2 of the FW Act, provides baseline entitlements for certain eligible employees to request flexible working arrangements. The NES outlines processes and entitlements, which are contained in Division 4 of the NES (sections 65, 65A, 65B, 65C of the FW Act). These sections provide that certain employees are eligible to request flexible working arrangements because of their specific circumstances, explain employers' obligations when considering and responding to flexible working requests, and outline the dispute resolution process in the Fair Work Commission.

Further information on the legislative requirements for flexible work is available below and on the Fair Work Ombudsman's [website](#).

Common clause enhancements to legislative requirements

The common clause largely reflects the NES processes and entitlements specified in the FW Act, however it contains a number of key enhancements which agencies are obligated to uphold under their enterprise agreement:

- extending the right to request flexible working arrangements to all employees, not just those eligible under the NES
- extending the right to request flexible work from when an employee commences employment, and not just employees who have the minimum 12 month period of service
- including a bias towards approving requests in the common clause principles
- recognising that flexibility applies to all roles in the APS, with different types of arrangements being suitable for different types of roles
- making responses to requests subject to the dispute resolution procedures in the agency's enterprise agreement
- including a requirement for agencies to consider connection to Country and cultural obligation in responding to requests from First Nations employees for altering the location of work

- restricting agencies from imposing caps on the time that groups of employees can work from home or work remotely
- setting out procedures for ‘ad-hoc’ requests for flexible working arrangements.

Frequently Asked Questions

1. Does an employee need to have a minimum period of service to request a flexible working arrangement?

No, there are no minimum service requirements for making a request for a flexible working arrangement. Under the common clause, employees are entitled to make a flexible working arrangement request any time after they have been engaged as an employee of their agency.

2. What does a bias towards approving requests mean?

A bias towards approving flexible working arrangements means that requests for a flexible working arrangement should be considered favourably. Agencies must only refuse a request if there are reasonable business grounds to do so, and must work collaboratively with the employee to find alternative arrangements which may accommodate the employee’s circumstances where possible.

3. What constitutes reasonable business grounds for refusing a flexible work request?

The common clause outlines a non-exhaustive list of reasonable business grounds. It reflects the non-exhaustive list set out in section 65A(5) of the FW Act, with the addition of security and work health and safety grounds. These are set out in **Attachment A**. Agencies should have specific regard to this list when considering whether there are reasonable business grounds to refuse a request. In addition, agency decision makers should exercise their own judgment when determining what may constitute reasonable business grounds in relation to requests for flexible working arrangements. This is because what constitutes reasonable business grounds will require an assessment of all the circumstances relevant to the request. This may include, but is not limited to, the following:

- the nature of the flexible working arrangement requested
- the employee’s personal circumstances and the reason for the request
- the requirements of the employee’s role and whether the arrangement requested would impact their ability to perform their role
- the specific operational needs of the business area and whether approving the request would have a significant negative effect on customer service
- specific security and work health and safety requirements, including psychosocial safety which may apply to the employee or the performance of their role.

When refusing a flexible working arrangement request, agencies must, in writing, set out details of the reasons for refusal, and set out the agency’s specific business grounds for refusing the request, including explaining how those grounds apply to the request. The response must also include any changes the agency would be prepared to make to accommodate the employee’s circumstances, or specifically state that there are no such changes the

agency is prepared to make. This must follow a discussion with the employee and a genuine attempt to reach agreement.

Case Study 1: [Peter Ridings v Fedex Express Australia Pty Ltd T/A Fedex \[2024\] FWC 1845 \(12 July 2024\)](#).

A Fair Work Commission (FWC) case found that an employer did not have reasonable business grounds to refuse an employee's request to continue working entirely from home, on the basis of his caring responsibilities. The FWC noted that 'as part of the National Employment Standards, the purpose of flexible working arrangements is to accommodate circumstances of individual employees if the employer is in a position to do so'.

The FWC found that 'although the benefits of working in the office are made out, FedEx failed to consider the Applicant's personal circumstances in their reasoning for refusing their request or how approving the request would be detrimental to the business. Generic and blanket HR answers are not sufficient alone to establish a reasonable business ground for refusing a request'.

The FWC noted that 'if the argument was that the lack of interaction and collaboration would cause a likely detriment to productivity and efficiency, it would need to be substantiated. For instance, if the employee was not meeting targets, difficult to contact, and tasks were not being performed to a specific standard while he or she was working remotely, it would be a reasonable business ground to refuse the request. Another example could have been the lost opportunity to assist an employee to improve performance through collaboration and guidance if working from home 100% of the time. Another reason FedEx could have considered was concerns on the Applicant's wellbeing. Working from home arrangements on a full-time basis can be isolating, particularly in a potentially stressful home environment. Ensuring that the Applicant would work in the office in some kind of regular pattern would allow the Respondent to ensure there are adequate support processes at work for him'.

The FWC found that the employer held legitimate concerns about the employee's situation and the requirements of his role and it would be unfair to grant the employee his request given his lack of cooperation with the employer in seeking an arrangement that could work for both parties. The FWC had found that the employee had refused the employer's lawful and reasonable post-coronavirus direction to work from the office one day a week and was instead working 'according to his own preference', noting he had 'no authority to do so'. The FWC ordered:

- The employee's request to work from home entirely (4 days) was not granted
- The employer was to make 2 changes to the employee's arrangements
 - the employee may work from home for 3 days a week
 - the employee is required to work at the office for 1 day a week.

Case Study 2: [Charles Gregory Gregory v Maxxia Pty Ltd - \[2023\] FWC 2768 \(16 November 2023\)](#).

A FWC case found that an employer had reasonable business grounds to refuse an employee's request for a 100% working from home arrangement, on the basis of the benefits associated with physical attendance for his role.

The employee was underperforming in their role and had already been provided with fortnightly virtual support sessions to increase their performance. The employee had applied to work 100% from home to assist in managing their medical condition (inflammatory bowel disease) and to care for their child (for one week each fortnight).

The business argued that it would be advantageous to observe and support the employee in the office to improve their performance, and would allow the employee to work in the office during the week where he was not responsible for caring for his child.

The FWC accepted the employer's proposition that it would be desirable for the employee to have "face-to-face" contact with the workforce team:

- to allow for observation, interaction and (if necessary) coaching to improve the employee's productivity and provide them with greater support,
- as the employee's knowledge and experience could be more easily accessed by less experienced team members on a face to face basis.

The FWC found the grounds on which the employer refused the request to have been reasonable business grounds.

4. What does flexibility applying to all roles in the APS mean?

Different types of flexibility will apply to every role in the APS, and all APS employees are entitled to make a request for flexible working arrangements. The type of flexible work available to an employee depends on the requirements of their role, meaning not all types of flexibility will be appropriate for all roles in the APS.

5. How does the flexible working arrangements common clause interact with the Secretaries Board Principles on Flexible Work?

The [Principles of Flexible Work in the APS](#) (the Principles) were endorsed by the Secretaries Board on 28 March 2023. The Principles set out the Secretaries Board's commitment to embedding flexible work across the APS.

Workplace flexibility was a central issue in APS bargaining, with bargaining parties reaching broad agreement on a common clause to be included in all APS enterprise agreements. The common clause on flexible working arrangements took into account a number of factors, including the Principles.

Under the FW Act, agencies are obligated to abide by the flexible working arrangements common clause as it is set out in their final enterprise agreement approved by the Fair Work Commission, and it forms a condition of employment.

6. How does the flexible working arrangements common clause interact with the APS Employee Value Proposition (EVP) Statement?

The [APS EVP Statement](#) was developed under the sponsorship of the Secretaries Board Future of Work Sub-committee. The APS EVP does not replace agency EVPs, enterprise agreements or employment tools. It describes the employment experience across the APS and complements, strengthens and reinforces existing agency-specific EVPs.

The APS EVP Statement complements the common clause on flexible working arrangements by recognising that flexibility is a core part of how the APS does business, and by encouraging managers to work with employees to find beneficial flexible work arrangements.

7. Can I pause an employee's flexible working arrangement for training or when they are starting a new role?

When first entering into a formal flexible working arrangement, agencies should consider whether, as part of the arrangement, an employee may be required, on occasion and where appropriate, to alter their agreed work schedule or attend a physical office for reasons such as in-person training.

Managers and employees are encouraged to discuss where business or personal reasons may require a short term change to a work arrangement. Managers and staff should both recognise that at times, there may be business and personal reasons which require a flexible working arrangement to be varied on either a short-term or, more permanent basis. This may include additional days in an office or changing a part-time employee's agreed work schedule. In these circumstances, the employee should be provided with as much notice as possible, and before varying, pausing or terminating the employee's flexible working arrangement, the agency must meet the requirements outlined in clause 14-17 of the common clause.

Where an employee has a flexible working arrangement in place, agencies can seek their agreement to pause their flexible working arrangement to facilitate attendance of in-person training or office attendance when starting a new role. If an employee does not agree to pause their arrangement, agencies should ensure they have considered the business grounds for their request and have taken into account the circumstances of the individual employee when seeking to unilaterally pause the arrangement, and follow the process outlined under clause 17 of the common clause.

8. What happens to an employee's flexible working arrangement when they move teams or agencies?

When moving to a new team within the same agency, the relevant manager/delegate should have an initial discussion with the employee to either confirm that their existing flexible working arrangement is suitable for their new role, or seek to vary their existing arrangement if it is not compatible with the new role. If the employee does not agree to vary their existing arrangement, the process outlined in clause 17 must be followed.

When transferring employment to a new agency, an employee will have to submit a new flexible working arrangement request to be considered by the receiving agency, in line with any specific policies and processes the receiving agency may have in place.

In both circumstances, it is recommended that agencies discuss flexible working arrangements with an employee prior to their move into a new role or agency, and should seek to maintain existing flexible working arrangements, or offer alternative arrangements to accommodate the employee's individual circumstances where possible.

9. What does 'no caps' in relation to working from home or remotely mean?

The common clause prevents caps being applied to groups of employees on the number of days they can be approved to work from home. Managers and supervisors can still have discussions with employees about the attendance for in-person training or team catch-ups, and if agreed these can be reflected in the written flexible working arrangement or short-term ad-hoc variation to the arrangement.

'No caps' does not mean employees have an unfettered right to access working from home arrangements or to work from home 100% of the time. Instead, each request should be considered on its own individual merits, (having regard to the individual circumstances of the employee), and can be refused on reasonable business grounds in accordance with the requirements of the clause.

10.Can agencies maintain or implement policies where employees may work from home a specified amount of time without making a flexible working arrangement?

Yes, agencies may maintain or implement such policies. For example, an agency may have in policy that employees can work from home 2 days a week without a formal flexible working arrangement in place. In these circumstances, agencies should ensure they are still upholding their work, health and safety obligations and security requirements. Agencies are also encouraged to have a system in place to measure the frequency of employees accessing these arrangements. The availability of informal arrangements should not diminish employees' ability to request flexible working arrangements in accordance with the flexible work clause.

11.What is the difference between a formal request for a flexible working arrangement and an ad-hoc request for a flexible working arrangement?

A formal request for a flexible working arrangement must be made in writing, and contain the details set out in clause 6 of the common clause, including the details of the change sought by the employee and the reasons for the change. A formal request for flexible working arrangements will generally relate to a long-term, regular flexible working arrangement, and is subject to the formal response process outlined in clause 8 of the common clause. For example, an employee may wish to request a flexible working arrangement to start and finish at a later time every Wednesday to facilitate them attending regular appointments to manage a documented health condition.

An ad-hoc request for flexible working arrangements refers to a request being made for one-off or short term arrangements for circumstances which are not ongoing. These requests are not subject to the formal request and response process, however employees should (where practicable) make ad-hoc requests in writing and provide as much notice as possible. For example, an employee may request on short notice to work from home to better facilitate them attending a one-off medical appointment during the day. Ad-hoc requests should still be considered with a bias towards approval, taking into account the employee's circumstances and reasonable business grounds.

12.How can agencies oversee safe and secure working conditions when employees are working from home?

Whether an employee can safely and securely perform their duties from home will be relevant factors for agencies to consider when assessing and responding to flexible working arrangement requests. The common clause provides that a reasonable business ground for refusing a flexible working arrangement request includes if it would not be possible to accommodate the request without significant changes to security requirements or where work health and safety risks cannot be mitigated. Agencies will need to consider these factors on a case by

case basis, taking into account the employee's individual circumstances, the nature of their work and the requirements of their role.

Under applicable work health and safety legislation including the [Work Health and Safety Act 2011 \(Cth\)](#), employers and workers have obligations to take steps to ensure workers are safe at work. This includes when employees are working from home on a formal or ad-hoc flexible working arrangement. Agencies should ensure they have appropriate policies and procedures in place to ensure employees are safely working from home. This should include requiring employees to take steps to ensure their own safety, for example by confirming they have an ergonomically appropriate workspace and adequate lighting. This should also include ensuring that appropriate measures are put in place to eliminate or minimise psychosocial hazards associated with the role so far as is reasonably practicable. This may include establishing and maintaining frequent communication to ensure remote workers feel supported and connected to their work team.

Agencies should also ensure they have appropriate policies and procedures in place to ensure employees adequately protect sensitive information while working from home. Depending on the security classification of specific documents or information accessed by an employee in their role, it may not be possible for some work to be conducted from home without appropriate security measures in place. For example, it may only be possible for employees to access highly sensitive information at a secure premises of their agency. In other cases, employees may be required to securely store work materials kept at home and lock work computers when they are not in use.

Any specific security and work health and safety requirements applicable to an individual employee should also appropriately be recorded in writing in the employee's flexible working arrangement.

The Department of Home Affairs' [Protective Security Policy Framework](#) highlights security obligations of agencies and can assist agencies in ensuring their people, information and assets are protected from security threats.

Comcare offers the [Comcare working from home guide for employees](#) and [Comcare working from home guide for employers](#) which provides clear and succinct practical tips for both employers and employees on how to manage hazards which may be associated with working from home.

Safe Work Australia has released [Safe Work Australia Working From Home Resources](#) which links to several different resources for employers regarding working from home, including:

- working from home information sheets
- workstation infographics.

This resource provides clear practical advice to employers on how to uphold WHS obligations and minimise risks for remote workers.

Deloitte's [Reset, Restore, Reframe – enabling wellbeing through flexible work](#) document is based on the 'Making Fair Work FlexWork' report and provides key take-aways for organisations based on the survey data. The report includes practical information on how:

- to design flexible work for employee wellbeing
- to manage psycho-social hazards for flexible workers

- leaders are integral to enabling flexible working.

13.What is connection to Country and how should it be considered when responding to requests to change location of work for First Nations employees?

According to the Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS), “Country” is the term used by Aboriginal peoples to describe the lands, waterways and seas to which they are connected. The term contains complex ideas about law, place, custom, language, spiritual belief, cultural practice, material sustenance, family and identity.¹ The deep relationship between First Nations peoples and Country is often described as ‘connection to Country’.

This may, for example, be relevant where a First Nations employee is working in a role in one location but has a connection to Country in another location. While this is one factor in making a decision on whether to agree to a flexible working arrangement, it is important that an employee’s connection to Country (where this applies) is considered alongside the other factors of a request.

14.What happens to the review date of a flexible working arrangement if it is varied during the life of the arrangement?

The variation of a formal flexible working arrangement constitutes a new flexible working arrangement request under the common clause, and is therefore subject to the formal request and response process set out in clauses 5 to 12 of the common clause. Under clause 13 of the common clause, the default review date for the varied arrangement will therefore be 12 months following variation, unless a shorter time period for review is agreed to by both parties.

15.When can an agency seek to vary, pause or terminate an employee’s flexible working arrangement?

A formalised flexible working arrangement may only be varied, paused or terminated by an agency without the employees’ agreement in the following circumstances:

- on reasonable business grounds (subject to the requirements of clause 17)
- in urgent and critical operational circumstances, or
- where an employee has demonstrated a repeated failure to comply with the terms of their agreed arrangement.

When seeking to vary, pause or terminate an employee’s flexible working arrangement on reasonable business grounds, agencies must provide the employee with reasonable notice and fulfil the requirements outlined under clause 17. Agencies should ensure they have had a discussion with the employee, had regard to the consequences of the change for the employee, genuinely tried to reach agreement and informed the employee in writing of the change.

¹ AIATSIS, Welcome to Country, [Welcome to Country | AIATSIS corporate website](#)

Agencies do not need to provide reasonable notice or fulfil the requirements outlined under clause 17 in urgent or critical operational circumstances, or where an employee has demonstrated a repeated failure to comply with their agreed arrangement.

16. Is underperformance a reason to vary, pause or terminate an employee's flexible working arrangement?

Prior to seeking to vary or terminate an arrangement, agencies should first seek to address underperformance through other measures, including discussion between the employee and their manager and, where necessary, the underperformance processes outlined in the enterprise agreement and/or policy.

Agencies should carefully consider whether it is appropriate to change an employee's flexible working arrangement due to underperformance. This consideration should focus on the nature of the employee's role, how performance or productivity can be measured in the role, whether it can be demonstrated that the employee would benefit from changes to the flexible working arrangement and the individual circumstances of the employee. For example, an agency may seek to vary an employee's working from home arrangement or compressed hours arrangement to better facilitate face-to-face supervision and coaching to improve an employee's performance.

Agencies should note that they must clearly demonstrate that the variation, pause or termination of the employee's arrangement was on reasonable business grounds and must follow the process set out in clause 17 of the common clause.

17. What happens if an employee wishes to dispute the decision to refuse their flexible working arrangement request?

If refusing an employee's request, in their written response agencies must notify the employee that the decision is subject to the dispute resolution procedures of their enterprise agreement, and if eligible under s65(1) of the FW Act, the dispute resolution procedures outlined in s65B and s65C of the FW Act.

An employee may dispute the decision to refuse their request under the dispute resolution terms of their enterprise agreement. Under the dispute resolution common clause, parties to the dispute must, in the first instance, attempt to resolve the dispute at a workplace level through discussion between the employee and relevant manager(s). Parties must give genuine consideration to proposals to resolve the dispute at the workplace level. If it is not possible to resolve the dispute at a workplace level, an employee may refer the dispute to the Fair Work Commission. In the event the Fair Work Commission cannot resolve the dispute, it may arbitrate the dispute and make a determination that is binding on the parties involved.

An employee who is eligible to make a request for flexible working arrangements under s65(1) of the FW Act may also dispute the decision under the dispute resolution procedures outlined in s65B and s65C of the FW Act.

Under s.33 of the [Public Service Act 1999](#), APS employees are entitled to reviews of actions or decisions that relate to their APS employment, with some exceptions. The [Public Service Regulations 2023](#) provide the framework for the review scheme, and the limits and exceptions that apply.

18. What are the requirements under the *Fair Work Act 2009* (Cth) regarding flexible working arrangements?

The NES provides baseline entitlements for certain eligible employees to request flexible working arrangements. These are set out in Part 2-2, Division 4 (sections 65, 65A, 65B, 65C) of the [FW Act](#). The NES provisions apply separately to the common clause. Where the NES provisions apply to an employee making a flexible working arrangements request, the common clause does not diminish the employee's entitlements under the NES.

Eligible circumstances for making a request:

Section 65(1) of the FW Act provides that an eligible employee may request a flexible working arrangement if one of the following circumstances apply to them, and the employee would like to change their working arrangements because of those circumstances:

- The employee is pregnant;
- the employee is the parent, or has responsibility for the care, of a child who is of school age or younger;
- the employee is a carer (within the meaning of the Carer Recognition Act 2010);
- the employee has a disability;
- the employee is 55 or older;
- the employee is experiencing family and domestic violence;
- the employee provides care or support to a member of the employee's immediate family, or a member of the employee's household, who requires care or support because the member is experiencing family and domestic violence.

Section 65 of the FW Act also expressly provides that an eligible employee who is returning from parental leave may request to work part-time to assist the employee to care for the child.

To be entitled to make a request under section 65 of the FW Act, non-casual employees must have completed at least 12 months of continuous service with the employer immediately before making the request. Casual employees must have been employed as a regular casual employee for at least the previous 12 months, and have a reasonable expectation of continuing employment by the employer on a regular and systemic basis.

Request and response process:

An employee's flexible working arrangement request under the NES must be made in writing. An employee must set out details of the change sought and the reasons for the change. The employer must respond in writing to the request within 21 days.

The employer may only refuse the request if:

- they have discussed the request with the employee, and genuinely tried to reach an agreement with the employee about making changes to the employee's working arrangements to accommodate the circumstances outlined in the employee's request;
- the employer and the employee have not reached such an agreement;
- the employer has had regard to the consequences of the refusal for the employee; and
- the refusal is on reasonable business grounds.

