



WA award summary

Shop and Warehouse (Wholesale and Retail Establishments) Award

31 January 2025 – includes pay rates applicable from 1 July 2024

About this award summary

This document is a summary of the state Shop and Warehouse (Wholesale and Retail Establishments) Award. On 5 June 2024 the Shop and Warehouse (Wholesale and Retail Establishments) Award was updated. Information on the changes made to the award is available on the [Changes to the Shop and Warehouse Award](#) page.

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 Shop and Warehouse (Wholesale and Retail Establishments) 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* which commenced on 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 not-for-profit bodies that are not trading or financial corporations <p>This summary does not apply to businesses and organisations in the national industrial relations system which operate as:</p> <ul style="list-style-type: none"> ✗ Pty Ltd businesses that are trading or financial corporations ✗ 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 Shop and Warehouse Award?</p> | <p>The Shop and Warehouse (Wholesale and Retail Establishments) Award covers a broad range of retail and wholesale businesses in the state industrial relations system. This includes:</p> <ul style="list-style-type: none"> ✓ general retail establishments; ✓ community pharmacies; ✓ bakery shops where baked products are sold on the premises; and ✓ pet stores that sell pets and pet supplies. |
| <p>Step 3</p> <p>Is the employee's job covered by the Shop and Warehouse Award?</p> | <p>The Shop and Warehouse (Wholesale and Retail Establishments) Award sets pay rates, working hours and other employment arrangements for full time, part time and casual employees in the business covered by the award working as:</p> <ul style="list-style-type: none"> ✓ shop assistants and storepersons ✓ pharmacy assistants ✓ night fill workers |

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 of this summary.

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 the first full pay period on or after **1 July 2024**.
- **An employee employed prior to 5 June 2024 who continues to be employed with the same employer after that date must not be paid less than they would have been paid for the same work prior to 5 June 2024.**
- Refer to 'Span of Hours' (pg 9) for when ordinary hours can be worked for a particular shop.
- For allowances for employees in charge of a shop or other staff refer to *Employees in charge allowance* on pg 11.
- Classification definitions see pg 18.
- Pay rate guide for pharmacy assistants see Appendix A – Special and small retail shop (incl. pharmacies) pg 19-20.

Adults – Full time and part time rates of pay

Ordinary hours - Full time and part time adults other than shiftworkers

| Classification | Monday to Friday | | Saturday | Sunday |
|----------------|------------------|-----------|-----------|-----------|
| | Before 6pm | After 6pm | All hours | All hours |
| Level 1 | \$25.57 | \$31.96 | \$31.96 | \$51.14 |
| Level 2 | \$25.79 | \$32.24 | \$32.24 | \$51.58 |
| Level 3 | \$25.93 | \$32.41 | \$32.41 | \$51.86 |
| Level 4 | \$26.09 | \$32.61 | \$32.61 | \$52.18 |

Ordinary hours - Full time and part time adult shiftworkers

| Classification | Monday to Friday | | | Saturday | Sunday |
|----------------|------------------|-------------|-----------------------|------------------------|------------------------|
| | Afternoon shift | Night shift | Permanent night shift | All hours within shift | All hours within shift |
| Level 1 | \$29.41 | \$29.41 | \$31.96 | \$31.96 | \$51.14 |
| Level 2 | \$29.66 | \$29.66 | \$32.24 | \$32.24 | \$51.58 |
| Level 3 | \$29.82 | \$29.82 | \$32.41 | \$32.41 | \$51.86 |
| Level 4 | \$30.00 | \$30.00 | \$32.61 | \$32.61 | \$52.18 |

Overtime - All full time and part time adults

| Classification | Monday to Friday | | Saturday | | | Sunday | Public holiday |
|----------------|------------------|---------------|---------------------------|---------------------------|------------|---------|----------------|
| | First 2 hours | After 2 hours | Before 12pm First 2 hours | Before 12pm After 2 hours | After 12pm | All day | All day |
| Level 1 | \$38.36 | \$51.14 | \$38.36 | \$51.14 | \$51.14 | \$51.14 | \$63.93 |
| Level 2 | \$38.69 | \$51.58 | \$38.69 | \$51.58 | \$51.58 | \$51.58 | \$64.48 |
| Level 3 | \$38.90 | \$51.86 | \$38.90 | \$51.86 | \$51.86 | \$51.86 | \$64.83 |
| Level 4 | \$39.14 | \$52.18 | \$39.14 | \$52.18 | \$52.18 | \$52.18 | \$65.23 |

Adults – Casual rates of pay

Ordinary hours - Casual adults other than shiftworkers (includes casual loading)

| Classification | Monday to Friday | | Saturday | Sunday |
|----------------|------------------|-----------|-----------|-----------|
| | Before 6pm | After 6pm | All hours | All hours |
| Level 1 | \$31.96 | \$38.36 | \$38.36 | \$57.53 |
| Level 2 | \$32.24 | \$38.69 | \$38.69 | \$58.03 |
| Level 3 | \$32.41 | \$38.90 | \$38.90 | \$58.34 |
| Level 4 | \$32.61 | \$39.14 | \$39.14 | \$58.70 |

Ordinary hours Casual adult shiftworkers (includes casual loading)

| Classification | Monday to Friday | | | Saturday | Sunday |
|----------------|------------------|-------------|-----------------------|------------------------|------------------------|
| | Afternoon shift | Night shift | Permanent night shift | All hours within shift | All hours within shift |
| Level 1 | \$35.80 | \$35.80 | \$38.36 | \$38.36 | \$57.53 |
| Level 2 | \$36.11 | \$36.11 | \$38.69 | \$38.69 | \$58.03 |
| Level 3 | \$36.30 | \$36.30 | \$38.90 | \$38.90 | \$58.34 |
| Level 4 | \$36.53 | \$36.53 | \$39.14 | \$39.14 | \$58.70 |

Overtime – All casual adults

| Classification | Monday to Friday | | Saturday | | | Sunday | Public holiday |
|----------------|------------------|---------------|---------------------------|---------------------------|------------|---------|----------------|
| | First 2 hours | After 2 hours | Before 12pm First 2 hours | Before 12pm After 2 hours | After 12pm | All day | All day |
| Level 1 | \$38.36 | \$51.14 | \$38.36 | \$51.14 | \$51.14 | \$51.14 | \$63.93 |
| Level 2 | \$38.69 | \$51.58 | \$38.69 | \$51.58 | \$51.58 | \$51.58 | \$64.48 |
| Level 3 | \$38.90 | \$51.86 | \$38.90 | \$51.86 | \$51.86 | \$51.86 | \$64.83 |
| Level 4 | \$39.14 | \$52.18 | \$39.14 | \$52.18 | \$52.18 | \$52.18 | \$65.23 |

Note: the casual loading does not apply when overtime is being worked.

