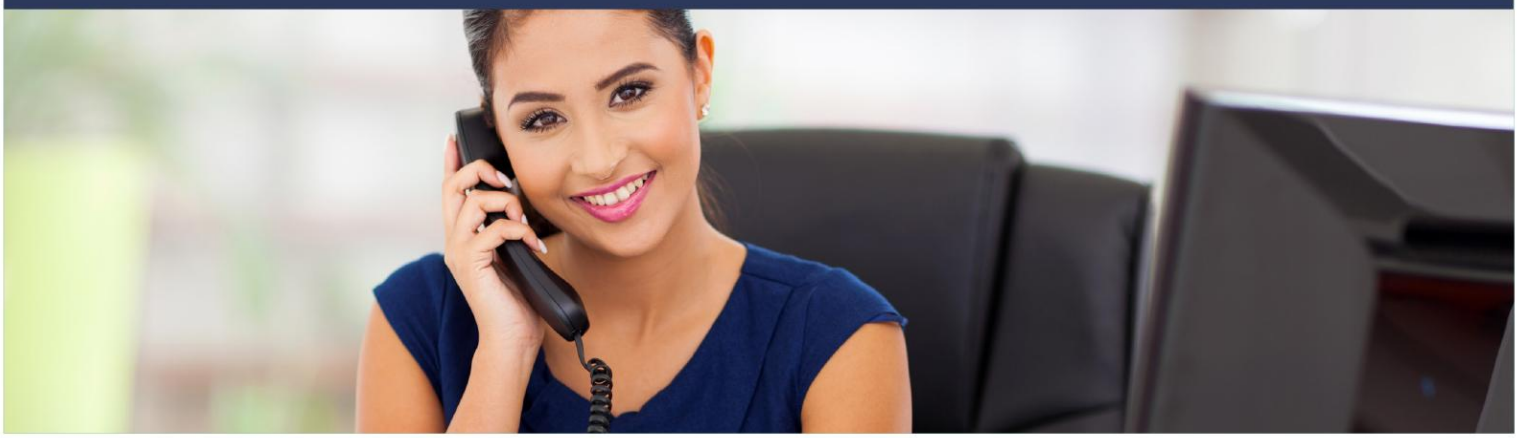


WA award summary

Clerks - Private Sector (WA) Award

4 November 2026

About this award summary

This document is a summary of the state Clerks - Private Sector (WA) Award. From **4 November 2026**, employees who were previously covered by eight clerical awards [including the Clerks (Commercial, Social and Professional Services) Award, Clerks (Accountants Employees) Award, Clerks, (Hotels, Motels and Clubs) Award, Clerks (Wholesale & Retail Establishments) Award, Clerks (Bailiffs Employees) Award, Clerks (Customs and/or Shipping and/or Forwarding Agents) Award, Clerks (Racing Industry – Betting) Award and Clerks (Timber) Award] are all covered under the new Clerks – Private Sector (WA) Award. Information on the changes to the provisions and coverage of the award is available at Changes to awards for clerical businesses.

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 award as a minimum. Potential penalties for employers who do not meet WA award requirements are detailed on page 2.

This is a summary only and does not include all obligations required by the award. It is important to also refer to the full Clerks - Private Sector (WA) Award that is available on the Western Australian Industrial Relations Commission (WAIRC) 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* (MCE Act), the *Long Service Leave Act 1958* (LSL Act), and the *Industrial Relations Act 1979* (IR Act) for full details. Some provisions in the national *Fair Work Act 2009* (FW Act) relating to leave and termination of employment also apply to state system employees covered by this award and relevant information has been included in this summary.

This document is formatted for viewing on the department's 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.lgirs.wa.gov.au/wageline or by calling Wageline on 1300 655 266.

Disclaimer

The Department of Local Government, Industry Regulation and Safety has prepared this WA award summary to provide information on pay rates and major award provisions. It 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

Step 1 Is the business in the state system	This WA award summary applies to businesses and organisations in the **state industrial relations system** (state system). It covers businesses (and their employees) that operate as: ✓ **sole traders** ✓ **unincorporated partnerships** ✓ **unincorporated trust arrangements** ✓ **incorporated associations and other not-for-profit organisations** that **are not** trading or financial corporations This summary **does not apply** to businesses and organisations in the national fair work system (national system) which operate as: ✘ **Pty Ltd businesses** that are trading or financial corporations ✘ **incorporated partnerships or incorporated trusts** ✘ **incorporated associations and other not-for-profit organisations** that **are** trading or financial corporations For more information visit Which system of employment law applies. If the business or organisation is in the national system visit the Fair Work Ombudsman website www.fairwork.gov.au.
Step 2 Is the business covered by the Clerks - Private Sector (WA) Award	The Clerks - Private Sector (WA) Award applies to all private sector clerical staff who are not covered by another WA award. Reception/clerical staff working in a dental surgery are not covered by this award and will likely be covered by the Dental Technicians and Attendants/Receptionists Award. Clerical staff working in the crisis assistance and supported housing industry or the social and community services industry may be covered by the Crisis Assistance, Supported Housing Industry Award or the Social and Community Services Industry Award. Clerical staff covered by the Clerks (Unions and Labor Movement) Award on the WAIRC website are not covered by this award.
Step 3 Is the employee's job covered by the Clerks - Private Sector (WA) Award	The Clerks - Private Sector (WA) Award sets pay rates, working hours and other employment arrangements for employees working as receptionists and in clerical, secretarial and administrative roles.

