

RECRUITMENT REQUEST FORM - CASUAL

POSITION DETAILS <small>(Manager will complete this section to request recruitment for vacant position)</small>								Job Ref:	
Location/Campus				Proposed Start Date:					
Position Title							Pos. No.		
Responsible To:							Pos. No.		
Estimated Term of Employment						End Date:			
Employment Status									
Estimated Roster / Weekly Hours		M	T	W	T	F	Total Weekly Hrs		
	Start Time								
	Finish Time								
	Total Hours								
Cost Code Split									
Level & Step									
Base Rate per hour		+25% Casual Loading			Total Rate per hour				
Comments or Additional Requirements for recruiting:									

Area Manager I confirm that the above information is correct and request that it is used for recruitment purposes.

Name:	Date:	Signature:

CANDIDATE DETAILS <small>(Recruitment Officer will complete these details to prepare offer of employment to successful candidate)</small>							
Full Name						First Name:	
Address							
	Suburb:			State:		Postcode:	
Phone			Email			D.O.B	
Start Date	Confirmed <small>This date will appear on LOO</small>		Staff No (if already at CSCS):		Current CSCS Employment Basis		
Before Offer	Required	Requested	Supplied		To Process Offer	Prepared, Signed & Sent	Returned
ID (Visa, License etc)							
Police Check					Casual Engagement		
Functional					Casual Staff Form		
References					Position Description		
Working with Children					Onboarding Forms		



Dear

I am pleased to offer you a casual position with Charles Sturt Campus Services (CSCS). We look forward to getting to know you and having you join our team.

Kindly read and sign this letter and return together with the Employment Forms outlined below.

Employment Forms

Please complete the Employment Forms below which are available to download from our website at <https://www.csu.edu.au/enterprise/cscs/jobs/onboarding2> and return ASAP.

1. Banking Details Form
2. New Employee Information Form
3. Superannuation Form
4. Tax file Declaration Form
5. Equal Opportunity Data Collection Form
6. Image Use Consent Form

Enterprise Agreement

Your employment will be regulated by the Charles Sturt Enterprise Agreement 2019 (EA) (available at <https://www.fwc.gov.au/documents/documents/agreements/fwa/ae503690.pdf>).

Nature of Employment

Your casual employment with CSCS commences on
You will be employed on a Casual basis, that is, on an ad hoc, intermittent basis with no guarantee of ongoing employment. However, the commencement of the employment relationship is conditional upon you attending at the workplace and commencing the performance of work in accordance with this letter.

Location

Your work location will be based at

Duties and Responsibilities

In your casual employment you will perform:

- a) those duties set out in your Position Description (PD) (attached); and
- b) any other duties which your Supervisor might reasonably request from you



Reporting

You will report to the allocated site supervisor. However, CSCS may change your reporting arrangements in accordance with the needs of the business.

Wages & Superannuation

Your wages will be in accordance with the Charles Sturt Campus Services EA 2019 and your level outlined in the attached Position Description.

Your wage will be paid fortnightly by direct debit into your nominated Bank Account.

Charles Sturt Campus Services Limited will make an employer contribution in accordance with Clause 13 of the Charles Sturt Campus Enterprise Agreement 2019 to your Superannuation account. You can elect for superannuation contributions to be paid into a complying superannuation fund. Australian Super is the default superannuation provider for CSCS. In the absence of election or stapled fund, employer contributions default to Australian Super.

Leave

You will be entitled to:

- 2 days unpaid carer's leave;
- 2 days unpaid compassionate leave per occasion, and;
- unpaid community services leave.

Orientation

Your first day of Orientation will include; meetings with the staff in your team and within the service; uniform & PPE issue; online Induction and a tour of the facilities.

Your orientation/induction will be an on-going learning process. We encourage you to ask questions freely. You may also like to familiarize yourself with our website located at www.csu.edu.au/enterprise/cscs/home which has more information about our company, news, and the people you will be working with.

Identification

It is important to note that you will not be permitted to commence work until you have also produced the following documentation. Please note that **original documents are required** (or copies certified by a Justice of the Peace - <http://australia.gov.au/topics/law-and-justice/justices-of-the-peace>):

- your Birth Certificate or current Passport. If these documents are not readily available, a combination of a current drivers licence together with a valid Medicare card or bank credit/debit card will be accepted;
- any qualifications obtained;
- proof of residency status giving the right to employment in Australia and your Passport (if applicable); and
- documents related to a change of name [e.g. Marriage Certificate] (if applicable).

