



Please note – This is a previous WA award summary and does not contain the current rates of pay

WA Award Summary

Contract Cleaners Award

1 July 2018

About this Award Summary

This WA Award Summary is a summary of the state Contract Cleaners Award and does not include all obligations required by the award. It is important that you also refer to the full Contract Cleaners Award that is available on the WA Industrial Relations Commission website www.wairc.wa.gov.au

Provisions of other employment legislation also apply to employees and have been included in this WA Award Summary where appropriate. You may need to refer to the *Minimum Conditions of Employment Act 1993*, the *Long Service Leave Act 1958*, and the *Industrial Relations Act 1979* for full details.

This document is formatted for viewing on the Wageline website and contains web links to other relevant information. If you are using a printed copy in which links are not visible, all additional information can be found at www.dmirs.wa.gov.au/wageline or by contacting Wageline on 1300 655 266.

How can we help?

- Pay rates
- Leave entitlements
- Long service leave
- Employment arrangements
- Record keeping obligations



Three Step Check: to make sure this WA Award Summary is relevant to you

<p>Step 1 Is the business in the state system?</p>	<p>This WA Award Summary applies to businesses in the state industrial relations system. It covers businesses which operate as:</p> <ul style="list-style-type: none"> ✓ sole traders (eg Jane Smith trading as Jane’s Cleaning) ✓ unincorporated partnerships (eg Jane and Bob Smith trading as Jane’s Cleaning) ✓ unincorporated trust arrangements (eg Jane and Bob Smith as trustees for Jane’s Cleaning Service) <p>This summary does not apply to businesses in the national industrial relations system which operate as:</p> <ul style="list-style-type: none"> ✗ Pty Ltd businesses (eg Smith Pty Ltd trading as Jane’s Cleaning) ✗ incorporated partnerships or incorporated trusts ✗ incorporated associations and other non-profit bodies (that are trading or financial corporations) <p>For more information visit the Guide to who is in the WA state system page. If the business or organisation is in the national system visit the Fair Work Ombudsman website www.fairwork.gov.au</p>
<p>Step 2 Is the business covered by the Contract Cleaners Award ?</p>	<p>The Contract Cleaners Award applies to businesses in the state industrial relations system which are:</p> <ul style="list-style-type: none"> ✓ contract cleaning businesses ✓ shopping trolley collection businesses
<p>Step 3 Is the employee doing a job covered by the Contract Cleaners Award?</p>	<p>The Contract Cleaners Award sets pay rates, working hours and other employment arrangements for full time, part time and casual employees employed in the contracting cleaning industry working as:</p> <ul style="list-style-type: none"> ✓ cleaners ✓ shopping trolley collectors ✓ window cleaners ✓ garden maintenance staff in and around a shop or shopping centre



Employers covered by this WA Award are legally required to keep employment records. Employers can be fined up to \$5,000 for not keeping employment records, for keeping inadequate or fraudulent records, or for not providing records to Industrial Inspectors when required to do so. Page 6 details record keeping requirements.

The Contract Cleaners Award is a legal document that outlines the minimum wages and conditions of employment that must be provided to employees who are covered by the award. Employers and employees cannot agree to lesser conditions.

Industrial Inspectors at the Department of Mines, Industry Regulation and Safety have statutory powers to investigate employee complaints about underpayment of wages or leave entitlements under this WA Award and state employment laws. The Department can prosecute employers in the Industrial Magistrates Court for not paying the rates of pay, including overtime, penalty rates and allowances required by this WA Award.



Rates of pay

All rates of pay are gross rates (before tax). Current rates applied from the first pay period on or after **1 July 2018**.

Wages – applicable from the first pay period on or after 1 July 2018 until end of last pay period commenced in June 2019 (new rates applied first pay period on or after 1 July 2019)

Classification	Age	Weekly	Hourly	Casual (includes 20% loading)
Cleaner / shopping trolley collector / garden maintenance staff	Adult	\$768.30	\$20.22	\$24.26
	20 years of age	\$691.50	\$18.20	\$21.84
	19 years of age	\$614.60	\$16.17	\$19.41
	Under 19 years	\$537.80	\$14.15	\$16.98
Window cleaner	Adult	\$775.40	\$20.41	\$24.49
	20 years of age	\$697.90	\$18.36	\$22.04
	19 years of age	\$620.30	\$16.32	\$19.59
	Under 19 years	\$542.80	\$14.28	\$17.14

- See page 7 for employment of children laws in Western Australia.