Industrial inspectors at the Department of Local Government, Industry Regulation and Safety have powers under the IR Act 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 'Employment records' in 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 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 table below provides the rates that apply from **4 November 2026**.

- See pages 14 - 18 for descriptions of each grade. Refer to page 18 for industry definitions.
- Employees working in Accounting establishments, Customs, shipping and forwarding agents establishments, and the Hospitality industry must be classified at Grade 1 Year 3 or above.
- Pay rates for Racing industry (betting) are on the next page.
- No employee shall be paid less than the rate of pay which applied to the employee under a replaced award as at 1 July 2026.

Grade 1		**Adult**	**20 years** (90%)	**19 years** (80%)	**18 years** (70%)	**17 years** (60%)	**16 years** (50%)	**15 years** (40%)
1st year of experience at this grade	Weekly	$1,020.80	$918.70	$816.60	$714.60	$612.50	$510.40	$408.30
	Hourly	$26.86	$24.18	$21.49	$18.81	$16.12	$13.43	$10.74
	Casual	$33.58	$30.23	$26.86	$23.51	$20.15	$16.79	$13.43
2nd year of experience at this grade	Weekly	$1,039.40	$935.50	$831.50	$727.60	$623.60	$519.70	n/a
	Hourly	$27.35	$24.62	$21.88	$19.15	$16.41	$13.68	n/a
	Casual	$34.19	$30.78	$27.35	$23.94	$20.51	$17.10	n/a
3rd year of experience & thereafter	Weekly	$1,054.90	$949.40	$843.90	$738.40	$632.90	n/a	n/a
	Hourly	$27.76	$24.98	$22.21	$19.43	$16.66	n/a	n/a
	Casual	$34.70	$31.23	$27.76	$24.29	$20.83	n/a	n/a
Grade 2								
1st year of experience at this grade	Weekly	$1,069.10	$962.20	$855.30	$748.40	$641.50	$534.60	$427.60
	Hourly	$28.13	$25.32	$22.51	$19.69	$16.88	$14.07	$11.25
	Casual	$35.16	$31.65	$28.14	$24.61	$21.10	$17.59	$14.06
1st year of experience in Timber industry	Weekly	$1,073.20	$965.90	$858.60	$751.20	$644.80	$537.30	$429.30
	Hourly	$28.24	$25.42	$22.59	$19.77	$16.97	$14.14	$11.30
	Casual	$35.30	$31.78	$28.24	$24.71	$21.21	$17.68	$14.13
2nd year of experience at this grade	Weekly	$1,074.60	$967.10	$859.70	$752.20	$644.80	$537.30	n/a
	Hourly	$28.28	$25.45	$22.62	$19.79	$16.97	$14.14	n/a
	Casual	$35.35	$31.81	$28.28	$24.74	$21.21	$17.68	n/a
3rd year of experience & thereafter	Weekly	$1,082.60	$974.30	$866.10	$757.80	$649.60	n/a	n/a
	Hourly	$28.49	$25.64	$22.79	$19.94	$17.09	n/a	n/a
	Casual	$35.61	$32.05	$28.49	$24.93	$21.36	n/a	n/a
Grade 3								
1st year of experience at this grade	Weekly	$1,092.80	$983.50	$874.20	$765.00	$655.70	$546.40	$437.10
	Hourly	$28.76	$25.88	$23.01	$20.13	$17.26	$14.38	$11.50
	Casual	$35.95	$32.35	$28.76	$25.16	$21.58	$17.98	$14.38
2nd year of experience & thereafter	Weekly	$1,105.20	$994.70	$884.20	$773.60	$667.20	$556.00	n/a
	Hourly	$29.08	$26.18	$23.27	$20.36	$17.56	$14.63	n/a
	Casual	$36.35	$32.73	$29.09	$25.45	$21.95	$18.29	n/a
2nd year of experience in Timber industry	Weekly	$1,112.00	$1,000.80	$889.60	$778.40	$667.20	$556.00	n/a
	Hourly	$29.26	$26.34	$23.41	$20.48	$17.56	$14.63	n/a
	Casual	$36.58	$32.93	$29.26	$25.60	$21.95	$18.29	n/a
Grade 4								
	Weekly	$1,145.30	$1,030.80	$916.20	$801.70	$687.20		
	Hourly	$30.14	$27.13	$24.11	$21.10	$18.08		
	Casual	$37.68	$33.91	$30.14	$26.38	$22.60		
Grade 5								
	Weekly	$1,193.00	$1,073.70	$954.40	$835.10	$715.80		
	Hourly	$31.39	$28.26	$25.12	$21.98	$18.84		
	Casual	$39.24	$35.33	$31.40	$27.48	$23.55		
Grade 6								
	Weekly	$1,250.90	$1,125.80	$1,000.70	$875.60	$750.50		
	Hourly	$32.92	$29.63	$26.33	$23.04	$19.75		
	Casual	$41.15	$37.04	$32.91	$28.80	$24.69		