Section 65A(5) of the FW Act provides a non-exhaustive list of reasonable business grounds for refusing a request. These largely mirror the reasonable business grounds provided in clause 11 of the common clause (however the common clause contains an additional ground related to security and work health and safety requirements).

If an employer refuses the request, the written response must:

- include details of the reasons for the refusal, set out the employer's particular business grounds for refusing the request and explain how those grounds apply to the request
- either set out the changes the employer would be willing to make which would accommodate the employee's circumstances (to any extent), or state that there are no such changes, and
- inform the employee that if all parties are unable to resolve the dispute through discussion at the workplace level, the parties may refer the dispute to the Fair Work Commission as per sections 65B and 65C of the FW Act.

If, following discussions between the employer and the employee, the parties agree to a change to the employee's working arrangements that differs from that set out in the employee's request, the employer's written response must set out the agreed change.

Dispute and Arbitration Process:

Sections 65B and 65C of the FW Act empower the Fair Work Commission to deal with disputes arising from an employer's refusal of, or failure to reply within 21 days, to an employee's request for flexible working arrangements.

In the first instance, the parties to the dispute must attempt to resolve the dispute at the workplace level, by having discussions between the parties. If discussions at this level do not resolve the dispute, a party to the dispute may refer the dispute to the Fair Work Commission.

Further information on the legislative requirements for flexible work is available on the Fair Work Ombudsman's [website](#).

If you have any questions about this guidance, or you experience any accessibility difficulties with this document, please contact WRreform@apsc.gov.au.

Disclaimer

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Attachment A – Annotated Common Clause

Common Clause	Key Guidance / Explanation
Flexible working arrangements 1. The <agency>, employees and their union recognise: 1.1 the importance of an appropriate balance between employees' personal and working lives, and the role flexible working arrangements can play in helping to achieve this balance; 1.2 access to flexible work can support strategies to improve diversity in employment and leadership in the APS; 1.3 access to flexible work supports APS capability, and can assist in attracting and retaining the employees needed to deliver for the Australian community, including employees located at a wider range of locations; 1.4 that flexibility applies to all roles in the <agency>, and different types of flexible working arrangements may be suitable for different types of roles or circumstances; and 1.5 requests for flexible working arrangements are to be considered on a case-by-case basis, with a bias towards approving requests.	Clause 1.1 - 1.3 – Benefits of flexible work - These clauses outline a number of aspects of flexible work recognised as benefits by Agencies, employees and their union(s). Clause 1.4 – Flexibility applies to all roles - Types of flexible work will apply to every role in the APS, and all APS employees are entitled to make a request for flexible working arrangements. The type of flexible work available to an employee is subject to the nature of the requirements of their role. - Not all types of flexibility will apply to all roles in the APS. - For example, a role which will always require an employee to attend a specific work location to fulfil the requirements of their role will not be suited to a working from home arrangement. However, other forms of flexibility such as a part-time working arrangement or job sharing arrangement may be suitable for the role. Clause 1.5 – Bias towards approving requests - Agencies should consider request favourably, should only refuse a request if there are reasonable business grounds to do so, and must work collaboratively with the employee to find alternative arrangements which may accommodate the employee's circumstances where possible. - Agencies should aim to provide fair and equitable opportunities for flexible working arrangements for all employees, and consider each request for flexible working arrangements on an individual basis, having regard to both the business needs of the agency and the individual's specific circumstances.
2. The <agency> is committed to engaging with employees and their union to build a culture that supports flexible working arrangements across the <agency> at all levels. This may include developing and implementing strategies through an <agency> consultative committee.	Clause 2 – Commitment to engaging with employees and unions to build a culture of flexible work This clause recognises the need for agencies to engage with unions and employees on flexible working arrangement policies and practices. This may include engagement with an agency consultative committee.
3. Flexible working arrangements include, but are not limited to, changes in hours of work, changes in patterns of work and changes in location of work.	Clause 3 – What flexible working arrangements include - Flexible working arrangements can include, but are not limited to: - Changes to hours of work – for example changes to start and finish times, compressed hours or part-time working arrangements - Patterns of work – for example split shifts or job sharing - Locations of work – for example working from home or transferring to a new office location.
<i>Requesting formal flexible working arrangements</i> 4. The following provisions do not diminish an employee's entitlement under the NES. 5. An employee may make a request for a formal flexible working arrangement. 6. The request must: 6.1 be in writing; 6.2 set out details of the change sought (including the type of arrangement sought and the proposed period the arrangement will operate for); and 6.3 set out the reasons for the change, noting the reasons for the change may relate to the circumstances set out at section 65(1A) of the FW Act.	Clause 4 – NES precedence clause - This clause ensures that, where there are inconsistencies between the National Employment Standards (the NES) and the terms of the enterprise agreement, the NES will prevail where the NES provides for more beneficial entitlements to the employee. - Where the NES gives an employee a right to make a flexible working arrangements request (see Part 2-2, Division 4 of the FW Act), the common clause does not diminish the employee's entitlements under the NES. Clauses 5 and 6 – Requesting formal flexible working arrangements - If a request does not meet the criteria set out in clause 6, it will not be considered a formal request, and therefore is not subject to the formal response process under the common clause. - Agencies may wish to create a template form to be provided to employees to fill out for requests for flexible working arrangements. However, agencies should note that other forms of written correspondence, such as an email or Microsoft Teams message from an employee to their manager, could constitute a formal written request, so long as the details of the change sought and reasons for the change sought are set out in the written correspondence. - Employee requests must include reasons for the proposed change in working arrangements to enable the agency to consider the employee's individual circumstances and have regard to the consequences of refusing the employee's request. - A reason for wanting a flexible working arrangement does not have to be a circumstance under the NES, although this may give further weight to considerations agencies must make when considering the consequences for the employee if the request is refused. - Section 65(1A) of the FW Act sets out the circumstances that an employee may request a flexible working arrangement under the NES. - Subject to privacy, work health and safety and anti-discrimination laws, an agency may issue lawful and reasonable directions to employees to provide further information or evidence to support their request for a flexible working arrangement. This includes if the delegate considers that evidence is required to assist their decision-making process, including to have regard to the consequences for the employee if the request was refused.

Common Clause	Key Guidance / Explanation
7. The <Agency Head> must provide a written response to a request within 21 days of receiving the request. 8. The response must: 8.1 state that the <Agency Head> approves the request and provide the relevant detail in clause 9; or 8.2 if following discussion between the <agency> and the employee, the <agency> and the employee agree to a change to the employee's working arrangements that differs from that set out in the request – set out the agreed change; or 8.3 state that the <Agency Head> refuses the request and include the following matters: 8.3.1 details of the reasons for the refusal; and 8.3.2 set out the <agency's> particular business grounds for refusing the request, explain how those grounds apply to the request; and 8.3.3 either: 8.3.3.1 set out the changes (other than the requested change) in the employee's working arrangements that would accommodate, to any extent, the employee's circumstances outlined in the request and that the agency would be willing to make; or 8.3.3.2 state that there are no such changes; and 8.3.3.3 state that a decision to refuse the request, or failure to provide a written response within 21 days is subject to the dispute resolution procedures of the enterprise agreement, and if the employee is an eligible employee under the FW Act, the dispute resolution procedures outlined in sections 65B and 65C of the FW Act.	Clause 7 and 8 – Requirements for responding to a formal request - Agencies are obligated to follow the formal response process under both their enterprise agreement and, where applicable, section 65A of the FW Act. - Prior to refusing a request, agencies must have a genuine discussion with the employee to determine whether there are alternative arrangements which can be offered to the employee to accommodate their circumstances (to any extent). These discussions should be appropriately documented by agencies. - If agreement is reached on alternative arrangements, these arrangements must be set out by the Agency when responding to the request. - Agencies should consider the appropriate level of delegation for discussion and decision-making, noting existing managerial relationships and potential personal sensitivities that may be inherent in some requests. - A written response refusing a request should include: - A summary of the request - Dates of discussion and summaries of discussions - Consideration of the impacts of refusal on the employee - The reasonable business grounds/ details of the reasons for the refusal - A statement that the decision to refuse the request, or failure to provide a response within 21 days is subject to the dispute resolution clause of their enterprise agreement, and if they are an eligible employee under s65(1) of the FW Act, the dispute resolution procedures outlined in s65B and s65C of the FW Act. - If a dispute is raised, agencies should genuinely attempt to resolve the dispute at a workplace level through genuine discussion with the employee, to seek to avoid escalation of the dispute to the Fair Work Commission.
9. Where the <Agency Head> approves the request this will form an arrangement between the <agency> and the employee. Each arrangement must be in writing and set out: 9.1 any security and work health and safety requirements; 9.2 a review date (subject to clause 13); and 9.3 the cost of establishment (if any).	Clause 9 – Creating a flexible working arrangement The separate written arrangement based on the approved request should set out: - The details of the arrangement – the form of flexible work to be accessed by the employee and any relevant information specific to the form of flexible work (location, start/finish times, days working etc.) - Any security and health and safety requirements necessary to facilitate the flexible working arrangement. - Relevant costs regarding the establishment of the arrangement. - Any other matters agreed to between the employee and the employer to facilitate the arrangement. For example, if an agency approves an employee to work remotely under a flexible working arrangement, the agency and employee may agree the employee will attend the office once every 3 months to assist with maintaining their connection with the workplace.
10. The <Agency Head> may refuse to approve the request only if: 10.1 the <agency> has discussed the request with the employee; and 10.2 the <agency> has genuinely tried to reach an agreement with the employee about making changes to the employee's working arrangements to accommodate the employee's circumstances (subject to any reasonable business grounds for refusal); and 10.3 the <agency> and the employee have not reached such an agreement; and 10.4 the <agency> has had regard to the consequences of the refusal for the employee; and 10.5 the refusal is on reasonable business grounds.	Clause 10 - Steps an employer must take prior to refusing a request for flexible working arrangements. - Prior to refusing a request for flexible work, the criteria outlined under clause 10 must be met. - Steps taken prior to refusal should be appropriately documented. This documentation may be needed if a dispute is raised regarding the refusal.

Common Clause	Key Guidance / Explanation
11. Reasonable business grounds include, but are not limited to: 11.1 the new working arrangements requested would be too costly for the <agency>; 11.2 there is no capacity to change the working arrangements of other employees to accommodate the new working arrangements requested; 11.3 it would be impractical to change the working arrangements of other employees, or to recruit new employees, to accommodate the new working arrangements requested; 11.4 the new working arrangements requested would be likely to result in a significant loss in efficiency or productivity; 11.5 the new working arrangements requested would be likely to have a significant negative impact on customer service; and 11.6 it would not be possible to accommodate the working arrangements without significant changes to security requirements, or where work health and safety risks cannot be mitigated.	Clause 11 – Reasonable business grounds - The common clause outlines a non-exhaustive list of reasonable business grounds. It reflects the non-exhaustive list set out in section 65A(5) of the FW Act, with the addition of security and work health and safety grounds. - Agency decision makers should exercise their own judgment when determining what may constitute reasonable business grounds. This is because what constitutes reasonable business grounds will require an assessment of all the circumstances relevant to the request. - These factors may include, but are not limited to, the following: - the nature of the flexible working arrangement requested, - the employee’s personal circumstances and the reason for the request, - The nature of the role performed by the employee – their regular work pattern, type of duties performed, - the requirements of the employee’s role and whether the arrangement requested would impact their ability to perform their role, - the specific needs of the business area and the effect approving the request would have on the workplace, and - specific security and work health and safety requirements which may apply to the employee or the performance of their role. - When refusing a flexible working arrangement request, agencies must, in writing, set out details of the reasons for refusal, and set out the agency’s specific business grounds for refusing the request, including explaining how those grounds apply to the request.
12. For First Nations employees, the <agency> must consider connection to country and cultural obligations in responding to requests for altering the location of work.	Clause 12 – Connection to Country and cultural obligations - The intent of this clause is to recognise the importance of Country to First Nations employees, and to ensure that relationship to Country and cultural obligations is considered when a First Nations Employee makes a request to alter their location of work. - According to the Australian Institute of Aboriginal and Torres Strait Islander Studies (2024), ‘Country is the term often used by Aboriginal peoples to describe the lands, waterways and seas to which they are connected. The term contains complex ideas about law, place, custom, language, spiritual belief, cultural practice, material sustenance, family and identity.’ - This may for example be relevant where a First Nations employee is working in a role in one location but has a connection to Country and cultural obligations which are in another location. While this is one factor in making a decision on whether to agree to a flexible working arrangement, it is important that an employee’s connection to Country (where this applies) is considered alongside the other factors of a request.
13. Approved flexible working arrangements will be reviewed by the <agency> and the employee after 12 months, or a shorter period, if agreed by the employee. This is to ensure the effectiveness of the arrangement.	Clause 13 – Review of flexible working arrangements - All flexible working arrangements must be reviewed on an annual basis, unless a shorter review period is agreed to between the employee and the agency. - Prior to undertaking a formal review of the flexible working arrangement, delegates are encouraged to check-in with employees throughout the flexible working arrangement to determine its effectiveness and flag any potential items of discussion which may arise during the formal review. - Relevant matters which may be considered during a review include: - Employee performance needs - Work health and safety requirements - Security requirements - Fulfilment of any other conditions outlined in the flexible working arrangement - Alternative arrangements which may better fit the individual circumstances of the employee, or business needs of the Agency. - It is recommended that all reviews are documented, including the content of discussion. Any changes resulting from a review should be formalised in a new flexible working arrangement.

Common Clause	Key Guidance / Explanation
<i>Varying, pausing or terminating flexible working arrangements</i> 14. An employee may request to vary an approved flexible working arrangement in accordance with clause 6. An employee may request to pause or terminate an approved flexible working arrangement. 15. The <Agency Head> may vary, pause or terminate an approved flexible working arrangement on reasonable business grounds, subject to clause 17. 16. The <agency> must provide reasonable notice if varying, pausing or terminating a flexible working arrangement without the agreement of the employee, having regard to the circumstances of the employee. Exceptions to this requirement are urgent and critical operational circumstances or an employee’s demonstrated and repeated failure to comply with the agreed arrangements. 17. Prior to the <Agency Head> varying, pausing or terminating the arrangement under clause 15, the <agency> must have: 17.1 discussed with the employee their intention to vary, pause or terminate the arrangement with the employee; 17.2 genuinely tried to reach an agreement with the employee about making changes to the employee’s working arrangements to accommodate the employee’s circumstances (subject to any reasonable business grounds for alteration); 17.3 had regard to the consequences of the variation, pause or termination for the employee; 17.4 ensured the variation, pause or termination is on reasonable business grounds; and 17.5 informed the employee in writing of the variation, pause or termination to the approved flexible working arrangement, including details set out in clause 8.3.	Clauses 14 to 17 – Procedures for varying, pausing or terminating flexible working arrangements - Employees may request to pause or terminate an approved flexible working arrangement. They may also request to vary an approved flexible working arrangement in accordance with clause 6. - When seeking to vary, pause or terminate a flexible working arrangement, agencies must do so on reasonable business grounds, provide reasonable notice and undertake the steps set out under clause 17. Agencies should ensure they have had a discussion with the employee, had regard to the consequences of the change for the employee, genuinely tried to reach agreement and informed the employee in writing of the change. - Delegates should use their best judgement when determining what constitutes reasonable notice, and should provide employees with as much notice as possible. What may be considered reasonable notice will depend on the circumstances of the individual employee and the relevant business grounds for seeking to vary, pause or terminate the arrangement. Clause 16 – Exceptions to the formal procedures for varying, pausing or terminating flexible working arrangements - Agencies do not need to provide reasonable notice or fulfil the requirements outlined under clause 17 in urgent or critical operational circumstances, or where an employee has demonstrated a repeated failure to comply with their agreed arrangement. - Urgent and critical operational circumstances refer to circumstances which may arise quickly and without prior warning which have a critical impact on the operations of an agency. - Prior to cancelling an employee’s flexible working arrangement due to a repeated failure to comply with agreed arrangements, agencies should ensure prior discussions have taken place with the employee to raise concerns regarding their compliance, and discuss any possible options to assist the employee in meeting their arrangements if possible. Consideration should be given to any mitigating circumstances and also to the impact the cancellation would have on the employee. - Agreed arrangements refer to those details set out in the employee’s agreed flexible working arrangement, including security and work health and safety considerations, and any other conditions which may have been set out. Agencies should consider carefully how these conditions are documented and communicated with the employee.
<i>Working from home</i> 18. The <agency> will not impose caps on groups of employees on the time that may be approved to work from home or remotely, with each request to be considered on its merits.	Clause 18 – No caps on working from home or remote work - Agencies are not to impose caps on groups of employees on the time that may be approved to work from home or remotely, or the amount of time they may request to work from home or remotely. - Managers and supervisors can still have discussions with employees about the attendance for in-face training or team catch-ups, and if agreed these can be reflected in the written flexible working arrangement or short-term ad-hoc variation to the arrangement. ‘No caps’ does not mean employees have an unfettered right to access working from home arrangements or work from home 100% of the time. Instead, each request should be considered on its own individual merits (having regard to the individual circumstances of the employee), and can be refused on reasonable business grounds in accordance with the requirements of the clause. - Agencies can still maintain policies which allow for employees to work from home for a specific number of days without a formal flexible working arrangement. - In these circumstances, agencies should ensure they are still upholding their work, health and safety obligations and security requirements, and that employees are aware they can still submit formal requests for working from home arrangements under the common clause.
19. The <agency> may provide equipment necessary for, or reimbursement, for all or part of the costs associated with establishing a working from home arrangement.	Clause 19 – Provision of equipment and/or reimbursement for equipment - Agencies may find it useful to outline in policy their arrangements for provision of equipment or reimbursement for equipment. - The costs to be reimbursed to the employee should be set out in the formal arrangement between the employee and the Agency. - When considering what is appropriate to provide to employees, agencies may take into account the individual circumstances of the employee and the requirements of their role (in addition to WHS and security requirements).
20. An employee working from home is covered by the same employment conditions as an employee working at an office site under this agreement.	Clause 20 – Employees working from home are covered by the same employment conditions as an employee working at an office site - Agencies should not treat employees working from home differently with respect to their entitlements under the EA. This includes expectations for, and application of, working hours, flextime and/or EL TOIL and any other relevant entitlements. - For example, an employee working from home should not be expected to work additional hours in comparison to an employee working in an office.

Common Clause	Key Guidance / Explanation
21. The <agency> will provide employees with guidance on working from home safely.	Clause 21 – Agencies will provide employees with guidance on working from home safely - Agencies are obligated to provide employees with some form of guidance on working from home safely. This may include factsheets/checklists on setting up an ergonomic home workstation and information on possible psychosocial hazards of remote work. - Information on working from home safely can be found on the Safe Work Australia website. - Agencies must be mindful of their legislative obligations regarding work health and safety, including under the <i>Work Health and Safety Act 2011</i> (Cth) and relevant Commonwealth and State and Territory legislation.
22. Employees will not be required by the <agency> to work from home unless it is lawful and reasonable to do so. This may include where circumstances prevent attendance at an office during a pandemic or natural disaster. In these situations, the <agency> will consider the circumstances of the employees and options to achieve work outcomes safely.	Clause 22 - Employees are not required to work from home unless it is lawful and reasonable to do so. - Section 25 of the <i>Public Service Act 1999</i> provides Agency Heads the ability to assign duties and a location for duties to be performed. - Under the APS Code of Conduct, employees are obligated to comply with lawful and reasonable directions. - Agencies also have obligations under the <i>Work Health and Safety Act 2011</i> (WHS Act) to issue reasonable instructions to employees necessary to mitigate safety risks. - Consideration should be given to circumstances where a direction to work from home may put an employee at risk – for example in situations where the individual does not have the appropriate work space, or in situations where the employee may be exposed to Family and Domestic Violence. - What is considered lawful and reasonable may depend on the individual circumstances of the employee.
<i>Ad-hoc arrangements</i> 23. Employees may request ad-hoc flexible working arrangements. Ad-hoc arrangements are generally one-off or short-term arrangements for circumstances that are not ongoing. 24. Employees should, where practicable, make the request in writing and provide as much notice as possible. 25. Requests for ad-hoc arrangements are not subject to the request and approval processes detailed in clauses 4 to 13. 26. The <agency> should consider ad-hoc requests on a case-by-case basis, with a bias to approving ad-hoc requests, having regard to the employee’s circumstances and reasonable business grounds. 27. Where a regular pattern of requests for ad-hoc arrangements from an employee emerges, the <agency> should consider whether it is appropriate to seek to formalise the arrangement with the employee.	Clause 23 – 27 – Ad-hoc arrangements - Ad-hoc arrangements are generally one-off or short term arrangements for circumstances which are not ongoing. For example, an employee may request to work from home to better facilitate them attending a pre-planned medical appointment during the day. - Ad-hoc requests are not subject to the formal request and approval process, however employees should (where practicable) make ad-hoc requests in writing and provide as much notice as possible. Ad-hoc requests should still be considered on a case-by-case basis, with a bias towards approval, having regard to both the employee’s circumstances and reasonable business grounds. - Where a pattern of ad-hoc requests emerges - for example an employee regularly requesting the same time off work for school drop off each week - the delegate should consider a discussion with the employee to determine whether it is appropriate to formalise the arrangement. If determined appropriate, the employee would make a formal request for a flexible working arrangement to be considered and responded to by the delegate in line with the common clause requirements.
<i>Altering span of hours</i> 28. An employee may request to work an alternative regular span of hours (bandwidth hours). If approved by the <Agency Head>, hours worked on this basis will be treated as regular working hours and will not attract overtime payments. The <agency> will not request or require that any employee alter their regular span of hours (bandwidth hours) under these provisions.	Clause 21 – Altering span of hours (bandwidth hours) - Agencies should consider whether there would be sufficient productive work available, as well as requirements for supervision and any impact on service provision, when considering an employee’s proposed altered span of hours. - Unless provided for under their enterprise agreement, employees who work an altered span of hours are excluded from overtime payments for working regular hours within their altered span of hours. - This does not mean that the employee is excluded from any overtime payment- rather, it means that the new bandwidth is treated as if it is the default bandwidth, and other overtime arrangements may still apply (for example, if an employee’s altered bandwidth was 11am to 11pm Monday to Friday, and they were directed to work on a Sunday, overtime would still be paid)



Attachment B – Extract of APS Bargaining Statement of Common Conditions

Statement

1. Agencies are to incorporate in their agreements the below clause on flexible working arrangements.
2. This covers work from home claims.
3. Agencies may make minor drafting updates appropriate for their agency, as indicated in the text in green.

