



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

WA Award Summary

# Cleaners and Caretakers Award

**1 July 2018**

## About this Award Summary

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

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

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

## How can we help?

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



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

<p><b>Step 1</b> Is the business in the state system?</p>	<p>This information applies to businesses in the <b>state industrial relations system</b>. It covers businesses which operate as:</p> <ul style="list-style-type: none"> <li>✓ <b>sole traders</b> (eg Jane Smith trading as Jane’s Club)</li> <li>✓ <b>unincorporated partnerships</b> (eg Jane and Bob Smith trading as Jane’s Club)</li> <li>✓ <b>unincorporated trust arrangements</b> (Jane and Bob Smith as trustees for Jane’s Club)</li> </ul> <p>This information does <b>not</b> cover businesses and organisations in the national system which operate as:</p> <ul style="list-style-type: none"> <li>✗ <b>Pty Ltd businesses</b> that are trading or financial corporations (eg Smith Pty Ltd trading as Jane’s Club)</li> <li>✗ <b>incorporated partnerships or incorporated trusts</b></li> <li>✗ <b>incorporated associations and other not-for-profit bodies</b> (that are trading or financial corporations)</li> </ul> <p>For more information visit the <a href="#">Guide to who is in the WA state system</a> page. If the business or organisation is in the national system visit the Fair Work Ombudsman website <a href="http://www.fairwork.gov.au">www.fairwork.gov.au</a></p>
<p><b>Step 2</b> Is the business covered by the Cleaners and Caretakers Award?</p>	<p>The Cleaners and Caretakers Award applies to churches, clubs, local government, societies and/or organisations and private industry employers in the state industrial relations system.</p>
<p><b>Step 3</b> Is the employee’s job covered by the Cleaners and Caretakers Award?</p>	<p>The Cleaners and Caretakers Award sets pay rates, working hours and other employment arrangements for employees working as:</p> <ul style="list-style-type: none"> <li>✓ Cleaners or caretakers</li> <li>✓ Window cleaners</li> <li>✓ Security guards or lift attendants and other attendants.</li> </ul> <p>The Award does not apply to any employee otherwise covered by the:</p> <ul style="list-style-type: none"> <li>✓ Contract Cleaners Award</li> <li>✓ Cleaners and Caretakers (Car and Caravan Parks) Award or</li> <li>✓ Security Officers Award</li> </ul>



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

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

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



## Rates of pay

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

**Adult and junior wages – applicable from the first pay period on or after 1 July 2018 until end of last pay period commenced in June 2019 (new rates applied first pay period on or after 1 July 2019).**

	Age	Rate	Weekly	Hourly	Casual
<b>Cleaner</b>	Adult	100%	\$743.00	\$19.55	\$23.46
	20 years	90%	\$668.70	\$17.60	\$21.12
	19 years	80%	\$594.40	\$15.64	\$18.77
	18 years	70%	\$520.10	\$13.69	\$16.42
	17 years	60%	\$445.80	\$11.73	\$14.08
<b>Caretaker</b>	Adult	100%	\$760.50	\$20.01	\$24.02
	20 years	90%	\$684.50	\$18.01	\$21.62
	19 years	80%	\$608.40	\$16.01	\$19.21
	18 years	70%	\$532.40	\$14.01	\$16.81
	17 years	60%	\$456.30	\$12.01	\$14.41
<b>Security Guard</b>	Adult	100%	\$740.60	\$19.49	\$23.39
	20 years	90%	\$666.50	\$17.54	\$21.05
	19 years	80%	\$592.50	\$15.59	\$18.71
	18 years	70%	\$518.40	\$13.64	\$16.37
	17 years	60%	\$444.40	\$11.69	\$14.03
<b>Security Guard (mobile)</b>	Adult	100%	\$757.30	\$19.93	\$23.91
	20 years	90%	\$681.60	\$17.94	\$21.52
	19 years	80%	\$605.80	\$15.94	\$19.13
	18 years	70%	\$530.10	\$13.95	\$16.74
	17 years	60%	\$454.40	\$11.96	\$14.35
<b>Security Guard/Cleaner</b>	Adult	100%	\$741.70	\$19.52	\$23.42
	20 years	90%	\$667.50	\$17.57	\$21.08
	19 years	80%	\$593.40	\$15.62	\$18.74
	18 years	70%	\$519.20	\$13.66	\$16.40
	17 years	60%	\$445.00	\$11.71	\$14.05
<b>Window Cleaner</b>	Adult	100%	\$748.70	\$19.70	\$23.64
	20 years	90%	\$673.80	\$17.73	\$21.28
	19 years	80%	\$599.00	\$15.76	\$18.92
	18 years	70%	\$524.10	\$13.79	\$16.55
	17 years	60%	\$449.20	\$11.82	\$14.19
<b>Lift Attendant</b>	Adult	100%	\$738.20	\$19.43	\$23.31
	20 years	90%	\$664.40	\$17.48	\$20.98
	19 years	80%	\$590.60	\$15.54	\$18.65

