

The revised plain language exposure draft of the General Retail Industry Award 2017 was first published on 5 July 2017. Changes since the plain language exposure draft was published are as follows:

Publication date	Amendments	Clauses affected
18 October 2017	New sentence inserted in accordance with [2017] FWCFB 3433	1.2
18 October 2017	Definition of 'departments or sections' updated.	2
18 October 2017	Definition of 'rostered day off' deleted.	2
18 October 2017	Facilitative provisions: reference to clauses 23.11(b) and 29.10 included	6, Table 1
18 October 2017	Moving between types of employment updated..	8.3(c)(ii)
18 October 2017	Casual employment new note inserted.	11.2
18 October 2017	Casual employment updated.	11.5
18 October 2017	Classification clause updated	14.2
18 October 2017	Hours of work: employees regularly working Sundays clause updated.	15.10(d)
18 October 2017	Meal allowance clause updated.	23.2(a)(ii)
18 October 2017	Special clothing allowance clause updated.	23.3
18 October 2017	New paragraph inserted.	25.1(c)
18 October 2017	Clause converted to note.	26.1
18 October 2017	Note in Schedule B deleted.	Schedule B

PLAIN LANGUAGE EXPOSURE DRAFT

General Retail Industry Award 2017

This plain language exposure draft has been prepared by staff of the Fair Work Commission based on the **General Retail Industry Award 2010** as at 5 July 2017. This exposure draft does not seek to amend any entitlements under the **General Retail Industry Award 2010**. It has been prepared to address some of the structural issues identified in modern awards and 15.10(d) to apply plain language drafting principles and techniques to award-specific provisions.

The review of this award in accordance with section 156 of the Fair Work Act 2009 is being dealt with in matter [AM2016/15](#) and [AM2014/270](#). Additionally, a number of common issues are being dealt with by the Commission which may affect this award. Transitional provisions have not been included in this exposure draft pending the outcome of the review.

This draft does not represent the concluded view of the Commission in this matter.

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Part 1—Application and Operation of this award

1. Title and commencement

- 1.1 This is the General Retail Industry Award [2017].
- 1.2 This modern award, as varied, commenced operation on 1 January 2010. [The terms of the award have been varied since that date.](#)
- 1.3 Neither the making of this award nor the operation of any transitional arrangements is intended to result in a reduction in the take-home pay of employees covered by this award.
- 1.4 On application by or on behalf of an employee who suffers a reduction in take-home pay as a result of the making of this award or the operation of any transitional arrangements, the Fair Work Commission may make any order it considers appropriate to remedy the situation.

2. Definitions

In this award:

Act means the [Fair Work Act 2009](#) (Cth).

adult apprentice means an apprentice who is 21 years of age or over at the start of their apprenticeship.

adult employee means an employee who is 21 years of age or over.

community pharmacy means a business to which all of the following apply:

- (a) the business is established wholly or partly for compounding or dispensing prescriptions for, or selling medicines or drugs to, the general public from the premises on which the business is conducted, whether or not other goods are so sold from those premises; and
- (b) if required to be registered under legislation for the regulation of pharmacies in force in the place in which the premises on which the business is conducted are located, the business is so registered; and
- (c) the business is not owned by a hospital or other public institution, or operated by government.

defined benefit member has the meaning given by the *Superannuation Guarantee (Administration) Act 1992* (Cth).

employee means a national system employee as defined by section 13 of the [Act](#).

employer means a national system employer as defined by section 14 of the [Act](#).

enterprise instrument has the meaning given by subitem 2(1) of Schedule 6 to the [Fair Work \(Transitional Provisions and Consequential Amendments\) Act 2009](#) (Cth).

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exempt public sector superannuation scheme has the meaning given by the *Superannuation Industry (Supervision) Act 1993* (Cth).

Fair Work Regulations means the *Fair Work Regulations 2009* (Cth).

fast food operations means taking orders for, preparing, selling or delivering any of the following (or doing any combination of 2 or more of those things):

- (a) food or beverages sold primarily for consumption away from the point of sale; or
- (b) food or beverages packaged, sold or served in such a way as to allow them to be consumed away from the point of sale should the customer so decide; or
- (c) food or beverages sold or served in food courts, shopping centres or retail complexes, excluding coffee shops, cafes, bars and restaurants that primarily provide a sit down service.

general retail industry means the retail sale or hire of goods or services for personal, household or business consumption including:

- (a) clothing; and
- (b) food; and
- (c) furniture and household goods; and
- (d) personal and recreational goods; and
- (e) bakery shops at which the predominant activity is baking products for sale on the premises; and
- (f) the provision of repair services for household equipment; and
- (g) the provision of customer information or assistance at retail complexes; and
- (h) the delivery of newspapers by employees of a newsagent,

but excluding the following that are covered by other awards:

- (i) the retail sale or hire of goods or services by any of the following:
 - (i) community pharmacies; or
 - (ii) pharmacies in hospitals or other institutions providing an in-patient service; or
 - (iii) hair and beauty establishments; or
 - (iv) stand-alone butcher shops; or
 - (v) stand-alone nurseries; or
 - (vi) manufacturing or processing establishments other than seafood processing establishments; and
- (j) hair and beauty work undertaken in the theatrical, amusement or entertainment industries; and

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- (k) clerical functions performed away from a retail establishment; and
- (l) warehousing and distribution; and
- (m) motor vehicle retailing and motor vehicle fuel and parts retailing; and
- (n) restaurants, cafes, hotels, motels or fast food operations; and
- (o) building, construction, installation, repair or maintenance contractors engaged to perform work at a retail establishment.

junior employee means an employee who is less than 21 years of age.

long term casual employee has the meaning given by section 12 of the [Act](#).

MySuper product has the meaning given by the *Superannuation Industry (Supervision) Act 1993* (Cth).

National Employment Standards, see Part 2-2 of the [Act](#). Divisions 3 to 12 of Part 2-2 of the [Act](#) constitute the *National Employment Standards*. An extract of section 61 of the [Act](#) is reproduced below.

The National Employment Standards are minimum standards applying to employment of employees. The minimum standards relate to the following matters:

- (a) maximum weekly hours (Division 3);
- (b) requests for flexible working arrangements (Division 4);
- (c) parental leave and related entitlements (Division 5);
- (d) annual leave (Division 6);
- (e) personal/carer's leave and compassionate leave (Division 7);
- (f) community service leave (Division 8);
- (g) long service leave (Division 9);
- (h) public holidays (Division 10);
- (i) notice of termination and redundancy pay (Division 11);
- (j) Fair Work Information Statement (Division 12).

on-hire means the on-hire of an employee by their employer to a client, where the employee works under the general guidance and instruction of the client or a representative of the client.

~~**rostered day off** means a continuous 24 hour period between the end of the last ordinary shift, and the start of the next ordinary shift, on which an employee is rostered for duty.~~

shiftworker means an employee to whom Part 6—Shiftwork applies.

shop with departments or sections means a shop that has a clearly distinguishable department or section staffed by a manager and at least 3 ~~other subordinate~~ employees who work solely or predominantly in that department or section.

standard hourly rate means the minimum hourly rate for a Retail Employee Level 4 in **Table 3—Minimum rates**.

standard weekly rate means the minimum weekly rate for a Retail Employee Level 4 in **Table 3—Minimum rates**.

State reference public sector modern award has the meaning given by subitem 3(2) of Schedule 6A to the [Fair Work \(Transitional Provisions and Consequential Amendments\) Act 2009 \(Cth\)](#).

State reference public sector transitional award has the meaning given by subitem 2(1) of Schedule 6A to the [Fair Work \(Transitional Provisions and Consequential Amendments\) Act 2009 \(Cth\)](#).

Table 1—Facilitative provisions means the Table in clause 7.2.

Table 2—Entitlements to meal and rest break(s) means the Table in clause 16.2.

Table 3—Minimum rates means the Table in clause 18.1.

Table 4—Junior rates means the Table in clause 18.2.

Table 5—4 year apprentice minimum rates (pre-January 2014 start) means the Table in clause 18.3(a).

Table 6—4 year apprentice minimum rates (start January 2014 or later) means the Table in clause 18.3(b).

Table 7—3 year apprentice minimum rates (pre-January 2014 start) means the Table in clause 18.3(c).

Table 8—3 year apprentice minimum rates (start January 2014 or later) means the Table in clause 18.3(d).

Table 9—Overtime rates means the Table in clause 25.2.

Table 10—Penalty rates means the Table in clause 0.

video shop means a business the primary function of which is the hire to the public of videos, DVDs or electronic games.

3. The National Employment Standards and this award

- 3.1** The [National Employment Standards](#) (NES) and this award contain the minimum conditions of employment for employees covered by this award.
- 3.2** Where this award refers to a condition of employment provided for in the [NES](#), the [NES](#) definition applies.
- 3.3** The employer must ensure that copies of this award and of the [NES](#) are available to all employees to whom they apply, either on a notice board conveniently located at or near the workplace or through accessible electronic means.

4. Coverage

4.1 This industry award covers, to the exclusion of any other modern award:

- (a) employers in the general retail industry throughout Australia; and
- (b) employees (with a classification defined in defined in Schedule A—Classification Definitions) of employers mentioned in paragraph (a).

4.2 This industry award also covers:

- (a) on-hire employees working in the general retail industry (with a classification defined in Schedule A—Classification Definitions) and the on-hire employers of those employees; and
- (b) apprentices or trainees employed by a group training employer and hosted by an employer covered by this award to work in the general retail industry (with a classification defined in Schedule A—Classification Definitions) and the group training employers of those apprentices or trainees.

4.3 However, this industry award does not cover any of the following:

- (a) employees excluded from award coverage by the [Act](#); or
NOTE: See section 143(7) of the [Act](#).
- (b) employees covered by a modern enterprise award or an enterprise instrument or their employers; or
- (c) employees covered by a State reference public sector modern award or a State reference public sector transitional award or their employers; or
- (d) employers covered by any of the following awards:
 - (i) the *Fast Food Industry Award 2010*; or
 - (ii) the *Meat Industry Award 2010*; or
 - (iii) the *Hair and Beauty Industry Award 2010*; or
 - (iv) the *Pharmacy Industry Award 2010*.

4.4 If an employer is covered by more than one award, an employee of that employer is covered by the award containing the classification that is most appropriate to the work performed by the employee and the industry in which they work.

NOTE: An employee working in the general retail industry who is not covered by this industry award may be covered by an award with occupational coverage.

5. Effect of variations made by the Fair Work Commission

A variation to this award made by the Fair Work Commission does not affect any right, privilege, obligation or liability acquired, accrued or incurred under this award as in force before that variation.

6. Individual flexibility arrangements

- 6.1** Despite anything else in this award, an employer and an individual employee may agree to vary the application of the terms of this award relating to any of the following in order to meet the genuine needs of both the employee and the employer:
- (a) arrangements for when work is performed; or
 - (b) overtime rates; or
 - (c) penalty rates; or
 - (d) allowances; or
 - (e) annual leave loading.
- 6.2** An agreement must be one that is genuinely made by the employer and the individual employee without coercion or duress.
- 6.3** An agreement may only be made after the individual employee has commenced employment with the employer.
- 6.4** An employer who wishes to initiate the making of an agreement must:
- (a) give the employee a written proposal; and
 - (b) if the employer is aware that the employee has, or should reasonably be aware that the employee may have, limited understanding of written English, take reasonable steps (including providing a translation in an appropriate language) to ensure that the employee understands the proposal.
- 6.5** An agreement must result in the employee being better off overall at the time the agreement is made than if the agreement had not been made.
- 6.6** An agreement must do all of the following:
- (a) state the names of the employer and the employee; and
 - (b) identify the award term, or award terms, the application of which is to be varied; and
 - (c) set out how the application of the award term, or each award term, is varied; and
 - (d) set out how the agreement results in the employee being better off overall at the time the agreement is made than if the agreement had not been made; and
 - (e) state the date the agreement is to start.
- 6.7** An agreement must be:
- (a) in writing; and
 - (b) signed by the employer and the employee and, if the employee is under 18 years of age, by the employee's parent or guardian.
- 6.8** Except as provided in clause 6.9, an agreement must not require the approval or consent of a person other than the employer and the employee.

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- 6.9** The employer must keep the agreement as a time and wages record and give a copy to the employee.
- 6.10** The employer and the employee must genuinely agree, without duress or coercion to any variation of an award provided for by an agreement.
- 6.11** An agreement may be terminated:
- (a) at any time, by written agreement between the employer and the employee; or
 - (b) by the employer or employee giving 13 weeks' written notice to the other party (reduced to 4 weeks if the agreement was entered into before the first full pay period starting on or after 4 December 2013).

NOTE: If an employer and employee agree to an arrangement that purports to be an individual flexibility arrangement under this award term and the arrangement does not meet a requirement set out in section 144 of the [Act](#) then the employee or the employer may terminate the arrangement by giving written notice of not more than 28 days (see section 145 of the [Act](#)).

- 6.12** An agreement terminated as mentioned in clause 6.11(b) ceases to have effect at the end of the period of notice required under that clause.
- 6.13** The right to make an agreement under clause 6 is additional to, and does not affect, any other term of this award that provides for an agreement between an employer and an individual employee.

7. Facilitative provisions for flexible working practices

- 7.1** This award contains facilitative provisions which allow agreement between an employer and an individual employee, or the majority of employees, on how specific award provisions are to apply at the workplace.
- 7.2** The following clauses have facilitative provisions:

Table 1—Facilitative provisions

Clause	Provision	Agreement between an employer and:
15.6(g)(v)	Length of work cycle	an individual employee
15.7(b)	Rosters—length of shift	an individual employee
15.7(f)	Rosters—number of days in work cycle	an individual employee
15.7(h)	Rosters—minimum consecutive days off	an individual employee
15.8(a)	Substitution of rostered days off	the majority of employees
15.9(a)	Banking of rostered days off	an individual employee
15.10(b)	Employees regularly working Sundays	an individual employee
16.6(d)	Breaks between work periods	an individual employee or a group of employees
23.11(b)	Recall allowance	an individual employee
25.3	Time off instead of payment for	an individual employee

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Clause	Provision	Agreement between an employer and:
15.6(g)(v)	Length of work cycle	an individual employee
15.7(b)	Rosters—length of shift	an individual employee
15.7(f)	Rosters—number of days in work cycle	an individual employee
15.7(h)	Rosters—minimum consecutive days off	an individual employee
15.8(a)	Substitution of rostered days off	the majority of employees
15.9(a)	Banking of rostered days off	an individual employee
15.10(b)	Employees regularly working Sundays	an individual employee
16.6(d)	Breaks between work periods	an individual employee or a group of employees
	overtime	
26.2	Additional provisions for work on public holidays	an individual employee
29.10	Substitution of public holiday shift – shiftwork	an individual employee
32.8	Annual leave in advance	an individual employee
32.9	Cashing out of annual leave	an individual employee
36.2	Substitution of public holidays by agreement	the majority of employees

7.3 The agreement must be kept by the employer as a time and wages record.

Part 2—Types of Employment and Classifications

8. Types of employment

8.1 An employee covered by this award must be one of the following:

- (a) a full-time employee; or
- (b) a part-time employee; or
- (c) a casual employee.

8.2 At the time of engaging an employee, the employer must inform the employee of the terms on which they are engaged, including whether they are engaged as a full-time, part-time or casual employee.

8.3 Moving between types of employment

- (a) A full-time or casual employee can only become a part-time employee with the employee’s written consent.
- (b) Moving to part-time employment does not affect the continuity of any leave entitlements.

- (c) A full-time employee:
- (i) may request to become a part-time employee; and
 - (ii) if that request is granted by the employer, may return to full-time employment at a future date agreed in writing with the employer.

9. Full-time employment

An employee who is engaged to work an average of 38 ordinary hours per week in accordance with an agreed hours of work arrangement is a full-time employee.

NOTE: The hours of work arrangement is agreed between the employer and the employee. See clause 15.6 (Ordinary hours of work).

10. Part-time employment

Part-time employment provisions may be affected by [AM2014/196](#)

- 10.1** An employee who is engaged to work for fewer than an average of 38 ordinary hours per week and whose hours of work are reasonably predictable, is a part-time employee.
- 10.2** An employer may employ part-time employees in any classification defined in Schedule A—Classification Definitions.
- 10.3** This award applies to a part-time employee in the same way that it applies to a full time employee except as otherwise expressly provided by this award.
- 10.4** A part-time employee is entitled to payments in respect of annual leave and personal/carer’s leave on a proportionate basis.
- 10.5** At the time of engaging a part-time employee, the employer must agree in writing with the employee to all of the following:
- (a) the number of hours to be worked each day; and
 - (b) the days of the week on which the employee will work; and
 - (c) the times at which the employee will start and finish work each day; and
 - (d) when meal breaks may be taken and their duration.
- 10.6** Any agreement under clause 10.5 must state that any variation agreed by the employer and the employee to any of the matters mentioned in clause 10.5(a) to 10.5(d) must be in writing and may be of a temporary or permanent nature.
- 10.7** The employer must keep a copy of any agreement under clause 10.5, and any variation of it, and give another copy to the employee.
- 10.8** For each hour worked in excess of the number of ordinary hours agreed under clause 10.5, the part-time employee must be paid at the overtime rate specified in **Table 9—Overtime rates**.

- 10.9** An employer must roster a part-time employee on any shift for a minimum of 3 consecutive hours.
- 10.10** The roster of a part-time employee, but not the number of hours agreed under clause 10.5, may be changed by the employer giving the employee 7 days, or in an emergency 48 hours, written notice of the change.
- 10.11** The roster of a part-time employee, including the number of hours agreed under clause 10.5, may be changed at any time by the employer and employee by mutual agreement.
- 10.12** However, the roster of a part-time employee must not be changed:
- (a) from pay period to pay period; or
 - (b) so as to avoid any award entitlement.

NOTE: See clause 31—Rostering restrictions for the rosters of shiftworkers.