Existing conditions

4. Agencies are to retain more beneficial entitlements related to flexible working arrangements.

Agency-level bargaining

5. Agencies may bargain to include facilitative clauses. Any further bargaining beyond this would not be consistent with the Policy, unless it is a permitted policy matter as described on page 18.

Common clause to be incorporated into agreements

Flexible working arrangements

1. The <agency>, employees and their union recognise:
 - 1.1 the importance of an appropriate balance between employees' personal and working lives, and the role flexible working arrangements can play in helping to achieve this balance;
 - 1.2 access to flexible work can support strategies to improve diversity in employment and leadership in the APS;
 - 1.3 access to flexible work supports APS capability, and can assist in attracting and retaining the employees needed to deliver for the Australian community, including employees located at a wider range of locations;
 - 1.4 that flexibility applies to all roles in the <agency>, and different types of flexible working arrangements may be suitable for different types of roles or circumstances; and
 - 1.5 requests for flexible working arrangements are to be considered on a case-by-case basis, with a bias towards approving requests.
2. The <agency> is committed to engaging with employees and their union to build a culture that supports flexible working arrangements across the

<agency> at all levels. This may include developing and implementing strategies through an <agency> consultative committee.

3. Flexible working arrangements include, but are not limited to, changes in hours of work, changes in patterns of work and changes in location of work.

Requesting formal flexible working arrangements

4. The following provisions do not diminish an employee's entitlement under the NES.
5. An employee may make a request for a formal flexible working arrangement.
6. The request must:
 - 6.1 be in writing;
 - 6.2 set out details of the change sought (including the type of arrangement sought and the proposed period the arrangement will operate for); and
 - 6.3 set out the reasons for the change, noting the reasons for the change may relate to the circumstances set out at section 65(1A) of the FW Act.
7. The <Agency Head> must provide a written response to a request within 21 days of receiving the request.
8. The response must:
 - 8.1 state that the <Agency Head> approves the request and provide the relevant detail in clause 9; or
 - 8.2 if following discussion between the <agency> and the employee, the <agency> and the employee agree to a change to the employee's working arrangements that differs from that set out in the request – set out the agreed change; or
 - 8.3 state that the <Agency Head> refuses the request and include the following matters:
 - 8.3.1 details of the reasons for the refusal; and
 - 8.3.2 set out the <agency's> particular business grounds for refusing the request, explain how those grounds apply to the request; and
 - 8.3.3 either:
 - 8.3.3.1 set out the changes (other than the requested change) in the employee's working arrangements that would accommodate, to any extent, the employee's circumstances outlined

in the request and that the agency would be willing to make; or

8.3.3.2 state that there are no such changes; and

8.3.4 state that a decision to refuse the request, or failure to provide a written response within 21 days is subject to the dispute resolution procedures of the enterprise agreement, and if the employee is an eligible employee under the FW Act, the dispute resolution procedures outlined in sections 65B and 65C of the FW Act.

9. Where the <Agency Head> approves the request this will form an arrangement between the <agency> and the employee. Each arrangement must be in writing and set out:

9.1 any security and work health and safety requirements;

9.2 a review date (subject to clause 13); and

9.3 the cost of establishment (if any).

10. The <Agency Head> may refuse to approve the request only if:

10.1 the <agency> has discussed the request with the employee; and

10.2 the <agency> has genuinely tried to reach an agreement with the employee about making changes to the employee's working arrangements to accommodate the employee's circumstances (subject to any reasonable business grounds for refusal); and

10.3 the <agency> and the employee have not reached such an agreement; and

10.4 the <agency> has had regard to the consequences of the refusal for the employee; and

10.5 the refusal is on reasonable business grounds.

11. Reasonable business grounds include, but are not limited to:

11.1 the new working arrangements requested would be too costly for the <agency>;

11.2 there is no capacity to change the working arrangements of other employees to accommodate the new working arrangements requested;

11.3 it would be impractical to change the working arrangements of other employees, or to recruit new employees, to accommodate the new working arrangements requested;

- 11.4 the new working arrangements requested would be likely to result in a significant loss in efficiency or productivity;
 - 11.5 the new working arrangements requested would be likely to have a significant negative impact on customer service; and
 - 11.6 it would not be possible to accommodate the working arrangements without significant changes to security requirements, or where work health and safety risks cannot be mitigated.
- 12. For First Nations employees, the <agency> must consider connection to country and cultural obligations in responding to requests for altering the location of work.
 - 13. Approved flexible working arrangements will be reviewed by the <agency> and the employee after 12 months, or a shorter period, if agreed by the employee. This is to ensure the effectiveness of the arrangement.

Varying, pausing or terminating flexible working arrangements

- 14. An employee may request to vary an approved flexible working arrangement in accordance with clause 6. An employee may request to pause or terminate an approved flexible working arrangement.
- 15. The <Agency Head> may vary, pause or terminate an approved flexible working arrangement on reasonable business grounds, subject to clause 17.
- 16. The <agency> must provide reasonable notice if varying, pausing or terminating a flexible working arrangement without the agreement of the employee, having regard to the circumstances of the employee. Exceptions to this requirement are urgent and critical operational circumstances or an employee's demonstrated and repeated failure to comply with the agreed arrangements.
- 17. Prior to the <Agency Head> varying, pausing or terminating the arrangement under clause 15, the <agency> must have:
 - 17.1 discussed with the employee their intention to vary, pause or terminate the arrangement with the employee;
 - 17.2 genuinely tried to reach an agreement with the employee about making changes to the employee's working arrangements to accommodate the employee's circumstances (subject to any reasonable business grounds for alteration);
 - 17.3 had regard to the consequences of the variation, pause or termination for the employee;
 - 17.4 ensured the variation, pause or termination is on reasonable business grounds; and

- 17.5 informed the employee in writing of the variation, pause or termination to the approved flexible working arrangement, including details set out in clause 8.3.

Working from home

18. The <agency> will not impose caps on groups of employees on the time that may be approved to work from home or remotely, with each request to be considered on its merits.
19. The <agency> may provide equipment necessary for, or reimbursement, for all or part of the costs associated with establishing a working from home arrangement.
20. An employee working from home is covered by the same employment conditions as an employee working at an office site under this agreement.
21. The <agency> will provide employees with guidance on working from home safely.
22. Employees will not be required by the <agency> to work from home unless it is lawful and reasonable to do so. This may include where circumstances prevent attendance at an office during a pandemic or natural disaster. In these situations, the <agency> will consider the circumstances of the employees and options to achieve work outcomes safely.

Ad-hoc arrangements

23. Employees may request ad-hoc flexible working arrangements. Ad-hoc arrangements are generally one-off or short-term arrangements for circumstances that are not ongoing.
24. Employees should, where practicable, make the request in writing and provide as much notice as possible.
25. Requests for ad-hoc arrangements are not subject to the request and approval processes detailed in clauses 4 to 13.
26. The <agency> should consider ad-hoc requests on a case-by-case basis, with a bias to approving ad-hoc requests, having regard to the employee's circumstances and reasonable business grounds.
27. Where a regular pattern of requests for ad-hoc arrangements from an employee emerges, the <agency> should consider whether it is appropriate to seek to formalise the arrangement with the employee.

Altering span of hours

28. An employee may request to work an alternative regular span of hours (bandwidth hours). If approved by the <Agency Head>, hours worked on this basis will be treated as regular working hours and will not attract overtime

Flexible working arrangements

payments. The <agency> will not request or require that any employee alter their regular span of hours (bandwidth hours) under these provisions.



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Working Away from the Office Form

Remote Working - Attachment B

This attachment should be completed by employees requesting to work remotely at a departmental site.

Personal Details		
Full Name:	Contact Number:	
AGS Number:	Contact Email:	
Start Date:	Review Date:	
End Date:		

Part 1: Has the People and Place Assistant Secretary endorsed this proposal?

The People and Place Assistant Secretary must endorse a proposal **before** a remote working arrangement is approved by the delegate (Business area FAS or above).

Prior to seeking endorsement from the People & Place Assistant Secretary, please discuss with the Property Officer at the receiving location that you can be accommodated (as per the previous question and instructions). When seeking endorsement from the P&P AS attach a copy of the email from the Property Officer confirming accommodation.

Provide a copy of the endorsed proposal (eg email or word document)



Australian Government
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Working Away from the Office Form

Remote Working - Attachment B

Part 2: Communication and contact strategy

Provide any details of the expectations you and your manager have in regards to communication and contact.

Things to include but not limited to:

- Utilising Skype for Business
- Sending an email at the beginning and end of each day to signify when you have commenced and ceased for the day
- Notify your supervisor when you ceasing or pausing work for the day to attend appointments etc.
- How will you stay in touch with your team i.e. Skype for Business (phone and face), team meetings, regular catchups /phone calls with your supervisor to discuss workloads etc.
- Return trips to the office

Part 3: Accommodation requirements

Current location:	Workspace requirements:
Proposed office location:	Receiving location: Property Officer Contact Officer: Choose an item.



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Working Away from the Office Form

Remote Working - Attachment B

Part 4: Additional Questions

Are you a First Aid officer or Emergency Warden? (required) First Aid Officer and Emergency Warden roles are critical and as such, regular attendance in the office is required to ensure the safety and wellbeing of employees in their DAWE office/workspace. Consideration should be given when assessing this application. Please refer to First Aid or Emergency Warden Guides for specific requirements	☐ Yes ☐ No
Do you have a current Rehabilitation Advisor? If yes, please attach additional information. (required)	☐ Yes ☐ No
Is your flexible working arrangement request due to illness, injury, or a medical issue? If yes, attach additional information. (required)	☐ Yes ☐ No
Do you identify as one of the groups specified under Section 65 (1) of the <i>Fair Work Act 2009</i>? (required) Fair Work Act 2009 If you answered yes to this question, do you require reasonable adjustment? Please ensure you and your manager have discussed your proposed working arrangement to ensure it meets WHS requirements for your circumstances and reasonable adjustment options have been considered. You and/or your manager can seek information from a People Support Rehabilitation advisor, the Diversity and Inclusion team, and/or the Reasonable Adjustments Policy.	☐ Yes ☐ No ☐ Yes ☐ No



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Working Away from the Office Form

Remote Working - Attachment B

Employee Acknowledgement (required) I have read the Working Away from the Office Policy and understand that remote working arrangements are to be cost neutral to the department. I am aware that I am responsible for the costs associated with travel to and from the DAWE office/workspace where my position is based and where practicable, a timeframe to return to the DAFF office/workspace when required.	☐ Yes ☐ No
---	---

Part 5: Endorsement (to be completed by the Property Officer)

I can confirm that:

Accommodation is available in the receiving location

☐ Yes

☐ No

The receiving location can accommodate any specialised /
ergonomic equipment i.e. sit/stand desk

☐ Yes

☐ No

I have consulted with the Assistant Secretary of the gaining region about this request ☐ Yes ☐ No

(please ensure that you have attached this endorsement as per the above)

I have spoken with the employee about their request and advised them that their request is:

☐ Endorsed

☐ Not endorsed

If not endorsed, provide details

Property Officer name

Signature

Date



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Department of Agriculture,
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Working Away from the Office Form

Remote Working - Attachment B

Employee	
Full Name:	Contact Number:
Position:	Branch:
Signature:	Date:

Supervisor Endorsement	
Full Name:	Contact Number:
Position:	Branch:
Signature:	Date:

Manager Endorsement	
Full Name:	Contact Number:
Position:	Branch:
Signature:	Date:

Delegate FAS	
Full Name:	Contact Number:
Position:	Branch:
Signature:	Date:



Flexible Work Fact Sheet

9 April 2024

Purpose

The department is committed to enabling a flexible working arrangement through trust to establish positive impacts across the organisation and ultimately increased productivity. The department will take a proactive and positive approach to considering applications for flexible working arrangements. Applications will be considered in accordance with Section 5 of the [Department of Agriculture, Fisheries and Forestry Enterprise Agreement 2024-2027](#), and have regard to the circumstances and operational requirements of the department.

What are the flexible work provisions?

The EA highlights the importance of an appropriate balance between employee's personal and working lives.

- Flexible working arrangements can include, but are not limited to, changes in hours of work, changes in patterns of work, and changes in location of work.
- Flexibility applies to all roles in the department, noting that different types of flexible arrangements may be more suitable for different roles or individual circumstances.
- Before formally applying for a flexible working arrangement in writing, the proposed arrangement should firstly be **discussed** between the employee and their manager.
- Requests for flexible working arrangements are to be considered by managers on a **case-by-case basis**, with a **bias towards supporting requests**.

Requesting formal flexible working arrangements

All Australian Public Service (APS) employees can request a flexible working arrangement, including working from home. An employee has the right to request a flexible working arrangement in accordance with the provisions of the NES set out in section 65 of the Fair Work Act 2009 (FW Act) (EA clause 296 – 299).

The request must:

- be in writing
- set out details of the flexible working arrangement being sought and the proposed period of the arrangement
- outline reasons for their request and possibly suggest options
- formalised by completing the department's Working Away from the Office form in lighthouse and/or Change of Hours Form.

Responding to a flexible work request

The delegate is required to respond in writing to a written request for flexible working arrangements **within 21 days** of receiving the request (receival date is the date of submission by the employee).

Connection to Country and cultural obligations for First Nations employees must be considered by managers when an employee requests to alter their location of work.

A manager must be satisfied that the arrangement meets the department's work health and safety, privacy, security and information management requirements.

A manager will also consider the following when assessing the request:

- operational requirements
- impact on the team
- any personal circumstances associated with the request
- channels of communication between the employee and the team and embrace new ways of working to maintain team connections
- expectations on deliverable outcomes and accountability.

A manager and employee must also establish parameters including but not limited to:

- cost of the arrangement – equipment and travel
- face-to-face attendance expectations and reasonable timeframes for this attendance
- the term of the arrangement
- regular review dates.

Where the manager approves the request and related agreed arrangements, the written approval must set out:

- any security and work health and safety requirements
- a review date
- the cost of establishment (if any).

A manager may approve a flexible working request or may arrange to further discuss the request with the employee. The manager may refuse a flexible working request only if:

- the manager has genuinely tried to reach an agreement with the employee about making changes to the employees working arrangements to accommodate the employee's circumstances (subject to any reasonable business grounds for refusal) and
- the manager and the employee have not reached such an agreement and
- the manager has had regard to the consequences of the refusal for the employee and
- the refusal is on reasonable business grounds.

Reasonable business grounds

Flexible working arrangements need to be considered in the context of the employee's personal circumstances and reasonable business grounds. Examples of reasonable business grounds include (but are not limited to):

- the new working arrangement requested would be too costly
- working arrangements of other employees that may not be able to be changed to accommodate the newly proposed flexible working arrangements requested by the employee
- it may not be practicable to recruit new employees to accommodate the requested working arrangements
- the requested working arrangements would likely result in a significant loss in efficiency or productivity and/or have a significant negative impact on customer service; and/or
- security and/or work health and safety risks may not be able to be mitigated.

Working From Home

The department **will not impose restrictions on groups of employees** on the time that may be approved to work from home, with **each request to be considered on its merits**.

The department may provide equipment necessary for, or reimbursement, for all or part of the costs associated with establishing a working from home arrangement.

Ad-hoc arrangements

These are generally one-off or short-term arrangements of 14 days or less. If an employee seeks an ad-hoc arrangement, they should discuss this with their manager. If agreed, the manager should confirm the arrangement with the employee in writing via email.

If over time it becomes evident that an employee regularly requests ad-hoc arrangements, it may be appropriate to have more formal arrangements in place, consistent with the processes for formal flexible working arrangements outlined above.

Review rights

Each flexible working arrangement request will be assessed on a case-by-case basis and will be responded to in accordance with procedural fairness, including the employees right to request an internal review of the decision.

Frequently asked questions

Key points

1. What is a flexible working arrangement?

Flexible working arrangements consist of the following:

- hours of work
 - part-time
 - job sharing
- patterns of work
 - compressed work hours (full-time)
 - varying hours to work outside bandwidth
- location of work
 - working from home
 - working in another departmental workplace.

2. Can a delegate refuse my request to work from home full-time?

There are no restrictions on the number of days an employee may work from home, however the delegate must consider all requests on a case-by-case basis and take into consideration the requirements of the role.

Before a delegate can decline a request for flexible working arrangements, including working from home, they must have:

- discussed the request with the employee, and
- genuinely tried to reach an agreement with the employee about making changes to the employee's working arrangements to accommodate the employee's circumstances (subject to any reasonable business grounds for refusal), and
- have not reached such an agreement with the employee, and had regard to the consequences of the refusal for the employee, and
- the refusal is on reasonable business grounds.

3. Will my request for flexible work arrangements be genuinely considered?

Yes. The Enterprise Agreement (EA) states that the department is committed to engaging with employees and their union to build a culture that supports flexible working arrangements across the department at all levels (Clause 294).

Requests for flexible working arrangements are to be considered on a case-by-case basis, with a bias towards approving requests (Clause 293.5).

4. Do the flexible work clauses in the EA apply to me if I am a contractor?

No, the EA applies to non-going and ongoing staff who are employed under the Public Service Act 1999. Contractors are encouraged to discuss flexible work arrangements with their labour hire agencies for possible options.

5. Will I be required to attend the office on certain days, even if I have a flexible work arrangement in place, such as team functions?

Employees are encouraged to be flexible and attend the office when functions are held to engage with their team, celebrate work successes, team building and networking.

6. Can I work remotely from a DAFF office in a different location?

Employees have the right to request remote work. When requesting remote work the People and Place Delegate must be consulted and endorse a proposal before a remote working arrangement is approved by the delegate (refer to HR delegations).

7. Will the department assist with the cost of working from home?

The department provides each employee with a laptop which they can use at home and in the office. In the workplace employees are provided with monitors, a keyboard, mouse and docking station.

To work from home, an employee is personally responsible for funding the costs associated with setting up their home-based office. This includes:

- the provision and maintenance of equipment, furniture and accessories including:
 - desk
 - suitable chair
 - monitor/s
 - keyboard
 - mouse
 - internet services to support home-based office work

Specialist health and safety ergonomic equipment that is requested as a reasonable adjustment to enable an employee with disability to safely perform their role will continue to be funded by the department (in accordance with the department's [Workplace Adjustment's Policy](#)).

8. Will I need to submit a new flexible working arrangements request now the new EA has come into effect?

Existing approved arrangements made prior to the implementation of the new EA remain current and you will not be required to submit a new request. However, once your current arrangement has expired or you are requesting a change to your current arrangement you will be required to submit a new request.

Please note working away from the office requests are to be completed in Lighthouse.

9. Who can approve my flexible working arrangement request?

Flexible working arrangement requests are to be approved by your EL2 and above. The [delegates](#) for flexible working arrangements can found on the intranet.