These documents must be presented to your supervisor before or on your first day at work for copying, signing and forwarding to the Charles Sturt Campus Services Limited office for your personnel file.



CHARLES STURT CAMPUS SERVICES LIMITED

Registered office:
Division of Finance Building 8
Charles Sturt University
Wagga Wagga NSW 2678

Tel: +61 2 6933 4747
Email: cscs@csu.edu.au

If you have any queries or would prefer to come into the office and sign the offer and forms please contact our Recruitment Officer via cscshr@csu.edu.au to arrange a suitable time.

Yours sincerely

Acknowledgement

I have read and understand details of the casual position outlined in this letter.

.....
Signature

.....
Date

.....
Print Name

Attachments

Position Description

Fair Work Information Statement



POSITION DESCRIPTION

CSCS CLEANER

Name	
Position No.	
Campus	
Classification	<i>Level 1 , Step 3</i>
Hours per Week	
Employment Status	
Nature of Employment	
Employer Contribution to Superannuation	<i>11%</i>
Workplace Agreement	<i>Charles Sturt Campus Services Enterprise Agreement 2019</i>

COMPANY – ORGANISATIONAL ENVIRONMENT:

Charles Sturt Campus Services (CSCS) is a company owned by Charles Sturt University (CSU). The company employs over 100 staff and provides services to Charles Sturt University and Commercial businesses across regional New South Wales and Canberra.

CSCS is contracted to provide a range of services, these include; commercial cleaning, a laundry service, a courier service, and building maintenance services.

POSITION OVERVIEW:

To assist in maintaining an exceptional level of service and ensure that areas of responsibility are well maintained, clean and tidy, and aesthetically pleasing to all client's, users and visitors.

POSITION OBJECTIVES:

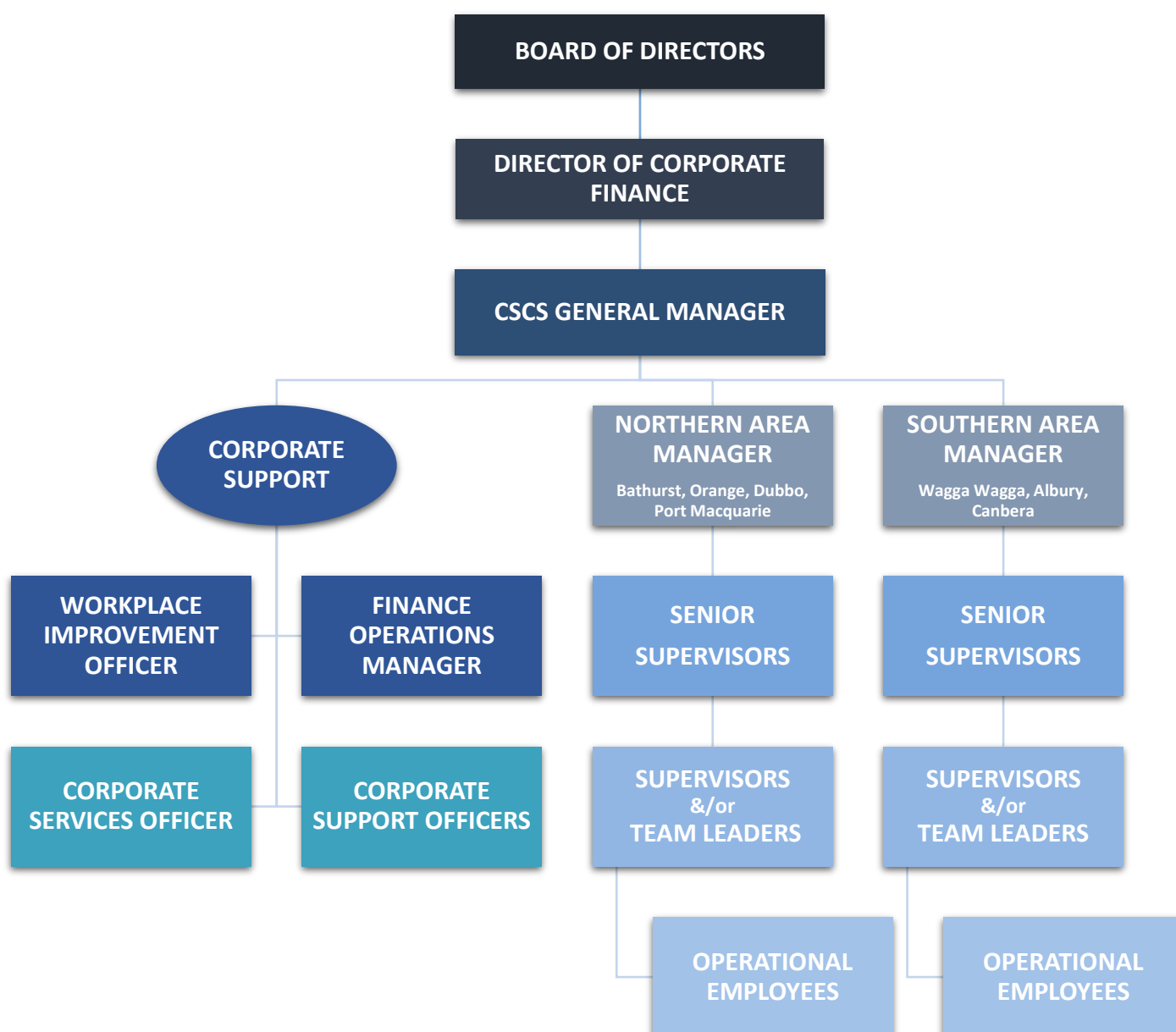
- To ensure client facilities are kept in a clean, and safe condition for all users
- To adhere to daily cleaning schedules, meeting customer expectations
- Compliance with WH&S procedures and policies
- To promptly report any maintenance, defect and repair issues to the Supervisor.



