

18 July 2025

Fair Work Commission
GPO Box 1994
Melbourne Vic 3001

Via email: awards@fwc.gov.au.

Re: Working from home - Clerks - Private Sector Award 2020 (AM2024/34)

To Whom It May Concern:

The Association of Digital Service Providers Australia New Zealand (DSPANZ) welcomes the opportunity to submit this on behalf of our members and the broader business software industry.

About DSPANZ

Digital Service Providers Australia New Zealand is the gateway for the government into the dynamic, world-class business software sector in Australia and Aotearoa New Zealand. Our members range from large, well-established companies to new and nimble innovators working at the cutting edge of business software and app development on both sides of the Tasman.

DSPANZ supports the Fair Work Commission's initiative to develop a Working From Home (WFH) term for the Clerks - Private Sector Award 2020.

DSPANZ recognises the critical role that payroll, award interpretation, HR and rostering/time and attendance software providers will play in operationalising a WFH term within the Clerks Award. Our members' software systems will be essential for accurately capturing, managing and reporting on WFH arrangements, and help ensure compliance with award entitlements.

More specifically, these software providers will develop and adapt software functionalities to accurately record WFH arrangements, capturing key data such as agreed working hours, work patterns, and any applicable allowances or expenses associated with WFH.

Given this critical enabling role, DSPANZ strongly encourages the Fair Work Commission and other interested parties to engage closely with us during the development and refinement of the proposed WFH term. This engagement will help ensure that the final provisions are clear, practical, and ultimately workable within software solutions, facilitating smooth implementation and compliance.

Once the WFH term is finalised, we recommend that the Fair Work Commission consults with DSPANZ to ensure there is adequate time for software providers to make the necessary changes in their systems to support their customers and then educate them about the changes.

DSPANZ welcomes the opportunity to engage further with the Fair Work Commission and interested parties. Please contact Maggie Leese at maggie@dspanz.org for more information.

Yours faithfully,

Simone Dixon,
Vice President & Director
DSPANZ.

