



WA award summary

Contract Cleaners Award

31 January 2025

About this award summary

This document is a summary of the state Contract Cleaners Award. WA awards are legal documents that outline the pay rates, allowances, working hours, and leave entitlements for employees in a particular industry or type of work.

Complying with the provisions of a WA award is compulsory and all employers who are covered by this WA award must provide employees with the pay rates and employment entitlements in the WA award, as outlined in this award summary and in the full award as a minimum. Potential penalties for employers who do not meet WA award requirements are detailed on page 2.

This WA award summary is a summary only and does not include all obligations required by the award. It is important to also refer to the full Contract Cleaners Award that is available on the Western Australian 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 should 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 using a printed copy in which links are not visible, all additional information can be found at www.demirs.wa.gov.au/wageline or by contacting Wageline on 1300 655 266.

This WA award summary includes information on new employment entitlements introduced by the *Industrial Relations Legislation Amendment Act 2024* effective from 31 January 2025.

Disclaimer

The Department of Energy, 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.

Three Step Check: to make sure this WA award summary is relevant to you

<p>Step 1</p> <p>Is the business in the state system?</p>	<p>This WA award summary applies to businesses in the state industrial relations system. The state system covers businesses (and their employees) that operate as:</p> <ul style="list-style-type: none"> ✓ sole traders ✓ unincorporated partnerships ✓ unincorporated trust arrangements ✓ incorporated associations and other non-profit bodies that are not trading or financial corporations <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 ✗ incorporated partnerships or incorporated trusts ✗ incorporated associations and other non-profit bodies that are trading or financial corporations <p>For more information visit Which system of employment law applies.</p> <p>If the business or organisation is in the national system visit the Fair Work Ombudsman website www.fairwork.gov.au</p>
<p>Step 2</p> <p>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</p> <p>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

Industrial inspectors at the Department of Energy, Mines, Industry Regulation and Safety have powers under the *Industrial Relations Act 1979* to investigate employee complaints about underpayments of pay rates and leave entitlements under this WA award and state employment laws. Industrial inspectors also undertake regular proactive compliance audits in particular industries to determine if employers are paying correct wages and keeping correct employment records.

The penalty for not complying with a provision of a WA award or not complying with a requirement relating to employment records is up to \$18,000 for individuals and \$93,000 for bodies corporate. Higher penalties apply for serious contraventions of up to \$180,000 for individuals and \$930,000 for bodies corporate. An industrial inspector is also able to give a person a civil infringement notice, similar to an 'on-the-spot fine', for not complying with employment record-related requirements. Record keeping requirements are outlined in the Employment records section.

Employees who believe that they have been underpaid wages or leave entitlements under state employment laws, can follow the [Steps to making an underpayment complaint](#).

Stay informed when WA award pay rates change, subscribe to [Wageline News](#) or follow [Wageline on social media](#).

Rates of pay

All rates of pay are gross rates (before tax). The tables below provide the rates that apply from **31 January 2025** (some casual rates increased on this date).

Some pay rates in this award are below the applicable state minimum wage. The rates in this summary reflect the legal minimum rate payable to employees.

Classification (See page 11)	Age	Weekly	Hourly	Casual hourly (includes casual loading)
Cleaner / shopping trolley collector / garden maintenance staff	Adult	\$946.40	\$24.91	\$30.22
	20 years of age	\$851.80	\$22.41	\$27.20
	19 years of age	\$757.10	\$19.92	\$24.17
	18 years of age	\$662.50	\$17.43	\$21.15
	17 years of age	\$662.50	\$17.43	\$20.92
	16 years of age	\$662.50	\$17.43	\$20.92
	15 years of age	\$662.50	\$17.43	\$20.92
Window cleaner	Adult	\$954.70	\$25.12	\$30.22
	20 years of age	\$859.20	\$22.61	\$27.20
	19 years of age	\$763.80	\$20.10	\$24.17
	18 years of age	\$668.30	\$17.59	\$21.15
	17 years of age	\$668.30	\$17.59	\$21.10
	16 years of age	\$668.30	\$17.59	\$21.10
	15 years of age	\$668.30	\$17.59	\$21.10