REPORTING RELATIONSHIPS:

- This position reports to: Supervisor and or Team Leader
- This position supervises: Nil

ORGANISATIONAL CHART:





CSCS EMPLOYEE VALUES, PRINCIPLES & RESPONSIBILITIES

WORKPLACE CULTURE

Work to the best of our ability and to the highest standard.

Understand company values, take pride in the role and participate in continuous improvement through training, communication and learning opportunities.

Ensure the image of the company is represented in a professional and positive manner through appropriate dress, conduct and attitude.

Display trust, confidence and belief in ourselves and colleagues.

ENGAGEMENT, PARTICIPATION, COMMUNICATION & INTERPERSONAL SKILLS

Continually develop interpersonal skills, respectfully interact with colleagues and be actively involved in workplace improvement initiatives and activities.

Show support to CSCS management decisions and directives.

WORK HEALTH, SAFETY, WELLBEING & ENVIRONMENT

Practice and encourage awareness, compliance and best practice in the workplace.

To the best of our ability maintain a level of physical and mental wellbeing to safely and effectively fulfil our duties.

SERVICE EXPECTATIONS

Ensure the services we provide encompass all company expectations.

REPORT & DOCUMENT

Provide accurate reporting and information where relevant.



KEY RESPONSIBILITIES AND DUTIES:

SAFETY

- Ensure all safety procedures are adhered to
- Report on maintenance and safety issues
- Document all incidents or accidents (involving customers and staff) and comment where appropriate
- Take immediate and appropriate action in the event of an emergency or in any circumstances that could endanger the life or wellbeing of any person.

WORKPLACE INTERACTION

- Adopt and encourage a team approach to the work being completed
- Contribute to work quality and continuous improvement
- Action cleaning duties as requested by Supervisor
- Attend regular staff meetings
- Ability to work flexible hours, including early mornings, weekend and public holidays.

CUSTOMER SERVICE

- Maintain a good working knowledge of the areas, facilities and programs within your area
- Where supplied, be present in the Company uniform at all times whilst on duty
- Be customer focused, assuming ownership and responsibility for providing quality service to meet the needs of all customers
- Maintain a professional and positive manner when liaising with customers.