	Age	Rate	Weekly	Hourly	Casual
	18 years	70%	\$516.70	\$13.60	\$16.32
	17 years	60%	\$442.90	\$11.66	\$13.99
<b>Attendant</b>	Adult	100%	\$733.60	\$19.31	\$23.17
	20 years	90%	\$660.20	\$17.37	\$20.85
	19 years	80%	\$586.90	\$15.44	\$18.53
	18 years	70%	\$513.50	\$13.51	\$16.22
	17 years	60%	\$440.20	\$11.58	\$13.90
<b>Lavatory Assistant</b>	Adult	100%	\$741.10	\$19.50	\$23.40
	20 years	90%	\$667.00	\$17.55	\$21.06
	19 years	80%	\$592.90	\$15.60	\$18.72
	18 years	70%	\$518.80	\$13.65	\$16.38
	17 years	60%	\$444.70	\$11.70	\$14.04

- Please note the award also provides rates for employees who are 16 years of age and under.



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



## Hours and overtime

### Ordinary hours – cleaners

The ordinary hours for a **cleaner** are:

- An average of 38 hours per week with the hours actually worked being 40 per week or 80 per fortnight to be worked eight hours per day on any five days of the week or 10 days of the fortnight.
- Worked with two hours of each week's work accruing as an entitlement to a maximum of 12 accrued days off in each 12 month period.
- A maximum of eight hours per day Monday to Friday inclusive and four hours on Saturday.
- Worked between 6:00am and 7:00pm Monday to Friday (provided that if an employee works a five day week, work may be performed until 7:30pm on Friday).
- Worked between 6:00am and 1:00pm on Saturdays. Any ordinary hours worked on a Saturday between 6:00am and 1:00pm must be paid at the rate of time and one quarter.

### Overtime – cleaners

- All overtime worked in excess of the ordinary hours prescribed must except as otherwise provided be paid for at the rate of time and one half for the first two hours and double time after that. All overtime worked on Sundays must be paid at the rate of double time.
- All hours worked by a part time employee beyond the ordinary rostered hours for that day must be paid at overtime rates.

### Hours and overtime – other classifications

- Different ordinary hours arrangements, overtime rates and weekend rates apply to **security guards, and attendants**. See clauses 2.1.5 and 2.1.6 of the Cleaners and Caretakers Award on the WA Industrial Relations Commission website [www.wairc.wa.gov.au](http://www.wairc.wa.gov.au)



## Meal breaks

- An employee must receive a meal break of not less than 30 minutes but not more than one hour between 12:00pm and 2:15pm.
- This clause does not apply to Security Guards, Security Guard/Cleaners or Security Guards (mobile) whose crib time must be taken in the employer's time.



## Allowances

Allowance	When allowance is paid	Rate
Meal Money	<ul style="list-style-type: none"> <li>○ If required to work overtime for more than two hours, without notification the previous day or earlier, must be supplied with a meal by the employer or be paid allowance.</li> <li>○ If a second or subsequent meal is required the employee must be supplied with a second meal or paid <b>\$6.20</b>.</li> </ul>	Meal money of <b>\$9.05</b> per occasion and <b>\$6.20</b> per second or subsequent meal.
Location Allowance	Where working in certain regional towns in Western Australia (paid on a proportionate basis to casual/part time employees and apprentices).	Visit the <a href="#">Location Allowance</a> page for the amount for each town or Clause 3.6 of the Award
Split Shift allowance	If an employee is required to carry out the ordinary hours of duty per day in more than one shift and if the break is not less than three hours. This allowance does not apply to caretakers.	<b>\$3.15</b> per day
Leading Hand Allowance	If a full time employee is placed in charge of other employees, they must be paid a weekly leading hand allowance.	See Clause 3.1 of the Cleaners and Caretakers Award on the WA Industrial Relations Commission website <a href="http://www.wairc.wa.gov.au">www.wairc.wa.gov.au</a>
Toilet Cleaning Allowance	If an employee is required to clean toilets they must be paid an allowance based on the number of toilets cleaned: <ul style="list-style-type: none"> <li>○ 5 toilets but less than 10 toilets per day</li> <li>○ 10 toilets but less than 30 toilets per day</li> <li>○ 30 toilets but less than 50 toilets per day</li> <li>○ 50 toilets or greater per day</li> </ul>	<b>\$4.40</b> per week <b>\$13.10</b> per week <b>\$26.10</b> per week <b>\$32.70</b> per week

### Other allowances

The Cleaners and Caretakers Award contains a range of other allowances which apply to specific working arrangements. Please view the award on the WA Industrial Relations Commission website [www.wairc.wa.gov.au](http://www.wairc.wa.gov.au) for details.