11. Casual employment

Casual employment provisions may be affected by [AM2014/197](#)

- 11.1** An employee who is not covered by clause 9—Full-time employment or clause 10—Part-time employment must be engaged and paid as a casual employee.
- 11.2** An employer must pay a casual employee for each ordinary hour worked a loading of **25%** on top of the minimum hourly rate otherwise applicable under clause 18—Minimum rates.
- NOTE 1: The casual loading is payable instead of entitlements from which casuals are excluded by the terms of this award and the [NES](#). See Part 2-2 of the [Act](#).
- [NOTE 2: Penalty rates applicable to casuals are set out in Table 10—Penalty rates.](#)
- 11.3** An employer must pay a casual employee for a minimum of 3 hours' work, or 1.5 hours' work in the circumstances set out in clause 11.4, on each occasion on which the casual employee is rostered to attend work even if the employee works for a shorter time.
- 11.4** The circumstances are:
- (a) the employee is a full-time secondary school student; and
 - (b) the employee is engaged to work between 3:00 pm and 6:30 pm on a day on which the employee is required to attend school; and
 - (c) the employee, with the approval of the employee's parent or guardian, agrees to work for fewer than 3 hours; and
 - (d) employment for a longer period than the agreed period is not possible either because of the operational requirements of the employer or the unavailability of the employee.
- 11.5** [An employer must pay a casual employee at the end of each engagement or weekly or fortnightly in accordance with pay arrangements for full-time and part-time](#)

~~employees. An employer must pay a casual employee at the end of each engagement unless the employer and the employee have agreed that the pay period of the employee is either weekly or fortnightly.~~

12. Apprentices

12.1 An employer may engage apprentices.

12.2 Any engagement must be in accordance with the law regulating apprenticeships in force in the place in which the apprentice is engaged.

12.3 This award applies to an apprentice in the same way that it applies to a full-time employee except as otherwise expressly provided by this award.

12.4 An employer must pay an apprentice in accordance with clause 18.3—Apprentice rates or, for an adult apprentice, 18.4—Adult apprentices.

12.5 Except in an emergency, an employer must not require an apprentice to work overtime or shiftwork at any time that would prevent their attendance at training in accordance with their training contract.

12.6 Training

(a) An employer must release an apprentice from work to attend training or any assessment in accordance with their training contract without loss of pay or continuity of employment.

(b) Subject to Schedule D—School-based Apprentices, time spent by an apprentice in attending training or any assessment in accordance with their training contract is to be regarded as time worked for the employer for the purpose of calculating the apprentice's wages and determining the apprentice's employment conditions.

(c) An employer must reimburse an apprentice for all fees paid by the apprentice themselves to a registered training organisation (RTO) for courses that the apprentice is required to attend, and all costs incurred by the apprentice in purchasing textbooks (not provided or otherwise made available by the employer) that the apprentice is required to study, for the purposes of the apprenticeship.

(d) The employer must make any reimbursement required under paragraph (c) by whichever of the following is the later:

(i) 6 months after the start of the apprenticeship; or

(ii) 6 months after the relevant stage of the apprenticeship; or

(iii) 3 months after the start of the training provided by the RTO.

(e) Reimbursement under paragraph (c) is subject to the employer being satisfied that the apprentice is making satisfactory progress in the apprenticeship.

12.7 Block release training

(a) Clause 12.7 applies to an apprentice who is required to attend block release training in accordance with their training contract.

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- (b) If the training requires an overnight stay, the employer must pay for the reasonable travel costs incurred by the apprentice in travelling to and from the training.
- (c) The employer is not obliged to pay costs under paragraph (b) if the apprentice could have attended training at a closer venue and attending the more distant training had not been agreed between the employer and the apprentice.
- (d) Reasonable travel costs in paragraph (b) include:
 - (i) the total cost of reasonable transportation (including transportation of tools, where required) to and from the training; and
 - (ii) accommodation costs; and
 - (iii) reasonable expenses, including for meals, incurred which exceed those incurred in the normal course of travelling to and from the workplace.
- (e) Reasonable costs in paragraph (b) do not include payment for travelling time or expenses incurred while not travelling to and from the block release training.
- (f) The amount an employer must pay under paragraph (b) may be reduced by any amount that the apprentice has received, or was eligible to receive, for travel costs to attend block release training under a Government apprentice assistance scheme.
- (g) The employer may only make a reduction under paragraph (f) for an amount that an apprentice was eligible to receive, but did not receive, if the employer advised the apprentice in writing of the availability of the assistance and the apprentice chose not to seek it.

13. Junior employees

NOTE: Junior employee is defined in clause 2—Definitions.

13.1 An employer may engage junior employees.

13.2 An employer must pay a junior employee in accordance with **Table 4—Junior rates**.

~~**13.3** An employer may at any time demand that a junior employee produce a birth certificate or other satisfactory proof of age. If the employer demands a birth certificate, the employer must pay the cost of obtaining the certificate.~~

14. Classifications

14.1 An employer must classify an employee covered by this award in accordance with Schedule A—Classification Definitions.

14.2 The classification by the employer must be based on the skill level as determined by the employer that the employee is required to exercise in order to carry out the principal functions of the employment.

- 14.3** Employers must notify employees in writing of their classification and of any change to it.

Part 3—Hours of Work

15. Ordinary hours of work

- 15.1** Ordinary hours may be worked:

- (a) on a Monday to Friday between 7.00 am and 9.00 pm; and
- (b) on a Saturday between 7.00 am and 6.00 pm; and
- (c) on a Sunday between 9.00 am and 6.00 pm.

- 15.2** However, ordinary hours may be worked:

- (a) from 5:00 am in a newsagency; or
- (b) until midnight in a video shop; or
- (c) until 11.00 pm if the trading hours of the establishment extend beyond 9.00 pm on a Monday to Friday or 6.00 pm on a Saturday or Sunday.

- 15.3** Ordinary hours of work are continuous, except for rest breaks and meal breaks as specified in clause 16—Breaks.

- 15.4** Subject to clause 15.5, the maximum number of ordinary hours that can be worked on any day is 9.

- 15.5** An employer may roster an employee to work up to 11 ordinary hours on one day per week.

15.6 Full-time employees

- (a) In each establishment an assessment must be made as to the kind of arrangement for working the average of 38 ordinary hours per week required for full-time employment that best suits the business of the establishment.
- (b) Either the employer or the employee may initiate the making of an assessment.
- (c) An assessment cannot be made more frequently than once per year.
- (d) Any proposed arrangement arising out of the making of an assessment must be discussed with the affected employees with the objective of reaching agreement on it.
- (e) Different groups of employees may be subject to different arrangements.
- (f) An arrangement may provide for a full-time employee to be rostered to work the required number of hours in any of the ways mentioned in paragraph (g) and may adopt any of the options mentioned in paragraph (h) for working the average of 38 hours per week.

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- (g)** The ways are:
 - (i)** working 38 hours per week; or
 - (ii)** working 76 hours over 2 consecutive weeks; or
 - (iii)** working 114 hours over 3 consecutive weeks; or
 - (iv)** working 152 hours over 4 consecutive weeks; or
 - (v)** working an average of 38 hours per week over a longer period agreed between the employer and the employee.
- (h)** The options are:
 - (i)** working 5 days of 7 hours and 36 minutes each per week; or
 - (ii)** working days of varying length per week; or
 - (iii)** taking 4 hours off per fortnight in addition to the rostered day off; or
 - (iv)** taking a fixed day off per 4 week cycle; or
 - (v)** taking a rotating day off per 4 week cycle; or
 - (vi)** having an accumulating day off per 4 week cycle with a maximum of 5 days being accumulated over 5 such cycles.

15.7 Rosters (Full-time and part-time employees)

- (a)** A roster period cannot exceed 4 weeks except by agreement in clause 15.6(g)(v).
- (b)** By agreement between the employer and an individual employee, the employee may be rostered to work:
 - (i)** not more than 4 hours on one day per 2 week cycle; or
 - (ii)** not more than 6 hours on one day per week; or
 - (iii)** not more than 7 hours and 36 minutes on any day.
- (c)** Except as provided by paragraph (d), the employer must not roster an employee to work ordinary hours on more than 5 days per week.
- (d)** The employer may roster an employee to work ordinary hours on 6 days in one week if the employee is rostered to work no more than 4 days in the following week.
- (e)** In an establishment at which at least 15 employees are employed per week on a regular basis, the employer must not roster an employee to work ordinary hours on more than 19 days per 4 week cycle.
- (f)** Paragraph (e) is subject to any agreement to the contrary between the employer and an individual employee.

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- (g) The employer must roster an employee to work ordinary hours in such a way that they have 2 consecutive days off per week or 3 consecutive days off per 2 week cycle.
- (h) Paragraph (g) is subject to any agreement for different arrangements entered into between the employer and an individual employee at the written request of the employee.
- (i) Different arrangements agreed under paragraph (h) must be recorded in the time and wages record.
- (j) The employee may end an agreement under paragraph (h) at any time by giving the employer 4 weeks' notice.
- (k) An employee cannot be required as a condition of employment to agree to an arrangement under paragraph (h).
- (l) The maximum number of consecutive days on which an employee may be scheduled to work (whether ordinary hours or overtime) is 6.

15.8 Substitution of rostered days off

- (a) With the agreement of the majority of affected employees, an employer may substitute another day or half day for a rostered day or half day off of an employee in any of the following circumstances:
 - (i) a machinery breakdown; or
 - (ii) an electrical power shortage or breakdown; or
 - (iii) an unexpected spike in the work required to be performed by the business; or
 - (iv) another emergency situation.
- (b) A rostered day off may be changed by the employer and an employee by mutual agreement.

15.9 Banking of rostered days off

- (a) By agreement between the employer and an employee, up to 5 rostered days off may be banked in any one year.
- (b) A banked rostered day off may be taken at a time that is mutually convenient to the employer and the employee.

15.10 Employees regularly working Sundays

- (a) Unless otherwise agreed between the employer and the employee, the employer must roster an employee who regularly works Sundays in such a way that they have 3 consecutive days off (including Saturday and Sunday) per 4 week cycle.
- (b) An agreement under paragraph (a) may only be entered into at the written request of the employee.

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- (c) Different arrangements agreed under paragraph (a) must be recorded in the time and wages record.
- (d) The employee may end an agreement under paragraph (a) ~~at any time~~ by giving the employer 4 weeks' notice.
- (e) An employee cannot be required as a condition of employment to agree to an arrangement under paragraph (a).

15.11 Notification of rosters

- (a) The employer must ensure that the work roster is available to all employees, either on a notice board which is conveniently located at or near the workplace or through accessible electronic means.
- (b) The roster must show for each employee:
 - (i) the number of ordinary hours to be worked by them each week; and
 - (ii) the days of the week on which they will work; and
 - (iii) the times at which they start and finish work.
- (c) The employer must retain a copy of each completed roster for at least 12 months and produce it, on request, for inspection by an authorised person.
- (d) Due to unexpected operational requirements, the roster of an employee may be changed by mutual agreement by the employer and employee at any time before the employee arrives for work.
- (e) The roster of an employee may be changed at any time by the employer giving the employee at least 7 days' written notice of the change. If the employee objects to the change before it takes effect, the employer must give them at least 14 days' written notice of the change.

NOTE: The employer and employee may seek to resolve a dispute about a roster change in accordance with clause 40—Dispute resolution.

- (f) Paragraph (g) applies to an employee whose roster is changed in accordance with clause 15.11 in a particular week for a one-off event not constituting an emergency and then reverts to the previous roster in the following week.
- (g) The employer must pay the employee at the overtime rate specified in **Table 9—Overtime rates** for any extra time worked by the employee because of the roster change.

NOTE: See clause 31—Rostering restrictions for the rosters of shiftworkers.

16. Breaks

16.1 Clause 16 gives an employee an entitlement to meal breaks and rest breaks.

16.2 An employee who works the number of hours in any one shift specified in column 1 of **Table 2—Entitlements to meal and rest break(s)** is entitled to a break or breaks as specified in column 2.

Table 2—Entitlements to meal and rest break(s)

Column 1 Hours worked per shift	Column 2 Breaks
4 or more but no more than 5	One 10 minute paid rest break
More than 5 but less than 7	One 10 minute paid rest break One unpaid meal break of at least 30 minutes and not more than 60 minutes
7 or more but less than 10	Two 10 minute paid rest breaks (one to be taken in the first half of the shift and one in the second half) One unpaid meal break of at least 30 minutes and not more than 60 minutes
10 or more	Two 10 minute paid rest breaks (one to be taken in the first half of the shift and one in the second half) Two unpaid meal breaks of at least 30 minutes and not more than 60 minutes

NOTE: The rest breaks and meal breaks of shiftworkers are paid. See clause 30—Rest breaks and meal breaks.

- 16.3** The timing of rest and meal breaks and their duration are to be included in the roster and are subject to the roster provisions of this award.
- 16.4** In rostering rest and meal breaks, the employer must seek to ensure that the employee has meaningful breaks during work hours.
- 16.5** An employer cannot require an employee:
- (a) to take a rest break or meal break within the first or the last hour of work; or
 - (b) to take a rest break combined with a meal break; or
 - (c) to work more than 5 hours without taking a meal break.

16.6 Breaks between work periods

- (a) An employee must have a minimum break of 12 hours between when the employee finishes work on one day and starts work on the next.

Parties are asked to clarify whether the rate an employee is entitled to be paid is a percentage of the minimum hourly rate. Alternatively, does the 200% compound with other applicable penalties such as weekend penalties?

- (b) If an employee starts work again without having had 12 hours off work, the employer must pay the employee at the rate of **200%** of the rate they would be entitled to until the employee has a break of 12 consecutive hours.
- (c) The employee must not suffer any loss of pay for ordinary hours not worked during the period of a break required by clause 16.6.

- (d) The employer and an individual employee or a group of employees may agree that clause 16.6 is to have effect as if it provided for a minimum break of 10 hours.

Part 4—Wages and Allowances

17. Work organisation

An employer may require an employee to perform duties across the different classification streams set out in Schedule A—Classification Definitions that they are competent to perform.

18. Minimum rates

- 18.1 An employer must pay an adult employee (other than an apprentice) the minimum hourly rate specified in column 3 (or for a full-time employee the minimum weekly rate specified in column 2) in accordance with the employee classification specified in column 1 of **Table 3—Minimum rates**.

NOTE 1: Adult employee is defined in clause 2—Definitions.

NOTE 2: Provision for calculating rates for a junior employee is at clause 18.2.

NOTE 3: Clause 29—Rate of pay for shiftwork sets out rates of pay for shiftwork.

Table 3—Minimum rates

Column 1	Column 2	Column 3
Employee classification	Minimum weekly rate	Minimum hourly rate
Retail Employee Level 1	\$763.20	\$20.08
Retail Employee Level 2	\$781.40	\$20.56
Retail Employee Level 3	\$793.60	\$20.88
Retail Employee Level 4	\$809.10	\$21.29
Retail Employee Level 5	\$842.30	\$22.17
Retail Employee Level 6	\$854.60	\$22.49
Retail Employee Level 7	\$897.40	\$23.62
Retail Employee Level 8	\$933.80	\$24.57

18.2 Junior rates

NOTE: Junior employee is defined in clause 2—Definitions.

An employer must pay a junior employee aged as specified in column 1 of **Table 4—Junior rates** the minimum percentage specified in column 2 of the minimum rate that would otherwise be applicable under **Table 3—Minimum rates**.

Table 4—Junior rates

Column 1 Age	Column 2 % of minimum rate
15 years of age and under	45%
16 years of age	50%
17 years of age	60%
18 years of age	70%
19 years of age	85%
20 years of age and employed by the employer for 6 months or less	90%
20 years of age and employed by the employer for more than 6 months	100%

18.3 Apprentice rates

- (a) An employer must pay an apprentice completing a 4 year apprenticeship who began the apprenticeship before 1 January 2014 the minimum percentage specified in column 2 of the standard weekly rate in accordance with the year of the apprenticeship specified in column 1 of **Table 5—4 year apprentice minimum rates (pre-January 2014 start)**.

Table 5—4 year apprentice minimum rates (pre-January 2014 start)

Column 1 Year of apprenticeship	Column 2 % of the standard weekly rate
1st year	50%
2nd year	60%
3rd year	80%
4th year	90%

- (b) An employer must pay an apprentice completing a 4 year apprenticeship who began the apprenticeship on 1 January 2014 or later the minimum percentage specified in column 2 (or, for an apprentice who has completed year 12, the minimum percentage specified in column 3) of the standard weekly rate in accordance with the year of the apprenticeship specified in column 1 of **Table 6—4 year apprentice minimum rates (start January 2014 or later)**.

Table 6—4 year apprentice minimum rates (start January 2014 or later)

Column 1 Year of apprenticeship	Column 2 % of the standard weekly rate if apprentice has not completed year 12	Column 3 % of the standard weekly rate if apprentice has completed year 12
1st year	50%	55%
2nd year	60%	65%

Column 1 Year of apprenticeship	Column 2 % of the standard weekly rate if apprentice has not completed year 12	Column 3 % of the standard weekly rate if apprentice has completed year 12
3rd year	80%	80%
4th year	90%	90%

- (c) An employer must pay an apprentice completing a 3 year apprenticeship who began the apprenticeship before 1 January 2014 the minimum percentage specified in column 2 of the standard weekly rate in accordance with the year of the apprenticeship specified in column 1 of **Table 7—3 year apprentice minimum rates (pre-January 2014 start)**.

Table 7—3 year apprentice minimum rates (pre-January 2014 start)

Column 1 Year of apprenticeship	Column 2 % of the standard weekly rate
1st year	50%
2nd year	60%
3rd year	80%

- (d) An employer must pay an apprentice completing a 3 year apprenticeship who began the apprenticeship on 1 January 2014 or later the minimum percentage specified in column 2 (or, for an apprentice who has completed year 12, the minimum percentage specified in column 3) of the standard weekly rate in accordance with the year of the apprenticeship specified in column 1 of **Table 8—3 year apprentice minimum rates (start January 2014 or later)**.

Table 8—3 year apprentice minimum rates (start January 2014 or later)

Column 1 Year of apprenticeship	Column 2 % of the standard weekly rate if apprentice has not completed year 12	Column 3 % of the standard weekly rate if apprentice has completed year 12
1st year	50%	55%
2nd year	60%	65%
3rd year	80%	80%

18.4 Adult apprentices

NOTE: Adult apprentice is defined in clause 2—Definitions.