BUILDING, FACILITIES & EQUIPMENT

- Cleaning and maintaining areas of within your responsibility in a serviceable condition and according to Service Level Agreements.
- Report any vandalism or damage to the Supervisor as soon as practicable.
- Maintain all cleaning equipment in good working order, reporting any damage as soon as possible.
- Ensure all cleaning equipment and chemicals are stored securely after use



GENERAL RESPONSIBILITIES

- Sweeping dusting and mopping
- Operating hand held powered equipment such as blowers, vacuum cleaners and polishers
- Clean bathroom, toilets, laundries, kitchens and appliances as required
- Clean common rooms, foyers and hallways as required
- Clean office areas, lecture rooms and laboratories as required
- Maintain carpet and hard floor surfaces as required
- Clean bedrooms as required
- Spot clean carpets and soft furnishings as required
- Clean glass both internal and external as required
- Clean external building areas and fixtures/fittings as required
- Full room servicing when required (eg. Conferences, residences etc.)
- Removal of cobwebs on all internal and external areas as required
- Collection and disposal of waste daily. (includes moving waste to designated collection points)
- Re-arranging and re-organising furniture
- Follow cleaning schedules as required to meet agreed service levels
- Carry out non trade maintenance tasks as required
- Respond to all requests for assistance from Supervisor
- Other duties as required by Supervisor within the scope of the position.
- This position requires the incumbent to be able to manage their time and cleaning regimes to meet the requirement of the users of the facilities /buildings or as directed by the Supervisor.
- Take part in training and education as required maintaining and improving knowledge and skills pertinent to role



ESSENTIAL PHYSICAL REQUIREMENTS:

Substantial manual handling is an inherent physical requirement of this role.

The incumbent will be required to:

- Perform push/pull, reaching, grasping, fine manipulation tasks including lifting items up to 10kgs
- Possess the physical ability to carry out cleaning duties which involve frequent bending, reaching/stretching, squatting, repetitive lifting and standing for lengthy periods.

RISK MANAGEMENT/WH&S RESPONSIBILITIES:

- Notify appropriate Manager/Supervisor of all workplace and public incidents/injuries.
- Conduct incident investigations as required, and participate in and provide all necessary documentation and support as required for insurance claims management.
- Comply with all CSCS policies, procedures and safe work instructions applicable to your role, as varied from time to time.
- Participate in risk management activities and safety activities as required by your role or nominated by your Manager.
- Report all observed hazards
- Manage all buildings and equipment assets in your control to ensure protection from fire, theft, damage and loss.
- Work safely and not place yourself at risk, or any other worker or member of the public.
- Conduct workplace quality, safety inspection audits using the appropriate inspection checklist, and implement actions to resolve identified hazards.

JUDGEMENT AND DECISION MAKING:

- At times this position requires the incumbent to use their own judgement on what needs to be cleaned and when it should be done ensuring that there is no disruption to customers
- The nature of the work is usually specialised with procedures to be understood and used.
- There are schedules to comply with but the incumbent should be flexible especially where emergency situations arise.

SPECIALIST SKILLS AND KNOWLEDGE:

- Ability to work unsupervised and as part of a team.
- The incumbent requires the proficiency to use specialised cleaning equipment, materials and chemicals

INTERPERSONAL SKILLS:

- Excellent verbal communication skills are required with the fellow staff members, and customers



KEY PERFORMANCE MEASURES:

- The incumbent must ensure that a high standard of cleaning is carried out using safe work methods (Guidance and advice is always available from the Supervisor / Manager.)

SELECTION CRITERIA:

Applicants are expected to have the following requirements to be considered for this position:

ESSENTIAL

- Experience or knowledge in general commercial cleaning.
- Experience in using various cleaning equipment (commercial and industrial).
- Experience in the safe use of chemicals and manual handling procedures
- A record of excellent work ethics (i.e. pride in work, reliable, well presented, punctual)
- Ability to work effectively and efficiently both within a team and unsupervised.
- Good communication and interpersonal skills.
- Good knowledge of and commitment to safe working practices.
- Ability to work early morning and weekend shifts.
- Commitment to quality assurance programs
- Commitment to a team based work ethic
- Commitment to training and education as required to maintain and improve knowledge and skills pertinent to role

DESIRABLE

- Certificate III Cleaning Operations

IMPORTANT INFORMATION ABOUT YOUR PAY AND CONDITIONS

Find out more about your workplace entitlements and obligations during the impact of coronavirus at coronavirus.fairwork.gov.au