Racing industry (betting)

Grade	Year	Casual (includes 31% loading)
Grade 1	3rd year	$36.37
Grade 2	1st year	$36.85
	2nd year	$37.05
	3rd year	$37.32
Grade 3	1st year	$37.68
	2nd year	$38.09
Grade 4		$39.48
Grade 5		$41.12
Grade 6		$43.13

Registered trainees

- Registered trainees are employees who are undertaking a traineeship registered with the Apprenticeship Office at the Department of Training and Workforce Development.
- The minimum weekly wage payable to a registered trainee under the Clerks - Private Sector (WA) Award is calculated by:
  - determining the hourly rate that would otherwise be applicable under the award based on the trainee's age and classification; and
  - multiplying that hourly rate by the number of weekly ordinary hours of work, less the average weekly time specified in the registered training agreement to be spent in structured training.
- Under this award traineeships can only be undertaken on a full time basis.
- Registered trainees are covered by all other provisions of the Clerks - Private Sector (WA) Award including working hours, penalty rates, allowances and leave entitlements.
- All time that a registered trainee spends at TAFE (or other off the job training) is considered to be normal working hours. An employer is not required to pay TAFE fees on behalf of the registered trainee.

Higher duties

An employee relieving another employee who is working in a higher classification for one week or more, must be paid the higher classification rate for that period they are relieving the employee.

Racing industry - betting

An employee who works for more than half the total time employed in a higher classification than the one for which the employee was engaged on that day must be paid for the whole day at the rate applicable to the higher classification.

Deductions from pay

- An employer **can 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.
- For employees under the age of 18, employers **are not permitted** to make deductions or require an amount of money to be paid to the employer or another person 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

Meal allowance

An employee must be supplied with a suitable meal or paid **$8.35** in the following circumstances:

- works two (2) hours or more overtime, after the completion of the ordinary hours on any day;
- works until after 1 pm on a Sunday or a public holiday;
- works in a retail business and commences work at or prior to 1 pm and works beyond 6 pm on a day of late-night trading.

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 first pay period on or after 1 July 2026

Town	$ per week	Town	$ per week	Town	$ per week
Agnew	$26.60	Halls Creek	$63.30	Nullagine	$70.20
Argyle	$72.10	Kalbarri	$9.70	Onslow	$46.90
Balladonia	$28.00	Kalgoorlie	$11.50	Pannawonica	$34.90
Barrow Island	$46.90	Kambalda	$11.50	Paraburdoo	$34.80
Boulder	$11.50	Karratha	$45.40	Point Samson	$43.20
Broome	$43.10	Koolan Island	$47.10	Port Hedland	$37.40
Bullfinch	$12.40	Koolyanobbing	$12.40	Ravensthorpe	$14.00
Carnarvon	$22.10	Kununurra	$72.10	Roebourne	$52.30
Cockatoo Island	$47.10	Laverton	$27.40	Sandstone	$26.60
Coolgardie	$11.50	Learmonth	$39.60	Shark Bay	$22.10
Coral Bay	$39.60	Leinster	$26.60	Southern Cross	$12.40
Cue	$27.50	Leonora	$27.40	Telfer	$64.40
Dampier	$37.60	Madura	$29.00	Teutonic Bore	$26.60
Denham	$22.10	Marble Bar	$70.30	Tom Price	$34.80
Derby	$44.70	Meekatharra	$23.70	Whim Creek	$44.90
Esperance	$7.60	Mount Magnet	$29.90	Wickham	$43.20
Eucla	$30.00	Mundrabilla	$29.50	Wiluna	$26.90
Exmouth	$39.60	Newman	$25.60	Wyndham	$67.30
Fitzroy Crossing	$54.50	Norseman	$24.00		

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 working as part of a school program (e.g. work experience placement), in a not-for-profit organisation or in a family business.
- School aged children must not be employed during school hours, unless participating in a school program.

The When children can work in Western Australia page has more information.

Meal breaks

An unpaid meal break must be provided to employees after no more than five (5) hours of work, at a time mutually arranged between the employer and the employee. The meal break is one hour, or a lesser period (not shorter than 30 minutes) agreed between the employer and employee.

Ordinary working hours

The ordinary hours of work depend on the industry the employee is employed in. Full time employees in all industries work 38 hours per week (or where relevant an average of 38 hours per week).