- (a) An employer must pay a first year adult apprentice who began the apprenticeship on 1 January 2014 or later and is in the first year of their apprenticeship at not less than whichever of the following is the greater:
- (i) **80%** of the standard weekly rate; or

- (ii) the rate in either **Table 6—4 year apprentice minimum rates (start January 2014 or later)** or **Table 8—3 year apprentice minimum rates (start January 2014 or later)**, as applicable, for the first year of the apprenticeship.
- (b) An employer must pay an adult apprentice who commenced on 1 January 2014 or later and is in the second or a subsequent year of the apprenticeship at not less than whichever of the following is the greater:
 - (i) the lowest rate in **Table 3—Minimum rates**;
 - (ii) the rate in either **Table 6—4 year apprentice minimum rates (start January 2014 or later)** or **Table 8—3 year apprentice minimum rates (start January 2014 or later)**, as applicable, for the relevant year of the apprenticeship.
- (c) Paragraph (d) applies to an employee who, immediately before entering into a training agreement as an adult apprentice with an employer, had been employed by the employer as a full-time employee for not less than 6 months, or as a part-time or long term casual employee for not less than 12 months.
- (d) The minimum rate that was applicable to the employee immediately before the person entered into the training agreement continues to be applicable to the employee throughout the apprenticeship.

NOTE: Schedule B—Summary of Hourly Rates of Pay contains a summary of hourly rates including overtime and penalties.

19. Higher duties

- 19.1 An employer must pay an employee who performs for more than 2 hours on any particular day or shift duties of a classification higher than the employee's ordinary classification, the minimum hourly rate specified in column 3 of **Table 3—Minimum rates** for that higher classification for the whole of that day or shift.
- 19.2 An employer must pay an employee who performs for 2 hours or less on any particular day or shift duties of a classification higher than the employee's ordinary classification, the minimum hourly rate specified in column 3 of **Table 3—Minimum rates** for that higher classification for the time during which those duties were performed.

20. Payment of wages

This clause may be affected by [AM2016/8](#)

- 20.1 The employer may determine the pay period of an employee as being either weekly or fortnightly. However, if before 1 January 2010 the employer paid employees classified at Retail Employee Level 4 or above on a monthly pay cycle, the employer may continue that arrangement.
- 20.2 Wages must be paid for a pay period according to the number of hours worked by the employee in the period or they may be averaged over a fortnight.

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NOTE: The Fair Work Regulations set out the requirements for pay records and the content of payslips including the requirement to separately identify any allowance paid. See Part 3-6, Division 3—Employer obligations in relation to employee records and pay slips.

20.3 Pay day

- (a) Wages must be paid on a regular pay day.
- (b) Employers must notify employees in writing about which day is the regular pay day.
- (c) The regular pay day of an employee may only be changed by the employer giving the employee 4 weeks' written notice.

21. Supported wage system

For employees eligible for a supported wage, see Schedule E—Supported Wage System.

22. National training wage

22.1 Schedule E to the *Miscellaneous Award 2010* sets out minimum wage rates and conditions for employees undertaking traineeships.

22.2 This award incorporates the terms of Schedule E to the *Miscellaneous Award 2010* as at 1 July 2017. Provided that any reference to “this award” in Schedule E to the *Miscellaneous Award 2010* is to be read as referring to the *General Retail Industry Award 2010* and not the *Miscellaneous Award 2010*.

23. Allowances

23.1 Clause 21 gives employees an entitlement to monetary allowances of specified kinds in specified circumstances.

NOTE: Schedule C—Summary of Monetary Allowances contains a summary of monetary allowances and methods of adjustment.

23.2 Meal allowance

- (a) Clause 23.2 applies to an employee to whom all of the following apply:
 - (i) the employee is required to work overtime of more than one hour on any day after the time at which the employee ordinarily finishes work for the day; and
 - (ii) ~~the employee was not given at least 24 hours' notice of that requirement; and the employee was not advised of that requirement on or before the previous day; and~~
 - (iii) the employee cannot reasonably return home for a meal within the period of the meal break.
- (b) The employer must:

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- (i) pay the employee a meal allowance of **\$17.92**; or
 - (ii) supply the employee with a meal.
- (c) If the number of hours worked under a requirement mentioned in paragraph (a)(i) exceeds 4, the employer must pay the employee a further meal allowance of **\$16.23**.

23.3 Special clothing allowance

- (a) In clause 23.3 **special clothing** means any article of clothing (including uniform, waterproof or other protective clothing) that the employer requires the employee to wear or that it is necessary for the employee to wear.
- (b) The employer must reimburse an employee who is required to wear special clothing for the cost of purchasing any such clothing (including purchasing replacement clothing due to normal wear and tear) that is not supplied or paid for by the employer.
- (c) If the employee is responsible for laundering any special clothing that is required to be worn by them, the employer must pay the employee a laundry allowance of:
 - (i) **\$6.25** per week for a full-time employee; and
 - (ii) **\$1.25** per shift for a part-time or casual employee.

23.4 Excess travelling costs

- (a) Clause 23.4 applies to an employee who is required to work at a place other than their usual place of work for a period of up to 3 weeks.
- (b) The employer must reimburse the employee any additional costs they incurred in travelling to and from the other place of work.

23.5 Travelling time reimbursement

- (a) Clause 23.5 applies to an employee who on any day is required to work at a place other than their usual place of work.
- (b) The employer must pay the employee at their ordinary rate of pay (or at **150%** of that rate on a Sunday or public holiday) for time spent travelling both ways between the employee's residence (or, if the employer provides transport from a pick up point, between that pick up point) and the other place of work in excess of the time normally spent in travelling to and from their usual place of work.
- (c) The employer must also reimburse the employee any additional costs they incurred in travelling to and from the other place of work.

23.6 Moving expenses

The term 'township' in clause 23.6 requires a definition or replacement with a more precise expression to clarify the effect of the provision.

- (a) Clause 23.6 applies if an employer transfers an employee from one township to another.

- (b) The employer is responsible for, and must pay, the total cost of moving the employee and the employee's family, including fares and other transport charges.

23.7 Motor vehicle allowance

If an employer requests an employee to use their own motor vehicle in performing their duties, the employer must pay the employee an allowance of **\$0.78** for each kilometre travelled.

23.8 Transport reimbursement

- (a) Clause 23.8 applies to an employee (other than a shiftworker) to whom each of the following applies:
 - (i) the employee starts work before 7.00 am or starts or finishes work after 10.00 pm; and
 - (ii) the employee's regular means of transport is not available; and
 - (iii) the employee is unable to arrange their own alternative means of transport; and
 - (iv) a proper means of transport to or from the employee's usual place of residence is not provided to, or arranged for, the employee by the employer at no cost to the employee.
- (b) The employer must reimburse the employee the cost they reasonably incurred in taking a commercial passenger vehicle between the place of employment and the employee's usual place of residence.

23.9 Cold work allowance

- (a) Clause 23.9 applies to an employee who is principally employed on any day to enter cold chambers or to stock or refill refrigerated storages such as dairy cases or freezer cabinets.
- (b) The employer must pay the employee an allowance of **\$0.28** per hour while so employed.
- (c) If a cold chamber in which the employee is required to work is below 0°C, the employer must pay the employee an additional allowance of **\$0.43** per hour while so employed.

23.10 First aid allowance

- (a) Clause 23.10 applies to an employee who:
 - (i) has a current first aid qualification from St John Ambulance Australia or a similar body; and
 - (ii) is appointed by the employer to perform first aid duty.
- (b) The employer must pay the employee an allowance of **\$10.52** per week.

23.11 Recall allowance

- (a) Clause 23.11 applies to an employee who for any reason is recalled to work by the employer to perform specific duties on a day on which they:
- (i) have completed their normal roster; or
 - (ii) did not work.

Parties are asked what the “appropriate rate of pay” is for the purposes of clause 21.11. Are overtime or penalty rates included?

- (b) Unless otherwise agreed between the employer and the employee, the employer must pay the employee at the appropriate rate of pay for whichever of the following is the greater:
- (i) the time between when the employee leaves their place of residence until they return there;
 - (ii) 3 hours.

23.12 Liquor licence

The employer must pay an employee who holds a liquor licence under a relevant State or Territory law an allowance of **\$25.08** per week.

23.13 Broken Hill

The employer must pay an employee at a workplace within the County of Yancowinna in New South Wales (Broken Hill) an allowance of **\$0.91** per hour.

24. Superannuation

This clause has not been drafted in plain language in accordance with section 156(2)(c) of the [Act](#).

24.1 Superannuation legislation

- (a) Superannuation legislation, including the *Superannuation Guarantee (Administration) Act 1992* (Cth), the *Superannuation Guarantee Charge Act 1992* (Cth), the *Superannuation Industry (Supervision) Act 1993* (Cth) and the *Superannuation (Resolution of Complaints) Act 1993* (Cth), deals with the superannuation rights and obligations of employers and employees. Under superannuation legislation individual employees generally have the opportunity to choose their own superannuation fund. If an employee does not choose a superannuation fund, any superannuation fund nominated in the award covering the employee applies.
- (b) The rights and obligations in these clauses supplement those in superannuation legislation.

24.2 Employer contributions

- (a) An employer must make such superannuation contributions to a superannuation fund for the benefit of an employee as will avoid the employer

being required to pay the superannuation guarantee charge under superannuation legislation with respect to that employee.

24.3 Voluntary employee contributions

- (a) Subject to the governing rules of the relevant superannuation fund, an employee may, in writing, authorise their employer to pay on behalf of the employee a specified amount from the post-taxation wages of the employee into the same superannuation fund as the employer makes the superannuation contributions provided for in clause 24.2.
- (b) An employee may adjust the amount the employee has authorised their employer to pay from the wages of the employee from the first of the month following the giving of three months' written notice to their employer.
- (c) The employer must pay the amount authorised under paragraph (a) or (b) no later than 28 days after the end of the month in which the deduction authorised under paragraph (a) or (b) was made.

24.4 Superannuation fund

Unless, to comply with superannuation legislation, the employer is required to make the superannuation contributions provided for in clause 24.2 to another superannuation fund that is chosen by the employee, the employer must make the superannuation contributions provided for in clause 24.2 and pay the amount authorised under clause 24.3(a) or 24.3(b) to one of the following superannuation funds or its successor:

- (a) The Retail Employees Superannuation Trust (REST);
- (b) Sunsuper;
- (c) Statewide Superannuation Trust;
- (d) Tasplan;
- (e) MTAA Superannuation Fund;
- (f) any superannuation fund to which the employer was making superannuation contributions for the benefit of its employees before 12 September 2008, provided the superannuation fund is an eligible choice fund and is a fund that offers a MySuper product or is an exempt public sector superannuation scheme; or
- (g) a superannuation fund or scheme which the employee is a defined benefit member of.

24.5 Absence from work

Subject to the governing rules of the relevant superannuation fund, the employer must also make the superannuation contributions provided for in clause 24.2 and pay the amount authorised under clause 24.3(a) or 24.3(b):

- (a) **Paid leave**—while the employee is on any paid leave;

- (b) **Work-related injury or illness**—for the period of absence from work (subject to a maximum of 52 weeks) of the employee due to work-related injury or work-related illness provided that:
 - (i) the employee is receiving workers compensation payments or is receiving regular payments directly from the employer in accordance with the statutory requirements; and
 - (ii) the employee remains employed by the employer.

Part 5—Overtime and Penalty Rates

25. Overtime

This clause may be affected by matters [AM2014/196](#) and [AM2014/197](#).

NOTE: Under the [NES](#) (see section 62 of the [Act](#)) an employee may refuse to work additional hours if they are unreasonable. Section 62 sets out factors to be taken into account in determining whether the additional hours are reasonable or unreasonable.

25.1 Payment of overtime

- (a) An employer must pay a full-time employee at the overtime rate specified in **Table 9—Overtime rates** for any time worked:
 - (i) in excess of their ordinary hours; or
 - (ii) outside the span of hours (excluding shiftwork) or roster conditions set out in clause 15—Ordinary hours of work.
- (b) An employer must pay a part-time employee at the overtime rate specified in **Table 9—Overtime rates** for any time worked in excess of the number of hours agreed under clause 10.5 (as varied as mentioned in clause 10.6) (Part-time employment).
- (c) [Overtime is calculated on daily basis.](#)

25.2 Overtime rate

The overtime rate mentioned in clause 25.2 is the relevant percentage specified in column 2 of **Table 9—Overtime rates** (depending on when the overtime was worked as specified in column 1) of the employee’s minimum hourly rate of pay.

Table 9—Overtime rates

Column 1 For overtime worked on	Column 2 Overtime rate (% of minimum hourly rate of pay)
Monday to Saturday—first 3 hours	150%
Monday to Saturday—after 3 hours	200%

Column 1 For overtime worked on	Column 2 Overtime rate (% of minimum hourly rate of pay)
Sunday	200%
Public holiday	250%

NOTE: Schedule B—Summary of Hourly Rates of Pay sets out the hourly overtime rate for all employee classifications according to when overtime is worked.

25.3 Time off instead of payment for overtime

(a) An employee and employer may agree in writing to the employee taking time off instead of being paid for a particular amount of overtime that has been worked by the employee.

(b) The period of time off that an employee is entitled to take is equivalent to the overtime payment that would have been made.

EXAMPLE: By making an agreement under clause 25.3 an employee who worked 2 overtime hours at the rate of **150%** is entitled to 3 hours' time off.

(c) Time off must be taken:

(i) within the period of 6 months after the overtime is worked; and

(ii) at a time or times within that period of 6 months agreed by the employee and employer.

(d) If the employee requests at any time to be paid for overtime covered by an agreement under clause 25.3 but not taken as time off, the employer must pay the employee for the overtime, in the next pay period following the request, at the overtime rate applicable to the overtime when worked.

(e) If time off for overtime that has been worked is not taken within the period of 6 months mentioned in paragraph (c), the employer must pay the employee for the overtime, in the next pay period following those 6 months, at the overtime rate applicable to the overtime when worked.

(f) An employer must not exert undue influence or undue pressure on an employee in relation to a decision by the employee to make, or not make, an agreement to take time off instead of payment for overtime.

(g) An employee may, under section 65 of the [Act](#), request to take time off, at a time or times specified in the request or to be subsequently agreed by the employer and the employee, instead of being paid for overtime worked by the employee. If the employer agrees to the request then clause 25.3 will apply for overtime that has been worked.

NOTE: If an employee makes a request under section 65 of the [Act](#) for a change in working arrangements, the employer may only refuse that request on reasonable business grounds (see section 65(5) of the [Act](#)).

- (h) If, on the termination of the employee’s employment, time off for overtime worked by the employee covered by an agreement under clause 25.3 has not been taken, the employer must pay the employee for the overtime at the overtime rate applicable to the overtime when worked.

NOTE: Under section 345(1) of the [Act](#), a person must not knowingly or recklessly make a false or misleading representation about the workplace rights of another person under clause 25.3.

26. Penalty rates

Table 10 has been updated to incorporate the [determination](#) in AM2015/305.

~~26.1~~ ~~Clause 26 sets out penalty rates for hours worked at specified times or on specified days that are not required to be paid at the overtime rate mentioned in clause 25.2—Overtime rate.~~

~~NOTE: Clause 26 sets out penalty rates for hours worked at specified times or on specified days that are not required to be paid at the overtime rate mentioned in clause 25.2—Overtime rate.~~

~~26.2~~ ~~26.1~~ An employer must pay an employee as follows for hours worked by the employee during a period, or on a day, specified in column 1 of **Table 10—Penalty rates**:

- (a) for a full-time or part-time employee, at the percentage specified in column 2 of that Table of the minimum hourly rate of the employee under **Table 3—Minimum rates**; or
- (b) for a casual employee, at the percentage specified in column 3 of that Table of the minimum hourly rate of the employee under **Table 3—Minimum rates**.

Table 10—Penalty rates

Column 1 Time of ordinary hours worked	Column 2 Full-time and part-time employees	Column 3 Casual employees
	% of minimum hourly rate	% of minimum hourly rate
Monday to Friday—after 6.00 pm	125%	
Saturday	125%	135% (for work between 7.00 am and 6.00 pm) (inclusive of casual loading)
Sunday (1 July 2017 to 30 June 2018)	195%	195% (inclusive of casual loading)
Sunday (1 July 2018 to 30 June 2019)	180%	185% (inclusive of casual loading)

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Column 1 Time of ordinary hours worked	Column 2 Full-time and part-time employees	Column 3 Casual employees
	% of minimum hourly rate	% of minimum hourly rate
Sunday (1 July 2019 to 30 June 2020)	165%	175% (inclusive of casual loading)
Sunday (From 1 July 2020)	150%	175% (inclusive of casual loading)
Public holiday	225%	250% (inclusive of casual loading)

NOTE: Schedule B—Summary of Hourly Rates of Pay sets out the hourly penalty rate for all employee classifications.

26.326.2 Additional provisions for work on public holidays

This clause is subject to application [AM2014/301](#)

An employer and a full-time or part-time employee may agree that, instead of the employee being paid at an additional **125%** of the minimum hourly rate of the employee under **Table 3—Minimum rates** for hours worked on a public holiday, the following arrangements are to apply:

- (a) the employee is to be paid at the minimum hourly rate of the employee under **Table 3—Minimum rates** for hours worked on the public holiday; and
- (b) an amount of paid time equivalent to the hours worked on the public holiday is to be added to the employee’s annual leave or the employee is to be allowed to take that time off within a period of 28 days after the public holiday. Time off not taken within that period of 28 days must be paid out.

Part 6—Shiftwork

27. Application of Part

- 27.1 Part 6 applies only to persons employed to do shiftwork.
- 27.2 To avoid doubt, Part 6 does not apply to a person who is not employed to do shiftwork but who works additional hours or overtime.

28. What is shiftwork

- 28.1 For an employee (other than a baking production employee) **shiftwork** means a shift starting at or after 6.00 pm on one day and before 5.00 am on the following day.

- 28.2** For a baking production employee **shiftwork** means a shift starting at or after midnight and before 6.00 am.
- 28.3** Shiftwork does not include a shift which starts and finishes on the same day within the span of ordinary hours specified in this award.
- 28.4** All time between starting and finishing work on any shift counts and must be paid for as time worked.

