



## WA award summary

# Motel, Hostel, Service Flats and Boarding House Workers Award

1 July 2024

## About this award summary

---

This document is a summary of the state Motel, Hostel, Service Flats and Boarding House Workers Award. WA awards are legal documents that outline the pay rates, allowances, working hours, and leave entitlements for employees in a particular industry or type of work.

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

This WA award summary is a summary only and does not include all obligations required by the award. It is important to also refer to the full Motel, Hostel, Service Flats and Boarding House Workers Award that is available on the Western Australian 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 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](http://www.demirs.wa.gov.au/wageline) or by contacting Wageline on 1300 655 266.

## 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><b>Step 1</b> Is the business in the state system?</p>	<p>This WA award summary applies to businesses in the <b>state industrial relations system</b>. The state system covers businesses (and their employees) that operate as:</p> <ul style="list-style-type: none"> <li>✓ <b>sole traders</b></li> <li>✓ <b>unincorporated partnerships</b></li> <li>✓ <b>unincorporated trust arrangements</b></li> <li>✓ <b>incorporated associations and other non-profit bodies</b> that are not trading or financial corporations</li> </ul> <p>This summary does <b>not</b> apply to 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</li> <li>✗ <b>incorporated partnerships or incorporated trusts</b></li> <li>✗ <b>incorporated associations and other non-profit bodies</b> that are trading or financial corporations</li> </ul> <p>For more information visit the <a href="#">Which system of employment law applies</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 Motel, Hostel, Service Flats and Boarding House Workers Award?</p>	<p>The Motel, Hostel, Service Flats and Boarding House Workers Award applies to businesses in the state industrial relations system which are:</p> <ul style="list-style-type: none"> <li>✓ Establishments where boarders and/or lodgers are catered for, either temporarily or permanently</li> <li>✓ Furnished or unfurnished apartments sublet to tenants where there is service as to provision of meals and/or cleaning</li> </ul> <p>This award does not apply to any establishment covered by the Hotel and Tavern Workers Award.</p>
<p><b>Step 3</b> Is the employee's job covered by the Motel, Hostel, Service Flats and Boarding House Workers Award?</p>	<p>The Motel, Hostel, Service Flats and Boarding House Workers Award sets pay rates, working hours and other employment arrangements for employees working as:</p> <ul style="list-style-type: none"> <li>✓ Guest services and wait staff</li> <li>✓ Cooks, chefs and kitchen staff</li> <li>✓ Bar staff</li> <li>✓ Cleaners</li> </ul>

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 \$13,000 for individuals and \$65,000 for bodies corporate. Higher penalties apply for serious contraventions of up to \$130,000 for individuals and \$650,000 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, or who wish to make an anonymous report of wage theft, should visit the [Making a complaint about underpayment of wages or entitlements](#) page.

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**.

### Adult (19 years and older) rates of pay

Level (See page 13-15 for definitions)	Full time/Part time employee				Casual employee (Rate includes casual loading)		
	Fortnightly	Hourly Mon-Fri*	Hourly Sat/Sun	Public Holiday (min 4 hours)	Hourly Mon-Fri	Hourly Sat/Sun	Public Holiday
<b>Introductory</b> (max 3 months)							
- 19 and 20	\$1,795.80	\$23.63	\$35.44	\$59.07	\$29.54	\$35.44	\$53.17
- 21 and over	\$1,837.20	\$24.17	\$36.26	\$60.43	\$30.22	\$36.26	\$54.39
<b>Level 1</b>	\$1,837.20	\$24.17	\$36.26	\$60.43	\$30.22	\$36.26	\$54.39
<b>Level 2</b>	\$1,899.20	\$24.99	\$37.48	\$62.47	\$31.24	\$37.48	\$56.23
<b>Level 3</b>	\$1,944.70	\$25.59	\$38.38	\$63.97	\$31.99	\$38.38	\$57.57
<b>Level 4</b>	\$2,034.00	\$26.76	\$40.14	\$66.91	\$33.45	\$40.14	\$60.22
<b>Level 5</b>	\$2,144.80	\$28.22	\$42.33	\$70.55	\$35.28	\$42.33	\$63.50
<b>Level 6</b>	\$2,195.00	\$28.88	\$43.32	\$72.20	\$36.10	\$43.32	\$64.98