Hospitality industry

- A minimum of four (4) and a maximum of 10 ordinary hours per day may be worked within a maximum spread of 12 hours (an employee's agreement is required if they are to work more than eight (8) hours per day).
- Ordinary hours may be worked on 10 days in a fortnight, Monday to Sunday (an employee's agreement is required for the employee to be rostered on more than seven (7) days consecutively).

Racing industry (betting)

- Not more than eight (8) ordinary hours may be worked on any day.
- Ordinary hours may be worked on any day, Monday to Sunday.

Retail and wholesale businesses*

- Ordinary hours may be worked between 6:30 am and 6 pm, Monday to Saturday, provided that where the ordinary hours are worked over five and a half days the half day shall conclude no later than 1 pm.
- Ordinary hours may finish after 6 pm but not later than 9 pm on days when retail trading hours extend beyond 6 pm, in which case up to 11.5 hours ordinary hours may be worked on that day.
- For fruit and produce markets, ice, ice-cream, milk and cream establishments, a maximum daily spread of 10 hours may be worked on any day.

* Separate arrangements apply to shiftworkers in retail and wholesale establishments. Refer to clause 7B of the award on the WAIRC website.

Customs, shipping and forwarding agents establishments

- A minimum of four (4) and a maximum of 10 ordinary hours per day may be worked within a maximum spread of 12 hours.
- Employees shall not be required to commence work on more than five (5) days per week, Monday to Sunday.
- Employees are entitled to two (2) consecutive rostered days off each week, unless otherwise agreed between the employer and the employee.

Timber industry

- Not more than eight (8) ordinary hours may be worked on any day.
- Ordinary hours may be worked Monday to Friday.
- Ordinary hours may be averaged over a work cycle as follows:
  - 38 hours in a work cycle of seven (7) consecutive days;
  - 76 hours in a work cycle of 14 consecutive days;
  - 114 hours in a work cycle of 21 consecutive days; or
  - 152 hours in a work cycle of 28 consecutive days.

All other industries/businesses

- Not more than eight (8) ordinary hours may be worked on any day.
- At the employer's discretion, ordinary hours may be worked over a five (5) or five and a half day week, Monday to Saturday.

Part time employees

Part time employees regularly work less than 38 ordinary hours per week.

When a part time employee commences employment, the employer and employee must agree to the number of ordinary hours to be worked in each week, which can be varied by either party giving one week's notice.

Casual employees

All industries except Racing industry (betting)

- Employees may be employed on a casual basis for a period of less than four (4) weeks, or up to 13 weeks if employed to cover for another employee who is on long service leave, annual leave, sick leave, workers compensation or authorised unpaid leave.
- A minimum engagement of four (4) hours applies to casual employees.

Racing industry (betting)

There are no restrictions on how long an employee may be engaged on a casual basis and no minimum shift length applies.

Penalty rates

Penalty rates apply for certain industries for work performed during ordinary hours. Penalty rates **do not apply** to accountants' employees, the Racing Industry (betting) or the Timber industry.

Retail and wholesale businesses

When penalty rates apply	Penalty rates
After 6 pm in retail stores on days of late-night trading	Time and a quarter
On Saturdays up to 12pm	Time and a quarter
On Saturdays after 12pm	Time and a half
For a 5 ½ day week employee for work performed up to 12 pm (noon) on the half day (including where it falls on a Saturday)	Time and a half

Hospitality

When penalty rates apply	Penalty rates
Hours worked **prior** to 7 am or **after** 7 pm on any day Monday to Friday	$1.55 per hour
Saturday and Sunday	Time and a half

Customs, shipping and forwarding agents businesses

When penalty rates apply	Penalty rates
Hours worked **prior** to 7 am or **after** 7 pm on any day Monday to Friday	Ordinary rate plus 20%
On Saturdays up to 12pm	Time and a quarter
On Saturdays after 12pm	Time and a half
On Sundays	Time and three quarters

All other industries (excluding accountants' employees, the Racing industry (betting) and Timber)

When penalty rates apply	Penalty rates
Hours worked **prior** to 7 am or **after** 7 pm on any day Monday to Friday	Ordinary rate plus 20%
Saturday **prior** to 12 pm (noon)	Time and a quarter
Saturday **after** 12 pm (noon)	Time and a half
For a 5 ½ day week employee for work performed up to 12 pm (noon) on the half day (including where it falls on a Saturday)	Time and a half

Overtime - excluding Racing industry (betting)

- An employee and an employer may agree to time off in lieu of payment of overtime in which case the time off must be equivalent to the overtime rate that otherwise would have been paid.
- Any employee receiving a salary that is 20% per week or more above the rate for a Clerical Officer Grade 3 Year 1 is not entitled to overtime rates for any overtime worked.
- Employees in some industries classified at Level 4 or above may agree with their employer to be paid an annualised salary. More details can be found in clause 36 of the award at the WAIRC website.