29. Rate of pay for shiftwork

- 29.1** Any shiftwork between midnight Sunday and midnight Friday must be paid at the rate of **130%** of the minimum hourly rate for full-time and part-time employees and at **155%** of the minimum hourly rate for casual employees.
- 29.2** Any shiftwork on a Saturday must be paid at the rate of **150%** of the minimum hourly rate for full-time and part-time employees and at **175%** of the minimum hourly rate for casual employees.
- 29.3** Any shiftwork on a Sunday must be paid at the rate of **200%** of the minimum hourly rate for full-time and part-time employees and at **225%** of the minimum hourly rate for casual employees.
- 29.4** A baking production employee who begins a shift at or after 2.00 am and before 6.00 am is entitled to an early morning shift rate of **112.5%** of the minimum hourly rate for full-time and part-time employees and **137.5%** of the minimum hourly rate for casual employees.
- 29.5** A baking production employee who begins a shift at or after midnight and before 2.00 am is entitled to a night shift rate of **130%** of the minimum hourly rate for full-time and part-time employees and **155%** of the minimum hourly rate for casual employees.
- 29.6** These allowances set out in clauses 29.4 and 29.5 apply instead of shiftwork allowances and overtime payments for all hours up to 38 hours per week and 9 hours per day.
- 29.7** If an employee elects to work on a public holiday shift then the provisions set out in **Table 10—Penalty rates** apply for all hours of the shift.
- 29.8** A shift must be taken to be a public holiday shift if it begins on a public holiday but ends on a day that is not a public holiday.
- 29.9** An employee who elects not to work on a public holiday shift is entitled to be absent without loss of pay.
- 29.10** The employer and a majority of the employees at a workplace may agree to substitute another shift for a public holiday shift. If so, the provisions set out in **Table 10—Penalty rates** apply for all hours of the substitute shift.

30. Rest breaks and meal breaks

Despite clause 16.2 (Breaks), all rest breaks and meal breaks taken by shiftworkers are paid breaks and form part of the hours of work.

31. Rostering restrictions

- 31.1** Shiftwork rosters cannot be varied so as to avoid the public holiday entitlements of shiftworkers.
- 31.2** Rosters of shiftworkers cannot be arranged so as to have them do both shiftwork and work that is not shiftwork in the same week.

Part 7—Leave and Public Holidays

32. Annual leave

The annual leave clause has been amended to incorporate [PR582986](#)

NOTE: Where an employee is receiving overaward payments resulting in the employee's base rate of pay being higher than the rate specified under this award, the employee is entitled to receive the higher rate while on a period of paid annual leave (see sections 16 and 90 of the [Act](#)).

- 32.1** Annual leave is provided for in the [NES](#). It does not apply to casual employees.
- 32.2 Additional paid annual leave for certain shiftworkers**
- (a) Clause 32.2 applies to an employee who is a shiftworker regularly rostered to work on Sundays and public holidays in a business in which shifts are continuously rostered 24 hours a day for 7 days a week.
- (b) The employee is a shiftworker for the purposes of the [NES](#) (entitlement to an additional week of paid annual leave).
- 32.3 Additional payment for annual leave**
- (a) During a period of paid annual leave an employer must pay an employee an additional payment in accordance with clause 32.3 for the employee's ordinary hours of work in the period.
- (b) The additional payment is payable on leave accrued.
- (c) For an employee other than a shiftworker the additional payment is the greater of:
- (i) **17.5%** of the employee's minimum hourly rate for all ordinary hours of work in the period; or
- (ii) The employee's minimum hourly rate for all ordinary hours of work in the period inclusive of penalty rates as specified in clause 26—Penalty rates.
- (d) For a shiftworker the additional payment is the greater of:
- (i) **17.5%** of the employee's minimum hourly rate for all ordinary hours of work in the period; or

- (ii) The employee’s minimum hourly rate for all ordinary hours of work in the period inclusive of penalty rates for shiftwork as specified in clause 29—Rate of pay for shiftwork.

32.4 Temporary close-down

- (a) Clause 32.4 applies if an employer:
 - (i) intends to close down its operations at all or part of a workplace for a particular period (**temporary close down period**); and
 - (ii) wishes to require affected employees to take leave during that period.
- (b) The employer must give the affected employees at least 4 weeks’ notice of a temporary close down period.
- (c) The employer may require any affected employee to take a period of paid annual leave during a temporary close down period.

32.5 Excessive leave accruals: general provision

NOTE: Clauses 32.5 to 32.7 contain provisions, additional to the [NES](#), about the taking of paid annual leave as a way of dealing with the accrual of excessive paid annual leave. See Part 2.2, Division 6 of the [Act](#).

- (a) An employee has an **excessive leave accrual** if the employee has accrued more than 8 weeks’ paid annual leave (or 10 weeks’ paid annual leave for a shiftworker, as defined by clause 32.2).
- (b) If an employee has an excessive leave accrual, the employer or the employee may seek to confer with the other and genuinely try to reach agreement on how to reduce or eliminate the excessive leave accrual.
- (c) Clause 32.6 sets out how an employer may direct an employee who has an excessive leave accrual to take paid annual leave.
- (d) Clause 32.7 sets out how an employee who has an excessive leave accrual may require an employer to grant paid annual leave requested by the employee.

32.6 Excessive leave accruals: direction by employer that leave be taken

- (a) If an employer has genuinely tried to reach agreement with an employee under clause 32.5(b) but agreement is not reached (including because the employee refuses to confer), the employer may direct the employee in writing to take one or more periods of paid annual leave.
- (b) However, a direction by the employer under paragraph (a):
 - (i) is of no effect if it would result at any time in the employee’s remaining accrued entitlement to paid annual leave being less than 6 weeks when any other paid annual leave arrangements (whether made under clause 32.5, 32.6 or 32.7 or otherwise agreed by the employer and employee) are taken into account; and
 - (ii) must not require the employee to take any period of paid annual leave of less than one week; and

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- (iii) must not require the employee to take a period of paid annual leave beginning less than 8 weeks, or more than 12 months, after the direction is given; and
 - (iv) must not be inconsistent with any leave arrangement agreed by the employer and employee.
- (c) The employee must take paid annual leave in accordance with a direction under paragraph (a) that is in effect.
- (d) An employee to whom a direction has been given under paragraph (a) may request to take a period of paid annual leave as if the direction had not been given.

NOTE 1: Paid annual leave arising from a request mentioned in paragraph (d) may result in the direction ceasing to have effect. See paragraph (b)(i).

NOTE 2: Under section 88(2) of the [Act](#), the employer must not unreasonably refuse to agree to a request by the employee to take paid annual leave.

32.7 Excessive leave accruals: request by employee for leave

- (a) Clause 32.7 comes into operation on 29 July 2017.
- (b) If an employee has genuinely tried to reach agreement with an employer under clause 32.5(b) but agreement is not reached (including because the employer refuses to confer), the employee may give a written notice to the employer requesting to take one or more periods of paid annual leave.
- (c) However, an employee may only give a notice to the employer under paragraph (b) if:
- (i) the employee has had an excessive leave accrual for more than 6 months at the time of giving the notice; and
 - (ii) the employee has not been given a direction under clause 32.6(a) that, when any other paid annual leave arrangements (whether made under clause 32.5, 32.6 or 32.7 or otherwise agreed by the employer and employee) are taken into account, would eliminate the employee's excessive leave accrual.
- (d) A notice given by an employee under paragraph (b) must not:
- (i) if granted, result in the employee's remaining accrued entitlement to paid annual leave being at any time less than 6 weeks when any other paid annual leave arrangements (whether made under clause 32.5, 32.6 or 32.7 or otherwise agreed by the employer and employee) are taken into account; or
 - (ii) provide for the employee to take any period of paid annual leave of less than one week; or
 - (iii) provide for the employee to take a period of paid annual leave beginning less than 8 weeks, or more than 12 months, after the notice is given; or

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- (iv) be inconsistent with any leave arrangement agreed by the employer and employee.
- (e) An employee is not entitled to request by a notice under paragraph (b) more than 4 weeks' paid annual leave (or 5 weeks' paid annual leave for a shiftworker as defined by clause 32.2) in any period of 12 months.
- (f) The employer must grant paid annual leave requested by a notice under paragraph (b).

32.8 Annual leave in advance

- (a) An employer and employee may agree in writing to the employee taking a period of paid annual leave before the employee has accrued an entitlement to the leave.
- (b) An agreement must:
 - (i) state the amount of leave to be taken in advance and the date on which leave is to commence; and
 - (ii) be signed by the employer and employee and, if the employee is under 18 years of age, by the employee's parent or guardian.

NOTE: An example of the type of agreement required by clause 32.8 is set out at Schedule F—Agreement to Take Annual Leave in Advance. There is no requirement to use the form of agreement set out at Schedule F—Agreement to Take Annual Leave in Advance.

- (c) The employer must keep a copy of any agreement under clause 32.8 as an employee record.
- (d) If, on the termination of the employee's employment, the employee has not accrued an entitlement to all of a period of paid annual leave already taken in accordance with an agreement under clause 32.8, the employer may deduct from any money due to the employee on termination an amount equal to the amount that was paid to the employee in respect of any part of the period of annual leave taken in advance to which an entitlement has not been accrued.

32.9 Cashing out of annual leave

- (a) Paid annual leave must not be cashed out except in accordance with an agreement under paragraph (c).
- (b) Each cashing out of a particular amount of paid annual leave must be the subject of a separate agreement under paragraph (c).
- (c) An employer and an employee may agree in writing to the cashing out of a particular amount of accrued paid annual leave by the employee.
- (d) An agreement under paragraph (c) must state:
 - (i) the amount of leave to be cashed out and the payment to be made to the employee for it; and
 - (ii) the date on which the payment is to be made.

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- (e) An agreement under paragraph (c) must be signed by the employer and employee and, if the employee is under 18 years of age, by the employee’s parent or guardian.
- (f) The payment must not be less than the amount that would have been payable had the employee taken the leave at the time the payment is made.
- (g) An agreement must not result in the employee’s remaining accrued entitlement to paid annual leave being less than 4 weeks.
- (h) The maximum amount of accrued paid annual leave that may be cashed out in any period of 12 months is 2 weeks.
- (i) The employer must keep a copy of any agreement under paragraph (c) as an employee record.

NOTE 1: Under section 344 of the [Act](#), an employer must not exert undue influence or undue pressure on an employee to make, or not make, an agreement under paragraph (c).

NOTE 2: Under section 345(1) of the [Act](#), a person must not knowingly or recklessly make a false or misleading representation about the workplace rights of another person under clause 32.9.

NOTE 3: An example of the type of agreement required by paragraph (c) is set out at Schedule G—Agreement to Cash Out Annual Leave. There is no requirement to use the form of agreement set out at Schedule G—Agreement to Cash Out Annual Leave.

33. Personal/carer’s leave and compassionate leave

33.1 Personal/carer’s leave and compassionate leave are provided for in the [NES](#).

33.2 Subject to clause 33.3, casual employees are entitled to be absent from work (whether by making themselves unavailable for work or by leaving work) to care for a person who requires care or support because of:

- (a) illness or an injury; or
- (b) an emergency.

33.3 A casual employee may only be absent from work under clause 33.2 for a period of up to 48 hours.

33.4 With the agreement of the employer, a casual employee may be absent from work for a purpose mentioned in clause 33.2 for longer than 48 hours.

33.5 A casual employee is not entitled to be paid for time away from work for a purpose mentioned in clause 33.2.

34. Parental leave and related entitlements

Parental leave and related entitlements are provided for in the [NES](#).

35. Community service leave

Community service leave is provided for in the [NES](#).

36. Public holidays

36.1 Public holiday entitlements are provided for in the [NES](#).

36.2 Substitution of public holidays by agreement

The employer and a majority of the employees at a workplace may agree to substitute another day for a public holiday.

36.3 Payment for work on public holiday or substitute day

- (a) An employer must pay an employee who works on a public holiday or on a day that is substituted for a public holiday at the public holiday penalty rate set out in **Table 10—Penalty rates**.
- (b) However, if an employee works on both a public holiday and on a day that is substituted for the public holiday, the public holiday penalty rate is applicable to only one of those days. The employee may choose which one is to be paid at the public holiday penalty rate.

Part 8—Consultation and Dispute Resolution

37. Consultation about major workplace change

37.1 If an employer makes a definite decision to make major changes in production, program, organisation, structure or technology that are likely to have significant effects on employees, the employer must:

- (a) give notice of the changes to all employees who may be affected by them and their representatives (if any); and
- (b) discuss with affected employees and their representatives (if any):
 - (i) the introduction of the changes; and
 - (ii) their likely effect on employees; and
 - (iii) measures to avoid or reduce the adverse effects of the changes on employees; and
- (c) commence discussions as soon as practicable after a definite decision has been made.

37.2 For the purposes of the discussion under clause 37.1(b), the employer must give in writing to the affected employees and their representatives (if any) all relevant information about the changes including:

- (a) their nature; and
- (b) their expected effect on employees; and

- (c) any other matters likely to affect employees.
- 37.3** Clause 37.2 does not require an employer to disclose any confidential information if its disclosure would be contrary to the employer's interests.
- 37.4** The employer must promptly consider any matters raised by the employees or their representatives about the changes in the course of the discussion under clause 37.1(b).
- 37.5** In clause 37:
- significant effects**, on employees, includes any of the following:
- (a) termination of employment; or
 - (b) major changes in the composition, operation or size of the employer's workforce or in the skills required; or
 - (c) loss of, or reduction in, job or promotion opportunities; or
 - (d) loss of, or reduction in, job tenure; or
 - (e) alteration of hours of work; or
 - (f) the need for employees to be retrained or transferred to other work or locations; or
 - (g) job restructuring.
- 37.6** Where this award makes provision for alteration of any of the matters defined at clause 37.5, such alteration is taken not to have significant effect.
- 38. Consultation about changes to rosters or hours of work**
- 38.1** Clause 38 applies if an employer proposes to change the regular roster or ordinary hours of work of an employee, other than an employee whose working hours are irregular, sporadic or unpredictable.
- 38.2** The employer must consult with any employees affected by the proposed change and their representatives (if any).
- 38.3** For the purpose of the consultation, the employer must:
- (a) provide to the employees and representatives mentioned in clause 38.2 information about the proposed change (for example, information about the nature of the change and when it is to begin); and
 - (b) invite the employees to give their views about the impact of the proposed change on them (including any impact on their family or caring responsibilities) and also invite their representative (if any) to give their views about that impact.
- 38.4** The employer must consider any views given under clause 38.3(b).
- 38.5** Clause 38 is to be read in conjunction with any other provisions of this award concerning the scheduling of work or the giving of notice.

39. Consultation about change of contract

- 39.1** Clause 39 applies where an employer decides not to seek a renewal of a contract to perform security services work or is notified that such a contract to which the employer is a party is to be, or is likely to be, terminated.
- 39.2** The employer must, at least 28 days (or as soon as practicable if that is later than 28 days) before the contract is due to end, give written notice of the situation to the affected employees and their representatives (if any), including the date on which the contract is due to end.
- 39.3** The employer must, in the notice under clause 39.2, specify any options available for suitable alternative employment with the employer in the event that the contract ends.
- 39.4** The employer must give written notice to any affected employees who are offered suitable alternative employment with the employer of the offer, including the location at which the work is proposed to be performed, the proposed hours of work and the proposed rates of pay.
- 39.5** The employer must give a written notice to any employee who is not offered suitable alternative employment with the employer that:
- (a) gives details of the employee’s accrued statutory and award entitlements on termination of the employee’s employment (including accrued annual leave); and
 - (b) contains a statement of the employee’s service with the employer (including the length of that service, their hours of work, their classification and the shifts they worked); and
 - (c) invites the employee to notify the employer if they consent to the employer giving their name to the incoming contractor so that they may be considered for employment with that contractor.
- 39.6** The employer must provide to the incoming contractor a list of the names of employees who have consented to their name being provided to that contractor so that they may be considered for employment with that contractor.
- 39.7** The employer must take steps to organise a meeting between the incoming contractor and those employees who are not offered suitable alternative employment with the employer.

40. Dispute resolution

- 40.1** Clause 40 sets out the procedures to be followed if a dispute arises about a matter under this award or in relation to the NES.
- 40.2** The parties to the dispute must first try to resolve the dispute at the workplace through discussion between the employee or employees concerned and the relevant supervisor.
- 40.3** If the dispute is not resolved through discussion as mentioned in clause 40.2, the parties to the dispute must then try to resolve it in a timely manner at the workplace through discussion between the employee or employees concerned and more senior levels of management, as appropriate.

- 40.4** If the dispute is unable to be resolved at the workplace and all appropriate steps have been taken under clauses 40.2 and 40.3, a party to the dispute may refer it to the Fair Work Commission.
- 40.5** The parties may agree on the process to be followed by the Fair Work Commission in dealing with the dispute, including mediation, conciliation and consent arbitration.
- 40.6** If the dispute remains unresolved, the Fair Work Commission may use any method of dispute resolution that it is permitted by the Act to use and that it considers appropriate for resolving the dispute.
- 40.7** A party to the dispute may appoint a person, organisation or association to support and/or represent them in any discussion or process under clause 40.
- 40.8** While procedures are being followed under clause 40 in relation to a dispute:
- (a) work must continue in accordance with this award and the Act; and
 - (b) an employee must not unreasonably fail to comply with any direction given by the employer about performing work, whether at the same or another workplace, that is safe and appropriate for the employee to perform.
- 40.9** Clause 40.8 is subject to any applicable work health and safety legislation.

Part 9—Termination of Employment and Redundancy

41. Termination of employment

Standard clause – not reproduced here. Please see [Statement](#) issued 21 August 2017.

42. Redundancy

Redundancy pay is provided for in the NES.

43. Transfer to lower paid job on redundancy

Standard clause – not reproduced here. To be determined after receipt of final submissions. See paragraph [171] of [decision](#) of 28 August 2017.

44. Employee leaving during redundancy notice period

Standard clause – not reproduced here. To be determined after receipt of final submissions. See paragraphs [189] – [190] of [decision](#) of 28 August 2017.

Schedule A—Classification Definitions

A.1 Retail Employee Level 1

A.1.1 Retail Employee Level 1 means an employee performing any of the following functions at a retail establishment:

- (a) receiving or preparing for sale or displaying goods in or about a shop; or
- (b) pre-packing, packing, weighing, assembling, pricing or preparing goods, provisions or produce for sale; or
- (c) displaying, filling shelves, replenishing or any other method of exposing or presenting goods for sale; or
- (d) selling or hiring goods by any means; or
- (e) receiving, arranging or paying by any means; or
- (f) recording a sale or sales by any means; or
- (g) wrapping or packing goods for despatch or despatching goods; or
- (h) delivering goods; or
- (i) window dressing or merchandising; or
- (j) loss prevention; or
- (k) demonstrating goods for sale; or
- (l) providing information, advice or assistance to customers; or
- (m) receiving, preparing or packing goods for repair or replacement or making minor repairs to goods; or
- (n) as a direct employee of the retailer, providing cleaning, store greeting, security, lift attending, store cafeteria services or food services; or
- (o) any function of a Clerical Assistant Level 1; or
- (p) work that is incidental to, or connected with, any of the functions mentioned in paragraphs (a) to (o).