Juniors – Full time and part time rates of pay

Ordinary hours – Full time and part time juniors other than shiftworkers

| Classification | Monday to Friday | | Saturday | Sunday |
|--------------------|------------------|-----------|-----------|-----------|
| | Before 6pm | After 6pm | All hours | All hours |
| Level 1 | | | | |
| 15 years and under | \$10.23 | \$12.79 | \$12.79 | \$20.46 |
| 16 years | \$12.79 | \$15.98 | \$15.98 | \$25.57 |
| 17 years | \$15.34 | \$19.18 | \$19.18 | \$30.69 |
| 18 years | \$17.90 | \$22.37 | \$22.37 | \$35.80 |
| 19 years | \$20.46 | \$25.57 | \$25.57 | \$40.91 |
| 20 years | \$23.01 | \$28.77 | \$28.77 | \$46.03 |
| Level 2 | | | | |
| 15 years and under | \$10.32 | \$12.90 | \$12.90 | \$20.63 |
| 16 years | \$12.90 | \$16.12 | \$16.12 | \$25.79 |
| 17 years | \$15.48 | \$19.34 | \$19.34 | \$30.95 |
| 18 years | \$18.05 | \$22.57 | \$22.57 | \$36.11 |
| 19 years | \$20.63 | \$25.79 | \$25.79 | \$41.27 |
| 20 years | \$23.21 | \$29.02 | \$29.02 | \$46.43 |
| Level 3 | | | | |
| 15 years and under | \$10.37 | \$12.97 | \$12.97 | \$20.75 |
| 16 years | \$12.97 | \$16.21 | \$16.21 | \$25.93 |
| 17 years | \$15.56 | \$19.45 | \$19.45 | \$31.12 |
| 18 years | \$18.15 | \$22.69 | \$22.69 | \$36.31 |
| 19 years | \$20.75 | \$25.93 | \$25.93 | \$41.49 |
| 20 years | \$23.34 | \$29.18 | \$29.18 | \$46.68 |
| Level 4 | | | | |
| 15 years and under | \$10.44 | \$13.05 | \$13.05 | \$20.87 |
| 16 years | \$13.05 | \$16.31 | \$16.31 | \$26.09 |
| 17 years | \$15.66 | \$19.57 | \$19.57 | \$31.31 |
| 18 years | \$18.26 | \$22.83 | \$22.83 | \$36.53 |
| 19 years | \$20.87 | \$26.09 | \$26.09 | \$41.75 |
| 20 years | \$23.48 | \$29.35 | \$29.35 | \$46.97 |

Ordinary hours - Full time and part time junior shiftworkers

| Classification | Monday to Friday | | | Saturday | Sunday |
|--------------------|------------------|-------------|-----------------------|------------------------|------------------------|
| | Afternoon shift | Night shift | Permanent night shift | All hours within shift | All hours within shift |
| Level 1 | | | | | |
| 18 years and under | \$20.58 | \$20.58 | \$22.37 | \$22.37 | \$35.80 |
| 19 years | \$23.53 | \$23.53 | \$25.57 | \$25.57 | \$40.91 |
| 20 years | \$26.47 | \$26.47 | \$28.77 | \$28.77 | \$46.03 |
| Level 2 | | | | | |
| 18 years and under | \$20.76 | \$20.76 | \$22.57 | \$22.57 | \$36.11 |
| 19 years | \$23.73 | \$23.73 | \$25.79 | \$25.79 | \$41.27 |
| 20 years | \$26.69 | \$26.69 | \$29.02 | \$29.02 | \$46.43 |
| Level 3 | | | | | |
| 18 years and under | \$20.88 | \$20.88 | \$22.69 | \$22.69 | \$36.31 |
| 19 years | \$23.86 | \$23.86 | \$25.93 | \$25.93 | \$41.49 |
| 20 years | \$26.84 | \$26.84 | \$29.18 | \$29.18 | \$46.68 |
| Level 4 | | | | | |
| 18 years and under | \$21.00 | \$21.00 | \$22.83 | \$22.83 | \$36.53 |
| 19 years | \$24.00 | \$24.00 | \$26.09 | \$26.09 | \$41.75 |
| 20 years | \$27.01 | \$27.01 | \$29.35 | \$29.35 | \$46.97 |