10. Who can I speak to if I am not satisfied with the outcome of my flexible working arrangement request?

If you are not satisfied with the reasons provided, you can initially refer the matter to your second line manager to seek a resolution. For example, you may raise your concerns with the relevant Assistant Secretary (SES Band 1) in the branch.

Flexible working arrangements

Please note

The *Department of Agriculture, Fisheries and Forestry Enterprise Agreement 2024–27* (DAFF EA) is effective from 4 April 2024. Terms and conditions of employment have changed.

This intranet page has been updated or remains current under the new DAFF EA.

Supporting documents such as policy or guidelines have been removed from this page. Supporting material is being updated and will be published when complete. Forms available on the Source can be continued to be used until such time as updated revised forms are available. If the provision is supported by a policy, consultation arrangements will apply and will be communicated as part of the DAFF EA implementation.

New guidance about flexible working arrangements is available in our [Flexible work fact sheet and FAQs \(pdf\)](#).

How to apply for flexible working arrangements

An online application form is available in the [Lighthouse](#) system.

If you are unable to access Lighthouse there is a [manual version of the form](#) that can be completed along with [Attachment A - Working away from the office](#) and [Attachment B - Remote working](#) forms if required.

The [work instruction](#) will help step you through the application process.

Apply to work from another office

To apply to work from another location, email the regional Property team to get advice on desk space.

They will then then contact the Regional People and Place Lead to support you.

OFFICIAL



Regional property contacts

Canberra - Property.Services.ACT@aff.gov.au

Central East (including Coffs Harbour and Sydney)

- PropertyServicesCentralEast@aff.gov.au

Northern (including Darwin and Cairns) - PropertyServicesNorth@aff.gov.au

North East (including Townsville and Brisbane)

- PropertyServicesNorthEast@aff.gov.au

South (including Adelaide) - PropertyServicesSouth@aff.gov.au

South East (including Melbourne and Hobart)

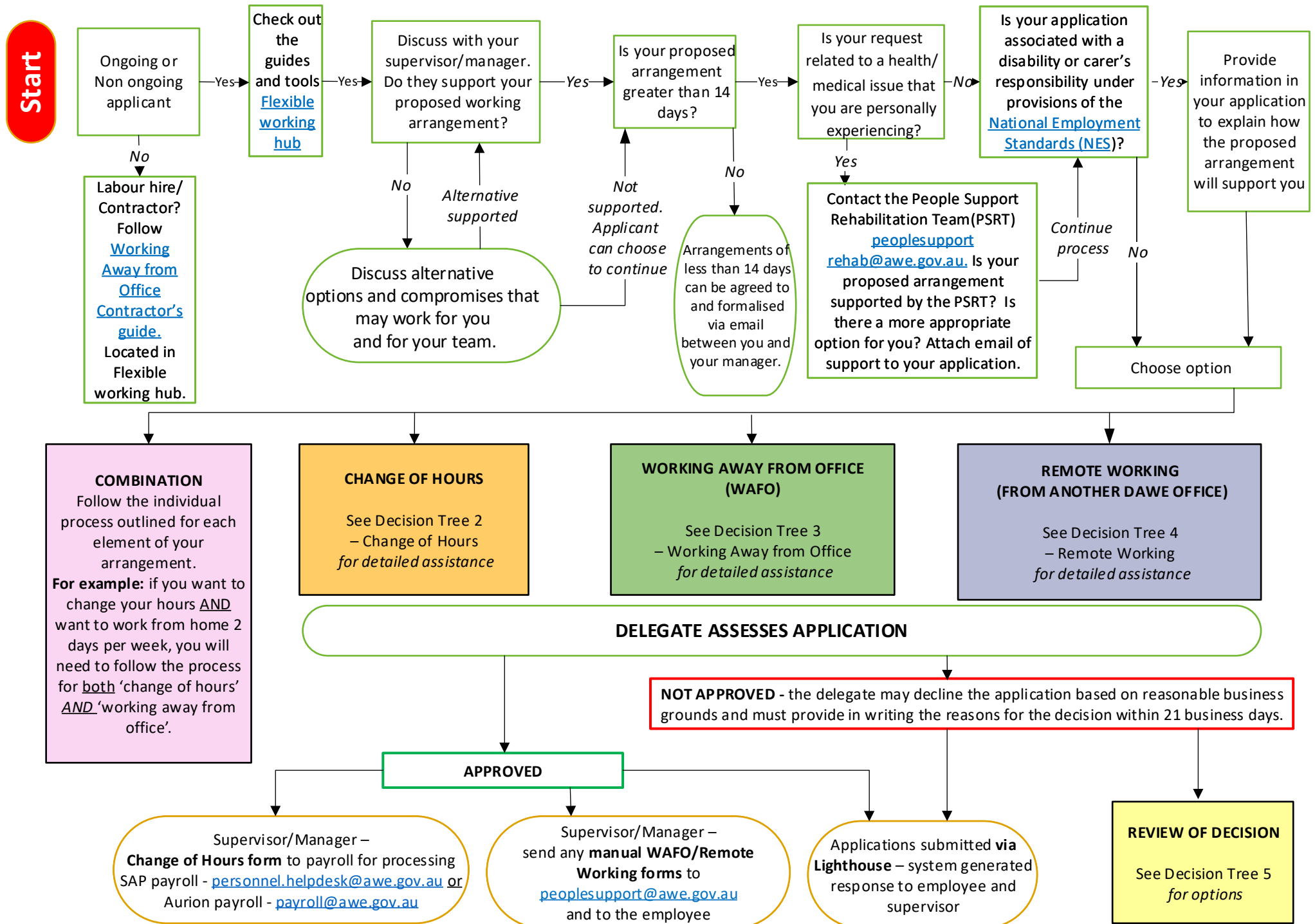
- PropertyServicesSouthEast@aff.gov.au

West (including Perth and Port Hedland)

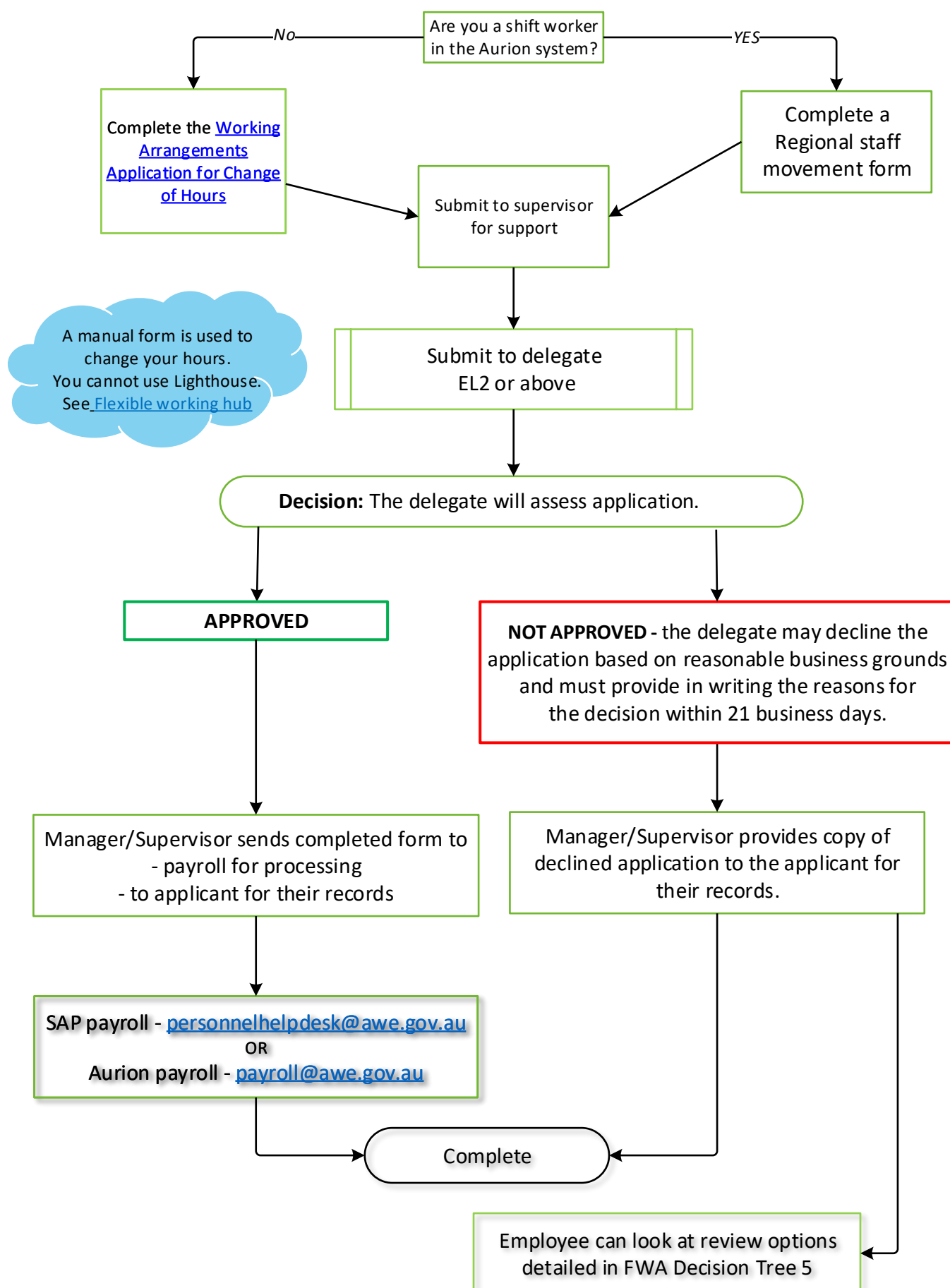
- PropertyServicesWest@aff.gov.au

OFFICIAL

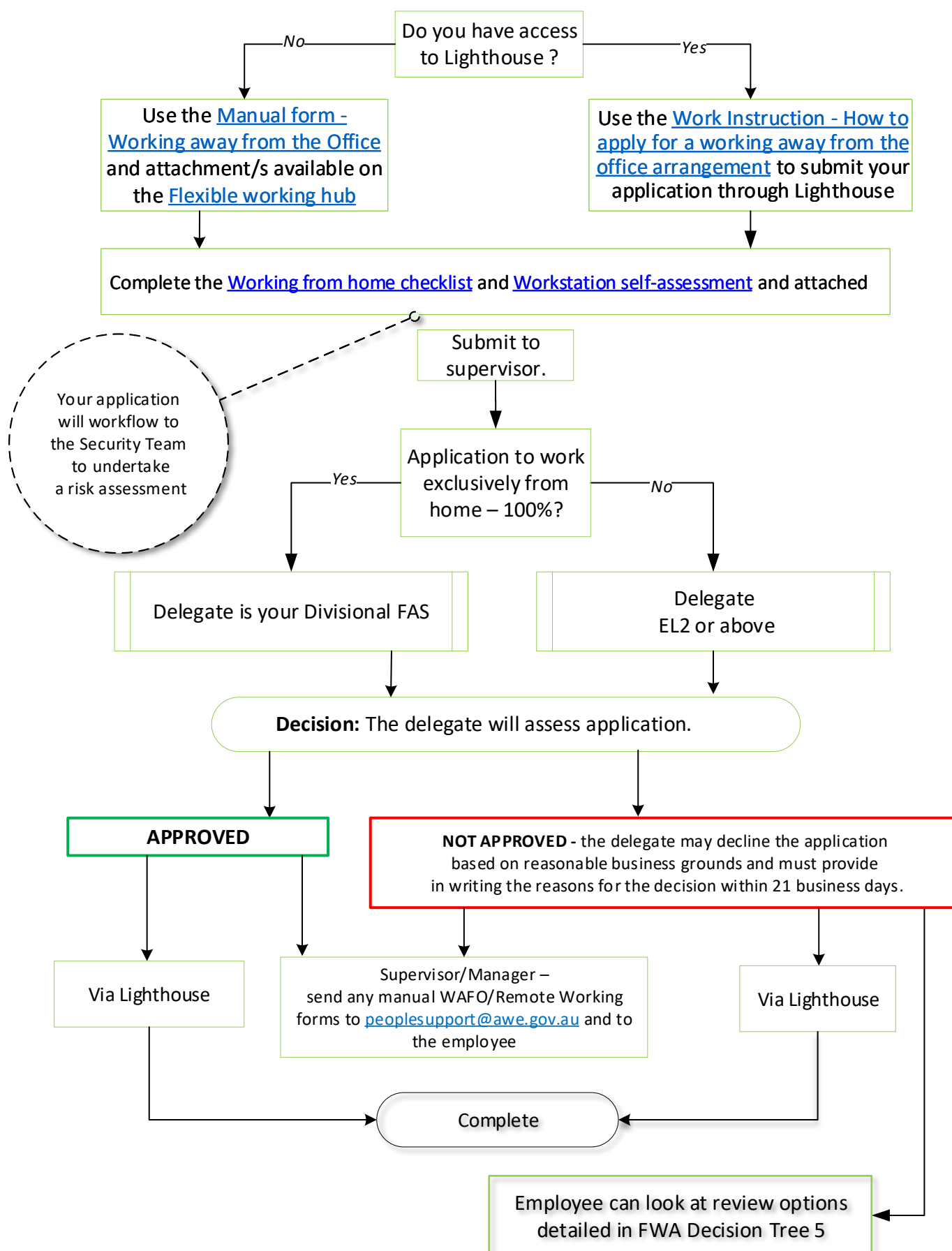
FLEXIBLE WORKING ARRANGEMENT DECISION TREE



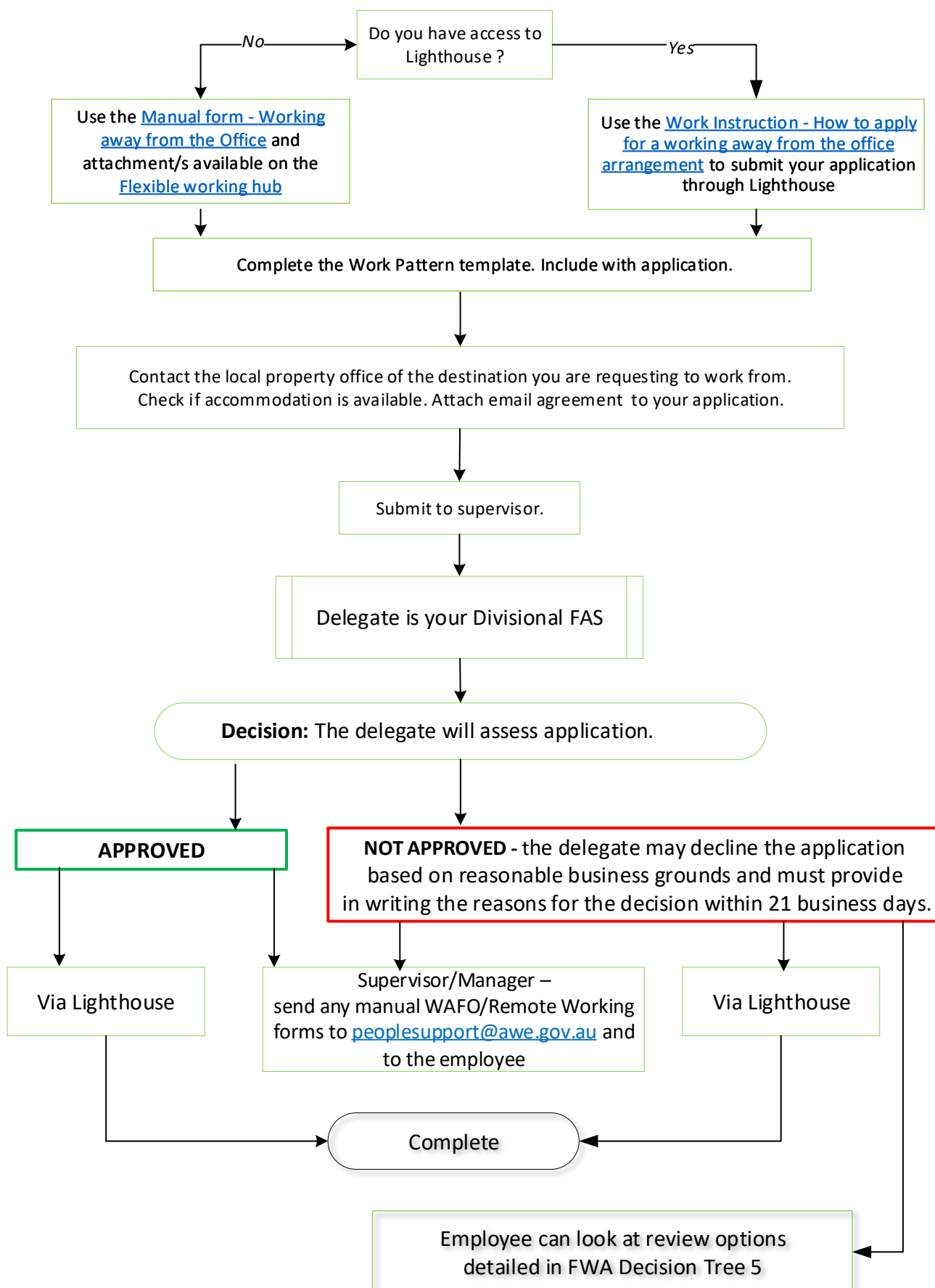
Decision Tree 2: Flexible Working Arrangements – CHANGE OF HOURS



Decision Tree 3: Flexible Working Arrangements – WORKING AWAY FROM OFFICE (WAFO)

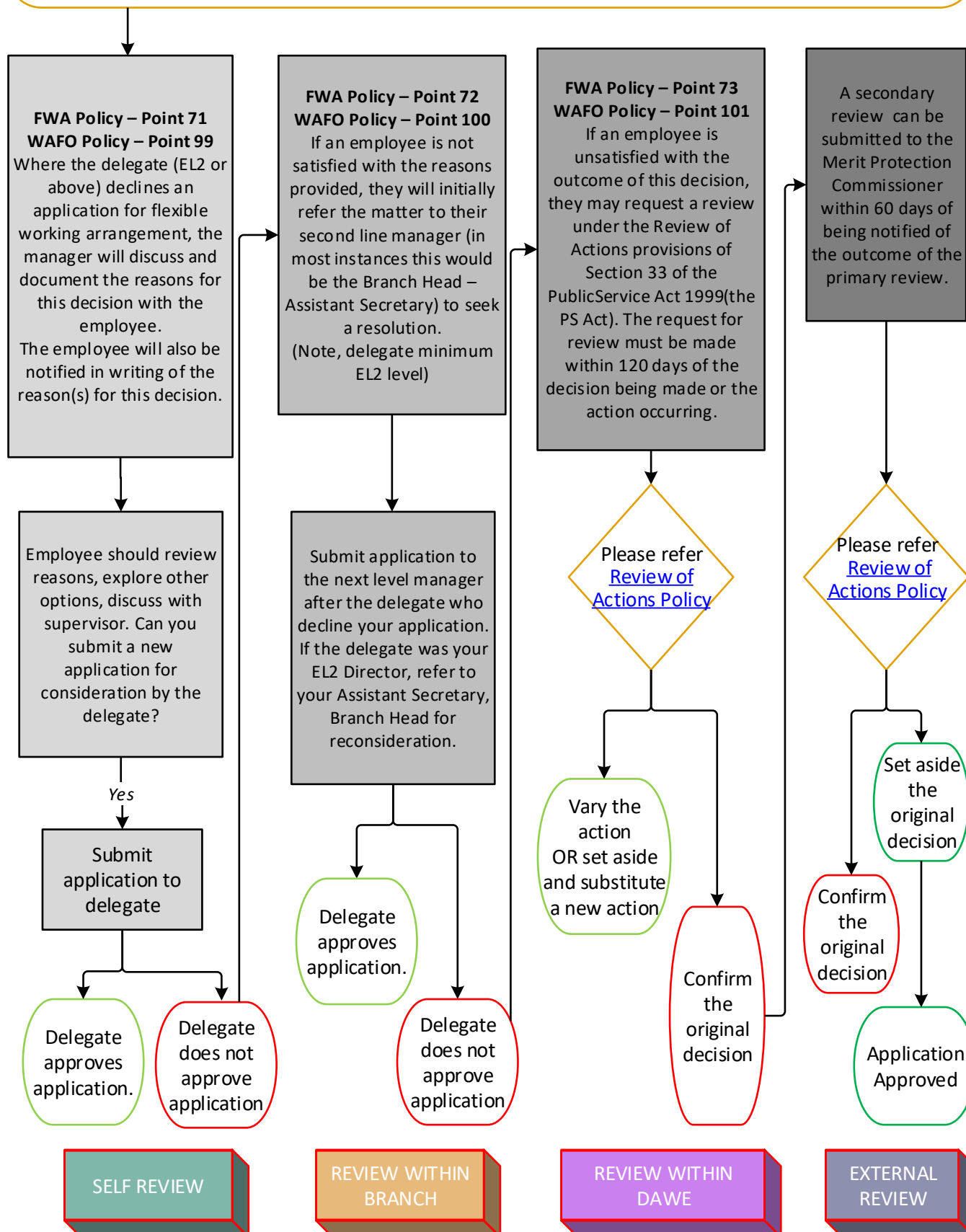


Decision Tree 4: Flexible Working Arrangements – REMOTE WORKING



Decision Tree 5: Flexible Working Arrangements – REVIEW OF DECISION

Your Flexible Working Arrangement application has been declined





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**Department of Agriculture,
Fisheries and Forestry**

Work Instruction – How to apply for a Working Away from the Office Arrangement



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Accessing the Working Away from the Office form in Lighthouse

To access the [Lighthouse](#) application – Open DAFF Intranet > Systems > Lighthouse.

