

Employer Checklist:

What works to support young people

Job Security

- Young people in casual employment have access to permanent part-time or permanent full-time contracts if they choose. Employers support young people having access to information and advice about these decisions.
- Young employees have access to minimum guaranteed hours per week.
- Where possible, young employees receive advance notice when a shift is cancelled and offered another shift if available.
- Employers have supportive rostering conversations with young employees to help them have a level of choice and control over the hours they are working.

Pay and Benefits

- Young people have access to wage increases with experience.
- Young people feel their pay is appropriate for their role and experience and have the opportunity to discuss their rate of pay with their employer. Employers ensure that pay is fair, prioritise the correct payment of their staff and create an environment where young workers feel confident to ask about and discuss their rate of pay.
- During induction, employers provide young people with information about their rate of pay, benefits and working conditions.

Health, safety and wellbeing

- Employers build a workplace culture that is welcoming, inclusive and supportive to young people from diverse backgrounds and life experiences. Employers make it clear that the workplace does not tolerate bullying, harassment or discrimination.
- Employers work with young employees with particular needs if they require workplace changes or adaptation so the workplace can become supportive of their needs.
- Young people feel safe at work by having processes to address instances of bullying or discrimination. Young employees are supported to identify and avoid unsafe situations at work so that they can be prevented.
- Managers in roles supervising young people have the opportunity to undertake professional development about how to support employees who are learning on the job and how to prioritise the mental health and wellbeing of their staff (such as managing burnout and work-life balance). This will assist in building trust and will normalise conversations about mental health issues in the workplace. It will also provide training for managers to refer young staff to support services and helpful resources.
- Employers are non-judgemental when discussing workplace health and safety or mental health with young employees.
- Employers are careful not to assign large amounts of overtime or too many shifts to a young employee to support the work-life balance of young employees.

Job roles and nature of work

- Help young workers understand their rights and responsibilities at work. Take the time to explain their pay and conditions, key policies and procedures and workplace values. It is important that young employees are not just handed complex policy documents to read, but that employers make sure information is accessible. Employers explain verbally what their expectations are and provide opportunity for young employees to ask questions.
- Employers support a young person to develop new skills in their role by providing opportunities to try different tasks and access training to learn new technologies and skills.
- Provide comprehensive induction for young employees. Ensure that training is appropriate to the level of experience, skills and knowledge of the employee.
- Maintain a safe working environment and make sure that young people are provided with appropriate safety training for their role.
- Managers set clear expectations when a young person starts in a new role and advises about how performance is managed.
- Employers make opportunities for growth and progression available to young employees.
- Young people are supported to find a sense of purpose in their work. This extends to encouraging young people to be curious in their role by making the workplace somewhere young employees are supported to learn and ask questions.

Social support

- Employers of young people facilitate good working relationships between their young staff and offer opportunities for peer support. This includes mentoring by more experienced employees for new young staff. Employers let employees know that they are a source of help and support. Managers and mentors take the time to listen and offer support.
- Employers take time to understand how to support young workers' commitments outside the workplace such as school, study, exams, training or caring responsibilities.

Having a voice and speaking up

- Young people are shown how to report abuse, bullying and other unprofessional behaviour. This includes how they can report behaviour by a manager, including their line manager.
- Managers facilitate genuine opportunities for young staff to give critical feedback about the workplace and their working conditions. Employers provide a safe space for feedback to be delivered and are willing to hear difficult feedback.
- Employers show their young employees how feedback will be incorporated, and employees are provided the opportunity to report on whether changes are working and to follow up if no action is taken.
- Employers are mindful about the creation of power imbalances between older and younger staff, including between young staff and their managers. This includes acknowledging that power imbalances will prevent young staff from being able to raise concerns and create anxiety.
- Employers ensure confidentiality when staff raise concerns and discuss how disclosures will be addressed. Young staff feel assured that they can discuss issues in confidence.
- Employers make information available to their young staff about the union relevant to the industry of work and staff face no barriers to joining and participating in a union.