



About the F10C application form

Application to resolve a dispute about flexible working arrangements

Complete this form if:

- you are **an employee** entitled to request flexible working arrangements under the National Employment Standards
- on or after 6 June 2023 you **requested flexible working arrangements** because:
 - you are **a parent of a child who is school-age or younger**, or are responsible for the care of a child who is school-age or younger
 - you are a **carer**
 - you have a **disability**
 - you are aged **55 or older**
 - you are **pregnant**
 - you are experiencing **family and domestic violence**, or you provide care or support to a member of your immediate family or household who is experiencing family or domestic violence
- your employer has **refused** your request, or your employer has **not responded** to your request and it has been more than 21 days since you made your request
- you have tried to resolve the dispute about your request, by discussions with your employer, and
- you want the Fair Work Commission (Commission) to assist you to resolve the dispute.

This form asks sensitive questions about your personal circumstances.

If you need support our website has information on [support for your health and wellbeing](#).

Lodging your form and supporting documents

Lodge with the Commission:

- this **form**, and
- a copy of your **written request** for flexible working arrangements, and
- a copy of the **written response** from your employer (if you received one).

You can lodge:

- by email to lodge@fwc.gov.au, or
- by post or in person at the [Commission's office](#) in your state or territory.

We will send a copy of this form and any attachments to your employer and your employer's representative (if your employer has one). This is so they can understand your side of the case.

If you are worried about particular information being passed on, don't include it yet. Lodge your completed form and then contact us to talk about whether you should provide the information.

You can find out more about requesting flexible working arrangements on our website.

If you need help completing this form visit our website to [contact us](#).

Form F10C – Application to resolve a dispute about flexible working arrangements

[Fair Work Act 2009](#), s.65B, [Fair Work Commission Rules 2024](#), rule 27

This is an application to the Fair Work Commission to deal with a dispute under Part 2-2 of the [Fair Work Act 2009](#).

About you (the Applicant)

1. Your contact details

Given name			
Family name			
Email address			
Phone number			
Postal address			
Suburb			
State or territory		Postcode	

Note: If you give us a mobile number, we may send you reminders by SMS.

2. Do you need an interpreter?



If you have trouble accessing this information, please contact us. We can arrange to provide it in another format. You can find information about [help in your language](#) on our website.

Yes – What language?

No

3. Will you need any special assistance if we hold a conference or hearing (eg do you have hearing difficulties)?

Yes – What will you need?

We will contact you to see if there is anything else we can reasonably do to help you.

No

4. Do you have a representative?

A **representative** is a person who speaks for you in your case, such as a union official, a lawyer or another kind of paid agent, or a not-for-profit association or body that provides support, advice or advocacy in relation to employment matters. You don't need to have a representative. You can read more about [whether or not to have a representative](#) on our website.

A representative is different from a **support person**. A support person is someone you bring with you to a legal proceeding who can give you emotional support, such as a family member or friend.

- No I don't have a representative – Go to question 5
- Yes I do have a representative – Fill in their contact details below

You will need permission to be represented by a lawyer or paid agent if a Commission Member holds a conference or hearing about your case. Our [lawyers and paid agents practice note](#) explains when you need to ask for permission to be represented.

Name of person representing you			
Firm, company or organisation			
Email address			
Phone number			
Postal address			
Suburb			
State or territory		Postcode	
Is your representative a lawyer or paid agent?			
<input type="checkbox"/> Yes – please select		<input type="checkbox"/> Lawyer <input type="checkbox"/> Paid agent	
<input type="checkbox"/> No			

Your employment

5. Your employer

You can generally find the legal name of your employer on your pay slips, PAYG payment summary, appointment letter or employment contract. You can use the [Australian Business Register](#) website to find their ABN.

We will send a copy of this form and any attachments to your employer.

Employer name			
Legal name			
ACN (if a company) and ABN			
Contact person			
Name			
Position/role			
Email address			
Phone number			
Address of employer			
Street address or PO Box			
Suburb			
State or territory		Postcode	

6. Are you a full-time, part-time or casual employee?

- Full-time
- Part-time
- Casual

7. What date did you begin working for your employer?

8. What industry do you work in?**9. How many employees does the business have?**

This doesn't have to be exact. It helps us understand if you work for a small or large business.

Your request**10. What was the reason for your request to your employer for flexible work arrangements**

Please tick all that apply.

- I have a child who is school-age or younger, or I am responsible for the care of a child who is school-age or younger
- I am a carer
- I have a disability
- I am 55 or older
- I am pregnant
- I am experiencing family and domestic violence
- I provide care or support to a member of my immediate family or household who is experiencing family and domestic violence.
- None of these reasons – You may not be eligible to make this application. Please seek advice. You can visit our website to find out [where to get legal help](#).

Remember You can find out about [support for your health and wellbeing](#) on our website.

11. What date did you make your request for flexible work arrangements?

Please lodge a copy of your written request with your form.

12. Did your employer respond to your request?

- Yes – describe below what date your employer responded, and how they responded (eg in writing, by phone, etc.)
- No – Go to question 16

13. What reasons did your employer give for refusing your request?

If they gave you a response in writing, please lodge a copy of the written response with your form.

14. Have you tried to resolve the issues directly with your employer?

The Commission can only assist in resolving this dispute if you and your employer have first tried to resolve the matter by discussions at the workplace level.

- Yes – Describe below what discussions you have had with your employer, including whether you talked about any alternative working arrangements to those you requested.
- No – You may not be eligible to make this application. Please seek advice. You can visit our website to find out [where to get legal help](#).

15. Are there any exceptional circumstances that justify the Commission going straight to arbitration?

The Commission must try to assist you to resolve your dispute with your employer by methods such as mediation or conciliation before it can arbitrate and make a binding decision unless there are exceptional circumstances.

Yes – Describe the exceptional circumstances below

No

The outcome you want**16. What outcome do you want from this case?**

For example, you may want your employer to:

- respond to your request in writing (if your employer hasn't done that) or respond in more detail
- grant your request, if you think it should have been granted, or
- change the flexible arrangements your employer has offered you, if the arrangements your employer has offered don't accommodate your circumstances.

Sign your form

Read the [Privacy notice](#) to find out what personal information we collect, why we collect it, and what we do with it.

Signature

If you can use an electronic signature, please insert it below. If you do not have an electronic signature, you can type your name in the signature box.

Name

Date

Authority to sign

Leave this blank if you are the Applicant. If you are completing and signing this form on behalf of the Applicant, explain your authority to do so.

Consent to contact by researchers

The Commission undertakes research with participants in disputes about requests for flexible working arrangements, to ensure a high quality process. Some research may be undertaken by external providers on behalf of the Commission.

Do you consent to the contact details you have given in this form being provided to an external provider of research services for the purpose of inviting you to participate in research?

- Yes
- No

What happens next

We will contact you to let you know what you need to do next. You don't need to do anything until then.

After we receive your form, we will let your employer know that you have started a dispute case about your request for flexible working arrangements.

We will send a copy of this form as well as any other documents you have sent us to your employer. This is so your employer can understand your side of the case.

Your case will then be allocated to a Commission Member, who will decide how your case will proceed. They might decide to hold a conference or hearing, or may ask you for more information.

Visit [our website](#) to find out more about requesting flexible work arrangements.