Click on – [click here to login via single sign-on.](#)

Click here to login via single sign-on.

Login with Username and Password

When signing in for the first time, the system will ask you which environment you are logging into. Commence typing “Department of Agriculture” and select the environment relevant to your work area.

Authentication Service

Which organisation do you represent?

Begin typing the name of your organisation and make your selection.

e.g. Health

Back to Service

Continue >

A welcome to lighthouse screen will appear and dashboard with access to various forms.

Lighthouse

In-TraysNewManageReports

Hospitality Application Help

Welcome to Lighthouse

Reporting a Non-Compliance

Instances of non-compliance (breach) with the *Public Governance, Performance and Accountability Act 2013* (PGPA Act) and Rules and the *Financial Framework (Supplementary Powers) Act (FFSP 1997)* and Regulations must be recorded as soon as practicable after they occur.

Hospitality Applications

Requests to approve the commitment of relevant money relating to official hospitality or business catering.

Compliance Survey

The Compliance survey contains a self assessment questionnaire that will be used to support the Secretary's annual Compliance Report to the Portfolio Minister and Finance Minister. The annual survey is to be completed by EL2 (or equivalent) and above officers for their work areas.

Assistance

If you need any assistance, please contact the Financial Frameworks and Compliance mailbox or call on 02 6272 5867.

Privacy Information

Personal information is defined in the *Privacy Act 1988* and means information or an opinion about an identified individual, or an individual who is reasonably identifiable.

The department may disclose your personal information to other Australian government agencies, persons or organisations where necessary for the above purposes, provided the disclosure is consistent with relevant laws, in particular the Privacy Act. Your personal information will be used and stored in accordance with the Australian Privacy Principles.

See the department's Privacy Policy to learn more about accessing or correcting personal information or making a complaint. Alternatively, telephone the department on +61 2 6272 3333.

Note: The system has a ~ 30 minute time-out setting so please ensure you save your work as you go as unsaved data is irrecoverable.

Scroll to the **Working Away from the Office** form on the Dashboard.

Working Away from the Office Form

1

to action

View All

20

in progress

New Application

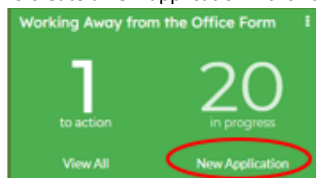
Note: The system has a ~ 30 minute time out setting so please ensure you save you work as you go as unsaved data is irrecoverable.

Last updated October 2022

3

Create a new Working Away from the Office application

To create a new application – click on **new application**



Employee to complete

The WAFO application will appear as per below once you click on **New Application**.

Additional Contacts
Add

Add people here who have an interest in this application but who are not directly linked to the application. People listed here will also be able to access this application and receive notifications.

None recorded.

Additional Contacts

Here you can add additional people who have an interest in the application. Click on the Add button and search for the person you wish to add. Leave blank if no additional contacts required. Approvers listed in the form will automatically be included.

Reference (pending)
Allocated to You for Submission
Actions
PENDING SUBMISSION

Overview

The Department of Agriculture, Water and the Environment (the department) supports flexible working arrangements by empowering employees to achieve balance and wellbeing.

By providing a modern, agile way of working, the department aims to enhance the productivity and job satisfaction through the facilitation of working away from the office arrangements. The department is committed to supporting employees and managers in establishing sustainable flexible work practices that deliver positive outcomes for individuals, their teams and the department.

In certain circumstances such as a pandemic, it may also be necessary for the department to initiate arrangement for employees to work remotely or from home. Please refer to the Working Away from the Office and Working Arrangements policies.

Requests to change hours

If you are increasing / reducing your work hours and not supplementing the difference with leave, you must complete a separate change of hours form. This is available on the intranet and must be submitted to payroll one month prior to commencement to avoid an over / under payment.

Approval Process

Following a discussion with your manager complete this form to apply for one of the following Working Away from the Office request type:

- Work from Home (combination of working at home & the office)
- Work from home (100%)
- Remote work (where an employee is working in another DAWE office location)
- Combination of remote work and work from home (where an employee is working in another DAWE office location and home)
- Direction to work remotely or from home (in certain circumstances, including in an emergency, it may be necessary for the department to initiate arrangements for employees to work remotely or from home, such as in the circumstances of a pandemic, environmental emergencies in specific regions or the relocation of offices)

Note: An application for Working Away from the Office arrangement must be completed and submitted to the Supervisor and Manager (SL2 or above) for final approval prior to the commencement of any formal arrangements.

Applicant

Is this WAFO application for a period of 14 days or less?
☐ Yes
☐ No
Clear selected answer

Approvals
None required.

Applicant

This field is automatically populated with your name as the applicant.

Last updated October 2022

Is this FWA application for a period of greater than 14 days?

Select No if the application is for less than 14 days.

A prompt will appear as per follows and will ask that you cancel out of the form.

There is no requirement to complete this form. Details of an arrangement of 14 days or less must be confirmed by email between the employee and their supervisor / manager prior to the commencement of the arrangement.

Select Yes if the application is for more than 14 days. The appearance of the form will change with additional questions and required approvals section updated.

Applicants are required to complete all mandatory questions within the application. Some questions apply to all applications. Other questions will appear throughout the application based on the Nature of Request selection made.

Security upgrades have been made to the Working Away from the Office form to ensure appropriate information is visible only to those who need to progress an application.

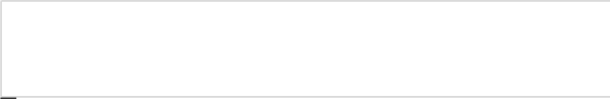
Visibility of information entered on the WAFO form in Lighthouse is as follows:

Details provided in form:	Additional contacts, Supervisor, Manager EL2 & Above, or FAS.	Security team
- Applicants name & contact number - Applicants Org unit, employment type & classification - Type and nature of request - Reason for proposal - Proposed work pattern - Work location - Start, end and review dates	Visible	Visible
- Communication & contact strategy - Additional supporting documentation attached - FAO or emergency warden status - Rehabilitation information - Disability information - Reasonable adjustment information - Working from home WHS checklist	Visible	Not visible
- Proposed working / home address - Location within the premises you will be working - Premises security treatments - Security classification and format of information being accessed - Departmental systems to be accessed - Security clearance ID - Access control to workspace & securing of equipment - History of crime in your area - Details of persons the premises is shared with	Not visible	Visible

Commented s. 22(1)(a) (i) Screenshot to be added after update.

6

Reason for FWA proposal
(required)
Provide details for proposal



Start Date
(required)
Allow at least 2 weeks from date of submitting this application



Review Date
(required)
Date entered must not be greater than 6 months from commencement date



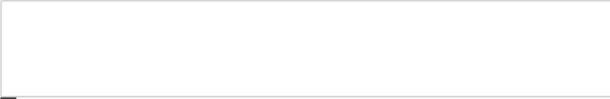
End Date
(required)
Date entered must not be greater than 1 year from commencement date



Communication and Contact Strategy
(required)
Provide any details of the expectations you and your manager have in regards to communication and contact.

Things to include but not limited to:

- Utilising Skype for Business / Microsoft Teams
- Sending an email at the beginning and end of each day to signify when you have commenced and ceased for the day
- Notify your supervisor when you are ceasing or pausing work for the day to attend appointments etc
- How will you stay in touch with your team (i.e., Skype for Business (phone and face), Microsoft Teams, team meetings, regular catch-ups /phone calls with your supervisor to discuss workloads etc
- Return trips to the office



Additional Supporting Attachments
Upload any Flexible Working Arrangement supporting documents

 No uploaded files.



Are you a First Aid Officer or Emergency Warden?
(required)

☐ Yes ☐ No

[Clear selected answer](#)

Do you have a current Rehabilitation Advisor?
(required)

☐ Yes ☐ No

[Clear selected answer](#)

Is your flexible working arrangement request due to illness, injury, or a medical issue?
(required)

☐ Yes ☐ No

[Clear selected answer](#)

Do you identify as one of the groups specified under Section 65(1) of the Fair Work Act?
(required)
Section 65 (1) Fair Work Act 2009

☐ Yes ☐ No

[Clear selected answer](#)

Working from home WHS checklist
(required)
Download the Working from home WHS checklist template by clicking on the below link. Complete the template, save and attach.

Working from home WHS checklist

No uploaded files.

Browse...

Remove

Add

Select current office location
(required)

Clear selected answer

If you selected one of the following Nature of Request, you will be required to complete the working from home WHS checklist and security assessment :

- Work from home (100%)
- Work from home (combination of working at home and the office)
- Combination of remote work and work from home

Working from home WHS checklist – Download the working from home WHS checklist template by clicking on the link provided. Complete the template, save and attach.

Working from home WHS checklist
(required)
Download the Working from home WHS checklist template by clicking on the below link. Complete the template, save and attach.

Working from home WHS checklist

No uploaded files.

Browse...

Remove

Add

Security Assessment

You will be required to complete a series of security related questions when you select a Nature of Request option that includes working from home.

Upon request, you may be required to provide evidence to support claims made to the Security team to support the assessment. A physical inspection of the nominated premises is likely to be required if you intend working on security classified documents (either verbally electronic or hard copy format).

You may contact Security Helpdesk via email security.helpdesk@awe.gov.au or phone (02) 6272 3322, should you require any assistance with completing the following security related questions.

Remote location

You will be required to contact the Regional Business manager of the office location you are proposing to work from. Your manager should be included in this email. The Regional Business manager will confirm whether or not the proposed location can accommodate the request and will seek approval from the People & Place Assistant Secretary. You will be required to attach email confirmation of People & Place Assistant Secretary endorsement and accommodation availability received from the relevant Regional business manager to your WAFO application form (both Lighthouse and manual form options) prior to submitting it.

Last updated October 2022

Send your request to work from another office for endorsement to the relevant location:

Canberra	actpropertyteam@agriculture.gov.au
Sydney	centraleastbusinessservices@agriculture.gov.au
Brisbane	northeastbusinessservices@agriculture.gov.au
Cairns or Darwin	northernbusinessservices@agriculture.gov.au
Melbourne	southeastbusinessservices@agriculture.gov.au
Adelaide	southbusinessservices@agriculture.gov.au
Perth	westbusinessservices@agriculture.gov.au
TAS	property@awe.gov.au

Tip: If you wish, you can use the print to PDF function to download a copy of your Lighthouse application to attach to your email request.

Employee to complete – Nominate reviewers and delegate

An Approvals section will appear on the bottom of your application and you are required to nominate the appropriate reviewer/s and delegate.

Approvals

	Person	Outcome	Decision	Recorded
Supervisor (WAFO)	(none selected) Q			
Security Team (WAFO)	CBSD - Security Help Desk Processing security.helpdesk@agriculture.gov.au			
Manager EL2 & Above (WAFO)	(none selected) Q			
FAS (WAFO)	(none selected) Q			

The number of review steps for each application is based on the Nature of Request selected earlier in the application. There are two to four steps required within the approval process. Refer to the table below.

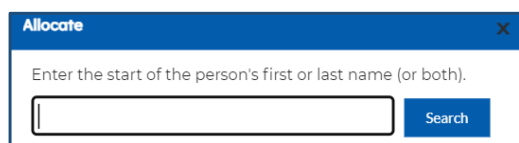
Nature of Request Type	Supervisor	Manager (EL2 & Above)	FAS	Security Helpdesk
Work from home (combination of working at home & the office)	✓	✓		✓
Work from home 100%	✓	✓	✓	✓
Remote work (request to work in another DAFF office location)	✓	✓	✓	
Combination of remote work and work from home	✓	✓	✓	✓

Commented s. 22(1)(a) Deleted 'direction' options

- Supervisor – this is the direct supervisor
- Security Helpdesk – will automatically populate with the security helpdesk email address
- Manager (EL2 or Above) – the employees EL2 or above manager
- FAS – First Assistant Secretary

Nominate your supervisor by selecting the search icon  beside the first reviewer. An Allocate window will appear.

Commented s. 22(1)(a) Include reviewer

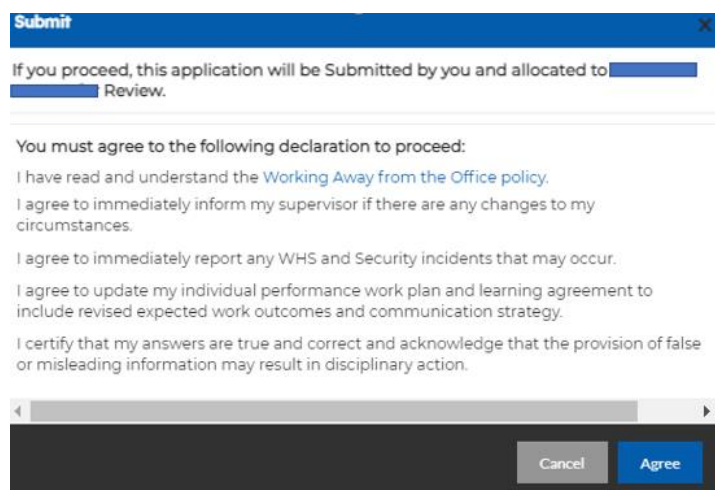


The 'Allocate' window has a blue header with the title 'Allocate' and a close button (X). Below the header, there is a text prompt: 'Enter the start of the person's first or last name (or both)'. Underneath this prompt is a text input field and a blue 'Search' button.

- Enter the supervisor's name and select search
- Search results will appear
- Click on the required name – the supervisors name will now be reflected beside the first review box.
- Repeat the above for the remaining reviews and approver boxes.

Employee declaration

Once you have entered all the approvers details, click on submit. A submit window will appear confirming if you proceed, this application will be submitted by you and allocated to the nominated supervisor for review. Ensure you read and understand the declaration before clicking on **Agree** to submit.



The 'Submit' window has a blue header with the title 'Submit' and a close button (X). Below the header, it says: 'If you proceed, this application will be Submitted by you and allocated to [redacted] Review.' Below this is a scrollable area containing the following text:

You must agree to the following declaration to proceed:

I have read and understand the [Working Away from the Office policy](#).

I agree to immediately inform my supervisor if there are any changes to my circumstances.

I agree to immediately report any WHS and Security incidents that may occur.

I agree to update my individual performance work plan and learning agreement to include revised expected work outcomes and communication strategy.

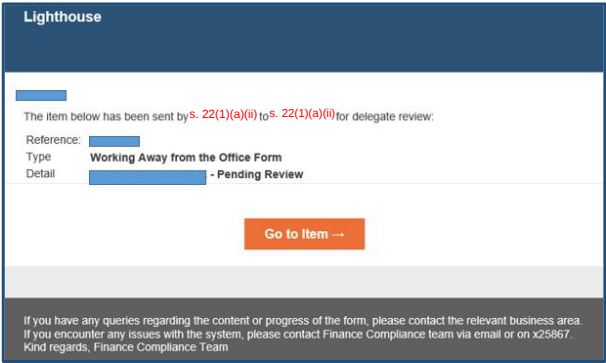
I certify that my answers are true and correct and acknowledge that the provision of false or misleading information may result in disciplinary action.

At the bottom of the scrollable area are two buttons: 'Cancel' and 'Agree'.

Once the form is submitted an email is generated back to the employee confirming an application has been sent to the nominated approver for their review.



The employee will be able to see where and whom the application is sitting throughout the review and approval process. An email is generated back to the employee as each review and approver completes their step.



Once the application has been approved by all parties and the process is complete the application will be marked as Approved and Complete. No changes or amendments can be made to the application.

Reference

Outcome: **Approved**

Actions

COMPLETE

Additional Contacts

Add

Save

None recorded.

Overview

Collapse Application Details

The Department of Agriculture, Water and the Environment (the department) supports flexible working arrangements by empowering employees to achieve balance and wellbeing.

By providing a modern, agile way of working, the department aims to enhance the productivity and job satisfaction through the facilitation of working away from the office arrangements. The department is committed to supporting employees and managers in establishing sustainable flexible work practices that deliver positive outcomes for individuals, their teams and the department.

In certain circumstances such as a pandemic, it may also be necessary for the department to initiate arrangement for employees to work remotely or from home.

Please refer to the Working Away from the Office and Working Arrangements policies.

Requests to change hours

If you are increasing / reducing your work hours and not supplementing the difference with leave, you must complete a separate change of hours form. This is available on the intranet and must be submitted to payroll one month prior to commencement to avoid an over / under payment.

Approval Process

Following a discussion with your manager, complete this form to apply for one of the following Working Away from the Office request type:

- Work from Home (combination of working at home & the office)
- Work from home (100%)
- Remote work (where an employee is working in another DAWE office location)
- Combination of remote work and work from home (where an employee is working in another DAWE office location and home)
- Direction to work remotely or from home (In certain circumstances, including in an emergency, it may be necessary for the department to initiate arrangements for employees to work remotely or from home, such as in the circumstances of a pandemic, environmental emergencies in specific regions or the relocation of offices)

Note: An application for Working Away from the Office arrangement must be completed and submitted to the Supervisor and Manager (EL2 or above) for final approval prior to the commencement of any formal arrangement.

Applicant

Approval Process

Supervisor review

The nominated supervisor will receive an email notification alerting them they have an application which requires review with a link to the application. The following window will appear when clicking on the link.

Additional Contacts

Find people from who have an interest in this application but who are not directly involved in the application. People listed here will also be able to access the application and receive notifications.

Outcome: Supervisor (WAFO)

Have you spoken with the employee and confirmed that all information/recommendations/outside employment or voluntary work arrangements have been noted and addressed in considering this Working Away from the Office arrangement?

Yes No

Outcome: **Approved** Not Approved

Outcome decision date:

Before providing recommendations for the application, the supervisor **must**

- Familiarise themselves with WAFO policy and manager guidelines
- Review the application along with any attachments by scrolling through the application
- Ensure all mandatory attachments have been uploaded
- Assess the security and WHS related risks associated with this application
- Review any agreements in relation to how the employee will remain connected or frequency of visits to DAFF office if applicable
- Read the declaration
- Provide a Yes or No response to the declaration
- Select the application Outcome – Reviewed.
- Add comments regarding recommendation of support for the proposed work arrangement, or reasons why it is not supported. Please Note that comments can be viewed by the applicant as well as the next approvers and anyone who has access to view the application.
- Click on Select today to select date
- Click on Submit - the following prompt will appear – click on Agree to submit

Submit

If you proceed, you will exercise your Supervisor (WAFO) delegation with an outcome of Approved and allocated to [blue box] for Review.

The supervisor has now completed their review of the process and the application will now be sent on for further assessment and approval. The employee is notified via email that the application has progressed through to the next reviewer.

The following application types will be directed to Security Helpdesk for approval

- Work from home (combination of working at home & the office)
- Work from home (100%)

- Combination of remote work and work from home

The employee will receive an email confirming their application is now sitting with Security Helpdesk pending review.

Security Helpdesk will receive an email alerting them they have an application pending their review.

Security Team assessment of home based work

In line with the department's Protective Security Policy and the Protective Security Policy Framework (PSPF), the Security Team will undertake risk assessments against each application.

A physical inspection of the nominated premises is likely to be required if you intend working on security classified documents (either verbally, electronic, or hard copy format).

The Security Team will receive an email notification alerting them they have an application which requires review with a link to the application.

Approval Process

Following a discussion with your manager, complete this form to apply for one of the following Working Away from the Office request type:

- Work from Home (combination of working at home & the office)
- Work from home (100%)
- Remote work (where an employee is working in another DAWE office location)
- Combination of remote work and work from home (where an employee is working in another DAWE office location and home)
- Direction to work remotely or from home (In certain circumstances, including in an emergency, it may be necessary for the department to initiate arrangements for employees to work remotely or from home, such as in the circumstances of a pandemic, environmental emergencies in specific regions or the relocation of offices)

Note: An application for Working Away from the Office arrangement must be completed and submitted to the Supervisor and Manager (EL2 or above) for final approval prior to the commencement of any formal arrangement.