- \*A full time or part time employee must receive an extra **\$1.66 per hour** for any ordinary hours worked prior to 7.00am or after 7.00pm on Monday to Friday. If the employee works the majority of their ordinary hours in a shift between midnight and 7.00am they must instead be paid **\$1.75 per hour** extra for each such hour or part hour.
- A split shift allowance of **\$2.70 per day** must be paid to a full time or part time employee working a split shift.
- The 2024 State Wage Order realigned the state minimum wage to the C13 classification in the *Metal Trades (General) Award* resulting in an adjustment to some pay rates in this award summary to reflect the legal minimum rate payable.

### Junior rates of pay

Junior employees (under 19 years of age) are paid a percentage of the appropriate adult rate. Juniors employed at Level 5 classification or Level 6 classification must be paid full adult rates.

Age	Percentage
19	Full adult rates
18	80%
17	70%
16	60%
Under 16 years of age	50%

### Apprentice rates of pay

3 Year Term	Rate	Fortnightly (Mon-Fri)	Hourly (Mon-Fri)	Hourly (Sat-Sun)	Hourly (Public Holiday)
<b>1st year - under 21</b>	55%	\$1,075.70	\$1,118.70	\$14.72	\$22.08
<b>1st year - 21 or over</b> (Adult apprentice rate)	75%	\$1,466.80	\$1,525.60	\$20.07	\$30.11
<b>2nd year</b>	75%	\$1,466.90	\$1,466.90	\$19.30	\$28.95
<b>3rd Year</b>	88%	\$1,721.10	\$1,789.90	\$23.55	\$35.33

- An apprentice (21 years of age or older) must be paid the adult apprentice rate or the appropriate rate for the year of the apprenticeship if that is higher.
- An employer is required to pay an apprentice for the 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 apprentice.
- If the apprentice is a high school student undertaking a school based apprenticeship they must be paid the relevant hourly rate for the year of their apprenticeship for:
  - all hours spent working on the job; plus
- hours spent in off the job training (deemed to be 25% of actual hours worked each week).

## Registered trainees

- Registered trainees are employees who are undertaking a traineeship registered with the [Apprenticeship Office](#) at the Department of Training and Workforce Development. Traineeships can be undertaken on a full time, part time or school-based basis.
- The **pay rate** for a registered trainee under the Motel, Hostel, Service Flats and Boarding House Workers Award is the relevant minimum adult or junior rate for an award free registered trainee. View the pay rates in the [Award free minimum pay rates and entitlements summary](#).
- Note however, that registered trainees are covered by all other provisions of the Motel, Hostel, Service Flats and Boarding House Workers 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.

## Higher duties

Any employee performing work for two or more hours in any day on duties carrying a higher prescribed rate of wage than that, in which he or she is engaged, must be paid the higher wage for such day. If work is performed for less than two hours in any day, the employee must be paid the higher wage for the time so worked.

## Annualised salary

Full and part time employees may agree with their employer to be paid an annualised salary. The annualised salary must be equivalent to their normal wage plus 25%, and be sufficient to cover what the employee would have been entitled to if all award overtime and penalty rate payment obligations had been complied with. More details can be found in Clause 24 of the Motel, Hostel, Service Flats and Boarding House Workers Award on the WA Industrial Relations Commission website [www.wairc.wa.gov.au](http://www.wairc.wa.gov.au).

## 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 the [Prohibition on accepting goods, accommodation or services as payment](#) page for more information.

## Allowances

### Meal money

If an employee is required to work 2 or more hours of overtime without notification on the previous day (or earlier) they must receive a substantial meal or must be paid **\$11.30**.

### Split shift

If an employee (except a casual) works a split shift they must be paid **\$2.70** per day.