Registered Trainees

- Registered trainees are employees who are undertaking a traineeship registered with the Apprenticeship Office at the Department of Training and Workforce Development. Traineeships can be undertaken on a full time, part time or school-based basis.
- Adult or junior employees undertaking a registered traineeship are not covered by the Contract Cleaners Award as there is no job classification for registered trainees under this award, and therefore registered trainees in this industry are award free.
- View the pay rates in the [Award free employees minimum pay rates and entitlements summary](#) for award free full time, part time and school based registered trainees.
- An employer is required to pay a registered trainee for time spent at TAFE (or other off the job training) as normal working hours. An employer is not required to pay TAFE fees on behalf of the registered trainee.

Deductions from pay

- An employer may **only** make a deduction from an employee's pay if:
 - the employer is required by a court or a state or federal law to make the deduction (e.g. tax that must be withheld from the employee's pay);
 - the employee has authorised the deduction in writing (as part of a written employment contract or otherwise) and the deduction is paid on behalf of the employee; or
 - the employer is authorised by the WA award to make the deduction and the deduction is paid on behalf of the employee.
- Deductions or requirements to pay an amount of money to the employer or another person in relation to an employee under the age of 18 are not permitted unless the deduction or payment is agreed to in writing by the employee's parent or guardian.
- A term of a WA award or employment contract providing for a deduction from an employee's pay will be of no effect if it is for the benefit of the employer or a party related to the employer and is unreasonable in the circumstances.
- An employer cannot directly or indirectly compel an employee to accept goods, accommodation or other services instead of money as part of the employee's pay. Visit [Deductions and pay protections](#) for more information.

Allowances

Toilet cleaning allowance

- When an employee is required to clean up to 7 toilets per day they must be paid **\$0.34** per day.
- When an employee is required to clean 8 or more toilets per day they must be paid **\$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.
- Note: One metre of urinal count as one toilet and three urinal stalls count as one toilet.

Leading hand allowance

- If a full time employee is placed in charge of up to 10 cleaners they must be **\$0.90** per hour.
- If a full time employee is placed in charge of more than 10 cleaners they must be paid **\$1.70** per hour.

Meal allowance

- If an employee is required to work 2 or more hours of overtime, without being notified the previous day or earlier, and is not supplied with a meal they must be paid **\$10.70**.
- If an employee works such overtime that a second meal is required, and a meal is not supplied they must be paid **\$7.25** for a second or subsequent meal.

Height money allowance

- An employee required to go wholly outside a building to clean windows that is 15.5 metres or more from the nearest horizontal plane must be paid **\$2.51** per day.
- An employee required to clean windows from a swinging scaffold or similar device must be paid **\$0.43** per hour.

Broken shift allowance

An employee 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 4 hours must be paid **\$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; or
- 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			

Location Allowance for employees in regional areas

- Employees employed in certain regional towns must be paid the weekly location allowance relevant to that town. Rates listed below are for adult employees working full time. Casual employees, part time employees, apprentices and trainees must be paid proportionate location allowance based on the proportion which their weekly wage is to the adult rate under the WA award.
- If an employee has a dependant (a spouse or partner, or a child if they do not have a spouse or partner) who does not get a location allowance the employee must receive double the relevant location allowance.
- If an employee has a 'partial dependant' (a dependant who gets a district or location allowance which is less than the location allowance the employee gets) the employee must be paid their relevant location allowance rate plus the difference between the employee's location allowance and what the partial dependant is receiving in district or location allowance.
- If an employee receives free meals and accommodation, or is paid an allowance for meals and accommodation, the employee is only entitled to receive 66.67% of the amount for the relevant town.