Review Outcome: Security Team (WAFO)

Can the assessed risk be accepted in line with the department's Protective Security Policy? ☐ Yes ☐ No

Please enter any relevant comments

Outcome: ☒ Approved ☐ Not Approved

Outcome decision date 
select today

A low security risk can be accepted by the delegate.

A security risk of MEDIUM or higher will require a business case including a security risk mitigation plan. The Security team will assist with the formulation of a security risk mitigation plan that must be included in a business case. This will be escalated to the Security team for further review.

Before risk rating the application, the Security Team will:

- Review the application along with any attachments by scrolling through the application

- Check the previous approvers comments – by clicking on the comments icon in the approvals section as shown below.

Approvals					
	Person	Outcome	Decision	Recorded	
Supervisor (WAFO)	s. 22(1)(a)(ii)	Approved	30-03-2021	30-03-2021	
Manager EL2 & Above (WAFO)	s. 22(1)(a)(ii)	Approved	30-03-2021	30-03-2021	
FAS (WAFO)	s. 22(1)(a)(ii)				

- Read the declaration
- Provide a Yes or No response to the declaration
- Add comments. Note, comments here can be viewed by the applicant as well as the next approvers and anyone who has access to view the application
- Select the application security risk rating
- Click on Select today to select today's date
- Click on Submit

The following prompt will appear – click on Agree to submit.

Submit

If you proceed, you will exercise your Security Team (WAFO) delegation with an outcome of Approved. This application will then be completed.

Cancel

Agree

Manager (EL2 & above) review or approval

The nominated manager will receive an email notification alerting them they have an application which requires review with a link to the application. The following window will appear when clicking on the link.

Reference **123456789** Allocated to **You** for Review Actions **PENDING REVIEW**

Additional Contacts

Add people here who have an interest in this application but who are not directly linked to the application. People listed here will also be able to access this application and receive notifications.

None recorded. [Add](#)

Overview

The Department of Agriculture, Water and the Environment (the department) supports flexible working arrangements by empowering employees to achieve balance and wellbeing.

By providing a modern, agile way of working, the department aims to enhance the productivity and job satisfaction through the facilitation of working away from the office arrangements. The department is committed to supporting employees and managers in establishing sustainable flexible work practices that deliver positive outcomes for individuals, their teams and the department.

In certain circumstances such as a pandemic, it may also be necessary for the department to initiate arrangements for employees to work remotely or from home.

Please refer to the Working Away from the Office and Working Arrangements policies.

Requests to change hours

If you are increasing / reducing your work hours and not supplementing the difference with leave, you must complete a separate change of hours form. This is available on the internet and must be submitted to payroll one month prior to commencement to avoid an over / under payment.

Approval Process

Following a discussion with your manager complete this form to apply for one of the following Working Away from the Office request type:

- Work from Home (combination of working at home & the office)
- Work from Home (100%)
- Remote work (where an employee is working in another DAVE office location)
- Combination of remote work and work from home (where an employee is working in another DAVE office location and home)
- Direction to work remotely or from home (in certain circumstances including in an emergency, it may be necessary for the department to initiate arrangements for employees to work remotely or from home such as in the circumstances of a pandemic, environmental emergencies in specific regions or the relocation of offices)

Note: An application for Working Away from the Office arrangement must be completed and submitted to the Supervisor and Manager (EL2 or above) for final approval prior to the commencement of any formal arrangement.

Review Outcome: Manager EL2 & Above (WAFO)

Have you considered this Working Away from the Office arrangement and confirmed it meets the requirements of the employee and the department?

☒ Yes ☐ No

Outcome: ☒ Approved ☐ Not Approved

Outcome decision date:

If the manager is not the delegate they will review the application, review the recommendations of the supervisor and record their comments before submitting to the delegate.

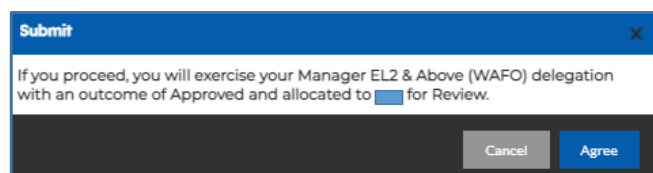
If the manager is the delegate, they will

- Familiarise themselves with FWA policy, manager guidelines, etc
- Review the application along with any attachments by scrolling through the application
- Assess the security and WHS related risks associated with the application prior to approving
- Check the previous reviewers comments – by clicking on the comments icon in the approvals section as shown below

Approvals				
	Person	Outcome	Decision	Recorded
Supervisor (WAFO)		Approved	30-03-2021	30-03-2021

- Read the declaration
- Provide a Yes or No response to the declaration

- Add comments, if any, noting that comments can be viewed by the applicant as well as has all those who have been nominated as an approver.
- Select the Application Outcome – Approved or Not Approved
- Click on Select today to select today's date
- Click on Submit - The following prompt will appear – click on Agree to submit



This completes the application process for the following application types and no further action is required:

- Work from home (combination of working at home and the office)

The employee as well as additional contacts will receive an email confirming the application has been completed with a status completed.

The following application types will be directed to the FAS for approval :

- Work from home 100%
- Remote work (request to work in another DAFF office location)
- Combination of remote work and work from home

The employee will receive an email confirming their application is now sitting with the FAS pending review.

The FAS will receive an email alerting them they have an application pending their review.

FAS approval

Applications with the following Nature of Request require FAS approval.

- Work from home (100%)
- Remote work (request to work in another DAFF office location)
- Combination of remote work and work from home

The nominated FAS will receive an email notification alerting them they have an application which requires review with a link to the application.

Reference: 32768 Allocated to You for Review Actions PENDING REVIEW

Additional Contacts

Add people here who have an interest in this application but who are not directly linked to the application. People listed here will also be able to access this application and receive notifications.

1 Name recorded.

Overview

The Department of Agriculture, Water and the Environment (the department) supports flexible working arrangements by empowering employees to achieve balance and wellbeing.

By providing a modern, agile way of working, the department aims to enhance the productivity and job satisfaction through the facilitation of working away from the office arrangements. The department is committed to supporting employees and managers in establishing sustainable flexible work practices that deliver positive outcomes for individuals, their teams and the department.

In certain circumstances such as a pandemic, it may also be necessary for the department to initiate arrangements for employees to work remotely or from home. Please refer to the Working Away from the Office and Working Arrangements policies.

Requests to change hours

If you are increasing / reducing your work hours and not supplementing the difference with leave, you must complete a separate change of hours form. This is available on the intranet and must be submitted to payroll one month prior to commencement to avoid an over / under payment.

Approval Process

Following a discussion with your manager, complete this form to apply for one of the following Working Away from the Office request type:

- Work from Home (cohabitation of working at home & the office)
- Work from Home (100%)
- Flexible work (where an employee is working in another DAWE office location)
- Combination of remote work and work from home (where an employee is working in another DAWE office location and home)
- Direction to work remotely or from home (in certain circumstances, including in an emergency, it may be necessary for the department to initiate arrangements for employee to work remotely or from home, such as in the circumstances of a pandemic, environmental emergency in specific regions or the relocation of offices)

Note: An application for Working Away from the Office arrangement must be completed and submitted to the Supervisor and Manager (EL2 or above) for final approval prior to the commencement of any formal arrangement.

Review Outcome: FAS (WAFO)

Have you considered this Working Away from the Office arrangement and confirmed it meets the requirements of the employee and the department?

Please confirm if you proceed, you will exercise your delegate (FAS or above) WAFO delegations to approve this request. This application will then be completed.

Yes No

Please enter any relevant comments.

Outcome: Approved Not Approved

Outcome decision date: Select today

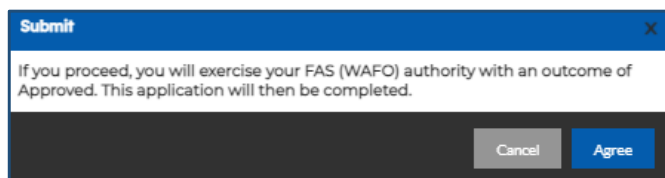
Before approving the application, the FAS must

- Review the application along with any attachments by scrolling through the application
- Assess the security and WHS related risks associated with the application prior to approving
- Check the previous approvers comments – by clicking on the comments icon in the approvals section as shown below.

Approvals					
	Person	Outcome	Decision	Recorded	
Supervisor (WAFO)	S. 22(1)(a)(ii)	Approved	30-03-2021	30-03-2021	...
Manager EL2 & Above (WAFO)	S. 22(1)(a)(ii)	Approved	30-03-2021	30-03-2021	...
FAS (WAFO)	S. 22(1)(a)(ii)				

- Read the declaration
- Provide a Yes or No response to the declaration
- Add comments. Note, comments here can be viewed by the applicant as well as the next approvers and anyone who has access to view the application
- Select the application Outcome – Approved or Not Approved
- Click on Select today to select today's date
- Click on Submit

The following prompt will appear – click on **Agree**



This completes the application process for the following application types and no further action is required

- Remote work (request to work in another DAFF office location)

The employee as well as additional contacts will receive an email confirming the application has been completed with a status completed.

The following application types will be directed to Security Helpdesk for approval.

- Work from home 100%
- Combination of remote work and work from home

The employee will receive an email confirming their application is now sitting with security helpdesk pending review.

This now completes the application process.

The employee as well as additional contacts will receive an email confirming the application has been completed with a status completed.

A manual WAFO form along with attachment A & attachment B is available for employees without Lighthouse access.

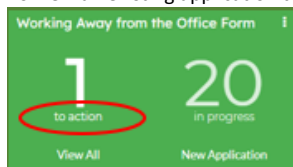
A contractor manual WAFO form is also available.

Manual forms are available on the Flexible Working Hub. Completed forms should be sent to PeopleSupport@agriculture.gov.au for record keeping purposes.

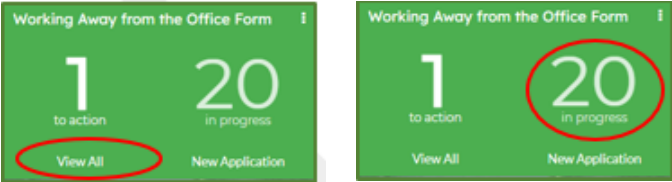
Other functions available within the application

From the Dashboard screen in lighthouse.

To view an existing application that you have submitted – click on **to action**



To view all existing applications (in progress, completed, to action) – select on either of the **view all** or **in progress** (you can only view your application or applications which you have approved)



Once you have selected one of the above options (view all or in progress), the following screen will appear.

Working Away from the Office Form

Select an item to progress or review.

Requiring My Action

No data to display

In Progress

- Pending Submission

allocated [redacted]

status pending submission

reference 32883

last action Tuesday

- Pending Submission

allocated [redacted]

status pending submission

reference 32883

last action 01 Apr

- Pending Review

allocated [redacted]

status pending review

reference 32474

last action 29 Mar

- Pending Review

allocated [redacted]

status pending review

reference 32543

last action 29 Mar

Complete

showing all items finalised in the last 3 month(s) change this

- Complete

outcome Approved

status complete

reference 32883

last action Wednesday

- Complete

outcome Approved

status complete

reference 32809

last action Wednesday

- Complete

outcome Approved

status complete

reference 32543

last action 30 Mar

- Complete

outcome Approved

status complete

reference 32766

last action 30 Mar

This screen is broken into three parts

- Requiring My Action – lists the applications which require your action
- In Progress – lists the applications currently in progress and their status ie pending submission or review and who they are allocated to
- Complete – lists the applications which have been completed and the outcome –approved or not approved.

You can select on the applications by double clicking. This will open the selected applications. Completed applications cannot be amended. Applications in progress or requiring action cannot be modified or deleted.

The **Actions** button  within the WAFO application allows you to perform the following.

Last updated October 2022

20

(note: the options available within this window are dependent on whether you are in an existing form or a new form).

Reference 32474 Allocated to S. 22(1)(a)(ii) for Review

Additional Contacts

Add people here who have an interest in this application but who are not directly linked to the application. People listed here will also be able to access this application and receive notifications.

None recorded.

Actions

- Return
- Reallocate
- 0 additional contacts
- 0 comment(s)
- View Log
- Copy
- Create New
- Delete
- Include All Custom Fields

Save

PENDING REVIEW



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Department of Agriculture,
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Working Arrangement – Work Pattern

Use this form in conjunction with your flexible working arrangement application made via
Lighthouse

Surname:	Given Name:
AGS No:	Position No:
Position:	Branch:
Start date:	End date:

WEEK 1								
DAYS	HOURS				LOCATIONS			
	Start Time HH:MM	Finish Time HH:MM	Break HH:MM	Total Hours Worked	Office	Home	Office/ Home	RDO
Monday								
Tuesday								
Wednesday								
Thursday (pay day)								
Friday								
Saturday								
Sunday								

WEEK 2								
DAYS	HOURS				LOCATIONS			
	Start Time HH:MM	Finish Time HH:MM	Break HH:MM	Total Hours Worked	Office	Home	Office/ Home	RDO
Monday								
Tuesday								
Wednesday								
Thursday								
Friday								
Saturday								
Sunday								

☐ Tick if same as week 1

Comments:

EMPLOYEE CONFIRMATION

I agree to abide by the work pattern and the conditions outlined above.

I agree that the work pattern will not impact daily operations.

I am satisfied the work pattern meets the requirements of the Working Arrangement Policy and the Working Away from Office Policy.

Signature:

Date:

Last update October 2022

From: [Workplace Relations](#)
To: s. 22(1)(a)(ii)
Cc: s. 22(1)(a)(ii) s. 22(1)(a)(ii) [Workplace Relations](#)
Subject: FW: WAFO requests due to increasing fuel prices [SEC=OFFICIAL]
Date: Thursday, 2 April 2026 9:05:17 AM
Attachments: [image003.png](#)
[image004.png](#)
[image005.gif](#)

OFFICIAL

Morning

Apologies it looks like this message may have been recalled.

s. 22(1)(a)(ii)

OFFICIAL

From: Workplace Relations
Sent: Wednesday, 1 April 2026 5:13 PM
To: s. 22(1)(a)(ii)
Cc: s. 22(1)(a)(ii) ; s. 22(1)(a)(ii) ; Workplace Relations
Subject: RE: WAFO requests due to increasing fuel prices [SEC=OFFICIAL]
Afternoon s. 22(1)(a)(ii)

Communications that provide blanket position for making a request for FWA and responding to a request must be avoided, because each request must be considered on a case by case basis. Generic or blanket responses to requests may result in disputation from staff, and their representatives.

The below confirms that the current approach to managing WAFO remains consistent with current existing practices (accepting that managers may be experiencing a peak in requests).

- The departments position on WAFO arrangements remains unchanged in response to recent global events, meaning all request must continue be made and considered in accordance with the provisions of the [DAFF EA](#). Requests, new or varied, should be considered in the usual context of the DAFF enterprise agreement and the [flexible working policy](#). Discussions with employees, and decisions, should not be based on the cost of commuting to work.
- Managers should be exercising discretion to accommodate increase flexibility for employees seeking to change their commuting arrangements (such as carpooling or using public transport). Where employees have legitimate challenges attending an office due to fuel supply issues, this may mean that short term arrangements may need to be accommodated.
- The department will continue to monitor the advice of Government.

Regards s. 22(1)(a)(ii)

Assistant Director |Workplace Relations

People, Property and Security Division | People Operations and Safety Branch

From: s. 22(1)(a)(ii) [@aff.gov.au](#)>
Sent: Tuesday, 31 March 2026 4:10 PM
To: Workplace Relations <[Workplace.Relations@aff.gov.au](#)>
Cc: s. 22(1)(a)(ii) [@aff.gov.au](#)>; s. 22(1)(a)(ii)

s. 22(1)(a)
@aff.gov.au>

Subject: WAFO requests due to increasing fuel prices [SEC=OFFICIAL]

OFFICIAL

Good afternoon Workplace Relations

People Support received the below email and attachment from Cargo Operations North and Response Branch yesterday (30 March 2026) regarding talking points for their managers to use when discussing 100% WAFO requests due to increasing fuel prices.

Given the need for consistent messaging on this matter – can you please review the attached talking points.

Their team have received ^{s. 47} requests by staff to 100% WAFO, so are hoping to have a firm stance to respond shortly.

Thank you very much WR Team.

Kind regards

s. 22(1)(a)(ii)

Good morning people Support

We are seeing a significant increase in Assessments team members who are requesting 100% WAFO arrangements at the current time due to petrol increases as a result of the Middle East conflict.

Within our team, we have an identified business requirement for team members to attend the office regularly, however not daily.

I would appreciate your guidance in looking over the attached to ensure it is in line with the policy and if we have missed anything. While it reads as an all-staff message, I think it can be useful as a reference tool for managers when discussing this topic with their teams, we anticipate sending this out to our middle managers to assist their discussions with team members who are thinking about a request.

Kind Regards

s. 22(1)(a)(ii)

Assistant Director a/g | Cargo Assessment (QLD) | Ph: **s. 22(1)(a)(ii)** Mobile **s. 22(1)(a)(ii)**

Kind regards

s. 22(1)(a)(ii)

Senior HR Advisor | People Support - Performance | **T: s. 22(1)(a)(ii) | M: s. 22(1)(a)(ii)**

Department of Agriculture, Fisheries and Forestry

People Operations and Safety Branch | People, Property and Security Division

4th Floor/100 Goondoon Street, Gladstone 4680

GPO Box 858 | Canberra ACT 2600

E: s. 22(1)(a)(ii)@daff.gov.au

<https://www.agriculture.gov.au/>



OFFICIAL

From: s. 22(1)(a)(ii)
To: [SHRBP](#)
Cc: [Workplace Relations](#)
Subject: WAFO requests due to current global events [SEC=OFFICIAL:Sensitive]
Date: Thursday, 9 April 2026 3:36:46 PM
Attachments: [image001.png](#)
[image002.png](#)

OFFICIAL: Sensitive

Hi team

We've fielded a few queries for comms/advice around WAFO requests where they relate to global events and the impact on fuel costs. While there is currently no consideration being given to explicit/broad messaging on the topic, the following may be useful in your interactions with business areas. Please just be mindful that the following should not be forwarded on without context, rather it should be used to help inform conversations you may be having with relevant leadership.

Communications that provide blanket position for making a request for a FWA and responding to a request must be avoided, because each request must be considered on a case-by-case basis. Generic or blanket responses to requests may result in disputation from staff, and their representatives.

The below confirms that the current approach to managing WAFO remains consistent with current existing practices (accepting that managers may be experiencing a peak in requests).

- The departments position on WAFO arrangements remains unchanged in response to recent global events, meaning all request must continue be made and considered in accordance with the provisions of the [DAFF EA](#). Requests, new or varied, should be considered in the usual context of the DAFF enterprise agreement and the [flexible working policy](#). Discussions with employees, and decisions, should not be based on the cost of commuting to work.
- Managers should be exercising discretion to accommodate increased flexibility for employees seeking to change their commuting arrangements (such as carpooling or using public transport). Where employees have legitimate challenges attending an office due to fuel supply issues, this may mean that short term arrangements may need to be accommodated.
- The department will continue to monitor the advice of Government.

Hope this helps.

Regards

s. 22(1)(a)(ii)

Director | Workplace Relations | s. 22(1)(a)(ii)

People Operations and Safety | People, Property and Security

Ngunawal Country

Agriculture House, 70 Northbourne Ave, Canberra ACT 2601 Australia

GPO Box 858 Canberra ACT 2601 Australia

agriculture.gov.au



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Flexible Work Arrangements

Supporting Genuine Negotiation

June 2026

s. 22(1)(a)(ii)
Director, Cargo Assessments SA & WA

Department of Agriculture, Fisheries and Forestry

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In today's session

- Flexible work options and considerations
- Cargo Assessments – Business grounds
- Advantages of office-based work
- Genuine negotiation
- HR delegations
- Questions and next steps

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FWA Options and Considerations

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Flexible work options

Flexible work arrangements, include

- Working Away From the Office (WAFO)
- Working from another DAFF office
- Part time agreement
- Compressed hours
- Flex Time
- Job sharing

Flexible work arrangements are reviewed every 12 months.



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Flexible work can be a mix of any and all of the following according to staff and business needs.

The FWA policy highlights in the FWA Principles, points 8 and 9 that:

- managers and employees are encouraged to regularly review arrangements. This is to ensure the ongoing effectiveness of flexible work arrangements, and
- All arrangements will be reviewed after 12 months, or more frequently if agreed.

