

Responding to a casual conversion request – checklist and template letter

! IMPORTANT

The rules about becoming a permanent employee changed on 26 August 2024.

This template is only for small business employers (with less than 15 employees), responding to requests from their casual employees employed immediately before 26 August 2024 who want to become a permanent employee under the casual conversion pathway before 26 August 2025.

From 26 August 2025, eligible casual employees employed by a small business can notify their employer of their intention to become permanent under the new employee choice pathway instead.

For more information on becoming a permanent employee, visit fairwork.gov.au/employeechoice

How to use this template

- Use the [checklist](#) to help determine whether the casual conversion pathway applies, and to help you understand what steps you need to take before responding to a request.
- Use the relevant template letter to respond to your employee in writing letting them know if you are accepting their request for casual conversion or refusing their request on reasonable grounds or because they're not eligible. For more information on reasonable grounds, visit fairwork.gov.au/casual-conversion

Make sure you're using the latest version of this template by downloading the most up-to-date version from fairwork.gov.au/casual-conversion

What is casual conversion?

Casual conversion was the previous pathway to permanent employment under the [National Employment Standards](#) (NES). While the rules about becoming a permanent employee have changed, eligible casual employees of small business employers can still make a request to become a permanent employee under the casual conversion pathway until 26 August 2025.

For more information on becoming a permanent employee, visit fairwork.gov.au/employeechoice



Important

This checklist and response template provide general information for employers responding to an employee's notice to change to permanent employment. Language and concepts have been simplified for education purposes. It is your responsibility to confirm your obligations and ensure the information you include in the template is accurate for your personal circumstances.

This resource was last updated in May 2025.

Rules about casual conversion

This resource is for the previous casual conversion pathway under the NES. Your award or agreement may have different rules about becoming a permanent employee that supplement the NES or are more beneficial for employees. Your award or agreement can't provide for conditions that are less beneficial than the NES.

Check if an award or agreement applies

You should also check if an award or enterprise agreement applies to your workplace and whether it has rules about changing to permanent employment that are more beneficial than the NES. If there is an award or enterprise agreement, those additional rules may apply. Find your award at [fairwork.gov.au/awards](https://www.fairwork.gov.au/awards) or find your enterprise agreement at [fairwork.gov.au/finding-an-agreement](https://www.fairwork.gov.au/finding-an-agreement)

Need more details about casual conversion or need help?

- For more information about **casual employment** and **casual conversion** visit [fairwork.gov.au/casual](https://www.fairwork.gov.au/casual) and [fairwork.gov.au/casual-conversion](https://www.fairwork.gov.au/casual-conversion)
- Complete our short online course about **having difficult conversations in the workplace** at [fairwork.gov.au/learning](https://www.fairwork.gov.au/learning)

Check out our other resources



- Explore interactive template tools, downloadable templates and letters to help you manage a wide range of workplace obligations at [fairwork.gov.au/templates](https://www.fairwork.gov.au/templates)
- Complete our free online courses to develop skills and strategies to help you at work at [fairwork.gov.au/learning](https://www.fairwork.gov.au/learning)

Checklist: Responding to a request for casual conversion

Use this checklist to help determine how you need to respond to a casual conversion request.

Tick each item that applies.

1 – Employee has made request by 26 August 2025

Casual conversion requests will no longer be available after this date.

2 – Your business is a small business (less than 15 employees)

3 – The employee is employed as a casual and:

- was employed immediately before 26 August 2024, and
- has been working for you for at least 12 months.

4 – The employee has worked a regular pattern of hours on an ongoing basis for at least the last 6 months

If you're not sure if they've worked a regular pattern of hours, visit our Offers and requests for casual conversion page at fairwork.gov.au/casual-conversion for more information

5 – The employee could continue working their regular pattern of hours as a permanent employee without significant changes

Significant changes could include that your hours of work would need to be significantly increased or decreased for you to become a permanent employee (for example to meet applicable award requirements).