Location allowance rates effective first pay period on or after 1 July 2024

Town	\$ per week	Town	\$ per week	Town	\$ per week
Agnew	\$25.30	Halls Creek	\$60.10	Norseman	\$22.70
Argyle	\$68.50	Kalbarri	\$9.20	Nullagine	\$66.60
Balladonia	\$26.60	Kalgoorlie	\$10.90	Onslow	\$44.60
Barrow Island	\$44.60	Kambalda	\$10.90	Pannawonica	\$33.20
Boulder	\$10.90	Karratha	\$43.10	Paraburdoo	\$33.10
Broome	\$41.00	Koolan Island	\$44.80	Port Hedland	\$35.60
Bullfinch	\$11.80	Koolyanobbing	\$11.80	Ravensthorpe	\$13.30
Carnarvon	\$21.00	Kununurra	\$68.50	Roebourne	\$49.70
Cockatoo Island	\$44.80	Laverton	\$26.10	Sandstone	\$25.30
Coolgardie	\$10.90	Learmonth	\$37.60	Shark Bay	\$21.00
Cue	\$26.20	Leinster	\$25.30	Southern Cross	\$11.80
Dampier	\$35.70	Leonora	\$26.10	Telfer	\$61.10
Denham	\$21.00	Madura	\$27.60	Teutonic Bore	\$25.30
Derby	\$42.50	Marble Bar	\$66.70	Tom Price	\$33.10
Esperance	\$7.20	Meekatharra	\$22.60	Whim Creek	\$42.60
Eucla	\$28.50	Mount Magnet	\$28.40	Wickham	\$41.10
Exmouth	\$37.60	Mundrabilla	\$28.10	Wiluna	\$25.60
Fitzroy Crossing	\$51.80	Newman	\$24.40	Wyndham	\$64.00

Meal breaks

An employee must not work more than 5 consecutive hours without a meal break, which must not exceed one hour.

Ordinary working hours

Full time employees

The ordinary hours of work for full time employees are:

- an average of 38 hours per week (with the actual hours worked being 40 per week, with 2 hours each week accruing towards an entitlement to 12 accrued days off per year);
- 8 hours per day on any 5 days of the week;
- worked between of 6.00am and 6.00pm (except if the employee is performing shift work);
- a minimum engagement of 2 hours per shift.

Full time employees may be employed on shift work. Where the ordinary hours of duty extend, conclude or commence between 6.00pm and 6.00am Monday to Friday a loading of **15% for each shift** must be paid.

Part time employees

Part time employees regularly work less than 38 ordinary hours per week and have a minimum engagement of 2 hours per shift.

Casual employees

Casual employees have a minimum engagement of 2 hours per shift.

Penalty rates

The following penalty rates apply for work performed during ordinary hours:

Time of hours worked	Penalty rates
Ordinary hours worked on a Saturday	Time and a half
Ordinary hours worked on a Sunday	Double time
Ordinary hours worked after 6.00pm or before 6.00am on a weekday (part time and casual employees only)	A 15% loading for hours worked after 6.00pm or before 6.00am
Where the ordinary hours of duty extend, conclude or commence between 6.00pm and 6.00am (full time employees only)	A 15% loading for the whole shift

Overtime

When overtime is worked	Overtime rates
Time worked in excess of 8 hours per day or outside the employee's ordinary rostered hours.*	Time and a half for the first 2 hours and double time after that.
Overtime worked on a Sunday	Double time
Overtime worked on a public holiday or substituted holiday	Double time and a half
An employee recalled to work after leaving work – minimum payment of 3 hours	Time and a half for the first 2 hours and double time after that.

* A part time employee may agree to extend their ordinary rostered hours up to 8 hours in any one day, in which case ordinary rates of pay apply to those hours.

Public holidays

Visit [Public Holidays in Western Australia](#) to view the public holiday dates.

Minimum entitlement to be absent on a public holiday

- All employees have a minimum entitlement to be absent from work on a day that is a public holiday.
- An employer is able to request an employee to work on a public holiday if the request is reasonable, but an employee is entitled to refuse a request to work on a public holiday if the request is not reasonable or refusal is reasonable.
- There are a range of specific factors that need to be taken into account when determining whether a request or a refusal of a request is reasonable. These are outlined on [Public holiday pay and arrangements](#).