Employees in Australia have entitlements and protections at work, under:

FAIR WORK LAWS

- minimum entitlements for all employees
- includes the National Employment Standards

AWARDS

- set minimum pay and conditions for an industry or occupation
- cover most employees in Australia

ENTERPRISE AGREEMENTS

- set minimum pay and conditions for a particular workplace
- negotiated and approved through a formal process

EMPLOYMENT CONTRACTS

- provide additional conditions for an individual employee
- can't reduce or remove minimum entitlements

Find your award at www.fairwork.gov.au. Check if your workplace has an enterprise agreement at www.fwc.gov.au/agreements



CASUAL EMPLOYEES

If you are a casual employee, you also need to be given the Casual Employment Information Statement when you start work. Visit www.fairwork.gov.au/ceis for more information.



PAY

Your minimum pay rates are in your award or enterprise agreement. If there is no award or agreement for your job, you must get at least the National Minimum Wage. **You can't agree to be paid less.** Minimum pay rates are usually updated yearly.

Find out what you should get at www.fairwork.gov.au/minimum-wages

NATIONAL MINIMUM WAGE
FROM 1 JULY 2021



\$20.33/hour
full-time or part-time



\$25.41/hour
casual



Use our free calculators to check your pay, leave and termination entitlements at:
www.fairwork.gov.au/pact

This is the adult minimum rate for employees with no award or enterprise agreement. Lower rates may apply to juniors, apprentices and employees with disability.



NATIONAL EMPLOYMENT STANDARDS

These are minimum standards for all employees. Rules and exclusions may apply. **Your award or agreement may provide more.** Find more information on the National Employment Standards at www.fairwork.gov.au/NES

	Full-time and part-time employees	Casual employees
Annual leave	✓ 4 weeks paid leave per year (pro rata for part-time employees) + 1 week for eligible shift workers	✗
Personal leave (sick or carer's leave)	✓ 10 days paid leave per year (pro rata for part-time employees)	✗
Carer's leave	✓ 2 days unpaid leave per permissible occasion (if no paid personal leave left)	✓ 2 days unpaid leave per permissible occasion
Compassionate leave	✓ 2 days paid leave per permissible occasion	✓ 2 days unpaid leave per permissible occasion
Family & domestic violence leave	✓ 5 days unpaid leave per 12 months	✓ 5 days unpaid leave per 12 months
Community service leave • Jury service	✓ 10 days paid leave with make-up pay + unpaid leave as required	✓ Unpaid leave as required
• Voluntary emergency management activities	✓ Unpaid leave as required to engage in the activity	✓ Unpaid leave as required to engage in the activity
Long service leave	✓ Paid leave (amount and eligibility rules vary between states and territories)	* Varies between states and territories
Parental leave eligible after 12 months employment	✓ 12 months unpaid leave - can extend up to 24 months with employer's agreement	✓ 12 months unpaid leave for regular and systematic casuals - can extend up to 24 months with employer's agreement
Maximum hours of work	✓ Full-time employees – 38 hours per week + reasonable additional hours Part-time and casual employees – 38 hours or employee's ordinary weekly hours (whichever is less) + reasonable additional hours	
Public holidays	✓ A paid day off if you'd normally work. If asked to work you can refuse, if reasonable to do so	✓ An unpaid day off. If asked to work you can refuse, if reasonable to do so
Notice of termination	✓ 1-5 weeks notice (or pay instead of notice) based on length of employment and age	✗
Redundancy pay eligible after 12 months employment	✓ 4-16 weeks pay based on length of employment (some exclusions apply)	✗
Casual conversion	✗	✓ The right to become a full-time or part-time employee in some circumstances

IMPORTANT INFORMATION ABOUT YOUR PAY AND CONDITIONS



FLEXIBILITY

After 12 months employment, you can make a written **request for flexible working arrangements** if you're 55 or over, a carer, have a disability, are experiencing violence from a family member (or are supporting a family or household member who is), or are the parent of, or have caring responsibilities for, a child of school age or younger. This includes employees returning from parental or adoption leave asking to work part-time to care for the child. Your employer must respond in writing within 21 days. They can only say no on reasonable business grounds.