## Deductions from pay

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

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





## Employment of children

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- If the business is not a shop, restaurant, fast food or takeaway food outlet the minimum age for employment is 15 years old.
- A child who is 13 or 14 years old may work in a shop, restaurant, fast food or takeaway food outlet between 6 am and 10 pm (excepting school hours) if the employer has obtained written permission from their parent or guardian. Visit the [Employment of children laws in WA – shop, restaurant, fast food or takeaway food businesses](#) page for more information.
- School aged children must not be employed during school hours, unless participating in a school program.
- A child under 18 must not be employed in a job that jeopardises their wellbeing.



## Employment records

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



## Public holidays

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



## Leave entitlements

### Quick reference guide

Leave entitlement	Full time	Part time	Casual
Paid annual leave	✓	✓	✗
Sick and carer's leave	✓	✓	✗
Unpaid carer's leave	✓	✓	✓
Bereavement leave	✓	✓	✓
Unpaid parental leave	✓	✓	✓
Long service leave	✓	✓	✓

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



## Parental leave

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



## Bereavement leave

- All employees, including casual employees, are entitled to two days' paid bereavement leave on the death of a spouse, de facto partner, parent, step-parent, grandparent, child, step-child, grandchild, sibling or any other member of the employee's household. The two days need not be consecutive.
- Bereavement leave is a minimum entitlement from the *Minimum Conditions of Employment Act 1993*.
- The Cleaners and Caretakers Award also contains bereavement leave provisions which in some circumstances may provide additional entitlements to an employee. Please consult the award for details.



## Annual leave

- Annual leave is a minimum entitlement in the *Minimum Conditions of Employment Act* and the Cleaners and Caretakers Award sets out additional requirements regarding annual leave and annual leave loading.
- Full time employees are entitled to a minimum of four weeks of paid annual leave for each year of completed service, up to 152 hours. Part time employees are entitled to a minimum of four weeks 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 week period.
- Security Guards, Security Guard/Cleaners, Security Guards (Mobile) and Rest Room Attendants receive an additional week of annual leave each year.
- Casual employees are not entitled to paid annual leave. Casual employees are entitled to four weeks of unpaid annual leave for every 12 months service.
- During a period of annual leave an employee must be paid annual leave loading of 17.5%. However if the employee would have received additional rates greater than the 17.5% loading for work in ordinary hours had they not been on leave, the additional rates must be added paid in lieu of leave loading.
- Annual leave loading is not payable on any unused annual leave paid out on termination.
- Annual leave accrues on a weekly basis:
  - A full time employee working a 38 hour week 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.
  - Employees under this award who receive additional leave will accrue leave at a different rate, see the award for details.
  - Visit Wageline's [Annual Leave Calculation Guide](#) to work out annual leave entitlements.
  - Wageline's [record keeping templates](#) include an annual leave record template.



## Sick and carer's leave

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





## Long service leave

Full time, part time and casual employees are entitled to long service leave (LSL).

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

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

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



## Resignation, termination and redundancy

### Resignation by the employee

- Casual employees must provide one hour's notice of resignation.
- Full time and part time employees must provide one day's notice during a probationary period of three months or less.
- If the employee is not on a probationary period, the Cleaners and Caretakers Award does not specify a particular notice period that employees must give to the employer if they resign.

### Termination

- An employer is required to give a casual employee one hours' notice of termination or one hour's pay in lieu of such 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
Not more than 1 year	1 week
More than 1 year but not more than 3 years*	2 weeks
More than 3 years but not more than 5 years*	3 weeks
More than 5 years*	4 weeks

\*Employees over 45 years of age with two or more years of continuous service must receive an additional week's notice.

## Redundancy

- An employee is redundant when their employer has made a definite decision that they no longer wish the job the employee has been doing to be done by anyone.
- An employer has a number of obligations in redundancy situations and may be required to pay severance pay. Visit the [Redundancy](#) page for redundancy obligations.
- Clause 5.3.4 of the Cleaners and Caretakers Award provides severance payments based on years of service. Please consult the award on the WA Industrial Relations Commission website [www.wairc.wa.gov.au](http://www.wairc.wa.gov.au)

## Dismissal requirements

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

## Disclaimer

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

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