Payment for public holidays

- If a full time or part time employee is absent from work on a public holiday (and their absence is consistent with the minimum entitlements described above) they are entitled to be paid:
 - as if they were required to work their ordinary hours on the public holiday; and
 - at the rate they would have received as payment for those hours under this WA award.
- If a casual employee does not work on a public holiday they are not entitled to payment.
- Employees who would not ordinarily work on the public holiday (such as part time employees who do not work on that day of the week) and employees on unpaid leave on the public holiday are not entitled to payment.
- If a full time, part time or casual employee works on a public holiday (or a substituted public holiday) they must be paid at the public holiday pay rates required by this award.

Substitution of public holidays

- Under this award, if a public holiday (except Easter Sunday) falls on a Saturday or Sunday, the following Monday is observed as the public holiday. The Easter Sunday public holiday is observed on the actual day and it is not substituted to another day. If Boxing Day falls on a Sunday or Monday, the following Tuesday is observed as the public holiday.
- When a public holiday is observed on a substitute day, the public holiday itself is no longer considered a public holiday for the purposes of the WA award.

Flexible working arrangement requests

- Written requests for a flexible work arrangement can be made by employees with at least 12 months' service. Requests can only be made in relation to specific circumstances, which include pregnancy, caring responsibilities, disability, and family and domestic violence. The employer must consider the request and provide a written response within 21 days.
- An employer can refuse the request for specified reasons, including reasonable business grounds.
- Any flexible work arrangement agreed between the employer and employee must be consistent with the working hours and employment arrangements in this WA award.
- Visit [Flexible work requests](#) for more information.

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 (e.g. work experience placement) or in a family business.
- School aged children must not be employed in school hours, unless participating in a school program.
- Visit [When children can work in Western Australia](#) for more information.

Leave entitlements

Quick reference guide

Leave entitlement	Full time	Part time	Casual
Annual leave	✓	✓	<i>Unpaid only</i>
Paid personal leave	✓	✓	✗
Unpaid personal leave for caring purposes	✓	✓	✓
Bereavement leave	✓	✓	✓
Unpaid parental leave	✓	✓	✓
Long service leave	✓	✓	✓
Family and domestic violence 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*.

Annual leave

- Full time employees are entitled to a minimum of 4 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 4 week period.
- Full time employees are entitled to 4 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.
- 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.
 - Wageline's [Annual leave calculation guide](#) can assist with calculating annual leave entitlements.
- For annual leave entitlements when employment ends see the *Resignation, termination and redundancy* section.
- Visit [Annual leave](#) for more information.

Bereavement leave

- All employees, including casual employees, are entitled to 2 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 2 days need not be consecutive.
- Bereavement leave is a minimum entitlement from the *Minimum Conditions of Employment Act 1993*.

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*. Visit [Parental leave](#) for more details.

Personal leave

- Personal leave entitles a full time or part time employee to paid time off work due to either illness or injury to themselves, or because they have to care for a member of their family or household who requires care or support because they are sick, injured or affected by an unexpected emergency.
- Each year, full time and part time employees accrue paid personal leave equal to the number of hours they would ordinarily work in a 2 week period, up to 76 hours per year. Personal leave is a cumulative entitlement, and any leave not taken in one year is carried over and able to be taken in future years.
- Paid personal leave accrues on a weekly basis for full and part time employees. Wageline's [Personal leave calculation guide](#) can assist with calculating paid personal leave entitlements.
- An employee, including a casual employee, is entitled to up to 2 days of unpaid personal leave per occasion when a member of the employee's family or household requires care or support because of a personal illness or injury or unexpected emergency affecting the member. A full time or part time employee cannot take unpaid personal leave for caring purposes if they have paid personal leave available.
- Casual employees are not entitled to paid personal leave.
- Personal leave is a minimum entitlement from the *Minimum Conditions of Employment Act 1993*.
- Unused paid personal leave entitlements are not paid out when an employee resigns, is dismissed or made redundant.
- Visit [Personal leave](#) for definitions of 'member of the family or household' or for more information.

Family and domestic violence leave

- All employees are entitled to 10 days' **paid** family and domestic violence leave under the national *Fair Work Act 2009*.
- In addition, all state system employees are entitled to 5 days' **unpaid** family and domestic violence leave under the *Minimum Conditions of Employment Act 1993*.
- Family and domestic violence leave is available in full at the start of each 12 month period of an employee's employment and does not accumulate from year to year. The leave is available in full to part time and casual employees (i.e. it is not pro rata).
- Visit [Family and domestic violence leave](#) for more information.