Overtime - Full time and part time juniors other than shiftworkers

| Classification | Monday to Friday | | Saturday | | | Sunday | Public holiday |
|--------------------|------------------|---------------|---------------------------|---------------------------|------------|---------|----------------|
| | First 2 hours | After 2 hours | Before 12pm First 2 hours | Before 12pm After 2 hours | After 12pm | All day | All day |
| Level 1 | | | | | | | |
| 15 years and under | \$15.34 | \$20.46 | \$15.34 | \$20.46 | \$20.46 | \$20.46 | \$25.57 |
| 16 years | \$19.18 | \$25.57 | \$19.18 | \$25.57 | \$25.57 | \$25.57 | \$31.96 |
| 17 years | \$23.01 | \$30.69 | \$23.01 | \$30.69 | \$30.69 | \$30.69 | \$38.36 |
| 18 years | \$26.85 | \$35.80 | \$26.85 | \$35.80 | \$35.80 | \$35.80 | \$44.75 |
| 19 years | \$30.69 | \$40.91 | \$30.69 | \$40.91 | \$40.91 | \$40.91 | \$51.14 |
| 20 years | \$34.52 | \$46.03 | \$34.52 | \$46.03 | \$46.03 | \$46.03 | \$57.53 |
| Level 2 | | | | | | | |
| 15 years and under | \$15.48 | \$20.63 | \$15.48 | \$20.63 | \$20.63 | \$20.63 | \$25.79 |
| 16 years | \$19.34 | \$25.79 | \$19.34 | \$25.79 | \$25.79 | \$25.79 | \$32.24 |
| 17 years | \$23.21 | \$30.95 | \$23.21 | \$30.95 | \$30.95 | \$30.95 | \$38.69 |
| 18 years | \$27.08 | \$36.11 | \$27.08 | \$36.11 | \$36.11 | \$36.11 | \$45.14 |
| 19 years | \$30.95 | \$41.27 | \$30.95 | \$41.27 | \$41.27 | \$41.27 | \$51.58 |
| 20 years | \$34.82 | \$46.43 | \$34.82 | \$46.43 | \$46.43 | \$46.43 | \$58.03 |
| Level 3 | | | | | | | |
| 15 years and under | \$15.56 | \$20.75 | \$15.56 | \$20.75 | \$20.75 | \$20.75 | \$25.93 |
| 16 years | \$19.45 | \$25.93 | \$19.45 | \$25.93 | \$25.93 | \$25.93 | \$32.42 |
| 17 years | \$23.34 | \$31.12 | \$23.34 | \$31.12 | \$31.12 | \$31.12 | \$38.90 |
| 18 years | \$27.23 | \$36.31 | \$27.23 | \$36.31 | \$36.31 | \$36.31 | \$45.38 |
| 19 years | \$31.12 | \$41.49 | \$31.12 | \$41.49 | \$41.49 | \$41.49 | \$51.87 |
| 20 years | \$35.01 | \$46.68 | \$35.01 | \$46.68 | \$46.68 | \$46.68 | \$58.35 |
| Level 4 | | | | | | | |
| 15 years and under | \$15.66 | \$20.87 | \$15.66 | \$20.87 | \$20.87 | \$20.87 | \$26.09 |
| 16 years | \$19.57 | \$26.09 | \$19.57 | \$26.09 | \$26.09 | \$26.09 | \$32.62 |
| 17 years | \$23.48 | \$31.31 | \$23.48 | \$31.31 | \$31.31 | \$31.31 | \$39.14 |
| 18 years | \$27.40 | \$36.53 | \$27.40 | \$36.53 | \$36.53 | \$36.53 | \$45.66 |
| 19 years | \$31.31 | \$41.75 | \$31.31 | \$41.75 | \$41.75 | \$41.75 | \$52.18 |
| 20 years | \$35.22 | \$46.97 | \$35.22 | \$46.97 | \$46.97 | \$46.97 | \$58.71 |

Overtime – Full time and part time junior shiftworkers

| Classification | Monday to Friday | | Saturday | | | Sunday | Public holiday |
|--------------------|------------------|---------------|---------------------------|---------------------------|------------|---------|----------------|
| | First 2 hours | After 2 hours | Before 12pm First 2 hours | Before 12pm After 2 hours | After 12pm | All day | All day |
| Level 1 | | | | | | | |
| 18 years and under | \$26.85 | \$35.80 | \$26.85 | \$35.80 | \$35.80 | \$35.80 | \$44.75 |
| 19 years | \$30.69 | \$40.91 | \$30.69 | \$40.91 | \$40.91 | \$40.91 | \$51.14 |
| 20 years | \$34.52 | \$46.03 | \$34.52 | \$46.03 | \$46.03 | \$46.03 | \$57.53 |
| Level 2 | | | | | | | |
| 18 years and under | \$27.08 | \$36.11 | \$27.08 | \$36.11 | \$36.11 | \$36.11 | \$45.14 |
| 19 years | \$30.95 | \$41.27 | \$30.95 | \$41.27 | \$41.27 | \$41.27 | \$51.58 |
| 20 years | \$34.82 | \$46.43 | \$34.82 | \$46.43 | \$46.43 | \$46.43 | \$58.03 |
| Level 3 | | | | | | | |
| 18 years and under | \$27.23 | \$36.31 | \$27.23 | \$36.31 | \$36.31 | \$36.31 | \$45.38 |
| 19 years | \$31.12 | \$41.49 | \$31.12 | \$41.49 | \$41.49 | \$41.49 | \$51.87 |
| 20 years | \$35.01 | \$46.68 | \$35.01 | \$46.68 | \$46.68 | \$46.68 | \$58.35 |
| Level 4 | | | | | | | |
| 18 years and under | \$27.40 | \$36.53 | \$27.40 | \$36.53 | \$36.53 | \$36.53 | \$45.66 |
| 19 years | \$31.31 | \$41.75 | \$31.31 | \$41.75 | \$41.75 | \$41.75 | \$52.18 |
| 20 years | \$35.22 | \$46.97 | \$35.22 | \$46.97 | \$46.97 | \$46.97 | \$58.71 |

Juniors – Casual rates of pay

Ordinary hours - Casual juniors other than shiftworkers (includes casual loading)

| Classification | Monday to Friday | | Saturday | Sunday |
|--------------------|------------------|-----------|-----------|-----------|
| | Before 6pm | After 6pm | All hours | All hours |
| Level 1 | | | | |
| 15 years and under | \$12.79 | \$15.34 | \$15.34 | \$23.01 |
| 16 years | \$15.98 | \$19.18 | \$19.18 | \$28.77 |
| 17 years | \$19.18 | \$23.01 | \$23.01 | \$34.52 |
| 18 years | \$22.37 | \$26.85 | \$26.85 | \$40.27 |
| 19 years | \$25.57 | \$30.69 | \$30.69 | \$46.03 |
| 20 years | \$28.77 | \$34.52 | \$34.52 | \$51.78 |
| Level 2 | | | | |
| 15 years and under | \$12.90 | \$15.48 | \$15.48 | \$23.21 |
| 16 years | \$16.12 | \$19.34 | \$19.34 | \$29.02 |
| 17 years | \$19.34 | \$23.21 | \$23.21 | \$34.82 |
| 18 years | \$22.57 | \$27.08 | \$27.08 | \$40.62 |
| 19 years | \$25.79 | \$30.95 | \$30.95 | \$46.43 |
| 20 years | \$29.02 | \$34.82 | \$34.82 | \$52.23 |
| Level 3 | | | | |
| 15 years and under | \$12.97 | \$15.56 | \$15.56 | \$23.34 |
| 16 years | \$16.21 | \$19.45 | \$19.45 | \$29.18 |
| 17 years | \$19.45 | \$23.34 | \$23.34 | \$35.01 |
| 18 years | \$22.69 | \$27.23 | \$27.23 | \$40.85 |
| 19 years | \$25.93 | \$31.12 | \$31.12 | \$46.68 |
| 20 years | \$29.18 | \$35.01 | \$35.01 | \$52.52 |
| Level 4 | | | | |
| 15 years and under | \$13.05 | \$15.66 | \$15.66 | \$23.48 |
| 16 years | \$16.31 | \$19.57 | \$19.57 | \$29.35 |
| 17 years | \$19.57 | \$23.48 | \$23.48 | \$35.22 |
| 18 years | \$22.83 | \$27.40 | \$27.40 | \$41.10 |
| 19 years | \$26.09 | \$31.31 | \$31.31 | \$46.97 |
| 20 years | \$29.35 | \$35.22 | \$35.22 | \$52.84 |