Employees employed in industries except Hospitality or Retail and wholesale businesses

When overtime is worked	Overtime rates
Outside of ordinary hours (Monday to Friday and Saturday **before** 12pm)	Time and a half for the first 2 hours and double time after that
Outside of ordinary hours **after** 12 pm on a Saturday	Double time
Outside of ordinary hours on a Sunday	Double time
If employee is required to work through the meal break	Relevant overtime rates as listed above, until meal break is allowed.
Public holiday or substituted day	Double time and a half

Hospitality business employees

When overtime is worked	Overtime rates
Outside of ordinary hours (Monday to Friday)	Time and a half for the first 2 hours and double time after that
Outside of ordinary hours on a Saturday or Sunday	Double time
On an accrued day off	Double time, minimum payment of 4 hours
If employee is required to work through the meal break	Relevant overtime rates as listed above, until meal break is allowed.
Public holiday or substituted day	Double time and a half

Retail and wholesale business employees

When overtime is worked	Overtime rates
Outside of ordinary hours (Monday to Friday (and Saturday **before** 12pm)	Time and a half for the first 2 hours and double time after that
Outside of ordinary hours **After** 12 pm on a Saturday	Double time
Sunday	Double time
Public holiday or substituted day (except employees of fruit and produce markets, ice, ice-cream, milk and cream businesses.) Employees of fruit and produce markets, ice, ice-cream, milk, and cream businesses	Double time and a half Time and a half **plus an additional paid day off**
An employee recalled to work (includes time spent in travelling counts as time worked)	Minimum payment of 3 hours at the applicable overtime rate
If employee is required to work through the meal break	Relevant overtime rates as listed above, until meal break is allowed.

Public holidays

Under this award:

- If a public holiday (except Easter Sunday) falls on a Saturday or Sunday, the following Monday is considered to be the public holiday. If Boxing Day falls on a Sunday or Monday, the following Tuesday is considered to be the public holiday.
- When a public holiday is substituted with another day, only the substituted day is considered a public holiday.
- The Easter Sunday public holiday is on the actual day and **is not** substituted to another day.
- When any public holiday (excluding Easter Sunday) falls on a full time employee's rostered day off the employer and employee may agree that the employee receive:
  - an additional day's wages; or
  - another day off may be allowed within 28 days of the public holiday; or
  - an additional day off may be taken in conjunction with a period of annual leave.

Visit Public Holidays in Western Australia to view 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 (refer to ‘Penalty rates’ and ‘Overtime’).

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.

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 Clerks - Private Sector (WA) Award but **does not include** all details on leave obligations and entitlements. Full details of conditions are contained in the award on the WAIRC website, the MCE Act and the LSL Act.

Annual leave

- Full time employees are entitled to a minimum of four (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 (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 four (4) week period. Casual employees are not entitled to annual leave.
- Annual leave is a minimum entitlement in the MCE Act and the Clerks - Private Sector (WA) 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.
  - The Annual leave calculation guide can assist with calculating annual leave entitlements.
- For annual leave entitlements when employment ends see 'Resignation, termination and redundancy'.

Visit Annual leave for more information.

Bereavement leave

All employees, including casual employees, are entitled to two (2) days paid bereavement leave on the death of a member of the employee's family or household. The two (2) days need not be consecutive.

Visit Bereavement leave for more information.

Family and domestic violence leave

- All employees are entitled to **10 days' paid** family and domestic violence leave under the national FW Act.
- In addition, all state system employees are entitled to **five (5) days' unpaid** family and domestic violence leave under the MCE Act.
- 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 (that is, it is not pro rata).

Visit Family and domestic violence leave for more information.

Parental leave

Employees, including eligible casual employees, are entitled to the unpaid parental leave entitlements in the National Employment Standards of the FW Act. 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 two (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. The Personal leave calculation guide can assist with calculating paid personal leave entitlements.
- An employee, including a casual employee, is entitled to up to two (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. Full time and part time employees need to take any paid personal leave they have available **before** taking unpaid personal leave.
- Casual employees are not entitled to paid personal leave.
- Personal leave is a minimum entitlement from the MCE Act and the Clerks - Private Sector (WA) Award sets out additional requirements regarding personal leave.
- When a business changes ownership, an employee's paid personal leave balance with the old employer must be credited to the employee by the new employer if under the LSL Act:
  - there has been a transmission/transfer of business; and
  - the employee's service is deemed continuous.
- Unused personal leave entitlements are not paid out on termination.

Visit Personal leave for definitions of 'member of the family or household' or for more information.

Long service leave

- Long service leave is a paid leave entitlement for full time, part time and casual employees. Under the LSL Act, an employee may be eligible for long service leave:
  - after 10 years of continuous employment with the same employer, and for every five (5) years of continuous employment after the initial 10 years; and
  - on a pro rata basis when their employment ends after seven (7) years of continuous employment but before 10 years.
- The Long service leave pages of the department's 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 the number of weeks of long service leave an employee is entitled to when employment ends.

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 must provide one week's notice.