To receive email updates when WA award pay rates change, subscribe to the [Wageline Newsletter](#).



Hours, overtime and penalty rates – full time employees

- The ordinary hours of work for a full time employee are:
 - an average of 38 per week with the actual hours worked being 40 per week. Two hours of each week's work accrues as an entitlement to 12 accrued days off per year.
 - eight hours per day on any five days of the week.
 - worked between of 6:00am and 6:00pm (except if the employee is working shift work).
 - a minimum engagement of two hours per work period.

A full time employee may be employed on shift work. Where the ordinary hours of duty extend, conclude or start between 6.00pm and 6.00am a loading of 15% cent for each shift must be paid.

Overtime and penalty rates

When penalty rates apply for a full time employee	Penalty rate
If an employee works ordinary hours on Saturdays	Time and a half
If an employee works ordinary hours on Sundays	Double time
If an employee works after 6:00pm and before 6:00am	15% loading
Ordinary hours worked on a public holiday or substituted holiday	Double time and a half
When overtime applies for a full time employee	Overtime rates
If an employee works more than 8 hours per day Monday to Saturday	Time and a half for the first two hours and double time after that
Overtime worked on Sundays	Double time
Overtime worked on a public holiday or substituted holiday	Double time and a half



Hours, overtime and penalty rates – part time employees

Part time employees

- are engaged in ongoing employment and regularly work less than 38 hours per week.
- have a minimum engagement of two hours per work period.

Overtime and penalty rates

When penalty rates apply for a part time employee	Penalty rates
If an employee works ordinary hours on Saturdays	Time and a half
If an employee works ordinary hours on Sundays	Double time
If an employee works after 6:00pm and before 6:00am	15% loading
Ordinary hours worked on a public holiday or substituted holiday	Double time and a half
When overtime applies for a part time employee	Overtime rates
Hours worked in excess of 8 hours per day Monday to Saturday	Time and a half for the first two hours and double time after that
All overtime worked on Sundays	Double time
Overtime worked on a public holiday or substituted holiday	Double time and a half



Hours, overtime and penalty rates – casual employees

- Casual employees have a minimum engagement of two hours per work period.

Overtime and penalty rates

When penalty rates apply for a casual employee	Penalty rates
If an employee works ordinary hours on Saturdays	Time and a half
If an employee works ordinary hours on Sundays	Double time
If an employee works after 6:00pm and before 6:00am	15% loading
Hours worked on a public holiday or substituted holiday	Double time and a half
When overtime applies for a casual employee	Overtime rates
Hours worked in excess of 8 hours Monday to Saturday	Time and a half for the first two hours and double time after that
All overtime worked on Sundays	Double time
Overtime worked on a public holiday or substituted holiday	Double time and a half



Meal breaks

- An employee must not work more than five consecutive hours without a meal break, which must not exceed one hour.



Allowances

Allowance	When allowance is paid	Rate
Toilet Cleaning	When an employee is required to clean <ul style="list-style-type: none"> Up to seven toilets per day Eight or more toilets per day [One metre of urinal count as one toilet and three urinal stalls count as one toilet]	\$0.34 per day \$1.72 per day In lieu of the allowances above cleaners who clean toilets for a minimum of two hours per day must receive \$5.70 per day
Leading hand allowance	If a full time employee is placed in charge of: <ul style="list-style-type: none"> up to 10 cleaners more than 10 cleaners 	\$0.90 per hour \$1.70 per hour
Meal allowance	If an employee is required to work two or more hours of overtime, without being notified the previous day or earlier, and is not supplied with a meal. If an employee works such overtime that a second meal is required, and a meal is not supplied.	Meal allowance of \$10.70 Second or subsequent meal \$7.25 .
Location Allowance	Where working in certain regional towns in Western Australia (paid on a proportionate basis to casual and part time employees, juniors and apprentices).	Visit the Location Allowance page for the amount payable for each town or Clause 24 of the Contract Cleaners Award
Height money	If it is necessary to go wholly outside a building to clean windows, and if such cleaning is 15.5 metres or more from the nearest horizontal plane. If an employee is required to clean windows from a swinging scaffold or similar device.	\$2.51 per day for window cleaning outside a building. 43 cents per hour for window cleaning from a scaffold.
Broken shift allowance	If required to carry out the ordinary hours of duty at the same location each day in more than one shift and where the break is not less than four hours.	\$2.85 per day