Ordinary hours - Casual junior shiftworkers (includes casual loading)

| Classification | Monday to Friday | | | Saturday | Sunday |
|--------------------|------------------|-------------|-----------------------|------------------------|------------------------|
| | Afternoon shift | Night shift | Permanent night shift | All hours within shift | All hours within shift |
| Level 1 | | | | | |
| 18 years and under | \$25.06 | \$25.06 | \$26.85 | \$26.85 | \$40.27 |
| 19 years | \$28.64 | \$28.64 | \$30.69 | \$30.69 | \$46.03 |
| 20 years | \$32.22 | \$32.22 | \$34.52 | \$34.52 | \$51.78 |
| Level 2 | | | | | |
| 18 years and under | \$25.28 | \$25.28 | \$27.08 | \$27.08 | \$40.62 |
| 19 years | \$28.89 | \$28.89 | \$30.95 | \$30.95 | \$46.43 |
| 20 years | \$32.50 | \$32.50 | \$34.82 | \$34.82 | \$52.23 |
| Level 3 | | | | | |
| 18 years and under | \$25.42 | \$25.42 | \$27.23 | \$27.23 | \$40.85 |
| 19 years | \$29.05 | \$29.05 | \$31.12 | \$31.12 | \$46.68 |
| 20 years | \$32.68 | \$32.68 | \$35.01 | \$35.01 | \$52.52 |
| Level 4 | | | | | |
| 18 years and under | \$25.57 | \$25.57 | \$27.40 | \$27.40 | \$41.10 |
| 19 years | \$29.22 | \$29.22 | \$31.31 | \$31.31 | \$46.97 |
| 20 years | \$32.88 | \$32.88 | \$35.22 | \$35.22 | \$52.84 |

Overtime - Casual juniors other than shiftworkers

| Classification | Monday to Friday | | Saturday | | | Sunday | Public holiday |
|--------------------|------------------|---------------|---------------------------|---------------------------|------------|---------|----------------|
| | First 2 hours | After 2 hours | Before 12pm First 2 hours | Before 12pm After 2 hours | After 12pm | All day | All day |
| Level 1 | | | | | | | |
| 15 years and under | \$15.34 | \$20.46 | \$15.34 | \$20.46 | \$20.46 | \$20.46 | \$25.57 |
| 16 years | \$19.18 | \$25.57 | \$19.18 | \$25.57 | \$25.57 | \$25.57 | \$31.96 |
| 17 years | \$23.01 | \$30.69 | \$23.01 | \$30.69 | \$30.69 | \$30.69 | \$38.36 |
| 18 years | \$26.85 | \$35.80 | \$26.85 | \$35.80 | \$35.80 | \$35.80 | \$44.75 |
| 19 years | \$30.69 | \$40.91 | \$30.69 | \$40.91 | \$40.91 | \$40.91 | \$51.14 |
| 20 years | \$34.52 | \$46.03 | \$34.52 | \$46.03 | \$46.03 | \$46.03 | \$57.53 |
| Level 2 | | | | | | | |
| 15 years and under | \$15.48 | \$20.63 | \$15.48 | \$20.63 | \$20.63 | \$20.63 | \$25.79 |
| 16 years | \$19.34 | \$25.79 | \$19.34 | \$25.79 | \$25.79 | \$25.79 | \$32.24 |
| 17 years | \$23.21 | \$30.95 | \$23.21 | \$30.95 | \$30.95 | \$30.95 | \$38.69 |
| 18 years | \$27.08 | \$36.11 | \$27.08 | \$36.11 | \$36.11 | \$36.11 | \$45.14 |
| 19 years | \$30.95 | \$41.27 | \$30.95 | \$41.27 | \$41.27 | \$41.27 | \$51.58 |
| 20 years | \$34.82 | \$46.43 | \$34.82 | \$46.43 | \$46.43 | \$46.43 | \$58.03 |
| Level 3 | | | | | | | |
| 15 years and under | \$15.56 | \$20.75 | \$15.56 | \$20.75 | \$20.75 | \$20.75 | \$25.93 |
| 16 years | \$19.45 | \$25.93 | \$19.45 | \$25.93 | \$25.93 | \$25.93 | \$32.42 |
| 17 years | \$23.34 | \$31.12 | \$23.34 | \$31.12 | \$31.12 | \$31.12 | \$38.90 |
| 18 years | \$27.23 | \$36.31 | \$27.23 | \$36.31 | \$36.31 | \$36.31 | \$45.38 |
| 19 years | \$31.12 | \$41.49 | \$31.12 | \$41.49 | \$41.49 | \$41.49 | \$51.87 |
| 20 years | \$35.01 | \$46.68 | \$35.01 | \$46.68 | \$46.68 | \$46.68 | \$58.35 |
| Level 4 | | | | | | | |
| 15 years and under | \$15.66 | \$20.87 | \$15.66 | \$20.87 | \$20.87 | \$20.87 | \$26.09 |
| 16 years | \$19.57 | \$26.09 | \$19.57 | \$26.09 | \$26.09 | \$26.09 | \$32.62 |
| 17 years | \$23.48 | \$31.31 | \$23.48 | \$31.31 | \$31.31 | \$31.31 | \$39.14 |
| 18 years | \$27.40 | \$36.53 | \$27.40 | \$36.53 | \$36.53 | \$36.53 | \$45.66 |
| 19 years | \$31.31 | \$41.75 | \$31.31 | \$41.75 | \$41.75 | \$41.75 | \$52.18 |
| 20 years | \$35.22 | \$46.97 | \$35.22 | \$46.97 | \$46.97 | \$46.97 | \$58.71 |

Note: the casual loading does not apply when overtime is being worked.