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

Termination

An employer can terminate the employment of a casual employee by providing one hour's notice or pay in lieu of notice.

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
Less than 1 year	1 week
More than 1 year but less than 3 years*	2 weeks
More than 3 years but less than 5 years*	3 weeks
More than 5 years*	4 weeks

- *Employees over 45 years of age with two (2) or more years of continuous service must receive an additional week's notice.
- These obligations are in the FW Act which applies rather than the notice provisions in the Clerks - Private Sector (WA) Award.

Dismissal and unfair dismissal outlines obligations and requirements when an employee is terminated.

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 'Termination';
- 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).

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 following table.

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 obligations and 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.

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; and
- 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.

Pay slip requirements provides 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 *Clerks (Commercial, Social and Professional Services 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 LSL Act. Employers are also required to comply with the record keeping requirements in the LSL Act. 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 MCE Act or LSL Act; 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.

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 seven (7) years after the employment ends, and each other employment record must be retained for not less than seven (7) years after it is made.

Grading structure

All employees must be graded according to the award grading structure. Employers must advise their employees in writing of their grading and of any changes to their grading.

Note: Employees working in accounting businesses, customs, shipping and forwarding agents businesses, the hospitality industry or the racing industry - betting **must not be** classified below a Grade 1 clerical assistant Year 3 classification.

Grade 1 clerical assistant

Employees in this grade perform and are accountable for clerical and office tasks as directed within the skill levels set out. They work within established routines, methods and procedures. Supervision is routine or direct.

Machine operation - skill level 1
Operate telephone/intercom systems (e.g. Commander type), telephone answering machines, fax machines, photocopiers, franking machines, guillotines, calculator and adding machines, paging system.

Computer - skill level 1
Use knowledge of keyboard and basic menu-driven options and function keys to enter, retrieve and print data; use printer. Use of safe and correct opening and closing down procedures.

Information handling skills - skill level 1

- Receive, sort, open, and distribute incoming mail, process outgoing mail, receive incoming and despatch outgoing courier mail, deliver messages and documents to appropriate persons/locations.
- Work with established filing/records system in accordance with set procedures including creating and indexing new files, distributing files/publications within the organisation as requested; monitoring file locations.
- Prepare and collate documents, take telephone messages.
- Transcribe information into records, sort and file documents/records accurately in correct locations/sequence using an established filing system.

Enterprise/industry, specialist skills - skill level 1

- Acquire and apply a limited knowledge of office procedures and requirements.
- Relay internal information.

Business/financial skills - skill level 1
Sort, process and record original source financial documents (e.g. invoices, cheques, correspondence) on a daily basis.

Grade 2 clerical officer

Employees in this grade perform clerical and office tasks using a more extensive range of skills and knowledge at a level higher than required in Grade 1. They are responsible and accountable for their own work, which is performed within established routines, methods and procedures. Supervision is general.

Technical skills

Machine operation - skill level 2
Operate switchboard (PABX system).

Keyboard typing - skill level 1
Produce documents using standard formats at 25 wpm with 98% accuracy.

Computer- skill level 2
Manipulate previously created data bases, spreadsheets/worksheets; calculate alpha-numerical and related information to perform routine tasks and generate simple reports.

Word processing - skill level 1
Produce simple and routine documents using keyboard skills within designated timeframes.

Information handling skills - skill level 2
Maintain mail register and records. Use and maintain established filing/records systems in accordance with set procedures including creating and indexing new files, distributing files within the organisation as requested, monitoring file locations.

Enterprise/industry, specialist skills - skill level 2

- Acquire and apply a working knowledge of office or sectional operating procedures and requirements.
- Interpret and action information supplied.
- Acquire and apply a working knowledge of the organisation's structure and personnel in order to deal with inquiries at first instance, locate appropriate staff in different sections, relay internal information, respond to or redirect inquiries, greet visitors.

Business/financial skills - skill level 1

- Assist in the maintenance of financial records and journals, including cheques and authorisation.
- Maintain and record petty cash, prepare bank deposits and withdrawals banking.
- Check time and wage records.

Grade 3 clerical officer

Employees in this grade perform clerical and office tasks using a more extensive range of skills and knowledge at a level higher than required in Grade 2. They are responsible and accountable for their own work, which is performed within established guidelines and they exercise limited discretion within the range of their skill and knowledge. Supervision is limited.

Employees holding a Certificate of Office & Secretarial Studies (TAFE) or accredited equivalent and who are required to use skills and perform tasks within the range of skills in Grade 3 shall be graded at Grade 3 or above.

Technical skills

Machine operation - skill level 3

Operate computerised radio telephone equipment, dictaphone equipment or other equipment of equal complexity.

Computer - skill level 3

- Use one or more software application package(s) to operate and populate a database, spreadsheet/ worksheet to achieve a desired result; graph previously prepared spreadsheet; use simple menu utilities.
- Following standard procedures to template for the preceding functions using existing models/fields of information.
- Create, maintain and generate simple reports.