You and your employer can also **negotiate an individual flexibility arrangement**. This would change how certain terms in your award or enterprise agreement apply to you. An individual flexibility arrangement must be a genuine choice – it can't be a condition of employment – and it must leave you better off overall. Find out more at:

www.fairwork.gov.au/flexibility

DID YOU KNOW?

You can create a free My account to save your workplace information in one place at:
www.fairwork.gov.au/register

You can find free online courses to help you start a new job or have difficult conversations at work, visit:
www.fairwork.gov.au/learning

The **Record My Hours app** makes it quick and easy to record the hours you work. It's free on the App Store and Google Play.



ENDING EMPLOYMENT

When your employment ends, your final pay should include all **outstanding entitlements**, such as wages and unused annual leave and long service leave.

You may be entitled to **notice of termination**, or pay instead of notice. If you're dismissed for serious misconduct, you're not entitled to notice. If you resign you may have to give your employer notice. To check if notice is required and what should be in your final pay visit:

www.fairwork.gov.au/ending-employment

If you think your **dismissal was unfair** or unlawful, you have **21 calendar days** to lodge a claim with the Fair Work Commission. Rules and exceptions apply. Find out more at:

www.fairwork.gov.au/termination



PROTECTIONS AT WORK

All employees have protections at work. You can't be treated differently or worse because you have or exercise a workplace right, for example, the right to request flexible working arrangements, take leave or make a complaint or enquiry about your employment.

You have the right to join a union or choose not to, and to take part in lawful industrial activity or choose not to.

You also have protections when temporarily absent from work due to illness or injury, from discrimination, bullying and harassment, coercion, misrepresentation, sham contracting, and undue influence or pressure. Find out more at:

www.fairwork.gov.au/protections



AGREEMENT MAKING

Enterprise agreements are negotiated between an employer, their employees, and any employee representatives (e.g. a union). This process is called 'bargaining' and has to follow set rules. The Fair Work Commission checks and approves agreements. For information about making, varying, or terminating an enterprise agreement visit:

www.fwc.gov.au/agreements



TRANSFER OF BUSINESS

If a transfer of business occurs, your employment with your old employer ends. If you're employed by the new employer within three months to do the same (or similar) job, some of your entitlements might carry over to the new employer. This may happen if, for example, the business is sold or work is outsourced. Find out more at:

www.fairwork.gov.au/transfer-of-business



RIGHT OF ENTRY

Union officials with an entry permit can enter the workplace to talk to workers that they're entitled to represent, or to investigate suspected safety issues or breaches of workplace laws.

They must comply with certain requirements, such as notifying the employer, and can inspect or copy certain documents. Strict privacy rules apply to the permit holder, their organisation and your employer. Find out more at:

www.fwc.gov.au/entry-permits

WHO CAN HELP?

FAIR WORK OMBUDSMAN

- information and advice about pay and entitlements
- free calculators, templates and online courses
- help resolving workplace issues
- enforces workplace laws and seeks penalties for breaches of workplace laws.

www.fairwork.gov.au - 13 13 94

FAIR WORK COMMISSION

- hears claims of unfair dismissal, unlawful termination, bullying, discrimination or 'adverse action' at work
- approves, varies and terminates enterprise agreements
- issues entry permits and resolves industrial disputes.

www.fwc.gov.au - 1300 799 675

If you work in the commercial building industry the Australian Building and Construction Commission can help.
www.abcc.gov.au - 1800 003 338

IMPORTANT: New casual employees also need to be given the **Fair Work Information Statement**.

Visit www.fairwork.gov.au/fwis



Who is a casual employee?

You are a casual employee if you meet all the following criteria:

- you are offered a job
- the employer makes **no firm advance commitment** that the work will continue indefinitely with an agreed pattern of work, and
- you accept the offer knowing that there is **no firm advance commitment** and become an employee.

Whether you're a casual employee is assessed **at the time** you are offered and accept the job.

What is 'no firm advance commitment'?

To work out if your employer made **no firm advance commitment** when offering you the job, **only 4 factors are to be considered**. They are whether:

- ▶ your employer can choose to offer you work and it's your choice whether to work or not
- ▶ you'll be offered work when your employer needs you to work
- ▶ your employment is described as casual
- ▶ you'll be paid a casual loading or a specific pay rate for casual employees.