Overtime - Casual junior shiftworkers

| Classification | Monday to Friday | | Saturday | | | Sunday | Public holiday |
|--------------------|------------------|---------------|---------------------------|---------------------------|------------|---------|----------------|
| | First 2 hours | After 2 hours | Before 12pm First 2 hours | Before 12pm After 2 hours | After 12pm | All day | All day |
| Level 1 | | | | | | | |
| 18 years and under | \$26.85 | \$35.80 | \$26.85 | \$35.80 | \$35.80 | \$35.80 | \$44.75 |
| 19 years | \$30.69 | \$40.91 | \$30.69 | \$40.91 | \$40.91 | \$40.91 | \$51.14 |
| 20 years | \$34.52 | \$46.03 | \$34.52 | \$46.03 | \$46.03 | \$46.03 | \$57.53 |
| Level 2 | | | | | | | |
| 18 years and under | \$27.08 | \$36.11 | \$27.08 | \$36.11 | \$36.11 | \$36.11 | \$45.14 |
| 19 years | \$30.95 | \$41.27 | \$30.95 | \$41.27 | \$41.27 | \$41.27 | \$51.58 |
| 20 years | \$34.82 | \$46.43 | \$34.82 | \$46.43 | \$46.43 | \$46.43 | \$58.03 |
| Level 3 | | | | | | | |
| 18 years and under | \$27.23 | \$36.31 | \$27.23 | \$36.31 | \$36.31 | \$36.31 | \$45.38 |
| 19 years | \$31.12 | \$41.49 | \$31.12 | \$41.49 | \$41.49 | \$41.49 | \$51.87 |
| 20 years | \$35.01 | \$46.68 | \$35.01 | \$46.68 | \$46.68 | \$46.68 | \$58.35 |
| Level 4 | | | | | | | |
| 18 years and under | \$27.40 | \$36.53 | \$27.40 | \$36.53 | \$36.53 | \$36.53 | \$45.66 |
| 19 years | \$31.31 | \$41.75 | \$31.31 | \$41.75 | \$41.75 | \$41.75 | \$52.18 |
| 20 years | \$35.22 | \$46.97 | \$35.22 | \$46.97 | \$46.97 | \$46.97 | \$58.71 |

Note: the casual loading does not apply when overtime is being worked.

Registered trainee rates of pay

- 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.
- The minimum rates of pay applicable to trainees are outlined in Schedule E – National Training Wage of the national Miscellaneous Award 2020. *Although the Shop and Warehouse (Wholesale and Retail Establishments) Award is a WA state award, pay rates come from a national modern award that is not otherwise applicable to the retail and wholesale businesses operating in the state industrial relations system.*
- The pay rates for a registered trainee under 21 years of age are based on the Industry / Skill Level of the traineeship being undertaken, the highest level of schooling the trainee has completed, and how long they have been out of school. These rates are in Schedule E of the [Miscellaneous Award 2020](#).
- The pay rates for a registered trainee 21 years of age or over are based on the **highest weekly wage rate for the Industry / Skill level relevant to the traineeship** (i.e. it does not matter how long the trainee has been out of school, or what level of schooling they completed). These rates are in Schedule E of the [Miscellaneous Award 2020](#).
- Registered trainees are covered by all other provisions of the Shop and Warehouse (Wholesale and Retail Establishments) Award including working hours, penalty rates, allowances and leave entitlements.
- 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.

Probationary period

New employees may be subject to a 2-month probationary period.

Uniforms

Any employer who requires an employee to wear a uniform must supply the uniforms free of charge or pay for its purchase and the uniform will remain the property of the employer.

Employment of children

- Under the *Children and Community Services Act 2004*, it is illegal to employ children under the age of 13 in this industry, except if the child is working as part of a school program (e.g. work experience placement), in a not-for-profit organisation or in a family business.
- Children who are 13 or 14 years old may work in a shop or retail outlet between 6.00am and 10.00pm (not in school hours) if the employer has obtained written permission from a parent or guardian of the child.
- Children who are school aged must not be employed during school hours, unless participating in a school program.
- There are significant penalties for breaching the employment of children laws:
 - employing a child without the permission of a parent – a fine of up to \$24,000 or \$120,000 for a corporation;
 - employing a child before 6.00am or after 10.00pm – a fine of up to \$24,000 or \$120,000 for a corporation.

Visit [When children can work in Western Australia](#) for more information.

Meal breaks – all employees

An employee who works the number of ordinary hours in any one shift specified in the table below, is entitled to the rest breaks and meal breaks as specified.

| Hours worked per shift | Rest breaks | Meal breaks |
|--|--|--|
| 4.5 hours or more, but not more than 5 hours | One 10 minute paid rest break | |
| More than 5 hours, but not more than 8 hours | One 10 minute paid rest break | One unpaid meal break of at least 45 minutes* and not more than 60 minutes |
| More than 8 hours | 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 45 minutes* and not more than 60 minutes |

*The meal break can be shortened to 30 minutes by agreement.

Ordinary hours of work

Span of hours – all employees other than shiftworkers

Ordinary hours may be worked by an employee on the days and during the times specified in the table below:

| | General retail shops | Small retail shops | Special retail shops (including pharmacies) | Other establishments |
|------------------|----------------------|--------------------|--|-------------------------|
| Monday to Friday | 7.00am – 9.00pm | 6.00am – 11.30pm | 6.00am – 11.30pm | 6.30am – 6.00pm |
| Saturday | 7.00am – 6.00pm | 6.00am – 11.30pm | 6.00am – 11.30pm | 7.00am – 5.00pm |
| Sunday | 9.00am – 6.00pm | 6.00am – 11.30pm | 6.00am – 11.30pm | |

Ordinary hours of work on any day are continuous, except for meal breaks and rest periods.

For definitions of a “general retail shop”, “small retail shop” or “special retail shop” refer to the [Retail Trading Hours Act 1987](#).

Ordinary hours of work – full time employees

The ordinary hours for full time employees are:

- an average of 38 hours per week to be worked during the span of hours outlined above in one of the following cycles:
 - 38 hours per week;
 - 76 hours over 2 consecutive weeks;
 - 114 hours over 3 consecutive weeks; or
 - 152 hours over 4 consecutive weeks.
- not more than 10 ordinary shifts in any fortnight;
- not more than 6 consecutive days; and
- not more than 9.5 hours per day, except one day per week where an employee can be rostered to work a maximum of 11.5 ordinary hours.
- Employees may be rostered to work in one of the following ways:
 - not more than 19 days work in each 4-week cycle (with at least one rostered day off during that cycle);
 - days of varying length per week;
 - not more than 4 hours work on one day in each 2 week cycle;
 - not more than 6 hours work on one day in each week; or
 - not more than 7.6 work on any day.