Motor vehicle allowance and travelling time

If an employee

- is required by their employer to work at any place other than their usual place of employment, they must be paid for any excess travel time and reasonable travelling expenses.
- is required and authorised by their employer to use their own car in the course of their duties, they must be paid at least the following motor vehicle allowance.

Area Details	Engine Displacement (in cubic centimetres)		
	Over 2600cc	1600cc - 2600cc	Under 1600cc
Metropolitan Area	88.4 c/km	76.9 c/km	68.0 c/km
South West Land Division	90.9 c/km	78.9 c/km	70.1 c/km
North of 23.5° South Latitude	99.7 c/km	86.9 c/km	77.4 c/km
Rest of the State	93.8 c/km	81.5 c/km	72.3 c/km
Motor Cycle (in all areas): 30.5 c/km			



Employment records

- Employers are legally required to keep employment records which demonstrate that employees have been paid all entitlements under the Contract Cleaners Award and relevant legislation.
- Employers must keep all employment records for at least seven years after they are made for both current and past employees. Records relating to long service leave must be kept for seven years from the date employment ends.
- Employers can be fined up to \$5,000 by the Industrial Magistrates Court for not keeping employment records or for keeping inadequate or fraudulent records. A common requirement that employers fail to observe is a lack of detail in keeping employment records.
- Employers must keep records that detail:
 - Employee's name
 - Date of birth if under 21 years of age
 - Date employee commenced with the employer
 - Total number of hours worked each week
 - The gross and net amounts paid to the employee
 - All information required to calculate long service leave entitlements and payment
 - All pay deductions and reasons for them
 - Name of WA award that applies
 - Daily start and finish time and meal breaks taken
 - Employment status (full time, part time, casual)
 - Employee's classification under the award
 - All leave taken, whether paid, partly paid or unpaid
 - Any other information necessary to prove that the wages received by an employee comply with the requirements of the Contract Cleaners Award, such as overtime hours worked and allowances paid. Contact [Wageline](#) or view the full Contract Cleaners Award on the WA Industrial Relations Commission website www.wairc.wa.gov.au for details.
- Employment records can be written or electronic as long as they are in a form that can be printed. Time and wage books can be used to keep employment records, however, it is the employer's responsibility to ensure the time and wage book includes all of the required information.
- The records must be in English.
- Wageline's [record keeping templates](#) help small business employers meet their legal obligations for time and wages record keeping and keep accurate employee leave records.



Payslips

- All employees must receive a payslip for each pay period which includes the employee's name, hourly rate, overtime, penalties, allowances, gross wage, any deductions and the employee's net wage.
- Visit the [Record keeping requirements page](#) for Wageline's payslip and record keeping templates.



Deductions from pay

An employer may deduct from an employee's pay an amount:

- the employer is authorised, in writing, by the employee to deduct and pay on behalf of the employee
- the employer is authorised to deduct and pay on behalf of the employee under the relevant WA award
- the employer is authorised or required to deduct by law or a court order.



Public holidays

- Full time employees are entitled to public holidays (or days substituted for public holidays) without deduction of pay. Part time employees are entitled to public holidays (or days substituted for public holidays) without deduction of pay if they would ordinarily be required to work on that day if it was not a public holiday.
- Under this award if a public holiday falls on a Saturday or Sunday, the following Monday will be considered to be the public holiday. However, if Boxing Day falls on a Sunday or Monday, the following Tuesday will be considered to be the public holiday. When a public holiday is substituted with another day, the public holiday itself is no longer considered a public holiday for the purposes of the WA award.
- Hours worked on a public holiday or substituted holiday must be paid at the rate of double time and a half.
- Visit the [Public Holidays in Western Australia](#) page to view the public holiday dates.