There isn't 1 deciding factor and you don't need all 4 of them for there to be 'no firm advance commitment'. It's about weighing up the factors that are there (and those that aren't) and deciding whether overall your employer was or wasn't intending to make a firm advance commitment.

Example of 'no firm advance commitment'

Priya is offered a job as a shop assistant. The job was advertised as a casual position.

The shop owner says Priya will need to work when the shop is busy or other staff are on leave. When business is quiet, Priya will get less work. Priya will be offered shifts a week in advance and the shifts will vary week-to-week. Priya can decline shifts if she wants to. Priya's pay rate will include a casual loading. Priya accepts the job.

There was 'no firm advance commitment' in Priya's situation. Her employer didn't commit to giving Priya ongoing work. The shop owner made it clear that Priya's shifts could vary, and that Priya wasn't obligated to accept shifts. The job was advertised as casual and Priya will be paid a casual rate of pay. Because this was clear at the time Priya was offered and accepted the job, she is considered a casual employee.

Note: Sometimes casual employees work a regular pattern of hours. This doesn't mean they're permanent (full-time or part-time), but if the arrangements continue, they might be entitled to casual conversion in the future (usually after 12 months).



How do I become a permanent employee if I'm a casual employee?

Under the National Employment Standards (NES), some casual employees have the right to become a permanent (full-time or part-time) employee. This is known as 'casual conversion'.

Some casual employees must be offered casual conversion by their employer while others can only request it. You must have completed 12 months of work and meet other criteria.

The next page outlines when your employer has to offer you casual conversion, and when you are entitled to request it.

Small businesses

If you are employed by a **small business** (fewer than 15 employees), your employer does not have to offer you casual conversion. However, in some circumstances you're still entitled to request it.

The next page outlines when you are entitled to request casual conversion if you work for a small business.



In writing

Under the NES, all offers, requests, refusals, and responses for casual conversion must be **in writing**. 'In writing' can include handwritten, printed, and electronic (for example, email) formats.

Some casual employees will be covered by awards and agreements with additional casual conversion entitlements. Go to www.fairwork.gov.au/casual for more information.



Need help?

Not sure if you're covered by an award or agreement? Visit www.fairwork.gov.au/awards and www.fairwork.gov.au/agreements



Does my employer have to offer me casual conversion?

Only businesses with 15 or more employees have to offer casual conversion to their casual employees.

They **have to offer** you casual conversion if you meet all the following criteria:

- ☒ you've been employed by them for **12 months**
- ☒ you've worked a **regular pattern of hours** on an ongoing basis for at least the last **6 months**, and
- ☒ you could continue working that regular pattern of hours as a permanent employee **without significant changes**.

Your employer **doesn't have to offer** you casual conversion if one of the following applies to you:

- ☒ there are **reasonable grounds** for your employer not to offer you casual conversion, or
- ☒ you haven't worked a regular pattern of hours for at least the last 6 months.

What your employer needs to do

- **If you are eligible for casual conversion** – Make the offer to you, in writing, within 21 days after your 12-month anniversary.
- **If they aren't offering casual conversion** – Tell you the reasons why in writing, within 21 days after your 12-month anniversary.

What you need to do

- **If your employer offers you casual conversion** – Respond in writing within 21 days. You can accept or decline the offer.
- **If you disagree with their decision not to offer you casual conversion** – Follow the steps outlined in the 'What if there is a disagreement?' section on the next page.

Example of 'regular pattern of hours'

Alex is a casual employee who works every Friday and Saturday night at a restaurant on a regular basis. His hours and days don't change.

Over a 6-month period, Alex misses 2 shifts due to illness. By agreement with his employer he also takes 1 week off during uni exams.

Even though Alex has taken some time off, this still meets the definition of a 'regular pattern of hours'.



More information

For more information about casual employment and casual conversion, go to www.fairwork.gov.au/casual and www.fairwork.gov.au/casualconversion



Can I request casual conversion?