You can find more about awards and agreements at fairwork.gov.au/awards and at fairwork.gov.au/agreements

An employer can't reduce or change an employee's hours of work, or terminate their employment, to avoid having to grant a request for casual conversion.

For example, an employer can't deliberately change their employee's roster so that they don't meet the eligibility requirements.

6 – There are no reasonable grounds to refuse to grant permanent employment to the employee

If you're not sure what counts as reasonable grounds visit our Offers and requests for casual conversion page at fairwork.gov.au/casual-conversion

7 – In the last 6 months, the employee hasn't:

- refused an offer of casual conversion
- made a request for casual conversion that was refused on reasonable grounds, or
- been given written notice that they won't be offered casual conversion due to reasonable grounds.

Did you tick all the boxes?

✓ **Yes** – if you ticked **all the boxes** in the checklist above, you **must** grant your employee's request for casual conversion.

Follow the consultation and notification steps below.

✗ **No** – if you **did not** tick one or more of the boxes in the checklist above, you can still agree to your employee's request, but you **are allowed to refuse**. Your employee may be eligible to become a permanent employee under the employee choice pathway from 26 August 2025. For more information, visit fairwork.gov.au/employeechoice

If you are refusing the request, you must consult with the employee before giving them a response in writing. Follow the consultation and notification steps below.

What to do next within 21 days

8 – Consult the employee about your decision

Before you respond to the employee's request in writing, **you must consult** with them.

Granting the request

If you are **granting the employee's request for casual conversion**, you need to meet with them to discuss their new conditions of employment. This includes:

- whether they are converting to full-time or part-time employment
- their hours of work as a permanent employee
- their start date as a permanent employee.

It is also a good idea to confirm in the discussions that your employee understands what their pay and conditions will be if they convert to permanent employment.

For help with full-time and part-time employment conditions, visit fairwork.gov.au/employee-types

Refusing the request

If you are **considering refusing the request for casual conversion**, you need to meet with the employee before making the decision to discuss your reasoning.

Refusing a request

Remember, you can only refuse the request if the employee is not eligible to make the request, or if you have reasonable grounds to refuse.

If you and your employee disagree (for example, about whether they are eligible or whether any reasonable grounds apply) there are steps you can take to resolve it. Visit our Offers and requests for casual conversion page at fairwork.gov.au/casual-conversion

□ 9 – Notify the employee of your decision in writing

After you have consulted with your employee, you must notify them of your decision in writing **within 21 days** of receiving the request.

If you are **granting their request** for casual conversion, your written response must include confirmation of what you discussed. This includes:

- the type of employment they are converting to (i.e. full-time or part-time employment)
- their hours of work as a permanent employee
- their start date as a permanent employee.

You can use the [Template letter – granted response to a casual conversion request](#) to notify them.

If you are **refusing their request** for casual conversion, your written response must include why you're refusing the request. Specifically, why they weren't eligible to make a request, or of the reasonable grounds on which you're refusing.

You can use the [Template letter – refused response to a casual conversion request](#) to notify them.



Instructions for completing this template

This response template has been colour-coded to help you to complete it.

Replace the **<red writing inside the angle brackets>** with the information relevant to your circumstances. When you're done you need to remove the brackets and change the text to black.

Instructions are included to help you. They are written in **[purple writing inside square brackets]**. You need to delete these instructions when you're finished.

When completing the template, you should copy and paste the text into a new Word document or email. **Do not include the Fair Work Ombudsman letterhead.**

Please keep a copy of the letter for your records.

Response template: Granted response to a casual conversion request

[Copy and paste all text below the dotted line into a new blank Word document, or into an email. To make sure you are using this template correctly, follow all the steps in the checklist]

<Print on your business letterhead if applicable>

<Date>

Private and confidential

<Employee's full name>

<Employee's residential/postal/email address>

Dear <Employee's first name>

Casual conversion request granted

Thank you for your request for casual conversion, dated <date request received>.

We confirm that we discussed your request on <date you consulted with the employee>, including the potential changes to your employment.