A.1.2 A Retail Employee Level 1 must undertake duties as directed within the limits of their competence, skills and training, including incidental cleaning. For this purpose, the cleaning of toilets is not incidental cleaning except for a take away food establishment.

A.1.3 Indicative job titles that are usually within the definition of a Retail Employee Level 1 are:

- (a) shop assistant;
- (b) clerical assistant;
- (c) check-out operator;

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- (d) store worker;
- (e) reserve stock hand;
- (f) driver;
- (g) boot or shoe repairer (not qualified);
- (h) window dresser (not qualified);
- (i) loss prevention officer;
- (j) photographic employee;
- (k) store greeter;
- (l) assembler;
- (m) ticket writer (not qualified);
- (n) trolley collector;
- (o) video hire worker;
- (p) telephone order salesperson;
- (q) door-to-door salesperson or retail outdoor salesperson;
- (r) demonstrator or merchandiser not elsewhere classified (including a demonstrator or merchandiser who is not a direct employee of the retailer).

A.1.4 Clerical Assistant Level 1 means an employee accountable for clerical and office tasks as directed within the skill levels set out in this clause.

A.1.5 Employees at this level may include the initial recruit who may have limited relevant experience. An initial recruit performs work under close direction using established practices, procedures and instructions.

A.1.6 Employees at Clerical Assistant Level 1 perform routine clerical and office functions requiring an understanding of clear, straightforward rules or procedures and may be required to operate certain office equipment. Problems can usually be solved by reference to established practices, procedures and instructions.

A.1.7 Employees at this level are responsible and accountable for their own work within established routines, methods and procedures and the less experienced employee's work may be subject to checking at all stages. The more experienced employee may be required to give assistance to less experienced employees in the same classification.

A.1.8 Indicative typical duties and skills within the definition of a Clerical Assistant Level 1 include any of the following:

- (a) reception or switchboard, for example, directing telephone callers to appropriate staff, issuing or receiving standard forms, relaying internal information or the initial greeting of visitors; or
- (b) maintaining basic records; or

- (c) filing, collating or photocopying; or
- (d) handling or distributing mail, including messenger service; or
- (e) recording, matching, checking or batching of accounts, invoices, orders or store requisitions; or
- (f) operating keyboard or other allied equipment in order to achieve competency as set out in Level 2.

A.2 Retail Employee Level 2

A.2.1 Retail Employee Level 2 means an employee performing work at a retail establishment at a higher skill level than a Retail Employee Level 1.

A.2.2 Indicative job titles that are usually within the definition of a Retail Employee Level 2 include:

- (a) forklift operator;
- (b) ride on equipment operator.

A.3 Retail Employee Level 3

A.3.1 Retail Employee Level 3 means an employee performing work at a retail establishment at a higher level than a Retail Employee Level 2.

A.3.2 Indicative of the tasks that might be required at this level are the following:

- (a) providing supervisory assistance to a designated section manager or team leader; or
- (b) opening or closing the premises or providing associated security; or
- (c) securing cash; or
- (d) fitting a surgical corset.

A.3.3 Indicative job titles that are usually within the definition of a Retail Employee Level 3 include:

- (a) machine operators;
- (b) second-in-charge to department manager;
- (c) senior salesperson (including designated second-in-charge of a section);
- (d) corsetiere;
- (e) driver selling stock;
- (f) cook (not qualified) in a cafeteria;
- (g) senior loss prevention officer, including an armed loss prevention officer;
- (h) loss prevention officer supervisor;
- (i) Designated second-in-charge to a service supervisor;

- (j) person employed alone, with responsibilities for the security and general running of a shop.

A.4 Retail Employee Level 4

A.4.1 Retail Employee Level 4 means an employee performing work at a retail establishment at a higher level than a Retail Employee Level 3. This may include an employee who has completed an appropriate trades course or holds an appropriate Certificate III and is required to use their qualifications in the course of their work.

A.4.2 Indicative of the tasks that might be required at this level are the following:

- (a) managing a defined department or section; or
- (b) supervising up to 4 sales staff (including self); or
- (c) stock control; or
- (d) buying or ordering requiring the exercise of discretion as to price, quantity, quality and other matters; or
- (e) utilising the skills of a trades qualification for the majority of the time in a week; or
- (f) any function of a Clerical Officer Level 2.

A.4.3 Indicative job titles that are usually within the definition of a Retail Employee Level 4 include:

- (a) assistant, deputy, or second-in-charge shop manager of a shop without departments;
- (b) butcher, baker, pastry cook or florist (for an employee who is required to utilise the skills of a trade qualification for the majority of the time in a week);
- (c) qualified auto parts and accessories salesperson;
- (d) window dresser (Certificate III or equivalent experience);
- (e) boot or shoe repairer (Certificate III);
- (f) shiftwork supervisor;
- (g) department or section manager with up to 2 employees (including self);
- (h) service supervisor of up to 15 employees;
- (i) nightfill supervisor or leader.

A.4.4 Clerical Officer Level 2 characteristics:

- (a) Clerical Officer Level 2 caters for employees who have had sufficient experience or training to enable them to carry out their assigned duties under general direction.
- (b) Employees at this level are responsible and accountable for their own work which is performed within established guidelines. In some situations detailed

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instructions may be necessary. This may require the employee to exercise limited judgment and initiative within the range of their skills and knowledge.

- (c) The work of these employees may be subject to final checking and, as required, progress checking. These employees may be required to check the work of, or provide guidance to, other employees at a lower level or provide assistance to less experienced employees at the same level.

A.4.5 Indicative typical duties and skills within the definition of Clerical Officer Level 2 include:

- (a) reception or switchboard duties as in Level 1 and, in addition, responding to enquiries as appropriate, consistent with the acquired knowledge of the organisation's operations and services, or where presentation and use of interpersonal skills are a key aspect of the position; or
- (b) operating computerised radio telephone equipment, micro personal computer, printing devices attached to personal computer or dictaphone equipment; or
- (c) using a word processing software package to create, format, edit, correct, print and save text documents, for example, standard correspondence and business documents; or
- (d) stenographer or person solely employed to take shorthand and to transcribe by means of appropriate keyboard equipment; or
- (e) copy typing and audio typing; or
- (f) maintaining records or journals, including initial processing and recording relating to any of the following:
 - (i) reconciliation of accounts to balance; or
 - (ii) incoming or outgoing cheques; or
 - (iii) invoices; or
 - (iv) debit or credit items; or
 - (v) payroll data; or
 - (vi) petty cash imprest system; or
 - (vii) letters; or
- (g) using a software package that may include any of the following functions:
 - (i) creating new files or records; or
 - (ii) spreadsheet or worksheet; or
 - (iii) graphics; or
 - (iv) accounting or payroll file; or
 - (v) following standard procedures and using existing models or fields of information; or

- (h) arranging routine travel bookings and itineraries or making appointments; or
- (i) providing general advice or information on the organisation's products and services, for example, front counter or telephone.

A.5 Retail Employee Level 5

A.5.1 Retail Employee Level 5 means an employee performing work in or in connection with a retail establishment at a higher level than a Retail Employee Level 4.

A.5.2 Indicative job titles that are usually within the definition of a Retail Employee Level 5 include:

- (a) tradesperson in charge of other tradespersons within a department or section;
- (b) service supervisor (more than 15 employees).

A.6 Retail Employee Level 6

A.6.1 Retail Employee Level 6 means an employee performing work in or in connection with a retail establishment at a higher level than a Retail Employee Level 5.

A.6.2 Indicative job titles that are usually within the definition of a Retail Employee Level 6 include:

- (a) department or section manager with 5 or more employees (including self);
- (b) manager or duty manager in a shop without departments or sections (may be under direction of a person not exclusively involved in shop management);
- (c) assistant or deputy or second-in-charge to a shop manager of a shop with departments or sections;
- (d) Clerical Officer Level 3.

A.6.3 Clerical Officer Level 3 characteristics:

- (a) Employees at this level have achieved a standard to be able to perform specialised or non-routine tasks or features of the work. Employees require only general guidance or direction and there is scope for the exercise of limited initiative, discretion and judgment in carrying out their assigned duties.
- (b) Employees may be required to give assistance or guidance (including guidance in relation to quality of work and that may require some allocation of duties) to employees at Levels 1 and 2 and be able to train such employees by means of personal instruction and demonstration.

A.6.4 Indicative typical duties and skills at this level include:

- (a) preparing cash payment summaries, banking reports and bank statements; calculating and maintaining wage and salary records; following credit referral procedures; applying purchasing and inventory control requirements; post journals to ledger; or
- (b) providing specialised advice or information on the organisation's products and services; responding to client or public or supplier problems within own functional area utilising a high degree of interpersonal skills; or

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- (c) applying one or more computer software packages developed for a micro personal computer or a central computer resource to do any of the following:
 - (i) create new files or records; or
 - (ii) maintain computer based records management systems; or
 - (iii) identify and extract information from internal and external sources; or
 - (iv) use advanced word processing or keyboard functions; or
- NOTE: These typical duties or skills may be either at Level 3 or Level 4 dependent on the characteristics of that particular Level.
- (d) arranging travel bookings and itineraries; making appointments; screening telephone calls; responding to invitations; organising internal meetings on behalf of executive(s); establishing and maintaining reference lists or personal contact systems for executive(s); or
 - (e) applying specialist terminology or processes in professional offices.

A.7 Retail Employee Level 7

A.7.1 Retail Employee Level 7 means an employee performing work in or in connection with a retail establishment at a higher level than a Retail Employee Level 6.

A.7.2 Indicative job titles that are usually within the definition of a Retail Employee Level 7 include:

- (a) visual merchandiser (Diploma); and
- (b) Clerical Officer Level 4.

A.7.3 Clerical Officer Level 4 characteristics:

- (a) Employees at this level must have achieved a level of organisation or industry specific knowledge sufficient for them to give advice or provide information to the organisation and clients in relation to specific areas of their responsibility.
- (b) Employees would require only limited guidance or direction and would normally report to more senior staff as required. Although not a pre-requisite, a principal feature of this level is supervision of employees in lower levels in terms of responsibility for the allocation of duties, co-ordinating work flow, checking progress, quality of work and resolving problems.
- (c) Employees exercise initiative, discretion and judgment at times in the performance of their duties.
- (d) Employees are able to train employees in Clerical Levels 1–3 by personal instruction and demonstration.

A.7.4 Indicative typical duties and skills at this level include:

- (a) providing secretarial or executive support services that may include maintaining executive diary; attending executive or organisational meetings and taking minutes; establishing or maintaining current working and personal

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filing systems for executive; answering executive correspondence from oral or handwritten instructions; or

- (b) preparing financial or tax schedules, calculating costings or wage and salary requirements; completing personnel or payroll data for authorisation; reconciliation of accounts to balance; or
- (c) giving advice or providing information on any of the following:
 - (i) employment conditions; or
 - (ii) workers compensation procedures and regulations; or
 - (iii) superannuation entitlements, procedures and regulations; or
- (d) applying one or more computer software packages, developed for a micro personal computer or a central computer resource to do any of the following:
 - (i) create new files or records; or
 - (ii) maintain computer based management systems; or
 - (iii) identify and extract information from internal and external sources; or
 - (iv) use advanced word processing or keyboard functions.

NOTE: These typical duties or skills may be either at Level 3 or Level 4 dependent on the characteristics of that particular Level.

A.8 Retail Employee Level 8

A.8.1 Retail Employee Level 8 means an employee performing work in or in connection with a retail establishment at a higher level than a Retail Employee Level 7.

A.8.2 A Retail Employee Level 8 may have a Diploma qualification.

A.8.3 Indicative job titles that are usually within the definition of a Retail Employee Level 8 include:

- (a) shop manager of a shop with departments or sections; and
- (b) Clerical Officer Level 5.

A.8.4 Clerical Officer Level 5 characteristics:

- (a) Employees at this level are subject to broad guidance or direction and report to more senior staff as required.
- (b) Employees will typically have worked or studied in a relevant field and will have achieved a standard of relevant or specialist knowledge and experience sufficient to enable them to advise on a range of activities and features and contribute, as required, to the determination of objectives, within the relevant field(s) of their expertise.
- (c) Employees are responsible and accountable for their own work and may have delegated responsibility for the work under their control or supervision, in terms of, among other things, scheduling workloads, resolving operations

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problems, monitoring the quality of work produced as well as counselling staff for performance as well as work related matters.

- (d) Employees would also be able to train and supervise employees in lower levels by means of personal instruction and demonstration. They would also be able to assist in the delivery of training courses. They often exercise initiative, discretion and judgment in the performance of their duties.
- (e) The possession of relevant post secondary qualifications may be appropriate but not essential.

A.8.5 Indicative typical duties and skills at this level include:

- (a) applying knowledge of the organisation's objectives, performance, projected areas of growth, product trends and general industry conditions; or
- (b) applying computer software packages within either a micro personal computer or a central computer resource, including integrating complex word processing or desktop publishing, text and data documents or
- (c) providing reports for management in any of the following areas:
 - (i) account or financial; or
 - (ii) staffing; or
 - (iii) legislative requirements; or
 - (iv) other company activities.
- (d) administering individual executive salary packages, travel expenses, allowances and company transport; administering salary and payroll requirements of the organisation.

Schedule B—Summary of Hourly Rates of Pay

~~NOTE: Employers who meet their obligations under this schedule are meeting their obligations under the award.~~

B.1 Full-time and part-time adult employees other than shiftworkers

B.1.1 Full-time and part-time adult employees other than shiftworkers—ordinary and penalty rates

	Ordinary hours	Evening work	Saturday	Sunday ¹	Public holiday
	% of minimum hourly rate				
	100%	125%	125%	195%	225%
Retail Employee Level 1	\$20.08	\$25.10	\$25.10	\$39.16	\$45.18
Retail Employee Level 2	\$20.56	\$25.70	\$25.70	\$40.09	\$46.26
Retail Employee Level 3	\$20.88	\$26.10	\$26.10	\$40.72	\$46.98
Retail Employee Level 4	\$21.29	\$26.61	\$26.61	\$41.52	\$47.90
Retail Employee Level 5	\$22.17	\$27.71	\$27.71	\$43.23	\$49.88
Retail Employee Level 6	\$22.49	\$28.11	\$28.11	\$43.86	\$50.60
Retail Employee Level 7	\$23.62	\$29.53	\$29.53	\$46.06	\$53.15
Retail Employee Level 8	\$24.57	\$30.71	\$30.71	\$47.91	\$55.28

¹ Sunday rate from 1 July 2017 – 30 June 2018

B.1.2 Full-time and part-time adult shiftworkers—shiftwork and penalty rates

	Other than baking production employees (OBPE)	Baking production employees (BPE)		All shiftworkers		
	Monday to Friday			Saturday	Sunday	Public holiday
	Starting at or after 6.00 pm and before 5.00 am	Starting at or after 2.00 am and before 6.00 am	Starting before 2.00 am	OBPE ¹ BPE ²	All hours within shift	
	% of minimum hourly rate					
	130%	112.5%	130%	150%	200%	225%
Retail Employee Level 1	\$26.10	\$22.59	\$26.10	\$30.12	\$40.16	\$45.18
Retail Employee Level 2	\$26.73	\$23.13	\$26.73	\$30.84	\$41.12	\$46.26

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	Other than baking production employees (OBPE)	Baking production employees (BPE)		All shiftworkers		
	Monday to Friday			Saturday	Sunday	Public holiday
	Starting at or after 6.00 pm and before 5.00 am	Starting at or after 2.00 am and before 6.00 am	Starting before 2.00 am	OBPE ¹ BPE ²	All hours within shift	
	% of minimum hourly rate					
	130%	112.5%	130%	150%	200%	225%
Retail Employee Level 3	\$27.14	\$23.49	\$27.14	\$31.32	\$41.76	\$46.98
Retail Employee Level 4	\$27.68	\$23.95	\$27.68	\$31.94	\$42.58	\$47.90
Retail Employee Level 5	\$28.82	\$24.94	\$28.82	\$33.26	\$44.34	\$49.88
Retail Employee Level 6	\$29.24	\$25.30	\$29.24	\$33.74	\$44.98	\$50.60
Retail Employee Level 7	\$30.71	\$26.57	\$30.71	\$35.43	\$47.24	\$53.15
Retail Employee Level 8	\$31.94	\$27.64	\$31.94	\$36.86	\$49.14	\$55.28
¹ Other than baking production employees (OBPE): Starting at or after 6.00 pm and before 5.00 am on the following day; ² Baking production employees (BPE): <ul style="list-style-type: none"> - working a shift starting at or after 2.00 am and before 6.00 am; or - start shift prior to 2.00 am 						

B.1.3 All full-time and part-time adult employees—overtime rates

	Monday to Saturday – first 3 hours	Monday to Saturday – after 3 hours	Sunday – all day	Public holiday
	% of minimum hourly rate			
	150%	200%	200%	250%
Retail Employee Level 1	\$30.12	\$40.16	\$40.16	\$50.20
Retail Employee Level 2	\$30.84	\$41.12	\$41.12	\$51.40
Retail Employee Level 3	\$31.32	\$41.76	\$41.76	\$52.20
Retail Employee Level 4	\$31.94	\$42.58	\$42.58	\$53.23

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	Monday to Saturday – first 3 hours	Monday to Saturday – after 3 hours	Sunday – all day	Public holiday
	% of minimum hourly rate			
	150%	200%	200%	250%
Retail Employee Level 5	\$33.26	\$44.34	\$44.34	\$55.43
Retail Employee Level 6	\$33.74	\$44.98	\$44.98	\$56.23
Retail Employee Level 7	\$35.43	\$47.24	\$47.24	\$59.05
Retail Employee Level 8	\$36.86	\$49.14	\$49.14	\$61.43

B.2 Casual adult employees

B.2.1 Casual adult employees other than shiftworkers—ordinary and penalty rates

	Ordinary hours	Saturday	Sunday ¹	Public holiday
	% of minimum hourly rate			
	125%	135%	195%	250%
Retail Employee Level 1	\$25.10	\$27.11	\$39.16	\$50.20
Retail Employee Level 2	\$25.70	\$27.76	\$40.09	\$51.40
Retail Employee Level 3	\$26.10	\$28.19	\$40.72	\$52.20
Retail Employee Level 4	\$26.61	\$28.74	\$41.52	\$53.23
Retail Employee Level 5	\$27.71	\$29.93	\$43.23	\$55.43
Retail Employee Level 6	\$28.11	\$30.36	\$43.86	\$56.23
Retail Employee Level 7	\$29.53	\$31.89	\$46.06	\$59.05
Retail Employee Level 8	\$30.71	\$33.17	\$47.91	\$61.43

¹ Sunday rate from 1 July 2017 to 30 June 2018.