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DAFF Enterprise Agreement (EA) requirements



- **All APS employees** can request a flexible working arrangement, including employees working from home.
- **Caps on the days** allowed to work from home are **not to be imposed** on groups of employees.
- Requests should be considered on a case-by-case basis, aligned with business requirements, with a **bias toward approval**.
- **Cultural obligations and connection to country** must be considered for requests from First Nations employees.

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DAFF EA requirements for Flexible Working arrangements (FWA's)

- Applications are assessed by the delegate within 21 days from receipt of receiving the request in writing, this does not need to be via *The Shed*, it could be via email or MS Teams.
- The delegate response must either:
 - Approve (with relevant info from c301), or
 - Approve following a discussion with the department and employee with the agreed changes, or
 - Decline (including the reasons, particular business grounds and other requirements outlined at c300.3).
- If the employee wishes to change the terms of the arrangement and needs an extension on the timeframe to do so, seek this information from them in writing stating that you have agreed to an extended timeframe for their requirements.

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Fair work requirements for Flexible Working arrangements (FWA's)

An employer **can only refuse a request if they have reasonable business grounds and have taken certain steps**, including:

- discussing the request with the employee genuinely trying to reach an agreement with the employee for alternative arrangements, and
- considering the consequences for the employee of refusing the request.

```
graph LR; A[Discuss with the employee aiming to negotiate] --> B[Consider alternative arrangements]; B --> C[Consider consequences]
```

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Employer's Ability to Refuse a Request:

When an employer receives a request for a flexible working arrangement, they have the option to refuse it, but only if they have reasonable business grounds for doing so. It's important to note that refusal can't be arbitrary; it must be based on legitimate business reasons.

Genuine Discussion with the Employee:

Before refusing a request, the employer is required to have a genuine discussion with the employee. This means they should explore alternatives and try to come to an agreement that works for both the business and the employee.

Considering the Consequences:

The employer must also consider the consequences of refusing the request for the employee. This involves understanding how the refusal might affect the employee's work-life balance or wellbeing, and ensuring the decision is justified and reasonable.

Summary:

So, to recap: an employer can refuse a request for flexible work arrangements only if there are reasonable business grounds which and after having a fair, genuine conversation with the employee. They must also consider the potential impact of refusing the request on the employee.

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Considerations of your FWA request

In summary, your FWA request considers the following:

National Employment Standards	DAFF Enterprise Agreements	DAFF Flexible Work Arrangements (FWA) policy	Your individual reasons for your request	Cargo Assessments Business Grounds
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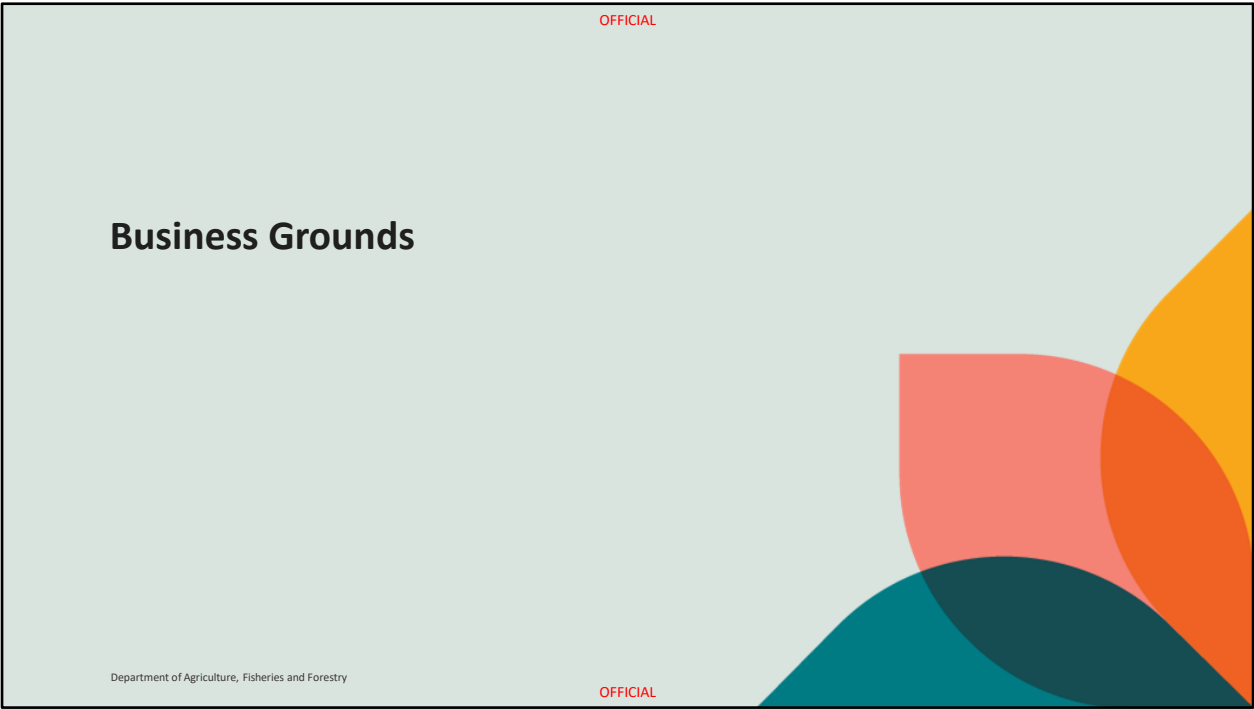


In Summary:

When you submit your WAFO request, we consider the:

- National employment standards,
- The DAFF EA,
- DAFF FWA policy,
- Your individual circumstances and reasons for your request for your flexible work arrangements.
- Cargo Assessment Business Grounds

It is important that you provide relevant information to support your request.



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Reasonable business grounds can include:

- the requested arrangements are too costly
- other employees' working arrangements can't be changed to accommodate the request
- it would be impractical to change other employees' working arrangements or hire new employees to accommodate the request
- the request:
 - is likely to result in a significant loss in efficiency or productivity, or
 - would have a significant negative impact on customer service.



The employer's circumstances can be factored in when considering if the employer has reasonable business grounds for refusing a request. For example, the employer's size and nature of the business. Refer to c303 of the DAFF EA for more info.

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Reasonable Business Grounds for Refusing Requests:

- Requested arrangements may be too costly, such as overlapping days in a job share arrangement.
- Adjusting other employees' working arrangements may not be possible.
- It could be impractical to change others' schedules or hire new staff to accommodate the request.

The request could:

- Lead to significant loss in efficiency or productivity.
- Have a negative impact on operational requirements.

Employer Considerations:

Employer's size, nature of the business, and business hours requirements set by the department can impact the decision to refuse a request.

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The benefits of in-office attendance

HR strategic partners provided the below information to promote good discussions about flexible work arrangement models and in office attendance.

When reviewing Working Away from the Office requests Leadership should consider the following benefits that presence in the office affords:

1. Strengthened team relationships and culture.
2. Enhanced communication.
3. Improved onboarding and learning experience for new starters and staff with less experience.
4. Stronger cross-team relationships.
5. Stronger engagement and sense of belonging.
6. Faster problem solving.

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In Cargo Assessments,

- The Directors have worked with our HR strategic partners on our reasonable business grounds.
- The business grounds are a national consistent approach across Cargo Assessments agreed with the Directors.

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The benefits of in-office attendance	
Key theme	Benefit
Strengthened team relationships and culture	- Regular in office contact builds trust and a sense of belonging. Seeing people regularly helps build familiarity and psychological safety. - Culture is often learned by observing others. New employees are able to watch leaders communicate, handle conflict and collaborate which strongly influences how they behave. - Creates cultural norms and stronger alignment with departments values. Creates higher levels of trust between team members, openness in sharing ideas and stronger working relationships.
Enhanced Communication	- During an in person meeting a team member's body language and facial expressions suggest they may not understand an idea/concept/piece of work. The leader is able to address any confusion immediately and clarify expectations. Body language and cues can often be lost during online meetings, and context can be misunderstood in emails and chats. - Clearer alignment on goals, reduced re-work and back and forth emails, role clarity for team members, ability to address friction points in real time.
Improved onboarding and learning experience for new starters and staff with less experience	- New starters and staff with less experience have the opportunity to ask questions on the spot and observe the culture and tasks in real time, rather than through scheduled calls and meetings. - Greater overall onboarding experience into the organisation and lower turnover rate.
Stronger cross-team relationships	- Employees from different areas meet in informal areas (kitchen, printer, common areas). When a cross functional issue arises that has a contact that they feel comfortable reaching out directly to. - Faster escalation and resolution of issues, cross team collaboration.
Stronger engagement and sense of belonging	- Celebrating milestones, birthdays, morning teas and team wins creates shared memories and a stronger emotional connection to the department. - Increased motivation and employee morale, reducing risk of disengagement.
Faster problem solving	- A problem arises, the issue can be discussed on the spot, rather than through scheduled meetings or team's chat. - Reduced delays, fewer formal meetings, quicker decision making, greater sense of achievement, opportunity for real time feedback.
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Benefits of in-office attendance - Cargo Assessments

Supports	How/What
In-person collaboration	It is critical for effective service delivery, both within the department and in our engagement with stakeholders. While technology enables us to connect remotely, face-to-face interaction remains essential to achieving the best possible outcomes.
A sense of belonging	Team physical presence strengthens this, which plays a critical role in supporting staff engagement, wellbeing, and retention. In-office anchor days have enhanced the team’s sense of belonging.
Public facing activities	Duties such as verification of government certificates at the front counter and leadership responding to public enquiries.
Informal learning, observation and real-time guidance	Being physically present enables: • Face-to-face training and supervision of core assessment functions, including Tier 2 phone support, government certificate verification • Training and supervision across additional CWMS functions plus other work functions you undertake. • Real-time verification and quality assurance in assessment processing.
Wellbeing and connection	Improved connection with your colleagues in Cargo Assessments, Perth Regional Office and the broader department.
Leadership	Supports leaders and their staff to cross over with each other to support the above. Leadership in-office attendance is required to provide consistent, predictable support to our people.

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Benefits of in-office attendance - Cargo Assessments

We take into consideration:

- Employment standards, DAFF EA, FWA policy, business grounds, and your individual circumstances
- All FWA requests are assessed on a case-by-case basis.

We generally see benefit in:

- Two days (2) in office attendance per week for Biosecurity Officers, and
- Three days (3) in office attendance per week for Leadership.

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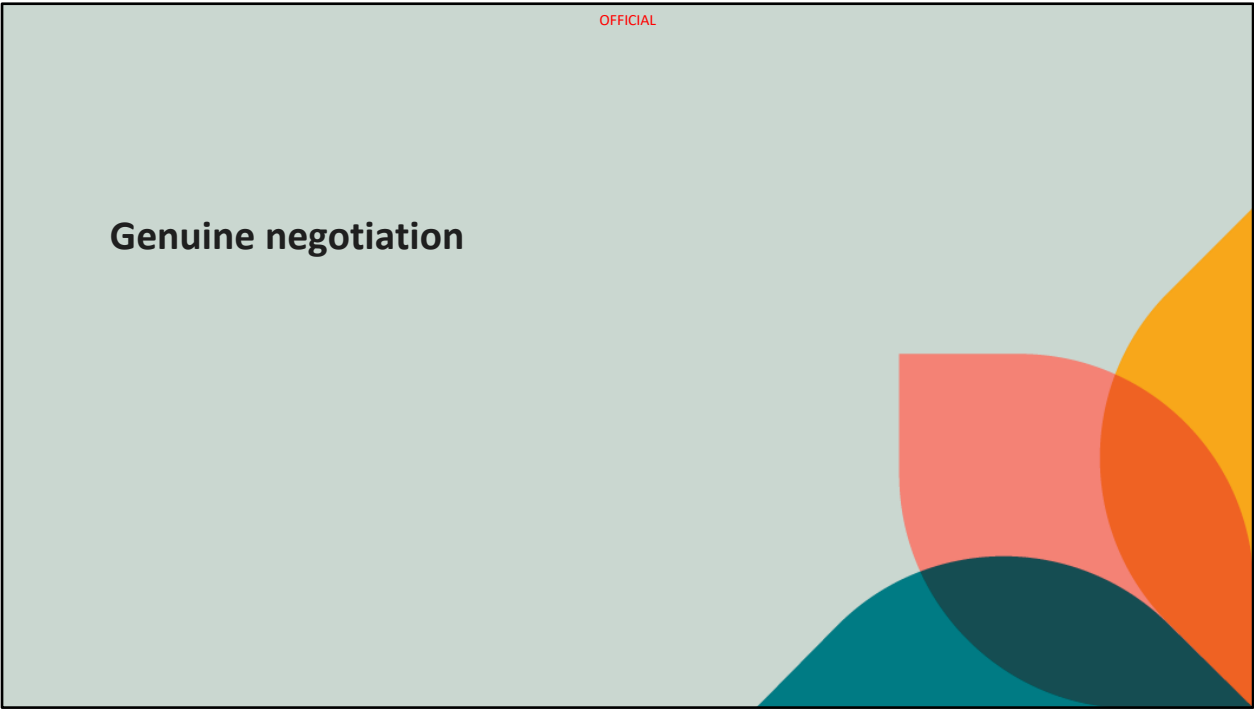
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In summary, it is important to remember that we consider the following:

- Employment standards, DAFF EA, FWA policy, business grounds, and your individual circumstances
- All FWA requests are assessed on a case-by-case basis.

We generally see benefit in:

- Two days (2) in office attendance per week for Biosecurity Officers, and
- Three days (3) in office attendance per week for Leadership.



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Genuine Negotiation

- Looking to reach an agreement. ✓
- Have a level of flexibility they can apply. ✓
- Explore more than one option as a flexible arrangement. ✓
- If not now, in the future, trialling options. ✓

Negotiation is not:

- Providing an inflexible option. ✗
- Providing an option where the employee will be disadvantaged to their current circumstance. ✗
- Having a hard branch rule on any type of flexible work-
FWAs are all Case by Case ✗



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We are committed to genuine negotiation for your Flexible Working Arrangements . When discussing your plans for your FWA it is important that you provide as much information as possible in your discussion with your Team Leader.

Each FWA is based on a case-by-case basis.

The negotiation process takes into account all the considerations we have discussed earlier: The Employment Standards, DAFF EA, FWA Policy, Business Grounds, and your individual circumstances.

The best negotiations that we have seen at DAFF are genuinely seeking to reach an agreement with both parties, where both the staff member and the business area apply some flexibility. In some cases you may be requested by leadership to reconsider your request or to provide any additional information. We will let you know why you have been asked to reconsider your request.

The approach by all of us is to bring to the discussions a flexible mindset and understand the options available.

FWA application process

Best practice is the employee discusses with Leadership their proposed FWA arrangement, along with their individual reasons prior to submitting in the Shed. Once Leadership receive your request in writing (email or MS Teams), this is the start of the 21-day timeline.

The Team Leader:

1. Reviews the request, noting the individual reasons, business grounds, FWA policy, DAFF EA and Employment Standards.
 - a. If the request meets the above, and is not submitted in *The Shed*, then the Team Leader requests the biosecurity officer to lodge their application in *The Shed*. For *The Shed* purposes, the APS6 is the Line Manager.
 - b. The Biosecurity Officer must attach the confirmation in writing (email or MS Teams) from their Team Leader into *The Shed*.
2. If the request does not meet the business grounds, FWA policy, DAFF EA and Employment Standards, the Team Leader discusses with the Operations Manager. After this, the Team Leader meets with the employee to:
 - a. Understand the employee's reasons for the request seeking additional information.
 - b. Employee and Leadership discusses an alternative with consideration to individual reasons and the business grounds. If the employee accepts the alternative, lodge this request into *The Shed*, ensuring the email is attached. Team Leader offers assistance as required.
3. If the employee does not agree to the alternative, the Team Leader is to:
 - a. Discuss this with the Operations Manager and Assistant Director.
 - b. The Assistant Director emails the delegate including all relevant documentation and timeline of discussions, cc'ing in the employee and Operations Manager and Team Leader. The Team Leader offers assistance to the biosecurity officer in lodging this request into *The Shed*, if not already completed, ensuring the email is attached.

You can discuss your WAFO request with anyone in your local Leadership team.

The information you provide is governed by the APS Privacy Principles.

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FWA application process – What happens next



The Operations Manager receives the application in *The Shed*:

1. The manager reviews the application ensuring it is completed accurately (work pattern template, relevant fields). If a change of hours form is required, this needs to be submitted in *The Shed*.
2. Matches the proposal that was discussed with the Team Leader.
3. The relevant declarations (secondary employment, conflict of interest, etc) are completed as required.
4. If the proposal did not meet the business grounds, FWA policy, DAFF EA and Employment Standards and the alternative was not agreed to, then:
 - a. Discuss the request and actions taken by the Team Leader to date.
 - b. Ensure the Assistant Director is aware prior to the application being progressed in *The Shed*.
 - c. The Assistant Director emails the delegate with a summary of the conversation and request, as outlined on slide 16 para 3.
 - d. Operations Manager ensures the email has been attached to *The Shed* application.
 - e. Ensure the relevant declaration drop down is selected in *The Shed*.
5. Progress the request in *The Shed*.

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In summary...



Starting the conversation

- We encourage you to engage with Leadership to discuss your WAFO application, including your individual circumstances before lodging in *The Shed*.
- We consider your individual circumstances, the team, business grounds, FWA policy, DAFF EA, Employment standards
- We may come back to you for a further discussion.

Lodging your WAFO in the Shed

- Seek advice and support if needed from your Team Leader.
- Attach your completed *Work Pattern* template
- You no longer need to attach the WHS Checklist. This is covered when you complete your WAFO application.

Security

- When selecting the *security classification* in your WAFO application, please select PROTECTED. This is because you are using systems, such as ICS, CWMS, CXOne, etc. Refer to [Security Clearances](#) for more information.
- Please ensure you add in your *security clearance number*. This can be found by searching your email under 'AGSVA'.

Changing your hours and you're not WAFO

- All you need to do is to complete a 'Change of hours' form in *The Shed*

Please remember... If you are unsure, it's important to ask before you submit your WAFO application. This assists with having an open conversation and also with meeting the timeline for your request.

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Flexible work HR Delegations

TYPE of FWA	DELEGATE
WAFO	EL 2 or above
100% WAFO	SES Band 2 or above
Working from another DAFF office	SES Band 1 or above
Part time agreement	EL2 and above
Compressed Hours	EL2 and above
Flex Time (carry over higher credit/debit)	APS 6 and higher
Job sharing	EL2 and above



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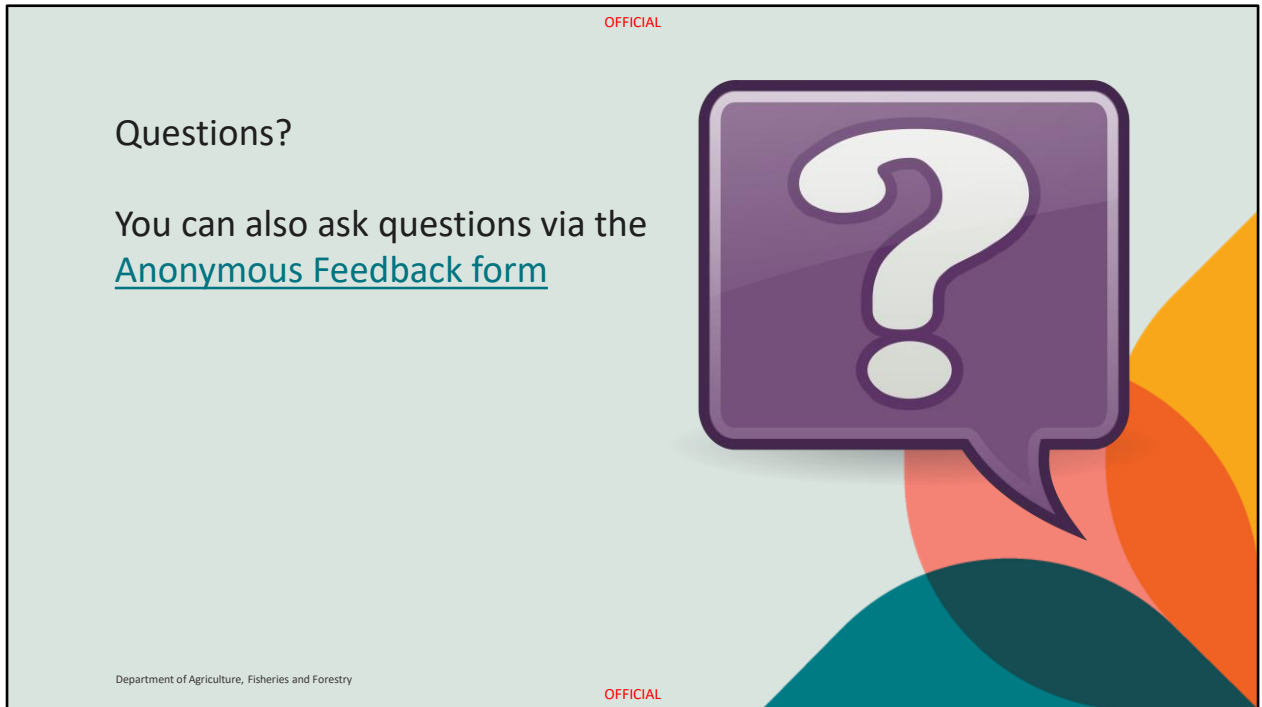
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The HR delegations define the delegate as the person responsible for making a decision when a request for flexible working arrangements is lodged in writing.