Keyboard typing - skill level 2

- Accurately produce documents and correspondence using knowledge of standard formats, touch type, audio type within established procedures.
- Copy type at 40 wpm with 98% accuracy.

Word processing - skill level 2

- Use one or more software packages to create format, edit, proof read, spell check, print and save text documents, e.g. standard correspondence and business documents.
- Apply additional functions such as search and replace, variable fonts, moving and merging across documents and simple maths.

Secretarial - skill level 1

Take shorthand notes at 80 words per minute and transcribe with 98% accuracy. Arrange travel bookings and itineraries, make appointments.

Enterprise/industry, specialist skills - skill level 3

Apply a working knowledge of the organisation's products/services, functions, locations and clients. Respond to and act upon most internal/external inquiries in own function area.

Information handling skills - skill level 3

Oversee record management systems including review and analysis.

Business/financial skills - skill level 2

Maintain financial records and journals, maintain payroll records, prepare accounts payable for payment.

Grade 4 clerical officer

Employees in this grade perform clerical and office tasks using a more extensive range of skills and knowledge at a level higher than required in Grade 3. They are responsible and accountable for their own work, and exercise discretion and initiative in the organisation of work within prescribed limits. Supervision is limited.

Keyboard typing - skill level 3

Format complex documents including technical data, technical language, tables, graphs, text design, indexing, variable type face; produce documents requiring specified form or to comply with regulations or standards.

Word processing - skill level 2
Use one or more software packages to apply advanced functions such as text columns, money columns, tables, e.g. to produce financial statements, printed forms, sorting, boxes, create displays of charts or graphs in report format, select style sheets appropriate to final presentation.

Secretarial - skill level 2
Take shorthand notes at 100 words per minute and transcribe at 95% accuracy; manage executive appointments; respond to invitations; organise internal meetings on behalf of executive; establish and maintain reference lists/personal contact systems for executives.

Supervisory - skill level 1
Allocate work tasks to individuals, check work progress and correct errors.

Computer - skill level 3
Apply knowledge of intermediate functions to manipulate data, i.e. modify fields of information, develop new basic databases or spreadsheet models; spreadsheet, perform reconciliation.

Enterprise/industry, specialist skills - skill level 4
- Provide detailed advice and information on the organisation's products and services; respond to client/public/supplier and internal organisation inquiries, within own function area, using such techniques as personal interview and liaison; explain organisation's viewpoint to clients and appropriate persons; using knowledge of internal/external regulatory requirements related to own function area.
- Acquire and use specialist vocabulary, i.e. technical/medical/legal within the scope of this grade.

Information handling skills - skill level 4
Create new forms of files and records as required using computer-based records systems; e.g. customer/client/supplier and subscription lists. Access, identify, and extract information as required from external sources, e.g. databases, libraries, local authorities.

Business/financial skills - skill level 3
Prepare cash payment summaries and banking reports; apply purchasing and inventory control requirements; reconcile debtors, creditors and general ledger accounts to balance; follow-up unpaid accounts by telephone liaison/interview; prepare documentation on overdue accounts for senior officers or referral to debt recovery processes; calculate wage and salary requirements including tax, superannuation and other deductions and transfer payments for authorisation; calculate stock valuations; prepare bank reconciliation; calculate costing using established formula for all inputs and margins.

Grade 5 administrative officer

Employees in this grade perform clerical and administrative duties using a more extensive range of skills and knowledge at a level higher than required in Grade 4. They are responsible and accountable for their own work, and may have limited responsibility for the work of others. They exercise initiative, discretion and judgement within the range of their skills and knowledge. Supervision is minimal.

Computer - skill level 4
Use a variety of application software packages within a micro/personal computer network including importing data from one package to another. Evaluate usefulness or applicability of software programs (using existing software programs) and recommend preferred solutions to meet new or different application requirements. Use advanced spreadsheet functions (e.g. Macro functions etc.) to enhance operation of the spreadsheet. Use a central computer resource to an equivalent standard.

Word processing - skill level 3
Use all preceding word processing functions and integrate word processing software with other application software packages to produce complex text and data documents. Apply knowledge of desktop publishing to integrate complex documents. Apply advanced functions including Macros, moving columns for complex formatting of documents such as multi-column reports and presentations, including booklets. Apply complex maths functions.

Secretarial - skill level 3
Take shorthand notes at 120 words per minute and transcribe at 95% accuracy; attend executive/organisational meetings and take minutes; answer executive correspondence from verbal or rough hand-written instructions; organise teleconferences.

Enterprise industry, specialist skills - skill level 5
Apply detailed knowledge of the industry in which the organisation operates to complex issues/arrangements in such areas as consumer/client services, special products/service knowledge, and respond within established internal/external regulatory parameters and policies. Indicative specialist skills include; apply detailed knowledge of customs law and regulations to overseas sales and ordering. Apply detailed knowledge of inventory/stock requirements to obtain competitive quotations and initiate purchasing. Apply detailed knowledge of internal/external regulatory parameters and policies relating to industrial employment law, occupational health and safety, workers compensation claims procedures, superannuation requirements.

