

Flexible work request response

Responds to an employee's request for a flexible working arrangement. Eligible employees have a right to request under the National Employment Standards, and an employer must respond in writing within 21 days.

Before you send this

- You must respond in writing within 21 days of receiving the request.
- Before refusing, you must discuss the request with the employee and genuinely try to reach an agreement.
- A refusal must be on reasonable business grounds, and the written response must explain them.
- If you refuse, set out any alternative arrangement you would agree to, or state that there is none.
- Keep the request and your response on file — this is a documented process, not an informal conversation.

Letter template

EMPLOYEE NAME

DATE OF YOUR RESPONSE

DATE THE REQUEST WAS RECEIVED

ARRANGEMENT REQUESTED

Our response

- Approved as requested
- Approved with changes, as agreed with you
- Refused on reasonable business grounds

RESPONSE SELECTED

If approved

ARRANGEMENT AGREED

START DATE, AND REVIEW DATE IF ANY

If refused or varied

WE DISCUSSED THE REQUEST WITH YOU ON (DATE)

THE REASONABLE BUSINESS GROUNDS FOR OUR DECISION

ANY ALTERNATIVE ARRANGEMENT WE WOULD AGREE TO

Delete the sections that do not apply. Retain a copy of both the request and this response.

Signature

SIGNED

NAME AND POSITION

DATE

This template is general information for Australian employers, not legal advice. Employment obligations depend on the applicable modern award or agreement, the employment contract and the circumstances. Confirm anything you are unsure of with Fair Work or a workplace relations adviser.