B.2.2 Casual adult shiftworkers—shiftwork and penalty rates

	Other than baking production employees (OBPE)	Baking production employees (BPE)	All shiftworkers		
	Monday to Friday		Saturday	Sunday	Public holiday

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	Starting at or after 6.00 pm and before 5.00 am	Starting at or after 2.00 am and before 6.00 am	Starting before 2.00 am	OBPE ¹ BPE ²	All hours within shift	
	% of minimum hourly rate					
	155%	137.5%	155%	175%	225%	250%
Retail Employee Level 1	\$31.12	\$27.61	\$31.12	\$35.14	\$45.18	\$50.20
Retail Employee Level 2	\$31.87	\$28.27	\$31.87	\$35.98	\$46.26	\$51.40
Retail Employee Level 3	\$32.36	\$28.71	\$32.36	\$36.54	\$46.98	\$52.20
Retail Employee Level 4	\$33.00	\$29.27	\$33.00	\$37.26	\$47.90	\$53.23
Retail Employee Level 5	\$34.36	\$30.48	\$34.36	\$38.80	\$49.88	\$55.43
Retail Employee Level 6	\$34.86	\$30.92	\$34.86	\$39.36	\$50.60	\$56.23
Retail Employee Level 7	\$36.61	\$32.48	\$36.61	\$41.34	\$53.15	\$59.05
Retail Employee Level 8	\$38.08	\$33.78	\$38.08	\$43.00	\$55.28	\$61.43
¹ Other than baking production employees (OBPE) : Starting at or after 6.00 pm and before 5.00 am on the following day; ² Baking production employees (BPE): <ul style="list-style-type: none"> - working a shift starting at or after 2.00 am and before 6.00 am; or - start shift prior to 2.00 am 						

B.3 Junior full-time and part-time employees

The **junior hourly rate** is based on a percentage of the appropriate adult rate in accordance with **Table 4—Junior rates**. Adult rates apply from 21 years of age in accordance with **Table 3—Minimum rates**.

B.3.1 Full-time and part-time junior employees other than shiftworkers—ordinary and penalty rates

	Ordinary hours	Evening work	Saturday	Sunday ¹	Public holiday
	% of junior hourly rate				
	100%	125%	125%	195%	225%
Retail Employee Level 1					
15 years of age and under	\$9.04	\$11.30	\$11.30	\$17.63	\$20.34
16 years of age	\$10.04	\$12.55	\$12.55	\$19.58	\$22.59
17 years of age	\$12.05	\$15.06	\$15.06	\$23.50	\$27.11
18 years of age	\$14.06	\$17.58	\$17.58	\$27.42	\$31.64
19 years of age	\$16.07	\$20.09	\$20.09	\$31.34	\$36.16
20 years of age and employed by the employer for 6 months or less	\$18.08	\$22.60	\$22.60	\$35.26	\$40.68
20 years of age and employed by the employer for more than 6 months	\$20.08	\$25.10	\$25.10	\$39.16	\$45.18
Retail Employee Level 2					
15 years of age and under	\$9.25	\$11.56	\$11.56	\$18.04	\$20.81
16 years of age	\$10.28	\$12.85	\$12.85	\$20.05	\$23.13
17 years of age	\$12.34	\$15.43	\$15.43	\$24.06	\$27.77
18 years of age	\$14.39	\$17.99	\$17.99	\$28.06	\$32.38
19 years of age	\$16.45	\$20.56	\$20.56	\$32.08	\$37.01
20 years of age and employed by the employer for 6 months or less	\$18.51	\$23.14	\$23.14	\$36.09	\$41.65
20 years of age and employed by the employer for more than 6 months	\$20.56	\$25.70	\$25.70	\$40.09	\$46.26
Retail Employee Level 3					
15 years of age and under	\$9.40	\$11.75	\$11.75	\$18.33	\$21.15
16 years of age	\$10.44	\$13.05	\$13.05	\$20.36	\$23.49
17 years of age	\$12.53	\$15.66	\$15.66	\$24.43	\$28.19

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	Ordinary hours	Evening work	Saturday	Sunday ¹	Public holiday
	% of junior hourly rate				
	100%	125%	125%	195%	225%
18 years of age	\$14.62	\$18.28	\$18.28	\$28.51	\$32.90
19 years of age	\$16.71	\$20.89	\$20.89	\$32.58	\$37.60
20 years of age and employed by the employer for 6 months or less	\$18.80	\$23.50	\$23.50	\$36.66	\$42.30
20 years of age and employed by the employer for more than 6 months	\$20.88	\$26.10	\$26.10	\$40.72	\$46.98
Retail Employee Level 4					
15 years of age and under	\$9.58	\$11.98	\$11.98	\$18.68	\$21.56
16 years of age	\$10.65	\$13.31	\$13.31	\$20.77	\$23.96
17 years of age	\$12.78	\$15.98	\$15.98	\$24.92	\$28.76
18 years of age	\$14.90	\$18.63	\$18.63	\$29.06	\$33.53
19 years of age	\$17.03	\$21.29	\$21.29	\$33.21	\$38.32
20 years of age and employed by the employer for 6 months or less	\$19.16	\$23.95	\$23.95	\$37.36	\$43.11
20 years of age and employed by the employer for more than 6 months	\$21.29	\$26.61	\$26.61	\$41.52	\$47.90
Retail Employee Level 5					
15 years of age and under	\$9.97	\$12.46	\$12.46	\$19.44	\$22.43
16 years of age	\$11.08	\$13.85	\$13.85	\$21.61	\$24.93
17 years of age	\$13.30	\$16.63	\$16.63	\$25.94	\$29.93
18 years of age	\$15.52	\$19.40	\$19.40	\$30.26	\$34.92
19 years of age	\$17.73	\$22.16	\$22.16	\$34.57	\$39.89
20 years of age and employed by the employer for 6 months or less	\$19.95	\$24.94	\$24.94	\$38.90	\$44.89
20 years of age and employed by the employer for more than 6 months	\$22.17	\$27.71	\$27.71	\$43.23	\$49.88

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	Ordinary hours	Evening work	Saturday	Sunday ¹	Public holiday
	% of junior hourly rate				
	100%	125%	125%	195%	225%
Retail Employee Level 6					
15 years of age and under	\$10.12	\$12.65	\$12.65	\$19.73	\$22.77
16 years of age	\$11.24	\$14.05	\$14.05	\$21.92	\$25.29
17 years of age	\$13.49	\$16.86	\$16.86	\$26.31	\$30.35
18 years of age	\$15.74	\$19.68	\$19.68	\$30.69	\$35.42
19 years of age	\$17.99	\$22.49	\$22.49	\$35.08	\$40.48
20 years of age and employed by the employer for 6 months or less	\$20.24	\$25.30	\$25.30	\$39.47	\$45.54
20 years of age and employed by the employer for more than 6 months	\$22.49	\$28.11	\$28.11	\$43.86	\$50.60
Retail Employee Level 7					
15 years of age and under	\$10.63	\$13.29	\$13.29	\$20.73	\$23.92
16 years of age	\$11.81	\$14.76	\$14.76	\$23.03	\$26.57
17 years of age	\$14.17	\$17.71	\$17.71	\$27.63	\$31.88
18 years of age	\$16.53	\$20.66	\$20.66	\$32.23	\$37.19
19 years of age	\$18.89	\$23.61	\$23.61	\$36.84	\$42.50
20 years of age and employed by the employer for 6 months or less	\$21.25	\$26.56	\$26.56	\$41.44	\$47.81
20 years of age and employed by the employer for more than 6 months	\$23.62	\$29.53	\$29.53	\$46.06	\$53.15
Retail Employee Level 8					
15 years of age and under	\$11.06	\$13.83	\$13.83	\$21.57	\$24.89
16 years of age	\$12.29	\$15.36	\$15.36	\$23.97	\$27.65
17 years of age	\$14.74	\$18.43	\$18.43	\$28.74	\$33.17
18 years of age	\$17.20	\$21.50	\$21.50	\$33.54	\$38.70
19 years of age	\$19.66	\$24.58	\$24.58	\$38.34	\$44.24
20 years of age and employed by the employer for 6 months or less	\$22.12	\$27.65	\$27.65	\$43.13	\$49.77

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	Ordinary hours	Evening work	Saturday	Sunday ¹	Public holiday
	% of junior hourly rate				
	100%	125%	125%	195%	225%
20 years of age and employed by the employer for more than 6 months	\$24.57	\$30.71	\$30.71	\$47.91	\$55.28

¹ Sunday rate from 1 July 2017 to 30 June 2018.

B.3.2 Full-time and part-time junior shiftworkers—shiftwork and penalty rates

	Other than baking production employees (OBPE)	Baking production employees (BPE)		All shiftworkers		
	Monday to Friday			Saturday	Sunday	Public holiday
	Starting at or after 6.00 pm and before 5.00 am	Starting at or after 2.00 am and before 6.00 am	Starting before 2.00 am	OBPE ¹ BPE ²	All hours within shift	
	% of junior hourly rate					
	130%	112.5%	130%	150%	200%	225%
Retail Employee Level 1						
15 years of age and under	\$11.75	\$10.17	\$11.75	\$13.56	\$18.08	\$20.34
16 years of age	\$13.05	\$11.30	\$13.05	\$15.06	\$20.08	\$22.59
17 years of age	\$15.67	\$13.56	\$15.67	\$18.08	\$24.10	\$27.11
18 years of age	\$18.28	\$15.82	\$18.28	\$21.09	\$28.12	\$31.64
19 years of age	\$20.89	\$18.08	\$20.89	\$24.11	\$32.14	\$36.16
20 years of age and employed by the employer for 6 months or less	\$23.50	\$20.34	\$23.50	\$27.12	\$36.16	\$40.68
20 years of age and employed by the employer for more than 6 months	\$26.10	\$22.59	\$26.10	\$30.12	\$40.16	\$45.18

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	Other than baking production employees (OBPE)	Baking production employees (BPE)		All shiftworkers		
	Monday to Friday			Saturday	Sunday	Public holiday
	Starting at or after 6.00 pm and before 5.00 am	Starting at or after 2.00 am and before 6.00 am	Starting before 2.00 am	OBPE ¹ BPE ²	All hours within shift	
	% of junior hourly rate					
	130%	112.5%	130%	150%	200%	225%
Retail Employee Level 2						
15 years of age and under	\$12.03	\$10.41	\$12.03	\$13.88	\$18.50	\$20.81
16 years of age	\$13.36	\$11.57	\$13.36	\$15.42	\$20.56	\$23.13
17 years of age	\$16.04	\$13.88	\$16.04	\$18.51	\$24.68	\$27.77
18 years of age	\$18.71	\$16.19	\$18.71	\$21.59	\$28.78	\$32.38
19 years of age	\$21.39	\$18.51	\$21.39	\$24.68	\$32.90	\$37.01
20 years of age and employed by the employer for 6 months or less	\$24.06	\$20.82	\$24.06	\$27.77	\$37.02	\$41.65
20 years of age and employed by the employer for more than 6 months	\$26.73	\$23.13	\$26.73	\$30.84	\$41.12	\$46.26
Retail Employee Level 3						
15 years of age and under	\$12.22	\$10.58	\$12.22	\$14.10	\$18.80	\$21.15
16 years of age	\$13.57	\$11.75	\$13.57	\$15.66	\$20.88	\$23.49
17 years of age	\$16.29	\$14.10	\$16.29	\$18.80	\$25.06	\$28.19
18 years of age	\$19.01	\$16.45	\$19.01	\$21.93	\$29.24	\$32.90
19 years of age	\$21.72	\$18.80	\$21.72	\$25.07	\$33.42	\$37.60
20 years of age and employed by the employer for 6 months or less	\$24.44	\$21.15	\$24.44	\$28.20	\$37.60	\$42.30
20 years of age and employed by the employer for	\$27.14	\$23.49	\$27.14	\$31.32	\$41.76	\$46.98

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	Other than baking production employees (OBPE)	Baking production employees (BPE)		All shiftworkers		
	Monday to Friday			Saturday	Sunday	Public holiday
	Starting at or after 6.00 pm and before 5.00 am	Starting at or after 2.00 am and before 6.00 am	Starting before 2.00 am	OBPE ¹ BPE ²	All hours within shift	
	% of junior hourly rate					
	130%	112.5%	130%	150%	200%	225%
more than 6 months						
Retail Employee Level 4						
15 years of age and under	\$12.45	\$10.78	\$12.45	\$14.37	\$19.16	\$21.56
16 years of age	\$13.85	\$11.98	\$13.85	\$15.98	\$21.30	\$23.96
17 years of age	\$16.61	\$14.38	\$16.61	\$19.17	\$25.56	\$28.76
18 years of age	\$19.37	\$16.76	\$19.37	\$22.35	\$29.80	\$33.53
19 years of age	\$22.14	\$19.16	\$22.14	\$25.55	\$34.06	\$38.32
20 years of age and employed by the employer for 6 months or less	\$24.91	\$21.56	\$24.91	\$28.74	\$38.32	\$43.11
20 years of age and employed by the employer for more than 6 months	\$27.68	\$23.95	\$27.68	\$31.94	\$42.58	\$47.90
Retail Employee Level 5						
15 years of age and under	\$12.96	\$11.22	\$12.96	\$14.96	\$19.94	\$22.43
16 years of age	\$14.40	\$12.47	\$14.40	\$16.62	\$22.16	\$24.93
17 years of age	\$17.29	\$14.96	\$17.29	\$19.95	\$26.60	\$29.93
18 years of age	\$20.18	\$17.46	\$20.18	\$23.28	\$31.04	\$34.92
19 years of age	\$23.05	\$19.95	\$23.05	\$26.60	\$35.46	\$39.89
20 years of age and employed by the employer for 6 months or less	\$25.94	\$22.44	\$25.94	\$29.93	\$39.90	\$44.89

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	Other than baking production employees (OBPE)	Baking production employees (BPE)			All shiftworkers	
	Monday to Friday			Saturday	Sunday	Public holiday
	Starting at or after 6.00 pm and before 5.00 am	Starting at or after 2.00 am and before 6.00 am	Starting before 2.00 am	OBPE ¹ BPE ²	All hours within shift	
	% of junior hourly rate					
	130%	112.5%	130%	150%	200%	225%
20 years of age and employed by the employer for more than 6 months	\$28.82	\$24.94	\$28.82	\$33.26	\$44.34	\$49.88
Retail Employee Level 6						
15 years of age and under	\$13.16	\$11.39	\$13.16	\$15.18	\$20.24	\$22.77
16 years of age	\$14.61	\$12.65	\$14.61	\$16.86	\$22.48	\$25.29
17 years of age	\$17.54	\$15.18	\$17.54	\$20.24	\$26.98	\$30.35
18 years of age	\$20.46	\$17.71	\$20.46	\$23.61	\$31.48	\$35.42
19 years of age	\$23.39	\$20.24	\$23.39	\$26.99	\$35.98	\$40.48
20 years of age and employed by the employer for 6 months or less	\$26.31	\$22.77	\$26.31	\$30.36	\$40.48	\$45.54
20 years of age and employed by the employer for more than 6 months	\$29.24	\$25.30	\$29.24	\$33.74	\$44.98	\$50.60
Retail Employee Level 7						
15 years of age and under	\$13.82	\$11.96	\$13.82	\$15.95	\$21.26	\$23.92
16 years of age	\$15.35	\$13.29	\$15.35	\$17.72	\$23.62	\$26.57
17 years of age	\$18.42	\$15.94	\$18.42	\$21.26	\$28.34	\$31.88
18 years of age	\$21.49	\$18.60	\$21.49	\$24.80	\$33.06	\$37.19
19 years of age	\$24.56	\$21.25	\$24.56	\$28.34	\$37.78	\$42.50
20 years of age and employed by	\$27.63	\$23.91	\$27.63	\$31.88	\$42.50	\$47.81

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	Other than baking production employees (OBPE)	Baking production employees (BPE)		All shiftworkers		
	Monday to Friday			Saturday	Sunday	Public holiday
	Starting at or after 6.00 pm and before 5.00 am	Starting at or after 2.00 am and before 6.00 am	Starting before 2.00 am	OBPE ¹ BPE ²	All hours within shift	
	% of junior hourly rate					
	130%	112.5%	130%	150%	200%	225%
the employer for 6 months or less						
20 years of age and employed by the employer for more than 6 months	\$30.71	\$26.57	\$30.71	\$35.43	\$47.24	\$53.15
Retail Employee Level 8						
15 years of age and under	\$14.38	\$12.44	\$14.38	\$16.59	\$22.12	\$24.89
16 years of age	\$15.98	\$13.83	\$15.98	\$18.44	\$24.58	\$27.65
17 years of age	\$19.16	\$16.58	\$19.16	\$22.11	\$29.48	\$33.17
18 years of age	\$22.36	\$19.35	\$22.36	\$25.80	\$34.40	\$38.70
19 years of age	\$25.56	\$22.12	\$25.56	\$29.49	\$39.32	\$44.24
20 years of age and employed by the employer for 6 months or less	\$28.76	\$24.89	\$28.76	\$33.18	\$44.24	\$49.77
20 years of age and employed by the employer for more than 6 months	\$31.94	\$27.64	\$31.94	\$36.86	\$49.14	\$55.28
¹ Other than baking production employees (OBPE) : Starting at or after 6.00 pm and before 5.00 am on the following day; ² Baking production employees (BPE): <ul style="list-style-type: none"> - working a shift starting at or after 2.00 am and before 6.00 am; or - start shift prior to 2.00 am 						