If a staff member sends a request via email to Leadership, it’s important to:

- 1.Discuss the request as soon as possible to determine whether you can:
- a. Support it as it stands, or
- b. Determine if more information is needed.

Keep communication open by providing any additional information the employee submits to your manager for escalation.



Please take the time to reflect on this presentation and let's keep the conversation going.

You can ask questions of anyone in Leadership and you can also lodge any questions via the Anonymous Feedback Form.



Australian Government

Department of Agriculture,
Fisheries and Forestry

Flexible Working SES drop in sessions

October 2025

Bryce McNicol

People & Policy Branch

Department of Agriculture, Fisheries and Forestry



WAFO Approval Delegations

TYPE of FWA	DELEGATE
WAFO	EL 2 and above
100% WAFO	SES Band 2 and above
Working from another DAFF office	SES Band 1 or above
Part time agreement	EL2 and above
Compressed Hours	EL2 and above
Flex Time	APS 6 and higher
Job sharing	EL2 and above



Some recent developments

Recent concerns raised:

- 12-month limits on duration of arrangements versus 'review date'
 - Delegate decisions more than 21 days from request
 - The mandatory conversation before making a request
 - Unreasonable requests for evidence
-
- Separately, advice to staff that they are not required to request via Lighthouse

What we've done to remedy

Lighthouse form updates

- Employees to nominate preferred duration
- Clearer reference to 12 month 'review'
 - Removal of mandatory conversation
 - Removal of medical WAFO category

Enhanced reporting

- Reminder at +14 days that new agreement due for review within next 7 days
- Fortnightly compliance reporting (21-day initial delegate review and annual review of agreements)

**Fact sheet series
coming**

Management Challenges

21-day timeline for outcomes

- Begins upon date of request
- FWC coverage
- No extension provisions

Lighthouse vs written

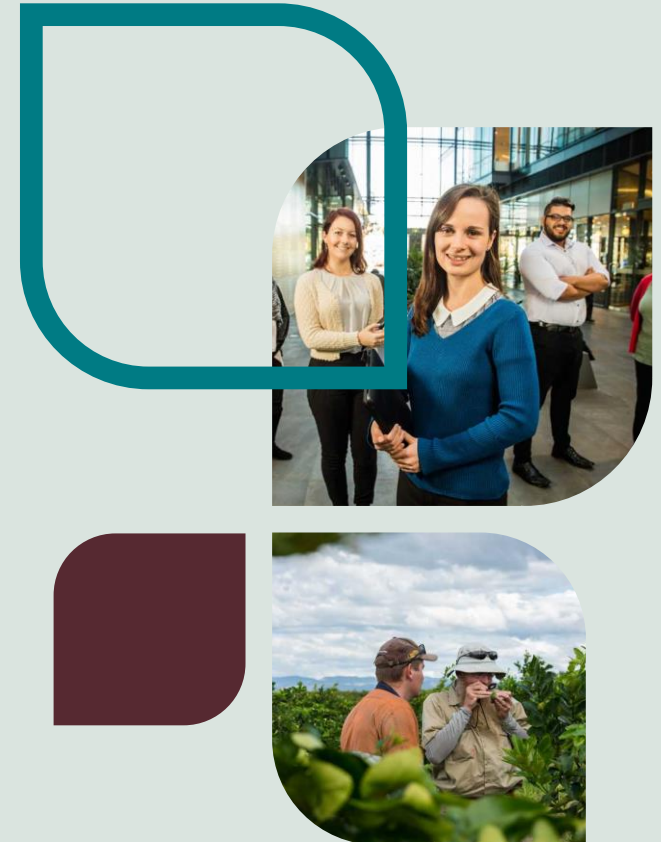
- We must process any written request (21 days starts)
- You must also require the employee to submit in Lighthouse

Evidence requests

- Must be reasonable and required to inform your decision (relate to business grounds)
- Does it really inform the decision?

New vs Review

- Higher benchmark for refusal on review
- If reviewing, what has changed?



EA Requirements

Requests for flexible working arrangements are to be considered on a case by case basis, with a bias towards approving requests



EA Requirements

If proposing a different arrangement:

- Discuss proposed changes and seek agreement

If rejecting a request:

- Must discuss with the employee first
- Must genuinely try to reach agreement
- Provide written response detailing reasons for refusal
- Reasons must be relevant business grounds
- Must have regards to the consequences of refusal for the employee
- Set out any changes the department would be willing to accommodate



Acceptable business grounds for refusal

Include but are not limited to:

1. the new working arrangements requested would be too costly for the department
2. there is no capacity to change the working arrangements of other employees to accommodate the new working arrangements requested
3. it would be impractical to change the working arrangements of other employees, or to recruit new employees, to accommodate the new working arrangements requested
4. the new working arrangements requested would be likely to result in a significant loss in efficiency or productivity
5. the new working arrangements requested would be likely to have a significant negative impact on customer service; and
6. it would not be possible to accommodate the working arrangements without significant changes to security requirements, or where work health and safety risks cannot be mitigated.

Considerations – Varying, pausing or terminating an agreement

Reasons for changing an FWA

- Performance/Behaviour
- Operational requirement
- Employee request
- Safety and Security



Process for changing FWA's

- Discuss change and provide reasonable notice
- Try to reach an agreement
- Assess the consequences of changing the agreement
- Ensure that what is being asked is reasonable and fair
- Inform the employee in writing



Support for changing FWA's

- Discuss operational requirements when FWA's are approved, outlining future concerns or trial periods
- Document these conversations and send to the employee for their record/comment
- For further support – PeopleSupport@aff.gov.au

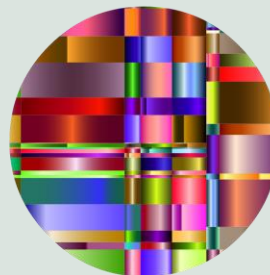
Additional Support Resources

- Flexible Work for Employees and Managers Presentation, delivered by People Support
- Managers and Delegates guide to considering flexible working arrangements – Flexible Working Hub – The Source
- Working Flexibly online video- produced by the Fair Work Commission:
<https://youtu.be/Yqycf6GD6JI>
- Flexible Working Arrangements Policy (in consultation, subject to final approval)
- **NEW** Flexible Work fact sheet series coming soon

Questions



Feedback, Questions and Suggestions:
Peoplesupport@aff.gov.au





Australian Government
Department of Agriculture,
Fisheries and Forestry

Flexible Work

Supporting Genuine negotiation

February, 2025

s. 22(1)(a)(ii)

People Support, People and Policy Group



In today's session

- Flexible work options
- Current EA requirements
- Eligibility under Fair Work Act 2009
- Fair work requirements for flexible working arrangements
- Preparing for negotiation including the advantages of office-based work
- Genuine negotiation and case examples
- HR delegations
- Outcomes and next steps

Flexible work options

Flexible work can be negotiated for up to 12 months depending on staff and business needs:

- Working Away From the Office (WAFO)
- Working from another DAFF office
- Part time agreement
- Compressed Hours
- Flex Time
- Job sharing



APS Bargaining outcomes – current EA requirements



- **All APS employees** can request a flexible working arrangement, including employees working from home.
- **Caps on the days** allowed to work from home are **not to be imposed** on groups of employees.
- Requests should be considered on a case-by-case basis, aligned with business requirements, with a **bias toward approval**.
- **Cultural obligations and connection to country** must be considered for requests from First Nations employees.

Eligibility under Fair work act 2009



- [National employment standards](#) outlines under flexible working arrangements as- any employee with minimum 12 months of continuous service have a legislative right to raise a request for flexible working arrangement.
- The employee requesting this arrangement must fit the below:
 - A senior citizen of 55 years or older
 - A parent, or have primary responsibility for care of a child of school age or younger
 - Be someone with a disability
 - Be a victim of family domestic violence
 - Be a primary carer for an immediate family member to provide them full support
 - Is expecting / pregnant

When FWAs are submitted by employees who meet this criteria, the arrangements should be reviewed with the intention of approval.

Fair work requirements for Flexible Working arrangements (FWA's)

- Applications are assessed by the delegate within 21 days from receipt of receiving the request in writing, this does not need to be via lighthouse, it could be via email/Teams.
- The delegate response needs to lay out in writing the reason the application is being approved or declined with information provided about why the application was denied including specific reasonable business grounds or setting out an agreed alternative.
- If the employee wishes to change the terms of the arrangement and needs an extension on the timeframe to do so, seek this information from them in writing stating that you have agreed to an extended timeframe for their requirements.

Fair work requirements for Flexible Working arrangements (FWA's)

An employer **can only refuse a request if they have reasonable business grounds and have taken certain steps**, including:

- discussing the request with the employee genuinely trying to reach an agreement with the employee for alternative arrangements, and
- considering the consequences for the employee of refusing the request.

Discuss with
the employee
aiming to
negotiate

Consider
alternative
arrangements

Consider
consequences

Reasonable business grounds can Include:

- the requested arrangements are too costly
- other employees' working arrangements can't be changed to accommodate the request
- it would be impractical to change other employees' working arrangements or hire new employees to accommodate the request
- the request:
 - is likely to result in a significant loss in efficiency or productivity, or
 - would have a significant negative impact on customer service.



The employer's circumstances can be factored in when considering if the employer has reasonable business grounds for refusing a request. For example, the employer's size and nature of the business.

Preparation for negotiation

- Be Proactive and Inclusive - invite team buy in on how and when they would like to connect.
- Discuss expectations and concerns for any proposed FWA arrangements.
- Understand your staff needs and options to support them.
- Know where you can make allowances.



• Time saved less commuting	• Temptation to overwork
• Enhanced flexibility	• Less movement impacts health
• Broader talent pool	• Less human time with your team
• Reduced costs	• Overdependence on technology
• Increased work presence	• Increased electricity bills
• Improved ability To manage children & school	• Loneliness or isolation
• Healthier eating at home	• No face-to-face chats at the water cooler



Advantages of working from the office

What does research say about working from the office?

- To more effectively manage work-life balance, employees are seeking a compelling reason to return to the office and **73%** say they need a better reason than just company expectations.
- Stats below display **WHY** - “**The employees are motivated**” to go the office :



85% - To rebuild team bonds.

84% - To socialise with coworkers.

74% - Visit frequently if their "work friends" were there.

- The **motivation is derived** from observations from employees and leaders of the business
40% reported that they feel disconnected from their company
as a whole

It's Simple: People care about people

Manager considerations



- How are we **building team connection**? - A meaningful chat on building virtual communication mechanism and acknowledge its impact on team engagement participation.
- Did we analyse **risk mitigation**? - Discuss on **meeting security requirements** and **analyse risk mitigation strategy** on handling security classified information when working away from office.
- Discuss with **First Nation employees** that the department will consider connection to country and cultural obligations when responding to requests for changing location of work.

Manager considerations



- Following the formal request by the employee, the manager must have a meaningful conversation with an employee before the request is endorsed:
- Is the **nature of work** suitable? - A conversation on employees' duties, role to be suitable to adapt the flexibility.
- **Performance level** met? - A discussion to identify if the expected performance standard relevant to an employees' role are met and rated as "**meets expectation.**"
- **WHS requirement** met? - A conversation to inform how important it is to meet the WHS requirement before WAFO or flexible working is practiced.

Declining requests: is it reasonable business grounds?

- Have we considered the impact on the team?
- Have we considered all the options?
- Do we have all the information?
- Are we prepared to meet again and when?
 - Performance expectations are met
 - Behaviour expectations are met
 - There are less security concerns
 - There is less business requirement to be at the office

Not
Yet

Support Available: [The Shed](#)



Genuine Negotiation

- Looking to reach an agreement. ✓
- Have a level of flexibility they can apply. ✓
- Explore more than one option as a flexible arrangement. ✓
- If not now, in the future, trialling options. ✓

Negotiation is not:

- Providing an inflexible option. ✗
- Providing an option where the employee will be disadvantaged to their current circumstance. ✗
- Having a hard branch rule on any type of flexible work- FWA's are all Case by Case ✗



Genuine Negotiation (case examples)

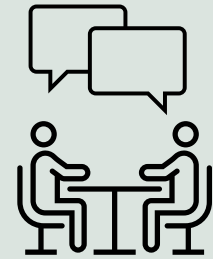
New parent returning from leave requests set hours on shifts

Challenges

- Staff member requests long shift on high-cost day – disadvantaging others
- Originally offered transfer
- Case was escalating and likely to go to FWC

Strategies

- Advice sought from legal
- Genuine negotiation commenced and agreed (staff member and BA compromised)



Grandparent seeking WAFO day for care arrangement

Challenges

- Staff member did not present how this could be managed
- Staff member was inflexible to return to the office if required

Strategies

- Offered appropriate FWA options – compressed hours or PT
- Staff ultimately unwilling to explore other options FWA declined

Genuine Negotiation (case examples)

Part Time EL1

Challenges

- Substantial time that is missing from the EL1 role as at 0.6 FTE
- Staff Member unwilling to negotiation to increase hours for busy periods

Strategies

- Looked at providing succession opportunities
- Able to negotiate for APS 6 to upskill to an EL1 position periodically
- Built skills and provided opportunity

NEGOTIATION



Part time APS6

Challenges

- Most of the year this could be accommodated
- Busy period within the work area mean they needed to access agency staff (expense, training, planning)

Strategies

- Negotiated Intermittent return
- Reduce operational costs and ensure quality of work
- Team negotiate travel and high period of demand – then present a solution

Flexible work HR Delegations

TYPE of FWA	DELEGATE
WAFO	EL 2 or above
100% WAFO	SES Band 2 or above
Working from another DAFF office	SES Band 1 or above
Part time agreement	EL2 and above
Compressed Hours	EL2 and above
Flex Time	APS 6 and higher
Job sharing	EL2 and above



Questions?



From: s. 22(1)(a)(ii)
To: s. 22(1)(a)(ii)
Cc: s. 22(1)(a)(ii)
Subject: RE: WAFOs in Perth [SEC=OFFICIAL:Sensitive]
Date: Wednesday, 3 June 2026 10:29:00 AM
Attachments: [image002.png](#)
s. 22(1)(a)(ii) [comments Flexible Work - 27May26 FINAL.pptx](#)

Hi s. 22(1)(a)(ii)

Sorry for the delayed response, I was unwell and offline Thurs-Mon. I have provided some changes in the attached. Unfortunately, I couldn't use track changes in Power Point, but have included a brief summary of changes, below:

- Changed wording to reflect that arrangements should be reviewed every 12 months (rather than max 12 months in length)
- Removed written reference to attending office 3/2 days, this could be perceived as a cap
- Removed slide 14 – irrelevant
- Updated wording on slide 16 to reflect the Shed (rather than Lighthouse), and also to ensure it does not appear that we are discouraging employees from submitting in the Shed until after discussions

More than happy to discuss.

Thanks,

s. 22(1)(a)(ii)

s. 22(1)(a)(ii)

Assistant Director | People Support team | M: s. 22(1)(a)(ii)

Department of Agriculture, Fisheries and Forestry
People Operations and Safety Branch | People, Property and Security Division
24 Fricker Road, Perth Airport, WA, 6105
GPO Box 858, Canberra ACT 2601

People Support: 1800 312 717



From: s. 22(1)(a)(ii) @aff.gov.au>
Sent: Wednesday, 27 May 2026 10:16 AM
To: s. 22(1)(a)(ii) @aff.gov.au>
Cc: s. 22(1)(a)(ii) @aff.gov.au>
Subject: RE: WAFOs in Perth [SEC=OFFICIAL:Sensitive]

OFFICIAL: Sensitive

Hi ^{s. 22(1)(a)(ii)}

Thank you so much for your feedback, this is very much appreciated.

I had ^{s. 22(1)(a)(ii)} update the PP attached, and we have flipped the wording around.

We are not meeting with the TLs until next Wed, due to RDOs and long weekend etc.

If you have time I'd very much appreciate you have the time to take a look at slide 13.

Many thanks

^{s. 22(1)(a)(ii)}

OFFICIAL: Sensitive

From: ^{s. 22(1)(a)(ii)} @aff.gov.au>
Sent: Monday, 25 May 2026 11:01 AM
To: ^{s. 22(1)(a)(ii)} @aff.gov.au>
Cc: ^{s. 22(1)(a)(ii)} @aff.gov.au>
Subject: RE: WAFOs in Perth [SEC=OFFICIAL:Sensitive]

OFFICIAL: Sensitive

Hi ^{s. 22(1)(a)(ii)}

Apologies haven't had the capacity to review this presentation in detail and note you are intending to present today. Overall, it looks good. I recommend maintaining a focus on procedural elements rather than standard business grounds.

Please see a few comments for your consideration:

- I recommend ensuring you refer to the consideration of employee circumstances when negotiating an outcome, not just business grounds.
- Slides 12–14: I strongly recommend rephrasing these to describe these points as 'benefits of in-office attendance' rather than 'nationally consistent business grounds'. We would not recommend that a work area adopt nationally consistent business grounds, as these may vary depending on the employee and their individual circumstances. Instead, each application should be assessed on its own merits, with relevant business grounds considered at that time.
- I also recommend removing slide 15, as it is not relevant to the procedural issues currently being observed.

Please let me know if you'd like to discuss further.

Kind regards,

s. 22(1)(a)(ii)

Assistant Director | People Support team | M: s. 22(1)(a)(ii)

Department of Agriculture, Fisheries and Forestry
People Operations and Safety Branch | People, Property and Security Division
24 Fricker Road, Perth Airport, WA, 6105
GPO Box 858, Canberra ACT 2601

People Support: 1800 312 717



OFFICIAL: Sensitive

From: s. 22(1)(a)(ii) <[s.22\(1\)\(a\)\(ii\)@aff.gov.au](mailto:s.22(1)(a)(ii)@aff.gov.au)>
Sent: Wednesday, 20 May 2026 2:11 PM
To: s. 22(1)(a)(ii) <[s.22\(1\)\(a\)\(ii\)@aff.gov.au](mailto:s.22(1)(a)(ii)@aff.gov.au)>; s. 22(1)(a)(ii) <[s.22\(1\)\(a\)\(ii\)@aff.gov.au](mailto:s.22(1)(a)(ii)@aff.gov.au)>
Subject: WAFOs in Perth [SEC=OFFICIAL:Sensitive]

OFFICIAL: Sensitive

Hi s. 22(1)(a)(ii) and s. 22(1)(a)(ii)

As you are aware I am improving the understanding of WAFOs with my team in Cargo Assessments in Perth. It appears that a lot of information of the last 18 months has not been cascaded or resonated with the Leadership team.

The attached presentation, Flexible Work for Managers- Jan 25, was delivered across the department in January 2025 by s. 22(1)(a)(ii) from People Support, and I plan on using this as a base, providing this is still valid.

Additionally, I have done work with the other Directors in Cargo Assessments to ensure we have a national consistent approach to strengthen our business grounds/requirements. I have attached the planned Powerpoint which is an updated version of the Jan 25 version so that it is more specific to Cargo Assessments. I have used business grounds provided from the Brisbane team, to demonstrate the high level summary and then to distill this to the audience of APS 4 biosecurity officers and slightly modified the words so it's not a direct response some staff have received. I am interested in your input to this.

I have met with the EL1 and APS 6 Managers are they are on board, and prior going to the APS 5 Team Leaders (where there are a few CPSU delegates) planned for Monday and I am seeking your input/feedback by discussion if easier before COB Friday. I will then use this powerpoint for staff later in the week. Please note I have the Managers working through the examples and I am open to

your suggestions on this as well.

Many thanks

s. 22(1)(a)(i)

Kind regards,

s. 22(1)(a)(ii)

Director | Cargo Assessments SA & WA | s. 22(1)(a)(ii)

Department of Agriculture, Fisheries and Forestry
Cargo Operations West & Maritime | Biosecurity Operations Division
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OFFICIAL: Sensitive