

KU Children's Services

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28 August 2026

Lisa James
GPO Box 116
Sydney NSW 200

Via: Lisa@IEU.asn.au

Re: Response to query of 25 August 2026

Dear Lisa,

Thank you for your correspondence of 25 August 2026 received via email. Please be assured KUCas employees are a valuable part of the KU staffing mix at KU every day.

However, as you are aware there is significant cost pressure in the ECE Sector and KU have been proactively seeking to manage the central office support costs. The cost of the text messaging associated with the current KUCas system (ShiftMatch) was identified as a significant opportunity to reduce expenses, by removing unnecessary txt messages to KUCas staff who had potentially not worked at or had not identified their availability for a particular service. Further, KU is actively seeking to reduce contingent labour cost supply by increasing the size of the KU Permanent Relief Team.

Transparency and fairness are at the centre of our processes, for clarity, KU engaged with all KUCas employees, via their @ku email address regarding the proposal for rationalisation of services for those KU Casual Employees who had more than 10 services identified, including the email of 20 May 2026, which had the form attached proposing that each KUCas employee identify their 10 preferred services. If KUCas employees had questions or concerns they were invited to reach out to the kucas@ku.com.au. Noting that some KUCas employees had 50 potential services identified but had worked at only 2, this gives you an idea of the scale of the opportunity. Having said that, many KU casual employees already had less than ten (10) services nominated in their existing profile, therefore no change was necessary.

The rationalisation of identified services also has positive impact on KU's application of paramountcy, supporting continuity and consistency of for children, families and colleagues and supports compliance with the Worker Register data requirements.

KU has actioned over 200 requests to date including some requests to have more than 10 services identified, which were all accepted.

In specific response to your questions:

Q1. Removes the requirement that casuals may only be employed in a maximum of 10 KU centres

Response: KU do not have 'fixed maximum' of 10 services, and we have and will continue to work with staff to address their service preferences. All KUCas staff are invited to reach

out to kucas@ku.com.au to discuss/ action their alternative requests directly.

Q2. Remove the requirement that casuals must have worked recently in their allocated centres.

Response: KU reserves the right to manage the KUCas pool in a manner which supports the viability of KU services however a request to include a service would not be and has not been unreasonably withheld.

Q3. Provides casuals with authority to select and update the centres in which they wish to work

Response: KU is not able to provide this option to KUCas employees, the mechanism for service selection or de selection is via contacting the KUCas Administrators via kucas@ku.com.au

Q4. confirms that preferred (Support) casuals will be offered HSLN (Support) shifts before any nonpreferred (Support) casuals.

Response: There is a level of automation within KUCas (ShiftMatch) over which KU has no direct control therefore whilst this is a shared objective, KU is unable to guarantee this outcome. This has been shared in the KU Bulletins of October 2024 and August 2026.

As background ShiftMatch has recently been acquired by Humanforce and we expect there will be significant improvements in functionality scheduled for 2027.

If you have any further questions or concerns, please do not hesitate to reach out directly.

Kind regards,



Jane Robinson

General Manager, People Services and IT
KU Children's Services