Ordinary hours of work – part time employees

The ordinary hours for part time employees are reasonably predictable and are to be rostered as follows:

- a minimum of 12 hours and a maximum of 64 hours per fortnight, unless the employee makes a written request to work more than 64 hours per fortnight and the employer agrees;
- during the span of hours outlined above;
- not more than 9.5 hours per day, except one day per week where an employee can be rostered to work a maximum of 11.5 ordinary hours.
- not more than 10 ordinary shifts in any fortnight;
- not less than 3 hours per shift;
- not more than 6 consecutive days.

Ordinary hours of work – casual employees

The ordinary hours for casual employees are to be rostered as follows:

- a maximum of 38 hours per week;
- during the span of hours outlined above;
- not more than 9.5 hours per day, except one day per week where an employee can be rostered to work a maximum of 11.5 ordinary hours.
- not more than 10 ordinary shifts in any fortnight;
- not less than 3 hours per shift except:
 - school students who are employed solely to collect trolleys in or about a shopping centre complex may be employed for a minimum of 2 consecutive hours between 4.00pm and 6.00pm Monday to Friday; and
 - Employees undergoing a period of training may be employed for a minimum of 2 consecutive hours on 2 separate occasions during the first 2 weeks of employment.

Casual employees who are engaged to work but not permitted to commence work must receive 2 hours pay.

A casual who has been engaged on a regular and systematic basis for a period of 12 months and who has a reasonable expectation of continuing employment on that basis can request to be converted to full time or part time employment. Refer to Clause 11.5 of the full Shop and Warehouse (Wholesale and Retail Establishments) Award on the Western Australian Industrial Relations Commission website www.wairc.wa.gov.au for further details.

Overtime

- Overtime is payable for all time worked by an employee in excess of or outside the ordinary hours of work, or outside the employee's ordinary rostered hours.
- In the calculation of overtime, each day stands alone.
- For casual employees, overtime is calculated on the base rate of pay (excluding the casual loading).
- An employee and employer may agree in writing to the employee taking time off in lieu of overtime, provided the time off is equivalent to the overtime rate that otherwise would have been paid. For example, an employee who worked 2 hours overtime at the rate of time and one half is entitled to 3 hours' time off.

| When overtime is worked | Overtime rates |
|---|---|
| Weekday | Time and a half for the first two hours and double time after that. |
| Saturday <i>before</i> 12pm | Time and a half for the first two hours and double time after that. |
| Saturday <i>after</i> 12pm | Double time. |
| Sunday | Double time. |
| Public holiday | Double time and a half. |
| Non-working day – minimum payment of 4 hours. | Time and a half for the first two hours and double time after that. |
| An employee recalled to work after leaving work – minimum payment of 3 hours plus time reasonably spent in getting to and from work must be counted as time worked. | Time and a half for the first two hours and double time after that. |

Penalty rates

The following penalty rates apply to all employees other than shiftworkers for work performed during ordinary hours. These penalty rates are included in the *Rates of pay tables* on page 2.

| Time of hours worked | Full time and part time employees % of hourly rate | Casual employees % of hourly rate (inclusive of casual loading) |
|-----------------------------|---|---|
| Monday to Friday after 6pm | 25% | 50% |
| Saturday – all hours | 25% | 50% |
| Easter Saturday – all hours | 50% | 75% |
| Sunday – all hours | 100% | 125% |

Shiftwork

Shiftwork only applies to employees specifically employed to do shiftwork outside of the ordinary span of hours, including but not limited to nightfill employees and employees engaged in bulk warehouses or manufacturing establishments.

The following rostering provisions apply to shift workers:

- An average of no more than 38 ordinary hours per week (in accordance with the general rostering provisions that apply to non-shift workers)
- Not more than 1 shift in a 24-hour period (except during the regular changeover of shifts)
- Work is to be carried out on at least 5 consecutive afternoon shifts or 5 consecutive night shifts (for full time employees).

Shift definitions:

- Afternoon shift means any shift finishing after 6.00pm and at or before 1.00am.
- Night shift means any shift finishing after 1.00am
- Day shift means any shift that is not an afternoon shift or a night shift.

Shiftwork allowances

| Shift | % of minimum hourly rate |
|--|--------------------------|
| Monday to Friday - afternoon shift | 15% |
| Monday to Friday - night shift | 15% |
| Monday to Friday – permanent night shift | 25% |
| Saturday (midnight to midnight) – all shifts | 25% |
| Sunday (midnight to midnight) – all shifts | 100% |

Definitions

Non-working day

Means a day of the week a full time or part time employee is not rostered to work ordinary hours (note: a rostered day off is also a non-working day).

Rostered day off

Means an accrued day off for a full time employee. This is usually achieved by the employee working more than 7.6 hours per day over the roster cycle, enabling them to accrue a paid day off.

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.

Full time and part time employees

- This award provides that when any of the days that are public holidays under the award fall on a day that a full time or part time employee is usually required to work less than one fifth of their ordinary weekly hours of duty, the employee is entitled to time off duty without deduction of pay equivalent to the difference between the time usually worked on that day and one fifth of their ordinary weekly hours.
- This award also provides that when a public holiday falls on a 'non-working day', a full time employee is to be compensated in one of the following methods by agreement between the employer and employee:
 - payment of an additional day's wages; or
 - another day shall be allowed with pay within 28 days; or
 - an additional day shall be added to the annual leave entitlement.

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.

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

Employees in charge allowance

An employee required to be in charge of a shop, store, warehouse or other employees must be paid an additional 'in charge allowance' calculated on their ordinary time earnings (for casual employees, this includes the casual loading):

| No of employees in charge of: | Allowance |
|-------------------------------|-----------|
| 0 – 2 | 3.4% |
| 3 – 9 | 6.2% |
| 10+ | 11.2% |

Meal allowance

If an employee:

- Is required to work overtime beyond the end of their shift for more than 1 hour; or
 - commences work at or before 1pm and is required to work beyond 7pm on that day (only applicable on 1 occasion in any week),
- the employee must be:
- paid **\$22.99** for the first meal and **\$20.85** for any subsequent meal; or
 - supplied with a meal by the employer.