### Employee's equipment

If an employee is required to use their own knives they must be paid **\$14.40** per fortnight, or **\$7.20** if working less than 38 hours per fortnight.

### Protective clothing

If required to wash dishes, clean toilets or handle detergents, acids, soaps or any injurious substances must be supplied with rubber gloves by the employer or be paid **\$3.90** per fortnight, or **\$1.95** if working less than 38 hours per fortnight.

## Uniforms and laundry allowance

**Cooks** - When a cook wears the ordinary apparel usually worn by cooks such as black and white check trousers, white shirt, white apron and cap, these must be laundered at the employer's expense or be paid **\$11.00** per fortnight worked or **\$5.50** per fortnight for employees working less than 38 ordinary hours per fortnight.

**Other employees** - If the employer requires a special uniform (as defined in the award) to be worn the uniform must be provided by the employer. The employer must arrange for the uniform to be laundered at the employer's expense or be paid **\$7.20** per fortnight, or **\$3.60** for employees working less than 38 ordinary hours per fortnight.

## 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. Junior employees, 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 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

## Meal breaks

Meal break requirements are:

- an unpaid meal break of between 30 and 60 minutes after not more than 6 hours of work;
- a 10 minute paid break if shift is 6 or more hours long; and
- if it is not possible to grant a meal break on any day, the said meal break must be treated as time worked, and the employee must be paid at the applicable rate, plus 50% of the ordinary hourly rate, until the employee is released for a meal.

## Ordinary working hours, penalty rates and overtime – full time employees

- Full time employees are engaged in ongoing employment and work 76 ordinary hours per fortnight.
- Full time employees can be employed subject to a 3 month probationary period, which can be extended for up to a further 3 months provided that extension is reasonable.

### Ordinary hours of work

Full time employees' ordinary hours are:

- 76 hours of work per fortnight;
- only 10 days in any fortnight;
- shifts must be at least 4 hours and not more than 10 hours and spread of shift not more than 12 hours; and
- must not work less than 3 hours consecutively exclusive of meal breaks.

### Overtime and penalty rates

When penalty rates apply for full time employee	Penalty rates
If an employee works ordinary hours on a Saturday or Sunday	Time and a half
If an employee works on a public holiday	Double time and a half Minimum payment of 4 hours
If an employee works any ordinary hours prior to 7.00am or after 7.00pm on any day Monday to Friday	Extra <b>\$1.66</b> per hour for each such hour, or part thereof worked
If an employee works the majority of their ordinary hours between midnight and 7.00am	Extra <b>\$1.75</b> per hour for each such hour, or part thereof worked

When overtime applies for a full time employee	Overtime rates
If the employee has already worked: <ul style="list-style-type: none"> <li>• more than 10 hours per day or</li> <li>• more than 10 days in any fortnight or</li> <li>• more than 76 hours per fortnight</li> </ul>	Monday to Friday time and a half for the first 2 hours and double time after that Saturday or Sunday double time
Work performed outside the daily spread of shift (12 hours)	Monday to Friday time and a half for the first 2 hours and double time after that Saturday or Sunday double time.
All overtime worked on a Saturday or Sunday	Double time

By agreement, time off at the applicable overtime rate can be given instead of payment for overtime.

## Ordinary working hours, penalty rates and overtime – part time employees

- Part time employees are engaged in ongoing employment and work on an ongoing basis every week for a minimum of 20 hours per fortnight.
- Part time employees can be employed subject to a 3 month probationary period which can be extended for up to a further 3 months provided that extension is reasonable.

### Ordinary hours of work

Part time employees' ordinary hours are:

- at least 20 hours per fortnight;
- only 10 days in any fortnight;
- shifts must be at least 3 hours and not more than 10 hours and spread of shift not more than 12 hours; and
- by agreement, hours of work in any pay period can be increased to a maximum of 76 ordinary hours, and these extra hours will be paid at normal rates of pay.

