

Managing requests to work from home: Getting it right

Flexible work and WFH arrangements are not just policy questions - they are risk, consultation, safety, security and culture questions.

Does your organisation's approach to flexible work encourage compliance, or does it leave too much to chance?

When considering a request to work from home, employers should be clear on how they will address:

- **Meaningful engagement:** consulting with the worker, considering the practical impacts on the business AND worker, and documenting all reasons for any decision.
- **Workspace suitability:** whether the home environment reasonably supports a practical, designated workspace with an ergonomic workstation.
- **Hazard identification and response:** how hazards will be identified, reported and managed when the employee is working remotely.
- **Technology and information security:** how confidential, client and business information will be protected outside the usual workplace.
- **Attendance, supervision and collaboration:** does your business provide a system or work that promotes effective communication; how does this request interact with your attendance expectations, team connection and long-term ways of working.

The Fair Work Commission (FWC) has made several key decisions regarding work-from-home and flexible working arrangements, highlighting the need for employers to create an evidence trail:

Peter Ridings v Fedex Express Australia Pty Ltd [2024] FWC 1845

Deborah Lloyd v Australia New Zealand Banking Group Pty Ltd [2024] FWS 223

Collins v Intersystems Australia Pty Ltd [2025] FWC 1976

Karlene Chandler v Westpac Banking Corporation [2025] FWC 3115.



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