First aid allowance

Where an employee possesses a First Aid Certificate and is appointed by the employer to perform first aid duties they must be paid **\$13.42** per week.

Motor vehicle allowance

Motor vehicle allowance also applies if an employee is required and authorised to use their own motor vehicle in the course of their duties. Motor vehicle allowance is paid at **\$0.95 per kilometre** travelled.

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 from the 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 |

Leave entitlements

Quick reference guide

| Leave entitlement | Full time | Part time | Casual |
|---|-----------|-----------|--------|
| Annual leave | ✓ | ✓ | ✗ |
| 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 Shop and Warehouse (Wholesale and Retail Establishments) Award but does **not** include all details on leave obligations and entitlements. Full details of conditions are contained in the Shop and Warehouse (Wholesale and Retail Establishments) 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 4 weeks of paid annual leave per year paid on a pro rata basis according to the number of hours they are required ordinarily to work in a 4 week period. Casual employees are not entitled to annual leave.
- Annual leave is a minimum entitlement in the *Minimum Conditions of Employment Act 1993* and the Shop and Warehouse (Wholesale and Retail Establishments) Award sets out additional requirements regarding annual leave and annual leave loading.
- During a period of annual leave an employee must be paid annual leave loading of 17.5%.
- 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*.
- Where a business transfer from one employer to another, the employee's paid personal leave balance with the old employer will be credited to the employee at the commencement of service with the new employer.
- 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*, 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 *Long Service Leave 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 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 resignation, redundancy or dismissal (except for dismissal for serious misconduct). Annual leave loading is not paid on pro rata annual leave.

Resignation by the employee

A casual employee can resign by giving one hour's notice to the employer.

Full time and part time employees are required to provide the following notice of resignation:

| Period of continuous service | Notice period |
|--|--------------------|
| Not more than 1 month | No notice required |
| More than 1 month but not more than 2 months | 1 day |
| More than 2 months | 1 week |

Termination

An employer is required to give a casual employee one hour's notice of termination.

Except in the case of serious misconduct, an employer is required to give full time and part time employees the following notice of termination in writing (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.

A full time or part time employee who has been given notice of termination by the employer, is entitled to up to one day's paid time off each week of the notice period, to seek other employment.

If requested by the employee, an employer must provide a written statement detailing the period of employment and the classification or type of work performed by the employee.

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 in 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.

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.

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 more information on redundancy payments.

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 *Shop and Warehouse (Wholesale and Retail Establishments) 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.

Visit [Record keeping obligations](#) for 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

Level 1 Employee means an employee performing one or more of the following duties in retail or wholesale establishments:

- (a) receiving or preparing for sale or displaying goods in or about a shop, store or warehouse;
- (b) pre-packing, packing, weighing, assembling, pricing or preparing goods, provisions or produce for sale;
- (c) displaying, filling shelves, replenishing or any other method of exposing or presenting goods for sale;
- (d) selling or hiring goods by any means;
- (e) receiving, arranging or paying by any means;
- (f) recording a sale or sales by any means;
- (g) wrapping or packing goods for despatch or despatching goods;
- (h) delivering goods;
- (i) loss prevention;
- (j) demonstrating goods for sale;
- (k) providing information, advice or assistance to customers;
- (l) receiving, preparing or packing goods for repair, replacement or refund, or making minor repairs to goods;
- (m) operating photographic processing machinery;
- (n) stocking or collection of money from and preparation of commodities for sale in automatic vending devices;
- (o) cooking and or preparation of provisions for sale in the shop of the employer other than for consumption in a cafeteria;
- (p) storeperson's duties, including receiving, handling, storing, assembling, recording, preparing, packing, weighing and/or wrapping, branding, sorting, stacking or unpacking, checking, distributing or despatching goods or delivering goods for transit (including the use of computerised equipment where necessary);
- (q) work that is incidental to, or connected with, any of the functions mentioned in (a) to (p) above.

Job titles that are usually within the definition of Employee Level 1 are:

- shop assistant;
- check-out operator;
- store worker;
- salesperson;
- wholesale salesperson;
- storeperson;
- reserve stock hand;
- loss prevention officer;
- customer service or store greeter;
- assembler;
- ticket writer;
- trolley collector;
- video hire worker;
- telephone order salesperson;
- demonstrators or spruikers
- canvassers (excluding motor vehicle salespersons)

Level 2 Employee means an employee whose duties principally involve window dressing or visual merchandising, including the arranging, creating, labelling or presentation of merchandise, fixtures and surrounding areas. This includes the use of tools, paint and other equipment associated with the visual display and presentation of goods and merchandise.

Level 3 Employee means a storeperson who is substantially required to operate appropriate non-licensed material handling equipment in the performance of their duties.

Level 4 Employee means a storeperson who is substantially required to operate appropriate licensed material handling equipment in the performance of their duties.

Appendix A – Special and small retail shop (including pharmacies) - Pay rate guide

The Shop and Warehouse (Wholesale and Retail Establishments) Award provides that in “Special Retail Shops” (Pharmacies), the ordinary hours of work may be worked on any or all days of the week between the hours of 6.00am and 11.30pm. The following pay rate guides have been provided to assist with determining the correct pay rate to be applied based on the day and time being worked.

The following tables provide the rates that apply from the first full pay period on or after **5 June 2024**.

An employee employed prior to 5 June 2024 who continues to be employed with the same employer after that date must not be paid less than they would have been paid for the same work prior to 5 June 2024.