Information handling skills - skill level 5
Develop, plan and implement new paper based/manual filing records systems for the enterprise; assist in separate undertaking research (locate/solicit, summarise/extract and interpret information) related to function areas.

Business/financial skills - skill level 4
- Post transactions to ledger and prepare a trial balance; prepare end of the period adjustments and transfers using general journal; prepare financial/tax schedules for periodic tax requirements such as payroll, sales and group tax returns reconcile general ledger accounts; determine costing by calculating input costs and margins.
- Apply detailed knowledge of organisations credit terms to new accounts and to following up significant debtors, prepare periodic debtor statements.

Supervisory - skill level 2
Resolve operational problems for staff in lower grades, co-ordinate work flow within a section or unit, and counsel and advise staff who are under routine supervision.

Grade 6 administrative officer

Employees in this grade perform clerical and administrative duties using a more extensive range of skills and knowledge at a level higher than required in Grade 5. They are responsible and accountable for their own work, and may have responsibility for the work of a section or unit. They exercise initiative, discretion and judgement within the range of their skills and knowledge. Supervision is by means of reporting to more senior staff as required.

Computer - skill level 5
Operating/co-ordinating a group of computers such as a small multi-user system or a large group of personal computers which may include operating a help desk, running and monitoring batch jobs and performing regular back-ups and restores.

Enterprise/industry, specialist skills - skill level 6
Apply knowledge of the organisation's objectives and performance, and apply specialist knowledge, in areas such as projected growth, product trends and general industry conditions, examples include: knowledge of competitors and major client’s market structure in the performance of own responsibilities; import/export activities.

Indicative specialist skills include: use knowledge of basic statistics to interpret data from spreadsheets, statistical tables, graphs and frequency tables in the performance of own responsibilities. Administration of workers compensation claims, insurance and disputed claims.

Supervisory - skill level 3
Plan and organise work priorities of a unit or section; re-schedule workloads as necessary and resolve operational problems for unit or section; monitor work quality of those supervised; use observations, diagnosis and intervention skills to ensure unit/section meets objectives; organise and chair necessary work meetings/conferences; assist in planning future sectional/office organisational resources and equipment needs.

Business/financial skills - skill level 5
Administer individual salary packages, travel expenses, allowances and company transport. Administer specialist salary and payroll requirements, e.g. Eligible Termination Payments, Superannuation Trust Deed Requirements, Redundancy Calculations, Maintenance Support Schemes, etc.

Secretarial - skill level 4
As well as having shorthand skills of Skill Level 3, arrange conferences and external meetings, including venues, agendas, documentation, audio-visual requirements, catering, transport and accommodation; originate executive correspondence; assist executive in preparing, attending and following up appointments, interviews, meetings, etc.; assume responsibility for designated areas of executive's work, on delegated authority.

Supervision
The five defined levels of supervision which can be generally categorised as follows:

- **Direct** - the employee receives detailed instructions on work to be performed and is subject to frequent personal progress checks.
- **Routine** - the employee receives broad instructions on work to be performed except when new or unusual features require more specific instructions. Work in progress is checked intermittently while all work is checked on completion.
- **General** - the employee receives specific instructions only when new procedures or tasks are involved. Work is checked on completion.
- **Limited** - the employee is subject to work checks which are generally confined to establishing that satisfactory progress is being made. Work is reviewed on completion.
- **Minimal** - the employee is subject to final review/report back on work and may receive assistance with specific problems.

NB. Supervision is not a criteria for determining classification levels but should be used as a guide in determining the overall level of responsibility and autonomy expected of the principal functions of the job.

Industry definitions

"**Club**" means undertakings described as clubs that provide a service to members in the form of accommodation, or dining and/or liquor facilities.

"**Customs, shipping and forwarding agents establishments**" means any establishment where clearing, receiving, delivering inward and outward shipping or intrastate, interstate or overseas cargoes is carried out as the principal business of the establishment.

"**Establishment**" means any place, location or address where an employer has established an office or place of business.

"**Hospitality Industry**" means:

- Casinos
- Hotels
- Motor inns and motels
- Boarding establishments
- Condominiums or similar establishments
- Health or recreational farms
- Private hotels, guest houses or serviced apartments
- Caravan parks
- Clubs
- Holiday flats or units, ranches or farms
- Hostels or any other type of residential or tourist accommodation
- Wine saloons, wine bars and taverns
- Liquor booths
- Resorts
- Function areas or conventions or similar facilities operating in or in connection with, premises mentioned above.
- Restaurants operating in or in connection with, premises owned or operated by employers otherwise referred to above.

"**Retail establishment**" means any establishment where retail mercantile business is principally or exclusively carried on.

"**Wholesale establishment**" means any warehouse or place where goods are exclusively or principally sold for resale and/or where goods are sold for consumption and/or use in other businesses.