Employment of children

- Under the *Children and Community Services Act 2004*, it is illegal to employ children under the age of 15 in this industry except if the child is collecting shopping trolleys from a retail outlet or adjacent area or if the child is working as part of a school program or in a family business.
- School aged children must not be employed in school hours, unless participating in a school program.
- Visit the [When children can work in Western Australia](#) page for more information.



Leave entitlements

Quick reference guide

Leave entitlement	Full time	Part time	Casual
Annual leave	✓	✓	<i>Unpaid only</i>
Sick and carer's leave	✓	✓	✗
Unpaid carer's leave	✓	✓	✓
Bereavement leave	✓	✓	✓
Unpaid parental leave	✓	✓	✓
Long service leave	✓	✓	✓

This WA Award summary covers the basic leave entitlements for employees covered by the Contract Cleaners Award but does **not** include all details on leave obligations and entitlements. Full details of conditions are contained in the Contract Cleaners Award on the WA Industrial Relations Commission website www.wairc.wa.gov.au, the *Minimum Conditions of Employment Act 1993* and the *Long Service Leave Act 1958*.



Parental leave

- Employees, including eligible casual employees, are entitled to the unpaid parental leave entitlements in the National Employment Standards of the *Fair Work Act 2009*, as well as a number of more beneficial conditions contained in the *Minimum Conditions of Employment Act 1993* (a return to work after parental leave on a modified basis and a reversion to pre-parental leave working conditions). Visit the [Parental leave](#) page for more details.



Annual leave

- Full time employees are entitled to a minimum of four weeks of paid annual leave for each year of completed service, up to 152 hours. Part time employees are entitled to a minimum of four weeks paid annual leave per year paid on a pro rata basis according to the number of hours they are required to ordinarily work in a four week period.
- Full time employees are entitled to four weeks of annual leave for each year of completed service, paid up to a maximum of 152 hours. Part time employees are entitled to annual leave of four weeks per year paid on a pro rata basis according to the number of hours they work.
- Annual leave is a minimum entitlement in the *Minimum Conditions of Employment Act* and the Contract Cleaners Award sets out additional requirements regarding annual leave and annual leave loading, and provides for unpaid annual leave for casuals.
- Casual employees are entitled to 4 weeks unpaid annual leave after 12 months continuous service.
- During a period of paid annual leave an employee must be paid annual leave loading of 17.5%. If an employee would have received any additional rates for work performed in ordinary hours, had they not been on leave and such rates are a greater amount than the loading of 17.5%, then the additional rates must be paid in lieu of the 17.5% loading.
- On termination, annual leave loading of 17.5% is paid out on fully accrued annual leave entitlements for completed years of employment. Annual leave loading is not paid on proportionate leave (leave accrued in an incomplete year of employment) on termination.
- Annual leave accrues on a weekly basis:
 - A full time employee accrues 2.923 hours of annual leave for each completed week of work.
 - A part time employee accrues the relevant proportion of 2.923 hours annual leave for each completed week of work.
 - Visit Wageline's [Annual Leave Calculation Guide](#) to work out annual leave entitlements.
 - Wageline's [record keeping templates](#) include an annual leave record template.



Sick and carer's leave

- Sick and carer's leave entitles a full time or part time employee to paid time off work due to either illness or injury to themselves (sick leave), or because they have to care for an ill or injured family or household member (carer's leave).
- Full time and part time employees are entitled to paid sick and carer's leave equal to the number of hours they would ordinarily work in a two week period, up to 76 hours per year. Sick and carer's leave is a cumulative entitlement, and any leave not taken in one year can be carried over to the next year.
- Sick and carer's leave accrues on a weekly basis for full and part time employees.
- In the first year of employment, a full time or part time employee can use any paid sick and carer's leave that they have accrued to date for caring purposes.
- In the second and subsequent years of employment, a full time employee can only use a maximum of 76 hours of their accrued sick leave entitlement for caring purposes, or a part time employee the relevant proportion of 76 hours based on their ordinary hours of work.
- An employee is entitled to up to two days of unpaid carer's leave per occasion if an employee does not have sufficient paid leave accrued or has exceed the maximum amount of carer's leave that can be taken in any 12 month period.
- Casual employees are not entitled to paid sick leave or paid carer's leave. Casual employees can access up to two day's unpaid carer's leave per occasion.
- Sick and carer's leave is a minimum entitlement from the *Minimum Conditions of Employment Act 1993*.
- Wageline's [Sick Leave Calculation Guide](#) can assist with calculating sick and carer's leave entitlements.
- Wageline's [record keeping templates](#) include a sick and carer's leave record template.