B.3.3 All full-time and part-time junior employees—overtime rates

	Monday to Saturday – first 3 hours	Monday to Saturday – after 3 hours	Sunday – all day	Public holiday
	% of junior hourly rate			
	150%	200%	200%	250%
Retail Employee Level 1				
15 years of age and under	\$13.56	\$18.08	\$18.08	\$22.60
16 years of age	\$15.06	\$20.08	\$20.08	\$25.10
17 years of age	\$18.08	\$24.10	\$24.10	\$30.13
18 years of age	\$21.09	\$28.12	\$28.12	\$35.15
19 years of age	\$24.11	\$32.14	\$32.14	\$40.18
20 years of age and employed by the employer for 6 months or less	\$27.12	\$36.16	\$36.16	\$45.20
20 years of age and employed by the employer for more than 6 months	\$30.12	\$40.16	\$40.16	\$50.20
Retail Employee Level 2				
15 years of age and under	\$13.88	\$18.50	\$18.50	\$23.13
16 years of age	\$15.42	\$20.56	\$20.56	\$25.70
17 years of age	\$18.51	\$24.68	\$24.68	\$30.85
18 years of age	\$21.59	\$28.78	\$28.78	\$35.98
19 years of age	\$24.68	\$32.90	\$32.90	\$41.13
20 years of age and employed by the employer for 6 months or less	\$27.77	\$37.02	\$37.02	\$46.28
20 years of age and employed by the employer for more than 6 months	\$30.84	\$41.12	\$41.12	\$51.40
Retail Employee Level 3				
15 years of age and under	\$14.10	\$18.80	\$18.80	\$23.50
16 years of age	\$15.66	\$20.88	\$20.88	\$26.10
17 years of age	\$18.80	\$25.06	\$25.06	\$31.33
18 years of age	\$21.93	\$29.24	\$29.24	\$36.55
19 years of age	\$25.07	\$33.42	\$33.42	\$41.78
20 years of age and	\$28.20	\$37.60	\$37.60	\$47.00

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	Monday to Saturday – first 3 hours	Monday to Saturday – after 3 hours	Sunday – all day	Public holiday
	% of junior hourly rate			
	150%	200%	200%	250%
employed by the employer for 6 months or less				
20 years of age and employed by the employer for more than 6 months	\$31.32	\$41.76	\$41.76	\$52.20
Retail Employee Level 4				
15 years of age and under	\$14.37	\$19.16	\$19.16	\$23.95
16 years of age	\$15.98	\$21.30	\$21.30	\$26.63
17 years of age	\$19.17	\$25.56	\$25.56	\$31.95
18 years of age	\$22.35	\$29.80	\$29.80	\$37.25
19 years of age	\$25.55	\$34.06	\$34.06	\$42.58
20 years of age and employed by the employer for 6 months or less	\$28.74	\$38.32	\$38.32	\$47.90
20 years of age and employed by the employer for more than 6 months	\$31.94	\$42.58	\$42.58	\$53.23
Retail Employee Level 5				
15 years of age and under	\$14.96	\$19.94	\$19.94	\$24.93
16 years of age	\$16.62	\$22.16	\$22.16	\$27.70
17 years of age	\$19.95	\$26.60	\$26.60	\$33.25
18 years of age	\$23.28	\$31.04	\$31.04	\$38.80
19 years of age	\$26.60	\$35.46	\$35.46	\$44.33
20 years of age and employed by the employer for 6 months or less	\$29.93	\$39.90	\$39.90	\$49.88
20 years of age and employed by the employer for more than 6 months	\$33.26	\$44.34	\$44.34	\$55.43
Retail Employee Level 6				
15 years of age and under	\$15.18	\$20.24	\$20.24	\$25.30
16 years of age	\$16.86	\$22.48	\$22.48	\$28.10
17 years of age	\$20.24	\$26.98	\$26.98	\$33.73

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	Monday to Saturday – first 3 hours	Monday to Saturday – after 3 hours	Sunday – all day	Public holiday
	% of junior hourly rate			
	150%	200%	200%	250%
18 years of age	\$23.61	\$31.48	\$31.48	\$39.35
19 years of age	\$26.99	\$35.98	\$35.98	\$44.98
20 years of age and employed by the employer for 6 months or less	\$30.36	\$40.48	\$40.48	\$50.60
20 years of age and employed by the employer for more than 6 months	\$33.74	\$44.98	\$44.98	\$56.23
Retail Employee Level 7				
15 years of age and under	\$15.95	\$21.26	\$21.26	\$26.58
16 years of age	\$17.72	\$23.62	\$23.62	\$29.53
17 years of age	\$21.26	\$28.34	\$28.34	\$35.43
18 years of age	\$24.80	\$33.06	\$33.06	\$41.33
19 years of age	\$28.34	\$37.78	\$37.78	\$47.23
20 years of age and employed by the employer for 6 months or less	\$31.88	\$42.50	\$42.50	\$53.13
20 years of age and employed by the employer for more than 6 months	\$35.43	\$47.24	\$47.24	\$59.05
Retail Employee Level 8				
15 years of age and under	\$16.59	\$22.12	\$22.12	\$27.65
16 years of age	\$18.44	\$24.58	\$24.58	\$30.73
17 years of age	\$22.11	\$29.48	\$29.48	\$36.85
18 years of age	\$25.80	\$34.40	\$34.40	\$43.00
19 years of age	\$29.49	\$39.32	\$39.32	\$49.15
20 years of age and employed by the employer for 6 months or less	\$33.18	\$44.24	\$44.24	\$55.30
20 years of age and employed by the employer for more than 6 months	\$36.86	\$49.14	\$49.14	\$61.43

B.3.4 Casual junior employees other than shiftworkers—ordinary and penalty rates

	Ordinary hours	Saturday	Sunday ¹	Public holiday
	% of junior hourly rate			
	125%	135%	195%	250%
Retail Employee Level 1				
15 years of age and under	\$11.30	\$12.20	\$17.63	\$22.60
16 years of age	\$12.55	\$13.55	\$19.58	\$25.10
17 years of age	\$15.06	\$16.27	\$23.50	\$30.13
18 years of age	\$17.58	\$18.98	\$27.42	\$35.15
19 years of age	\$20.09	\$21.69	\$31.34	\$40.18
20 years of age and employed by the employer for 6 months or less	\$22.60	\$24.41	\$35.26	\$45.20
20 years of age and employed by the employer for more than 6 months	\$25.10	\$27.11	\$39.16	\$50.20
Retail Employee Level 2				
15 years of age and under	\$11.56	\$12.49	\$18.04	\$23.13
16 years of age	\$12.85	\$13.88	\$20.05	\$25.70
17 years of age	\$15.43	\$16.66	\$24.06	\$30.85
18 years of age	\$17.99	\$19.43	\$28.06	\$35.98
19 years of age	\$20.56	\$22.21	\$32.08	\$41.13
20 years of age and employed by the employer for 6 months or less	\$23.14	\$24.99	\$36.09	\$46.28
20 years of age and employed by the employer for more than 6 months	\$25.70	\$27.76	\$40.09	\$51.40
Retail Employee Level 3				
15 years of age and under	\$11.75	\$12.69	\$18.33	\$23.50
16 years of age	\$13.05	\$14.09	\$20.36	\$26.10
17 years of age	\$15.66	\$16.92	\$24.43	\$31.33
18 years of age	\$18.28	\$19.74	\$28.51	\$36.55
19 years of age	\$20.89	\$22.56	\$32.58	\$41.78
20 years of age and employed by the employer for 6 months or less	\$23.50	\$25.38	\$36.66	\$47.00

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	Ordinary hours	Saturday	Sunday ¹	Public holiday
	% of junior hourly rate			
	125%	135%	195%	250%
20 years of age and employed by the employer for more than 6 months	\$26.10	\$28.19	\$40.72	\$52.20
Retail Employee Level 4				
15 years of age and under	\$11.98	\$12.93	\$18.68	\$23.95
16 years of age	\$13.31	\$14.38	\$20.77	\$26.63
17 years of age	\$15.98	\$17.25	\$24.92	\$31.95
18 years of age	\$18.63	\$20.12	\$29.06	\$37.25
19 years of age	\$21.29	\$22.99	\$33.21	\$42.58
20 years of age and employed by the employer for 6 months or less	\$23.95	\$25.87	\$37.36	\$47.90
20 years of age and employed by the employer for more than 6 months	\$26.61	\$28.74	\$41.52	\$53.23
Retail Employee Level 5				
15 years of age and under	\$12.46	\$13.46	\$19.44	\$24.93
16 years of age	\$13.85	\$14.96	\$21.61	\$27.70
17 years of age	\$16.63	\$17.96	\$25.94	\$33.25
18 years of age	\$19.40	\$20.95	\$30.26	\$38.80
19 years of age	\$22.16	\$23.94	\$34.57	\$44.33
20 years of age and employed by the employer for 6 months or less	\$24.94	\$26.93	\$38.90	\$49.88
20 years of age and employed by the employer for more than 6 months	\$27.71	\$29.93	\$43.23	\$55.43
Retail Employee Level 6				
15 years of age and under	\$12.65	\$13.66	\$19.73	\$25.30
16 years of age	\$14.05	\$15.17	\$21.92	\$28.10
17 years of age	\$16.86	\$18.21	\$26.31	\$33.73
18 years of age	\$19.68	\$21.25	\$30.69	\$39.35
19 years of age	\$22.49	\$24.29	\$35.08	\$44.98

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	Ordinary hours	Saturday	Sunday ¹	Public holiday
	% of junior hourly rate			
	125%	135%	195%	250%
20 years of age and employed by the employer for 6 months or less	\$25.30	\$27.32	\$39.47	\$50.60
20 years of age and employed by the employer for more than 6 months	\$28.11	\$30.36	\$43.86	\$56.23
Retail Employee Level 7				
15 years of age and under	\$13.29	\$14.35	\$20.73	\$26.58
16 years of age	\$14.76	\$15.94	\$23.03	\$29.53
17 years of age	\$17.71	\$19.13	\$27.63	\$35.43
18 years of age	\$20.66	\$22.32	\$32.23	\$41.33
19 years of age	\$23.61	\$25.50	\$36.84	\$47.23
20 years of age and employed by the employer for 6 months or less	\$26.56	\$28.69	\$41.44	\$53.13
20 years of age and employed by the employer for more than 6 months	\$29.53	\$31.89	\$46.06	\$59.05
Retail Employee Level 8				
15 years of age and under	\$13.83	\$14.93	\$21.57	\$27.65
16 years of age	\$15.36	\$16.59	\$23.97	\$30.73
17 years of age	\$18.43	\$19.90	\$28.74	\$36.85
18 years of age	\$21.50	\$23.22	\$33.54	\$43.00
19 years of age	\$24.58	\$26.54	\$38.34	\$49.15
20 years of age and employed by the employer for 6 months or less	\$27.65	\$29.86	\$43.13	\$55.30
20 years of age and employed by the employer for more than 6 months	\$30.71	\$33.17	\$47.91	\$61.43
¹ Sunday rate from 1 July 2017 to 30 June 2018.				

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B.3.5 Casual junior shiftworkers—shiftwork and penalty rates

	Other than baking production employees (OBPE)	Baking production employees (BPE)		All shiftworkers		
	Monday to Friday			Saturday	Sunday	Public holiday
	Starting at or after 6.00 pm and before 5.00 am	Starting at or after 2.00 am and before 6.00 am	Starting before 2.00 am	OBPE ¹ BPE ²	All hours within shift	
	% of junior hourly rate					
	155%	137.5%	155%	175%	225%	250%
Retail Employee Level 1						
15 years of age and under	\$14.01	\$12.43	\$14.01	\$15.82	\$20.34	\$22.60
16 years of age	\$15.56	\$13.81	\$15.56	\$17.57	\$22.59	\$25.10
17 years of age	\$18.68	\$16.57	\$18.68	\$21.09	\$27.11	\$30.13
18 years of age	\$21.79	\$19.33	\$21.79	\$24.61	\$31.64	\$35.15
19 years of age	\$24.91	\$22.10	\$24.91	\$28.12	\$36.16	\$40.18
20 years of age and employed by the employer for 6 months or less	\$28.02	\$24.86	\$28.02	\$31.64	\$40.68	\$45.20
20 years of age and employed by the employer for more than 6 months	\$31.12	\$27.61	\$31.12	\$35.14	\$45.18	\$50.20
Retail Employee Level 2						
15 years of age and under	\$14.34	\$12.72	\$14.34	\$16.19	\$20.81	\$23.13
16 years of age	\$15.93	\$14.14	\$15.93	\$17.99	\$23.13	\$25.70
17 years of age	\$19.13	\$16.97	\$19.13	\$21.60	\$27.77	\$30.85
18 years of age	\$22.30	\$19.79	\$22.30	\$25.18	\$32.38	\$35.98
19 years of age	\$25.50	\$22.62	\$25.50	\$28.79	\$37.01	\$41.13
20 years of age and employed by the employer for 6 months or less	\$28.69	\$25.45	\$28.69	\$32.39	\$41.65	\$46.28
20 years of age and employed by	\$31.87	\$28.27	\$31.87	\$35.98	\$46.26	\$51.40

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	Other than baking production employees (OBPE)	Baking production employees (BPE)		All shiftworkers		
	Monday to Friday			Saturday	Sunday	Public holiday
	Starting at or after 6.00 pm and before 5.00 am	Starting at or after 2.00 am and before 6.00 am	Starting before 2.00 am	OBPE ¹ BPE ²	All hours within shift	
	% of junior hourly rate					
	155%	137.5%	155%	175%	225%	250%
the employer for more than 6 months						
Retail Employee Level 3						
15 years of age and under	\$14.57	\$12.93	\$14.57	\$16.45	\$21.15	\$23.50
16 years of age	\$16.18	\$14.36	\$16.18	\$18.27	\$23.49	\$26.10
17 years of age	\$19.42	\$17.23	\$19.42	\$21.93	\$28.19	\$31.33
18 years of age	\$22.66	\$20.10	\$22.66	\$25.59	\$32.90	\$36.55
19 years of age	\$25.90	\$22.98	\$25.90	\$29.24	\$37.60	\$41.78
20 years of age and employed by the employer for 6 months or less	\$29.14	\$25.85	\$29.14	\$32.90	\$42.30	\$47.00
20 years of age and employed by the employer for more than 6 months	\$32.36	\$28.71	\$32.36	\$36.54	\$46.98	\$52.20
Retail Employee Level 4						
15 years of age and under	\$14.85	\$13.17	\$14.85	\$16.77	\$21.56	\$23.95
16 years of age	\$16.51	\$14.64	\$16.51	\$18.64	\$23.96	\$26.63
17 years of age	\$19.81	\$17.57	\$19.81	\$22.37	\$28.76	\$31.95
18 years of age	\$23.10	\$20.49	\$23.10	\$26.08	\$33.53	\$37.25
19 years of age	\$26.40	\$23.42	\$26.40	\$29.80	\$38.32	\$42.58
20 years of age and employed by the employer for 6 months or less	\$29.70	\$26.35	\$29.70	\$33.53	\$43.11	\$47.90

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	Other than baking production employees (OBPE)	Baking production employees (BPE)			All shiftworkers	
	Monday to Friday			Saturday	Sunday	Public holiday
	Starting at or after 6.00 pm and before 5.00 am	Starting at or after 2.00 am and before 6.00 am	Starting before 2.00 am	OBPE ¹ BPE ²	All hours within shift	
	% of junior hourly rate					
	155%	137.5%	155%	175%	225%	250%
20 years of age and employed by the employer for more than 6 months	\$33.00	\$29.27	\$33.00	\$37.26	\$47.90	\$53.23
Retail Employee Level 5						
15 years of age and under	\$15.45	\$13.71	\$15.45	\$17.45	\$22.43	\$24.93
16 years of age	\$17.17	\$15.24	\$17.17	\$19.39	\$24.93	\$27.70
17 years of age	\$20.62	\$18.29	\$20.62	\$23.28	\$29.93	\$33.25
18 years of age	\$24.06	\$21.34	\$24.06	\$27.16	\$34.92	\$38.80
19 years of age	\$27.48	\$24.38	\$27.48	\$31.03	\$39.89	\$44.33
20 years of age and employed by the employer for 6 months or less	\$30.92	\$27.43	\$30.92	\$34.91	\$44.89	\$49.88
20 years of age and employed by the employer for more than 6 months	\$34.36	\$30.48	\$34.36	\$38.80	\$49.88	\$55.43
Retail Employee Level 6						
15 years of age and under	\$15.69	\$13.92	\$15.69	\$17.71	\$22.77	\$25.30
16 years of age	\$17.42	\$15.46	\$17.42	\$19.67	\$25.29	\$28.10
17 years of age	\$20.91	\$18.55	\$20.91	\$23.61	\$30.35	\$33.73
18 years of age	\$24.40	\$21.64	\$24.40	\$27.55	\$35.42	\$39.35
19 years of age	\$27.88	\$24.74	\$27.88	\$31.48	\$40.48	\$44.98
20 years of age and employed by	\$31.37	\$27.83	\$31.37	\$35.42	\$45.54	\$50.60

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	Other than baking production employees (OBPE)	Baking production employees (BPE)		All shiftworkers		
	Monday to Friday			Saturday	Sunday	Public holiday
	Starting at or after 6.00 pm and before 5.00 am	Starting at or after 2.00 am and before 6.00 am	Starting before 2.00 am	OBPE ¹ BPE ²	All hours within shift	
	% of junior hourly rate					
	155%	137.5%	155%	175%	225%	250%
the employer for 6 months or less						
20 years of age and employed by the employer for more than 6 months	\$34.86	\$30.92	\$34.86	\$39.36	\$50.60	\$56.23
Retail Employee Level 7						
15 years of age and under	\$16.48	\$14.62	\$16.48	\$18.60	\$23.92	\$26.58
16 years of age	\$18.31	\$16.24	\$18.31	\$20.67	\$26.57	\$29.53
17 years of age	\$21.96	\$19.48	\$21.96	\$24.80	\$31.88	\$35.43
18 years of age	\$25.62	\$22.73	\$25.62	\$28.93	\$37.19	\$41.33
19 years of age	\$29.28	\$25.97	\$29.28	\$33.06	\$42.50	\$47.23
20 years of age and employed by the employer for 6 months or less	\$32.94	\$29.22	\$32.94	\$37.19	\$47.81	\$53.13
20 years of age and employed by the employer for more than 6 months	\$36.61	\$32.48	\$36.61	\$41.34	\$53.15	\$59.05
Retail Employee Level 8						
15 years of age and under	\$17.14	\$15.21	\$17.14	\$19.36	\$24.89	\$27.65
16 years of age	\$19.05	\$16.90	\$19.05	\$21.51	\$27.65	\$30.73
17 years of age	\$22.85	\$20.27	\$22.85	\$25.80	\$33.17	\$36.85
18 years of age	\$26.66	\$23.65	\$26.66	\$30.10	\$38.70	\$43.00
19 years of age	\$30.47	\$27.03	\$30.47	\$34.41	\$44.24	\$49.15

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	Other than baking production employees (OBPE)	Baking production employees (BPE)		All shiftworkers		
	Monday to Friday			Saturday	Sunday	Public holiday
	Starting at or after 6.00 pm and before 5.00 am	Starting at or after 2.00 am and before 6.00 am	Starting before 2.00 am	OBPE ¹ BPE ²	All hours within shift	
	% of junior hourly rate					
	155%	137.5%	155%	175%	225%	250%
20 years of age and employed by the employer for 6 months or less	\$34.29	\$30.42	\$34.29	\$38.71	\$49.77	\$55.30
20 years of age and employed by the employer for more than 6 months	\$38.08	\$33.78	\$38.08	\$43.00	\$55.28	\$61.43
¹ Other than baking production employees : Starting at or after 6.00 pm and before 5.00 am on the following day; ² Baking production employees: <ul style="list-style-type: none"> - working a shift starting at or after 2.00 am and before 6.00 am; or - start shift prior to 2.00 am 						

B.4 Junior apprentice rates

B.4.1 The junior apprentice hourly rate is based on a percentage of the Level 4 adult rate in **Table 3—Minimum rates**.

