

# Worksheet B - Conversations at work

Issues at work might be resolved through a conversation with your employer, if you take the following steps:

1. **Know your rights.** Knowing your rights empowers you to protect your rights.
2. **Plan your conversation points.** Planning and practicing what you are going to say will help you keep the conversation on topic and make you feel confident and prepared.
3. **Bring solutions to the conversation.** Coming to a conversation prepared with possible solutions can help to resolve an issue more quickly.

Complete the worksheet by researching and planning a conversation the employee can have with their employer.

## Employee 1:

During the school holidays, Arlo is working as a casual employee at the local swimming pool. Because of other commitments, they ask not to be scheduled to work on Thursdays or Fridays. When the schedule comes out, Arlo sees that they are scheduled on those days.

### Know your rights

What are Arlo's rights as a casual employee? Where can Arlo go to research more about their rights?

### Plan your conversation points

What are some points Arlo could make during a conversation with their employer about their schedule?

### Bring solutions to the conversation

What is one solution to the issue that Arlo can bring to their employer?

Complete the worksheet by researching and planning a conversation the employee can have with their employer.

### Employee 2:

Marcel arrives to work at their café job before dawn. There is a milk delivery waiting in the back alley, but they notice that the outdoor light is broken making it hard for them to see clearly. Marcel's supervisor arrives and asks, "why haven't you brought in the milk delivery yet?"

#### Know your rights

What are Marcel's safe workplace rights? Where can they go to find out more information?

#### Plan your conversation points

What are some points Marcel could make during a conversation with their employer about safe workplaces?

#### Bring solutions to the conversation

What is one solution to the issue that Marcel can bring to their employer?

Complete the worksheet by researching and planning a conversation the employee can have with their employer.

### Employee 3:

For every shift at the cinema in the last two months, Ira has worked past 10 pm. Their last payslip didn't include their overtime so they talked to their employer who promised the error would be corrected the following week. This pay cycle, Ira notices that the overtime is still not listed on their payslip.

#### Know your rights

What are Ira's wage rights?  
Where can Ira go to learn more about their pay or report their employer?

#### Plan your conversation points

What important points could Ira make during a conversation with their employer about their pay?

#### Bring solutions to the conversation

What is one solution to the issue that Ira can bring to their employer?

## Remember to be respectful, polite and to stay safe

If at any time in the conversation with an employer you feel unsafe or overwhelmed, it's okay to walk away and talk another day. You could say:

- I want to talk it over more with my family, can I set up another time to talk to you?
- I don't think we will resolve this today.

It is also okay to bring in a support person to help you during the conversation. You could say:

- Can we pause this conversation? I would like to continue this with a support person present.

## Conversations at work checklist

Know your rights by researching the relevant websites

Write down the points you want to say to your employer

Practice saying your points out loud

Find a good time and place: you're more likely to get to a good outcome if you and your employer won't be interrupted

Let your employer know what you want to talk about (if appropriate)

Create a list of solutions that you could share with your employer to resolve the issue

Consider whether you want to bring a support person

Consider whether you want to get advice from a trusted person before the conversation

The information provided here is valid as of October 2022. While we use reasonable efforts to include accurate and up to date information, we recommend reviewing the [Fair Work Ombudsman](#) website for the most up-to-date information on workplace rights and responsibilities.