Bereavement leave

- All employees, including casual employees, are entitled to two days paid bereavement leave on the death of a spouse, de facto partner, parent, step-parent, grandparent, child, step-child, grandchild, sibling or any other member of the employee’s household. The two days need not be consecutive. Bereavement leave is a minimum entitlement from the *Minimum Conditions of Employment Act 1993*.



Long service leave

- Full time, part time and casual employees are entitled to long service leave (LSL).
- Long service leave is an entitlement from the *Long Service Leave Act 1958*.
- The length of continuous employment for an employee’s long service leave entitlement is based on the total time with the business, rather than any one employer. An employer who buys a business or part of a business will take on the long service leave obligations for existing employees if there has been a transmission of business. This applies regardless of anything written in the sale contract.

Amount of continuous employment with same business	Amount of leave
After 10 years of continuous employment	8 ^{2/3} weeks
For every 5 years of continuous employment after this initial 10 years	4 ^{1/3} weeks
When an employee is terminated (except for serious misconduct) or resigns after they have completed between 7 and 10 years continuous employment	The employee is entitled to be paid out for LSL on a proportionate basis. LSL payment is worked out on a pro-rata basis for the entire period of employment, including years, months and days
When an employee is terminated or resigns after they have worked continuously for 10 or more years	The employee is entitled to be paid out for LSL. LSL payment is worked out on completed years of service only

- An employee who has completed a full qualifying period of service (e.g. 10 years) is entitled to be paid out their full long service leave entitlement (e.g. 8^{2/3} weeks) on termination, regardless of the circumstances of the termination.
- Where an employee has a period of service that is less than the full qualifying period and they were terminated by their employer for serious misconduct, they are not entitled to **pro rata** LSL.
- Visit the [Long Service Leave](#) page for more details and a calculation guide.
- Wageline’s [record keeping templates](#) include a long service leave record template.



Resignation, termination and redundancy

Resignation by the employee

- Full time and part time employees are required to provide one week’s notice.
- A casual employee is required to provide one hour’s notice to the employer.

Redundancy

- An employee is redundant when their employer has made a definite decision that they no longer wish the job the employee has been doing to be done by anyone.
- An employer has a number of obligations in redundancy situations and may be required to pay severance pay. Visit the [Redundancy](#) page more information on redundancy obligations.

Termination

- An employer is required to give a casual employee one hour's notice of termination.
- Except in cases of serious misconduct, an employer is required to give full time and part time employees the following period of notice of termination (or payment in lieu):

Period of continuous service	Notice period
Not more than 1 year	1 week
More than 1 year but not more than 3 years*	2 weeks
More than 3 years but not more than 5 years*	3 weeks
More than 5 years*	4 weeks

- *Employees over 45 years of age with two or more years of continuous service must receive an additional week's notice.
- These obligations come from the *Fair Work Act 2009* which applies rather than the notice provisions in the Contract Cleaners Award.

Dismissal requirements

- Under State laws, employees cannot be dismissed if to do so would be harsh, unfair or oppressive. There must be a valid and fair reason for dismissal, such as:
 - consistent unsatisfactory work performance (which has been raised with the employee and the employee given further training and an opportunity to improve their work performance)
 - inappropriate behaviour or actions or
 - serious misconduct.
- The [Dismissal information](#) page outlines obligations and requirements when an employee is terminated.

Disclaimer

The Department of Mines, Industry Regulation and Safety has prepared this WA award summary to provide information on pay rates and major award provisions. It is provided as a general guide only and is not designed to be comprehensive or to provide legal advice. The Department does not accept liability for any claim which may arise from any person acting on, or refraining from acting on, this information.