We are now pleased to advise you that following this discussion, we are granting your request for casual conversion.

What happens next?

[Explanatory information – please delete once you have finished the letter]

You need to have discussed the following matters with your employee before you send this letter:

1. Whether they're converting to full-time or part-time employment.
2. Their hours of work after the conversion takes effect.
3. The date the conversion will take effect (either the first day of the employee's next full pay period or a different date agreed to between you and your employee).

Your casual conversion will take effect on <first day of the employee's next full pay period or the date you both agreed on>.

What will change?

Based on the number of hours you have regularly worked over the last 6 months, you will be converted to a permanent <part-time or full-time> employee.

[Explanatory information – please delete once you have finished the letter]

Whether your employee should be converted to full-time or part-time employment will depend on the regular hours they have been working prior to the request. If the employee was regularly working full-time hours (usually 38 hours per week), you need to convert them to full-time employment. If the employee was regularly working part-time hours (usually less than 38 hours per week), you need to convert them to part-time employment. Find out how many

hours are full-time or part-time in your workplace by checking the relevant award or agreement (if one applies to the employee). If there is no award or agreement that applies, then check the hours worked by your other full-time or part-time employees who work in the same or a similar position.

Becoming a permanent employee means that you are entitled to different minimum employment entitlements, including paid annual leave, and paid sick and carer's leave. For more information about minimum entitlements, visit [fairwork.gov.au/nes](https://www.fairwork.gov.au/nes)

Following conversion, your pay rate will be **<pay rate>**. This is in accordance with your **<name of your award/agreement or employment contract>**.

Where can you go for help?

If you have any questions, please contact me on **<contact details>**.

Thank you again for your work and contribution to our business.

Yours sincerely

<Your name>

<Your position>

Response template: Refused response to a casual conversion request

[Copy and paste all text below the dotted line into a new blank Word document, or into an email. To make sure you are using this template correctly, follow all the steps in the checklist]

<Print on your business letterhead if applicable>

<Date>

Private and confidential

<Employee's full name>

<Employee's residential/postal/email address>

Dear <Employee's first name>

Casual conversion request refused

Thank you for your request for casual conversion dated <date request was received> and our subsequent conversation about this request on <date you consulted the employee about refusal to grant casual conversion>.

[Explanatory information – please delete once you have finished the letter]

You need to consult with your employee about why you are declining to grant them casual conversion before you decide to refuse the request, and **before** you send them this letter.

As discussed, we have made the decision to refuse your request for casual conversion <on reasonable grounds / because you are not eligible>.

Why aren't we granting you casual conversion?

[Explanatory information – please delete once you have finished the letter]

You must include the reasons why you are not granting the request for casual conversion – for example, because you have determined the employee is not eligible or because you have reasonable grounds to not grant the request.

Complete the section below to suit the reasons that apply for the employee you are giving this letter and delete the line that does not apply.

We have determined that you are not eligible for conversion because <you haven't worked a regular pattern of hours for the last 6 months / your pattern of work hours could not continue as a permanent employee without significant changes / you made your request for casual conversion after 26 August 2025 and the pathway is no longer accessible>.

We have refused your request for casual conversion on reasonable grounds because <insert reason>.

[Explanatory information – please delete once you have finished the letter]

What counts as 'reasonable grounds' will depend on your circumstances and your employee's circumstances. You must include details about the reasonable

grounds on which you are refusing to offer the employee casual conversion. Visit our [Becoming a permanent employee page at fairwork.gov.au/casual-conversion](https://fairwork.gov.au/casual-conversion) for information about reasonable grounds.

What happens next?

You will continue to be employed as a casual employee with **<business name>**.

Though we have not granted your request for casual conversion at this time, you may still request to become a permanent employee again in the future. You can find out more about becoming a permanent employee, including under the new employee choice pathway to permanent employment under the National Employment Standards, at fairwork.gov.au/casual-conversion.

Thank you for your work and contribution to our business.

Yours sincerely

<Your name>

<Your position>