Long service leave

- Long service leave is a paid leave entitlement for full time, part time and casual employees. Under the *Long Service Leave Act 1958* (LSL Act), an employee may be eligible for long service leave:
 - after 10 years of continuous employment with the same employer, and for every 5 years of continuous employment after the initial 10 years; and
 - on a pro rata basis when their employment ends after 7 years of continuous employment but before 10 years.
- The [Long service leave](#) pages of the Wageline website contain information on who is covered by the LSL Act, the entitlement to long service leave, how long service leave can be taken and frequently asked questions.
- To be entitled to long service leave an employee's employment with their employer must be continuous. There are some paid and unpaid absences or interruptions to an employee's employment that:
 - do not break an employee's continuous employment; and
 - count towards the employee's period of employment for the purposes of accruing long service leave.Some other types of absences do not break an employee's continuous employment, but do not count towards an employee's period of employment for the purposes of accruing long service leave. Visit [What is continuous employment](#) for details.
- An employee's employment may in some circumstances also be continuous despite a change in the ownership of a business and the associated change of employer. This applies regardless of anything written in a sale of business contract. Visit [When a business changes ownership](#) for details.
- The [WA long service leave calculator](#) can provide an estimate of an employee's long service leave entitlement when employment ends as a result of resignation, dismissal, death or redundancy.

Resignation, termination and redundancy

An employee is entitled to be paid out annual leave when employment ends.

Unused annual leave for any completed year of employment (including annual leave loading) gets paid out when employment ends due to resignation, dismissal or redundancy.

Pro rata annual leave for part of a year of employment is paid out when employment ends due to redundancy or dismissal (except for dismissal for serious misconduct) and is also paid out when the employee resigns and gives the notice required under the WA award. Annual leave loading is not paid on pro rata annual leave.

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.

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 2 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.

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.

When an employee has been made redundant they are entitled to receive:

- the appropriate notice period or pay in lieu of notice, as outlined under the *Termination* section above;
- paid leave for job interviews;
- any unpaid wages;
- any unused accrued and pro rata annual leave;
- any unused accrued long service leave;
- pro rata long service leave (if applicable); and
- severance pay (if applicable).

Visit [Redundancy](#) for information on redundancy obligations.

Severance pay – Employers who employ 15 or more employees

Employers covered by this award who employ 15 or more employees must pay severance pay when an employee is made redundant, as outlined in the table below.

Period of continuous service*	Number of weeks severance pay
Less than 1 year	Nil
1 year and less than 2 years	4 weeks
2 years and less than 3 years	6 weeks
3 years and less than 4 years	7 weeks
4 years and less than 5 years	8 weeks
5 years and less than 6 years	10 weeks
6 years and less than 7 years	11 weeks
7 years and less than 8 years	13 weeks
8 years and less than 9 years	14 weeks
9 years and less than 10 years	16 weeks
10 years and over	12 weeks

*An employee's period of continuous service includes any service with that business under a previous employer where there has been a transfer of business.

Employers who employ less than 15 employees are not required to make severance payments to redundant employees.

These severance pay requirements do not apply to probationary employees, apprentices and trainees, casual and contract employees or employees terminated due to serious misconduct or for other reasons not related to redundancy.

Redundancy pay is calculated based on the applicable number of weeks' severance multiplied by ordinary time earnings. Ordinary time earnings excludes overtime, penalty rates, and allowances.

If the employee resigns during the notice period, they are entitled to the same severance pay they would receive if they had worked until the end of the notice period. However, in this circumstance the employee is not entitled to payment in lieu of notice.

Visit [Redundancy](#) for information on redundancy payments.

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.

[Dismissal and unfair dismissal](#) outlines obligations and requirements when an employee is terminated.

Pay slip and record keeping requirements

Employers must provide all employees with a pay slip, and must keep employment records as required by state employment law. There are penalties for not keeping records and not providing a pay slip.