You are entitled to request casual conversion if you meet all the following criteria:

- ☒ you've worked for the business for at least **12 months and 21 days** (12 months if you work for a **small business**)
- ☒ you've worked a **regular pattern of hours** on an ongoing basis for at least the last **6 months**
- ☒ you could continue working that pattern of hours as a permanent employee without significant changes, and
- ☒ during the **last 6 months** you haven't:
 - refused an offer of casual conversion
 - been told you aren't being offered casual conversion due to reasonable grounds, or
 - made a request for casual conversion that was refused on reasonable grounds.

What you need to do

- **If you are eligible and want to request casual conversion** – Make the request in writing.

What your employer needs to do

- **If they are granting your request** – Consult with you and respond in writing within 21 days of receiving your request.
- **If they are refusing your request on reasonable grounds** – Consult with you and tell you the reasons why in writing within 21 days of receiving your request. If you meet the criteria again in 6 months, you can make another request then.



What are 'reasonable grounds'?

What counts as 'reasonable grounds' will depend on your circumstances and your employer's circumstances.

They can include that within the next 12 months:

- your position won't exist
- your hours of work will significantly reduce
- the days or times your employer needs you to work will change significantly, and you won't be available to work the revised schedule.

Reasonable grounds can also include that making the offer or granting the request would not comply with a recruitment or selection process required by or under a Commonwealth, State or Territory law.

What if I disagree with my employer about casual conversion?

If you and your employer have a disagreement about casual conversion, including the rules and requirements for making (or not making) a request or an offer, there are steps you can take to resolve it.

Depending on your circumstances, you may be able to have someone to support or represent you through the dispute process (which could include a union entitled to represent you).

Step 1. First, check if you're covered by an **award or agreement**. Not sure? Visit www.fairwork.gov.au/awards and www.fairwork.gov.au/agreements

- If you are covered by an award or agreement, you need to follow the process that it sets out for dealing with disputes about the National Employment Standards (NES). See the 'Who can help?' section below if you need further help.
- If you're not covered by an award or agreement, move to step 2.

Step 2. If you aren't covered by an award or agreement you need to check if your **employment contract** or any **other kind of written agreement** has a process for dealing with disputes about the NES or casual conversion.

- If it does, you need to follow the process that it sets out for dealing with the dispute. See the 'Who can help?' section below if you need further help.
- If it doesn't, move to step 3.

Step 3. If the dispute resolution processes in **steps 1 and 2 don't apply to you**, try to resolve the disagreement directly with your employer by discussing it with them (you can use our free courses linked below to help you do this). If you can't resolve the issue this way, see the 'Who can help?' section below for where you can get help.

Get help with conversations

Find free online courses to help you have conversations at work (including about casual conversion) at www.fairwork.gov.au/learning

WHO CAN HELP?

If you'd like information or assistance, or you have an unresolved dispute, a third party may be able to help. Depending on your situation and how you want to resolve the issue, there are a few different places that can help you.

The Fair Work Ombudsman, Fair Work Commission and Australian Building and Construction Commission can help. You can also seek help from the Federal Circuit and Family Court in some situations.

FAIR WORK OMBUDSMAN

- provides information and advice about your employment type (casual or permanent)
- provides information and advice about rights, pay and entitlements of casual employees, including casual conversion entitlements
- has free calculators, templates and online courses
- helps fix workplace problems
- enforces workplace laws and seeks penalties for breaches of workplace laws.

www.fairwork.gov.au - 13 13 94

FAIR WORK COMMISSION

- deals with disputes about casual conversion (if you are not able to resolve them directly with your employer)
- can deal with your dispute through mediation, conciliation, making a recommendation or expressing an opinion
- if you and your employer agree, can deal with your dispute through arbitration (making a binding decision).

www.fwc.gov.au - 1300 799 675

FEDERAL CIRCUIT AND FAMILY COURT OF AUSTRALIA (SMALL CLAIMS COURT)

You can seek help from the small claims court of the Federal Circuit and Family Court if your casual conversion dispute is about whether:

- you meet the requirements for your employer to make an offer to you to become a permanent employee
- you meet the requirements to request casual conversion
- your employer has reasonable grounds to not offer casual conversion
- your employer has reasonable grounds to refuse your request for casual conversion.

www.fcfcoa.gov.au - 1300 352 000

If you work in the commercial building industry the Australian Building and Construction Commission can help.
www.abcc.gov.au - 1800 003 338