

Managing casual employees and relievers

For many organisations using casual employees and relievers is critical to providing flexibility around annual holidays and rosters, as well as managing any other absences from the workplace whether they are related to illness, bereavements or training.

The following strategies can help employers to successfully manage using casual employees and relievers, to support the organisation' staffing levels.

- Make sure the pool is big enough. This might be difficult for a small organisation to maintain, so the solution is to join with other organisations and create a joint pool.
- Keep in touch with previous permanent employees who might be interested in working on a casual basis.
- Make sure that casuals and relievers do get some work on a reasonably regular basis. This keeps them engaged and familiar with the systems and equipment. It keeps them as a familiar face for other staff and regular customers.
- Make them feel like they belong to the company. Include them in social events. Keep them informed of developments and changes in your business.
- Use incentives such as retaining staff discounts. This can be linked with being prepared to work a minimum number of shifts, say over a three month period.
- Use the times when your casual workers are available and interested in picking up extra hours, such as students during university holidays, to plan training for other staff or to encourage them to take their annual holidays.