

**From:** [ROBBINS, Clarissa](#)  
**To:** [FSUINFO](#)  
**Cc:** [Gallen, Ben](#); [LEAVER, Lauren](#); [DELVES, Jen](#)  
**Subject:** RE: Suspension of office attendance requirements  
**Date:** Tuesday, 31 March 2026 3:53:04 PM  
**Attachments:** [image004.jpg](#)  
[image005.jpg](#)  
[image006.png](#)  
[image007.gif](#)  
[image008.jpg](#)

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Hi Riley

In response to Julia Angrisano's letter sent on 23 March 2026, Suncorp's flexible working framework is designed to support situations like this. We are continuing to apply this framework, with leaders and employees working together to determine appropriate arrangements based on customer, team and individual needs.

Where employees are materially impacted by fuel availability and have no reasonable alternative to travel, leaders can consider additional flexibility, including working from home more where operationally feasible.

We will continue to monitor the situation closely and remain focused on supporting our people while maintaining service for our customers (including through the provision of free financial coaching through our EAP provider).

In the meantime, we would appreciate if the FSU could let us know if any members raise concerns directly with the union, to ensure appropriate support is provided.

Cheers

Clarissa



**CLARISSA ROBBINS**  
Manager, Employee Relations  
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