

The Christmas Casual Onboarding Checklist

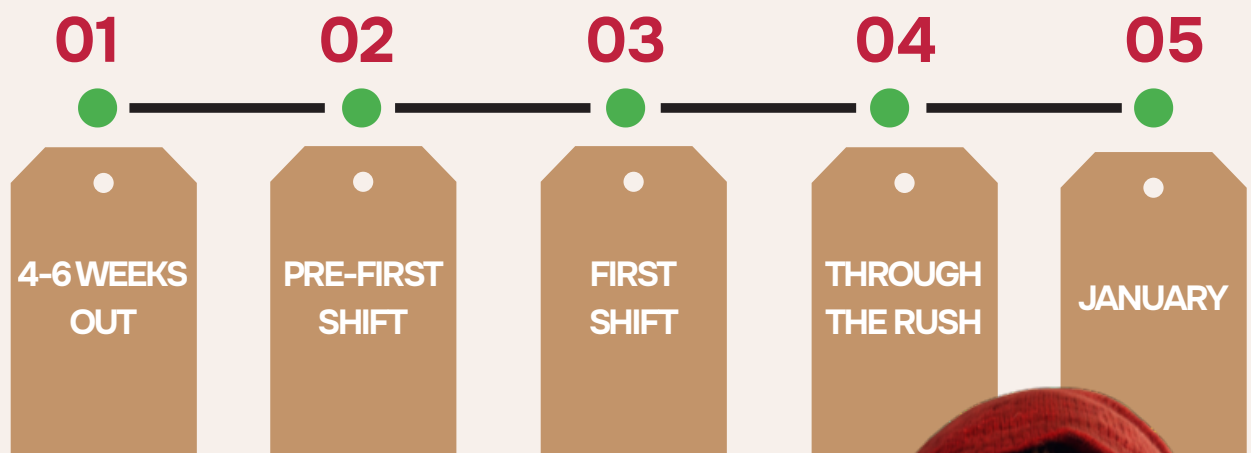


Your six-week countdown to get seasonal hires safe, compliant and floor-ready before the holiday rush.

• PLAN ONCE • REPEAT AT SCALE • KEEP THE FLOOR MOVING

**Christmas hiring is a volume problem.
Your onboarding process should not be.**

Christmas casuals get a minimal onboarding period, work off their own phones and mostly without a company email or laptop.



This checklist is built for the reality of retail frontline hiring:

- BYOD and no corporate email
- role-based compliance
- fast training and proof of understanding
- peak-season engagement
- clean offboarding and next-year talent pools



BUILD THE MACHINE BEFORE THE RUSH.

1

4 TO 6 WEEKS OUT

How do you get set up to onboard casuals at volume?

The work you do before the first casual is hired decides whether onboarding scales. Set it up once, then repeat it hundreds of times.

- ☐ Build one onboarding flow every casual goes through, rather than a manual process you rebuild for each hire.
- ☐ Pre-load contracts, policies and the Fair Work Casual Employment Information Statement so they are ready to send in bulk.
- ☐ Decide how you will reach people who have no company email. Most casuals never get one.
- ☐ Map which roles need which compliance items: right to work, proof of age for under 18s, RSA, food safety.
- ☐ Prepare training and key messages in the languages your workforce genuinely speaks.
- ☐ Set up how you will collect availability and build rosters before anyone starts.



WHERE MUMBA HELPS

Mumba runs on a worker's own phone, so there is no company email or laptop to set up. Build one guided onboarding flow with mandatory training gates and every casual walks the same path. Adoption averages 89% within 30 days.



2

PRE FIRST SHIFT

The offer is out. What has to happen before their first shift?

A casual should arrive floor ready, not spend their first paid hour hunched over a clipboard filling in forms.

- ☐ Send the contract and get it signed digitally before day one.
Issue the Fair Work Casual Employment Information Statement. It is required for every new casual.
- ☐ Complete right to work checks, and proof of age for anyone under 18.
- ☐ Collect tax file number, super choice and bank details.
- ☐ Push the must-read policies (WHS, code of conduct, social media) and capture acknowledgement.
- ☐ Confirm uniform, badge and start time, and send a warm welcome so they feel like they belong.



WHERE MUMBA HELPS

Policies are accepted on first login behind a must-acknowledge flow with a timestamped audit trail. When a WHS inspector asks, you can prove exactly who read what, and when.

GET THEM READY. KEEP THEM READY.

3

FIRST SHIFT

How do you get a new casual floor ready on day one?

The goal of day one is simple: a casual who can safely and confidently do their job by the end of their first shift.

- ☐ Gate the floor behind mandatory training. No completion, no shift.
- ☐ Run role-specific training: point of sale, payments, returns, stock handling and safety.
- ☐ Walk them through emergency procedures, fire exits and who the first aider is.
- ☐ Check they actually understood, with a short quiz, not just a tick that says they read it.
- ☐ Assign a buddy for the shift and give them one named person to go to.



WHERE MUMBA HELPS

Training gates hold the shift until it is done, and a built-in quiz confirms understanding. The proof is not "I have read it", it is "I understood it". Completion dashboards show pass rates and who is still outstanding across every store at a glance.



4

THROUGH THE RUSH

How do you keep casuals safe, compliant and engaged through the peak?

The peak is exactly when compliance slips and new casuals quietly disengage. A few habits keep both on track when things are busiest.

- ☐ Track certifications and renewals so nothing lapses mid-peak, especially RSA and food safety.
- ☐ Send shift updates, roster changes and critical alerts straight to their phone.
- ☐ Run a quick pulse check. Are they coping, and do they feel safe at work?
- ☐ Recognise good work early. It is the cheapest retention tool you have.
- ☐ Meet your WHS duties on psychosocial risk, and keep an easy channel open for questions and incidents.



WHERE MUMBA HELPS

Certification tracking sends reminders 60, 30 and 7 days before expiry. Pulse surveys and eNPS take the temperature, peer recognition keeps people motivated, and the same survey tools act as your delivery layer for psychosocial risk assessments under Safe Work Australia's Model Code of Practice.

FINISH CLEANLY. KEEP THE TALENT

5

JANUARY

How do you offboard cleanly and keep the casuals worth keeping?

Most casuals leave in January. Two things matter now: a clean exit, and a plan to bring the best ones back next year.



Offboard properly: revoke access, collect uniforms and equipment, finalise pay.

Ask for feedback on their onboarding while the experience is still fresh.

Flag your standout performers for permanent roles or a call back next Christmas.

Stay in light contact with the keepers, and capture what broke this year so next December is smoother.



WHERE MUMBA HELPS

Offboarding runs automatically on termination, exit surveys capture what to fix, and your best casuals stay in a talent pool you can re-activate next Christmas instead of starting from zero.



SEE HOW IT WORKS BEFORE THE RUSH HITS

Turn seasonal onboarding into a repeatable retail workflow.

Mumba is the employee experience platform built for frontline and deskless workers - from a single day-one login to compliance, training, engagement and recognition. If you are staffing up for Christmas, the time to set it up is now, not in December.

Book a walkthrough → mumba.cloud



GENERAL GUIDANCE

This checklist is general guidance to help you plan seasonal onboarding. It is not legal advice. Employment, work health and safety, and right to work obligations change and vary by state and by role, so confirm current requirements with Fair Work, Safe Work Australia and your own advisers before you rely on them.