B.4.2 The **junior apprentice hourly rate** for junior retail employee apprentices is calculated in accordance with clause 18.3—Apprentice rates.

B.4.3 Junior apprentice who began apprenticeship before 1 January 2014—ordinary and penalty rates

	Ordinary hours	Evening work	Saturday	Sunday ¹	Public holiday
	% of junior apprentice hourly rate				
	100%	125%	125%	195%	225%
1 st year	\$10.65	\$13.31	\$13.31	\$20.76	\$23.95
2 nd year	\$12.77	\$15.97	\$15.97	\$24.91	\$28.74
3 rd year	\$17.03	\$21.29	\$21.29	\$33.21	\$38.32

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	Ordinary hours	Evening work	Saturday	Sunday ¹	Public holiday
	% of junior apprentice hourly rate				
	100%	125%	125%	195%	225%
4 th year (4 year apprenticeship only)	\$19.16	\$23.95	\$23.95	\$37.36	\$43.11
¹ Sunday rate from 1 July 2017 – 30 June 2018					

B.4.4 Junior apprentice who began apprenticeship before 1 January 2014—shiftwork and penalty rates

	Other than baking production employees (OBPE)	Baking production employees (BPE)			All shiftworkers	
		Monday to Friday			Saturday	Sunday
	Starting at or after 6.00 pm and before 5.00 am	Starting at or after 2.00 am and before 6.00 am	Starting before 2.00 am	OBPE ¹ BPE ²	All hours within shift	
	% of junior apprentice hourly rate					
	130%	112.5%	130%	150%	200%	225%
1 st year	\$13.84	\$11.98	\$13.84	\$15.97	\$21.29	\$23.95
2 nd year	\$16.61	\$14.37	\$16.61	\$19.16	\$25.55	\$28.74
3 rd year	\$22.14	\$19.16	\$22.14	\$25.55	\$34.06	\$38.32
4 th year (4 year apprenticeship only)	\$24.91	\$21.56	\$24.91	\$28.74	\$38.32	\$43.11
¹ Other than baking production employees : Starting at or after 6.00 pm and before 5.00 am on the following day;						
² Baking production employees:						
<ul style="list-style-type: none"> - working a shift starting at or after 2.00 am and before 6.00 am; or - start shift prior to 2.00 am 						

B.4.5 Junior apprentice who began apprenticeship before 1 January 2014—overtime rates

	Monday to Saturday – first 3 hours	Monday to Saturday – after 3 hours	Sunday – all day	Public holiday
	% of junior apprentice hourly rate			
	150%	200%	200%	250%
1 st year	\$15.97	\$21.29	\$21.29	\$26.61
2 nd year	\$19.16	\$25.55	\$25.55	\$31.94
3 rd year	\$25.55	\$34.06	\$34.06	\$42.58
4 th year (4 year apprenticeship only)	\$28.74	\$38.32	\$38.32	\$47.90

B.4.6 Junior apprentice who began apprenticeship on 1 January 2014 or later—ordinary and penalty rates

	Ordinary hours	Evening work	Saturday	Sunday ¹	Public holiday
	% of junior apprentice hourly rate				
	100%	125%	125%	195%	225%
Have not completed year 12					
1 st year	\$10.65	\$13.31	\$13.31	\$20.76	\$23.95
2 nd year	\$12.77	\$15.97	\$15.97	\$24.91	\$28.74
3 rd year	\$17.03	\$21.29	\$21.29	\$33.21	\$38.32
4 th year (4 year apprenticeship only)	\$19.16	\$23.95	\$23.95	\$37.36	\$43.11
Completed year 12					
1 st year	\$11.71	\$14.64	\$14.64	\$22.83	\$26.35
2 nd year	\$13.84	\$17.30	\$17.30	\$26.99	\$31.14
3 rd year	\$17.03	\$21.29	\$21.29	\$33.21	\$38.32
4 th year (4 year apprenticeship only)	\$19.16	\$23.95	\$23.95	\$37.36	\$43.11

¹ Sunday rate from 1 July 2017 – 30 June 2018

**B.4.7 Junior apprentice who began apprenticeship on 1 January 2014 or later—
shiftwork and penalty rates**

	Other than baking production employees (OBPE)	Baking production employees (BPE)			All shiftworkers	
	Monday to Friday			Saturday	Sunday	Public holiday
	Starting at or after 6.00 pm and before 5.00 am	Starting at or after 2.00 am and before 6.00 am	Starting before 2.00 am	OBPE ¹ BPE ²	All hours within shift	
	% of junior apprentice hourly rate					
	130%	112.5%	130%	150%	200%	225%
Have not completed year 12						
1 st year	\$13.84	\$11.98	\$13.84	\$15.97	\$21.29	\$23.95
2 nd year	\$16.61	\$14.37	\$16.61	\$19.16	\$25.55	\$28.74
3 rd year	\$22.14	\$19.16	\$22.14	\$25.55	\$34.06	\$38.32
4 th year (4 year apprenticeship only)	\$24.91	\$21.56	\$24.91	\$28.74	\$38.32	\$43.11
Completed year 12						
1 st year	\$15.22	\$13.17	\$15.22	\$17.56	\$23.42	\$26.35
2 nd year	\$17.99	\$15.57	\$17.99	\$20.76	\$27.68	\$31.14
3 rd year	\$22.14	\$19.16	\$22.14	\$25.55	\$34.06	\$38.32
4 th year (4 year apprenticeship only)	\$24.91	\$21.56	\$24.91	\$28.74	\$38.32	\$43.11
¹ Other than baking production employees : Starting at or after 6.00 pm and before 5.00 am on the following day; ² Baking production employees: - working a shift starting at or after 2.00 am and before 6.00 am; or - start shift prior to 2.00 am						

**B.4.8 Junior apprentice who began apprenticeship on 1 January 2014 or later—
overtime rates**

	Monday to Saturday – first 3 hours	Monday to Saturday – after 3 hours	Sunday – all day	Public holiday
	% of junior apprentice hourly rate			
	150%	200%	200%	250%
Have not completed year 12				
1 st year	\$15.97	\$21.29	\$21.29	\$26.61
2 nd year	\$19.16	\$25.55	\$25.55	\$31.94
3 rd year	\$25.55	\$34.06	\$34.06	\$42.58
4 th year (4 year apprenticeship only)	\$28.74	\$38.32	\$38.32	\$47.90
Completed year 12				
1 st year	\$17.56	\$23.42	\$23.42	\$29.27
2 nd year	\$20.76	\$27.68	\$27.68	\$34.60
3 rd year	\$25.55	\$34.06	\$34.06	\$42.58
4 th year (4 year apprenticeship only)	\$28.74	\$38.32	\$38.32	\$47.90

B.5 Adult apprentice rates

B.5.1 The **adult apprentice hourly rate** is calculated in accordance with clause 18.4—Adult apprentices.

**B.5.2 Adult apprentice who began apprenticeship on 1 January 2014 or later—
ordinary and penalty rates**

	Ordinary hours	Evening work	Saturday	Sunday ¹	Public holiday
	% of adult apprentice hourly rate				
	100%	125%	125%	195%	225%
1 st year	\$17.03	\$21.29	\$21.29	\$33.21	\$38.32
2 nd year	\$20.08	\$25.10	\$25.10	\$39.16	\$45.18

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	Ordinary hours	Evening work	Saturday	Sunday ¹	Public holiday
	% of adult apprentice hourly rate				
	100%	125%	125%	195%	225%
3 rd year	\$20.08	\$25.10	\$25.10	\$39.16	\$45.18
4 th year (4 year apprenticeship only)	\$20.08	\$25.10	\$25.10	\$39.16	\$45.18

¹ Sunday rate from 1 July 2017 – 30 June 2018

**B.5.3 Adult apprentice who began apprenticeship on 1 January 2014 or later—
shiftwork and penalty rates**

	Other than baking production employees (OBPE)	Baking production employees (BPE)			All shiftworkers	
		Monday to Friday			Saturday	Sunday
	Starting at or after 6.00 pm and before 5.00 am	Starting at or after 2.00 am and before 6.00 am	Starting before 2.00 am	OBPE ¹ BPE ²	All hours within shift	
	% of adult apprentice hourly rate					
	130%	112.5%	130%	150%	200%	225%
1 st year	\$22.14	\$19.16	\$22.14	\$25.55	\$34.06	\$38.32
2 nd year	\$26.10	\$22.59	\$26.10	\$30.12	\$40.16	\$45.18
3 rd year	\$26.10	\$22.59	\$26.10	\$30.12	\$40.16	\$45.18
4 th year (4 year apprenticeship only)	\$26.10	\$22.59	\$26.10	\$30.12	\$40.16	\$45.18

¹Other than baking production employees : Starting at or after 6.00 pm and before 5.00 am on the following day;

²Baking production employees:

- working a shift starting at or after 2.00 am and before 6.00 am; or
- start shift prior to 2.00 am

**B.5.4 Adult apprentice who began apprenticeship on 1 January 2014 or later—
overtime rates**

	Monday to Saturday – first 3 hours	Monday to Saturday – after 3 hours	Sunday – all day	Public holiday
	% of adult apprentice hourly rate			
	150%	200%	200%	250%
1 st year	\$25.55	\$34.06	\$34.06	\$42.58
2 nd year	\$30.12	\$40.16	\$40.16	\$50.20
3 rd year	\$30.12	\$40.16	\$40.16	\$50.20
4 th year (4 year apprenticeship only)	\$30.12	\$40.16	\$40.16	\$50.20

Schedule C—Summary of Monetary Allowances

See clause 23—Allowances for full details of allowances payable under this award.

C.1 Wage-related allowances:

The following wage-related allowances are based on the standard weekly rate defined in clause 2—Definitions as the minimum weekly rate for a Retail Employee Level 4 in **Table 3—Minimum rates = \$809.10**.

Allowance	Clause	% of standard weekly rate \$809.10	\$ per week (unless otherwise stated)
First aid allowance	23.10	1.3%	\$10.52
Liquor licence allowance	23.12	3.1%	\$25.08

C.1.1 Hourly wage-related allowances

The hourly wage-related allowances in this award are based on the standard hourly rate as defined in clause 2 as the minimum hourly rate for a Retail Employee Level 4 in clause 18.1 (Minimum rates), divided by 38 = **\$21.29**

Allowance	Clause	% of standard weekly rate \$21.29	\$ per hour
Cold work disability allowance:			
Cold chambers; stocking and refilling refrigerated storages	23.9(b)	1.3%	\$0.28
Cold chambers; below 0°C—additional to clause 23.9(b)	23.9(c)	2.0%	\$0.43
Broken Hill	23.13	4.28%	\$0.91

C.2 Expense-related allowances

The expense-related allowances in this award will be adjusted by reference to the Consumer Price Index (CPI) as per the following:

Allowance	Clause	Applicable CPI figure	\$
Meal allowance:	23.2(b)(i)	Take away and fast foods sub-group	
More than one hour's overtime without 24 hours'			\$17.92 per occasion

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Allowance	Clause	Applicable CPI figure	\$
notice			
Further 4 hours' overtime	23.2(c)		\$16.23 per occasion
Special clothing allowance—laundrying:		Clothing and footwear group	
Full-time employee	23.3(c)(i)		\$6.25 per week
Part-time or casual employee	23.3(c)(ii)		\$1.25 per shift
Motor Vehicle Allowance	23.7	Private motoring sub-group	\$0.78 per km

Schedule D—School-based Apprentices

- D.1** In this Schedule:
- D.1.1** **off-the-job training** is structured training delivered by a Registered Training Organisation separate from normal work duties or general supervised practice undertaken on the job; and
- D.1.2** **school-based apprentice** is a person who is undertaking an apprenticeship in accordance with this schedule while also undertaking a course of secondary education.
- D.2** A school-based apprenticeship may be undertaken in the trades covered by this award under a training agreement for an apprentice declared or recognised by the relevant State or Territory authority.
- D.3** The relevant minimum hourly rates for full-time junior and adult apprentices provided for in this award apply to school-based apprentices for total hours worked, including time taken to be spent in off-the-job training.
- D.4** Where an apprentice is a full-time school student, the time spent in off-the-job training, for which the apprentice must be paid, is **25%** of the actual hours worked each week on-the-job. The wages paid for time spent in training may be averaged over the semester or year.
- D.5** A school-based apprentice must be allowed, over the duration of the apprenticeship, the same amount of time to attend off-the-job training as an equivalent full-time apprentice.
- D.6** The duration of the apprenticeship must be as specified in the training agreement for each apprentice but must not exceed 6 years.
- D.7** School-based apprentices progress through the relevant wage scale at the rate of 12 months' progression for each 2 years of employment as an apprentice or at the rate of competency based progression if provided for in this award.
- D.8** The apprentice wage scales are based on a standard full-time apprenticeship of 4 years (unless the apprenticeship is of 3 years' duration) or stages of competency based progression (if provided for in this award).
- NOTE: The rate of progression reflects the average rate of skill acquisition expected from the typical combination of work and training for a school-based apprentice undertaking the applicable apprenticeship.
- D.9** If an apprentice converts from school-based to full-time, the successful completion of competencies (if provided for in this award) and all time spent as a full-time apprentice will count for the purposes of progression through the relevant wage scale in addition to the progression achieved as a school-based apprentice.
- D.10** School-based apprentices are entitled to all of the other conditions in this award on a proportionate basis.

Schedule E—Supported Wage System

This Schedule has not been drafted in plain language, pending the outcome of [AM2013/30](#).

Schedule F—Agreement to Take Annual Leave in Advance

Name of employee: _____

Name of employer: _____

The employer and employee agree that the employee will take a period of paid annual leave before the employee has accrued an entitlement to the leave:

The amount of leave to be taken in advance is: ____ hours/days

The leave in advance will commence on: ____/____/20____

Signature of employee: _____

Date signed: ____/____/20____

Name of employer representative: _____

Signature of employer representative: _____

Date signed: ____/____/20____

[If the employee is under 18 years of age - include:]

I agree that:

if, on termination of the employee's employment, the employee has not accrued an entitlement to all of a period of paid annual leave already taken under this agreement, then the employer may deduct from any money due to the employee on termination an amount equal to the amount that was paid to the employee in respect of any part of the period of annual leave taken in advance to which an entitlement has not been accrued.

Name of parent/guardian: _____

Signature of parent/guardian: _____

Date signed: ____/____/20____

Schedule G—Agreement to Cash Out Annual Leave

Name of employee: _____

Name of employer: _____

The employer and employee agree to the employee cashing out a particular amount of the employee's accrued paid annual leave:

The amount of leave to be cashed out is: ____ hours/days

The payment to be made to the employee for the leave is: \$_____ subject to deduction of income tax/after deduction of income tax (strike out where not applicable)

The payment will be made to the employee on: ____/____/20____

Signature of employee: _____

Date signed: ____/____/20____

Name of employer representative: _____

Signature of employer representative: _____

Date signed: ____/____/20____

Include if the employee is under 18 years of age:

Name of parent/guardian: _____

Signature of parent/guardian: _____

Date signed: ____/____/20____

Schedule H—2017 Part-day Public Holidays

The part-day public holidays schedule may be affected by [AM2014/301](#). This Schedule has not been drafted in plain language.

This schedule operates where this award otherwise contains provisions dealing with public holidays that supplement the [NES](#).

- H.1** Where a part-day public holiday is declared or prescribed between 7.00 pm and midnight on Christmas Eve (24 December 2017) or New Year's Eve (31 December 2017) the following will apply on Christmas Eve and New Year's Eve and will override any provision in this award relating to public holidays to the extent of the inconsistency:
- (a) All employees will have the right to refuse to work on the part-day public holiday if the request to work is not reasonable or the refusal is reasonable as provided for in the [NES](#).
 - (b) Where a part-time or full-time employee is usually rostered to work ordinary hours between 7.00 pm and midnight but as a result of exercising their right under the [NES](#) does not work, they will be paid their ordinary rate of pay for such hours not worked.
 - (c) Where a part-time or full-time employee is usually rostered to work ordinary hours between 7.00 pm and midnight but as a result of being on annual leave does not work, they will be taken not to be on annual leave between those hours of 7.00 pm and midnight that they would have usually been rostered to work and will be paid their ordinary rate of pay for such hours.
 - (d) Where a part-time or full-time employee is usually rostered to work ordinary hours between 7.00 pm and midnight, but as a result of having a rostered day off (RDO) provided under this award, does not work, the employee will be taken to be on a public holiday for such hours and paid their ordinary rate of pay for those hours.
 - (e) Excluding annualised salaried employees to whom clause H.1(f) applies, where an employee works any hours between 7.00 pm and midnight they will be entitled to the appropriate public holiday penalty rate (if any) in this award for those hours worked.
 - (f) Where an employee is paid an annualised salary under the provisions of this award and is entitled under this award to time off in lieu or additional annual leave for work on a public holiday, they will be entitled to time off in lieu or pro-rata annual leave equivalent to the time worked between 7.00 pm and midnight.
 - (g) An employee not rostered to work between 7.00 pm and midnight, other than an employee who has exercised their right in accordance with clause H.1(a), will not be entitled to another day off, another day's pay or another day of annual leave as a result of the part-day public holiday.

This schedule is not intended to detract from or supplement the [NES](#).

This schedule is an interim provision and subject to further review.