Pay slips

Employers need to provide a pay slip to each employee within one working day of paying the employee for work performed. The employer can decide whether to give a hard copy or electronic form of the pay slip.

A pay slip needs to include the following information:

- the employer's name and Australian Business Number (if any);
- the employee's name;
- the period to which the pay slip relates;
- the date on which the payment referred to in the pay slip was made;
- the gross and net amounts of the payment, and any amount withheld as tax;
- any incentive based payment, or payment of a bonus, loading, penalty rates or another monetary allowance or separately identifiable entitlement;
- if an amount is deducted from the gross amount of the payment:
 - the name of the person in relation to whom or which the deduction was made;
 - if the deduction was paid into a fund or account - the name, or the name and number, of the fund or account; and
 - the purpose of the deduction;
- if the employee is paid at an hourly rate of pay:
 - the rate of pay for the employee's ordinary hours;
 - the number of hours worked during the period to which the pay slip relates; and
 - the amount of the payment made at that rate;
- if the employee is paid a weekly or an annual rate of pay - the rate as at the latest date to which the payment relates;
- if the employer is required to make superannuation contributions for the benefit of the employee:
 - the amount of each contribution that the employer made during the period to which the pay slip relates and the name, or the name and number, of any fund to which the contribution was made; or
 - the amounts of the contributions that the employer is liable to make in relation to the period to which the pay slip relates, and the name, or the name and number, of any fund to which the contributions will be made.

Visit [Pay slip requirements](#) for more information and a pay slip template to assist employers.

Employment records

Record keeping requirements

It is compulsory for all employers to keep employment records which include the following information:

- the employee's name and, if under 21 years of age, their date of birth;
- the employer's name and Australian Business Number (if any);
- the name of the WA award that applies (in this case the *Contract Cleaners Award*);
- date the employee commenced employment with the employer;
- for each day of work:
 - the time at which the employee started and finished work;
 - period/s for which the employee was paid; and
 - details of work breaks including meal breaks;
- for each pay period:
 - the employee's designation (such as full time, part time, casual) and employee classification;
 - the gross and net amounts paid to the employee;
 - any amount withheld as tax; and
 - all deductions from pay and the reasons for them;
- any incentive based payment, bonus, loading, penalty rates or other monetary allowance or entitlement;
- all leave taken, whether paid, partly paid or unpaid;
- the following matters relating to superannuation:
 - the date on which each superannuation contribution was made, the amount of the contributions, the period over which the contributions were made, the name of any fund to which a contribution was made;
 - how the employer worked out the amount of superannuation owed; and
 - any choice made by the employee as to which fund their contributions are to be made and the date on which the choice was made;
- the information necessary for the calculation of and payment of long service leave under the *Long Service Leave Act 1958*. Employers are also required to comply with the record keeping requirements in the *Long Service Leave Act 1958*. Visit [Long service leave](#) for details;
- any other information necessary to show that the pay and benefits received by the employee comply with the WA award and other legal obligations such as employee entitlements under the *Minimum Conditions of Employment Act 1993* or *Long Service Leave Act 1958*; and
- any other information required by the WA award to be recorded.

It is also compulsory to keep employment records that detail specific information regarding:

- termination related matters; and
- any supported wage system or a supported wage industrial instrument provision that applies to an employee with a disability.

If an employer makes a payment to an employee in cash, the employer must provide a record of the payment to the employee and ensure that a copy of the record of payment is kept as an employment record.

Wageline's [Record keeping obligations](#) provides more information and record keeping templates to assist employers.

Time periods for keeping records

It is compulsory that each entry in relation to annual leave and long service leave must be retained during the employee's period of employment and for not less than 7 years after the employment ends and each other employment record must be retained for not less than 7 years after it is made.

Classifications

- A "**Cleaner**" is an employee substantially performing cleaning work (other than window cleaning) or employed bringing into or maintaining premises (including glass partitions) in a clean condition and includes an employee not being an employee employed by a retailer or wholesaler who is employed to collect shopping trolleys and/or undertake garden maintenance in and around the premises of a shop or shopping centre.
- A "**Window Cleaner**" is an employee employed exclusively on window cleaning.