Full time and part time employees – Ordinary rostered hours worked between 6am and 11.30pm all days Monday to Saturday (plus Sunday if relevant)

| | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|----------|----------|----------|-----------|----------|----------|--------------|--------------|
| Midnight | Overtime | Overtime | Overtime | Overtime | Overtime | Overtime | Overtime x 2 |
| 1.00am | Overtime | Overtime | Overtime | Overtime | Overtime | Overtime | Overtime x 2 |
| 2.00am | Overtime | Overtime | Overtime | Overtime | Overtime | Overtime | Overtime x 2 |
| 3.00am | Overtime | Overtime | Overtime | Overtime | Overtime | Overtime | Overtime x 2 |
| 4.00am | Overtime | Overtime | Overtime | Overtime | Overtime | Overtime | Overtime x 2 |
| 5.00am | Overtime | Overtime | Overtime | Overtime | Overtime | Overtime | Overtime x 2 |
| 6.00am | \$25.57 | \$25.57 | \$25.57 | \$25.57 | \$25.57 | \$31.96 | \$51.14 |
| 7.00am | \$25.57 | \$25.57 | \$25.57 | \$25.57 | \$25.57 | \$31.96 | \$51.14 |
| 8.00am | \$25.57 | \$25.57 | \$25.57 | \$25.57 | \$25.57 | \$31.96 | \$51.14 |
| 9.00am | \$25.57 | \$25.57 | \$25.57 | \$25.57 | \$25.57 | \$31.96 | \$51.14 |
| 10.00am | \$25.57 | \$25.57 | \$25.57 | \$25.57 | \$25.57 | \$31.96 | \$51.14 |
| 11.00am | \$25.57 | \$25.57 | \$25.57 | \$25.57 | \$25.57 | \$31.96 | \$51.14 |
| 12.00pm | \$25.57 | \$25.57 | \$25.57 | \$25.57 | \$25.57 | \$31.96 | \$51.14 |
| 1.00pm | \$25.57 | \$25.57 | \$25.57 | \$25.57 | \$25.57 | \$31.96 | \$51.14 |
| 2.00pm | \$25.57 | \$25.57 | \$25.57 | \$25.57 | \$25.57 | \$31.96 | \$51.14 |
| 3.00pm | \$25.57 | \$25.57 | \$25.57 | \$25.57 | \$25.57 | \$31.96 | \$51.14 |
| 4.00pm | \$25.57 | \$25.57 | \$25.57 | \$25.57 | \$25.57 | \$31.96 | \$51.14 |
| 5.00pm | \$25.57 | \$25.57 | \$25.57 | \$25.57 | \$25.57 | \$31.96 | \$51.14 |
| 6.00pm | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$51.14 |
| 7.00pm | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$51.14 |
| 8.00pm | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$51.14 |
| 9.00pm | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$51.14 |
| 10.00pm | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$51.14 |
| 11.00pm | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$51.14 |
| 11.30pm | Overtime | Overtime | Overtime | Overtime | Overtime | Overtime x 2 | Overtime x 2 |

Ordinary - Any ordinary hours worked between 6pm and 11:30pm Monday to Friday to be paid a loading of 25% for each hour worked after 6pm.

Overtime - Time and a half for first two hours then double time after that.

Overtime x 2 - Double time (all overtime after the first two hours, and overtime after 12 noon on Saturdays and on Sundays is paid at double time).

Ordinary hours of work may also be rostered on a **Sunday**, provided the employee freely gives their consent to being rostered on Sundays.

Juniors are paid a percentage of the adult rate of pay

| 20 years | 19 years | 18 years | 17 years | 16 years | Under 16 years |
|----------|----------|----------|----------|----------|----------------|
| 90% | 80% | 70% | 60% | 50% | 40% |

Casual employees – Ordinary rostered hours worked between 6am and 11.30pm all days Monday to Saturday (plus Sunday if relevant) - includes casual loading.

Note: the casual loading does not apply when overtime is being worked.

| | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|----------|----------|----------|-----------|----------|----------|--------------|--------------|
| Midnight | Overtime | Overtime | Overtime | Overtime | Overtime | Overtime | Overtime x 2 |
| 1.00am | Overtime | Overtime | Overtime | Overtime | Overtime | Overtime | Overtime x 2 |
| 2.00am | Overtime | Overtime | Overtime | Overtime | Overtime | Overtime | Overtime x 2 |
| 3.00am | Overtime | Overtime | Overtime | Overtime | Overtime | Overtime | Overtime x 2 |
| 4.00am | Overtime | Overtime | Overtime | Overtime | Overtime | Overtime | Overtime x 2 |
| 5.00am | Overtime | Overtime | Overtime | Overtime | Overtime | Overtime | Overtime x 2 |
| 6.00am | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$38.36 | \$57.53 |
| 7.00am | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$38.36 | \$57.53 |
| 8.00am | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$38.36 | \$57.53 |
| 9.00am | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$38.36 | \$57.53 |
| 10.00am | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$38.36 | \$57.53 |
| 11.00am | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$38.36 | \$57.53 |
| 12.00pm | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$38.36 | \$57.53 |
| 1.00pm | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$38.36 | \$57.53 |
| 2.00pm | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$38.36 | \$57.53 |
| 3.00pm | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$38.36 | \$57.53 |
| 4.00pm | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$38.36 | \$57.53 |
| 5.00pm | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$31.96 | \$38.36 | \$57.53 |
| 6.00pm | \$38.36 | \$38.36 | \$38.36 | \$38.36 | \$38.36 | \$38.36 | \$57.53 |
| 7.00pm | \$38.36 | \$38.36 | \$38.36 | \$38.36 | \$38.36 | \$38.36 | \$57.53 |
| 8.00pm | \$38.36 | \$38.36 | \$38.36 | \$38.36 | \$38.36 | \$38.36 | \$57.53 |
| 9.00pm | \$38.36 | \$38.36 | \$38.36 | \$38.36 | \$38.36 | \$38.36 | \$57.53 |
| 10.00pm | \$38.36 | \$38.36 | \$38.36 | \$38.36 | \$38.36 | \$38.36 | \$57.53 |
| 11.00pm | \$38.36 | \$38.36 | \$38.36 | \$38.36 | \$38.36 | \$38.36 | \$57.53 |
| 11.30pm | Overtime | Overtime | Overtime | Overtime | Overtime | Overtime x 2 | Overtime x 2 |

Ordinary - Any ordinary hours worked between 6pm and 11:30pm Monday to Friday to be paid a loading of 25% for each hour worked after 6pm.

Overtime - Time and a half for first two hours then double time after that.

Overtime x 2 - Double time (all overtime after the first two hours, and **overtime** after 12 noon on Saturdays and on Sundays is paid at double time).

Ordinary hours of work may also be rostered on a **Sunday**, provided the employee freely gives their consent to being rostered on Sundays.

Juniors are paid a percentage of the adult rate of pay

| 20 years | 19 years | 18 years | 17 years | 16 years | Under 16 years |
|----------|----------|----------|----------|----------|----------------|
| 90% | 80% | 70% | 60% | 50% | 40% |