### Overtime and penalty rates

When penalty rates apply for part time employee	Penalty rates
If an employee works ordinary hours on a Saturday or Sunday	Time and a half
If an employee works on a public holiday	Double time and a half Minimum payment of 4 hours
If an employee works any ordinary hours prior to 7.00am or after 7.00pm on any day Monday to Friday	Extra <b>\$1.66</b> per hour for each such hour, or part thereof worked
If an employee works the majority of their ordinary hours between midnight and 7.00am	Extra <b>\$1.75</b> per hour for each such hour, or part thereof worked

When overtime applies for a part time employee	Overtime rates
If the employee has already worked: <ul style="list-style-type: none"> <li>more than 10 hours per day or</li> <li>more than 10 days in any fortnight or</li> <li>more than 76 hours per fortnight</li> </ul>	Monday to Friday time and a half for the first 2 hours and double time after that Saturday or Sunday double time
Work performed outside the daily spread of shift (12 hours)	Monday to Friday Time and a half for the first 2 hours and double time after that Saturday or Sunday double time.
All overtime worked on a Saturday or Sunday	Double time

By agreement, time off at the applicable overtime rate can be given instead of payment for overtime.

## Ordinary working hours – casual employees

- Casual employees work on an irregular basis, with no expectation of on-going work.
- A casual employee must be provided with at least 2 consecutive hours of work per shift.

When penalty rates apply for a casual employee	Penalty rates
If an employee works Monday to Friday	Additional 25%
If an employee works on a Saturday or Sunday	Additional 50%
If an employee works on a public holiday	Additional 125%

## Employment of children

- A child who is 13 or 14 years old may work in a **restaurant** between 6.00am and 10.00pm (excepting school hours) if the employer has obtained written permission from their parent or guardian.
- Children under 15 cannot be employed in other occupations or workplaces covered by this WA award except if the child is working as part of a school program (e.g. work experience placement) or in a family business or a not-for-profit organisation.
- School aged children must not work in school hours except as part of a school program.
- Visit the [Employment of children laws in WA – shop, restaurant, fast food or takeaway food businesses](#) page for more information about employing children under the age of 15 years, including a template for written parental permission.
- Visit the [When children can work](#) page for more information.

## Public holidays

- Full time employees are entitled to public holidays without deduction of pay. Part time employees are entitled to public holidays without deduction of pay if they would ordinarily be required to work on that day if it was not a public holiday.
- Employees required to work on Easter Sunday must be paid at public holiday rates. The Easter Sunday public holiday is observed on the actual day, and it is not substituted to another day.
- If a public holiday (including Easter Sunday) falls on a worker's rostered day off, the holiday is observed on the next rostered working day. In this case the substituted day is a holiday without deduction of pay and the day for which it is substituted is not a holiday.
- 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
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 Motel, Hostel, Service Flats and Boarding House Workers Award but does **not** include all details on leave obligations and entitlements. Full details of conditions are contained in the Motel, Hostel, Service Flats and Boarding House Workers 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*.

### 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 Motel, Hostel, Service Flats and Boarding House Workers 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%. If an employee would have received any additional rates for work performed in ordinary hours, had he or she not been on leave, and this would be a greater amount than the 17.5% loading, then such additional rates must be paid in lieu of the 17.5% loading.
- Annual leave accrues on a weekly basis:
  - A full time employee accrues 2.923 hours of annual leave for each completed week of work.
  - A part time employee accrues the relevant proportion of 2.923 hours annual leave for each completed week of service.
  - 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 Wageline's [Annual leave](#) page 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*, 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.

### Personal leave

- Personal leave entitles a full time or part time employee to paid time off work due to either illness or injury to themselves, or because they have to care for a member of their family or household who requires care or support because they are sick, injured or affected by an unexpected emergency.
- Each year, full time and part time employees accrue paid personal leave equal to the number of hours they would ordinarily work in a 2 week period, up to 76 hours per year. Personal leave is a cumulative entitlement, and any leave not taken in one year is carried over and able to be taken in future years.



- Paid personal leave accrues on a weekly basis for full and part time employees. Wageline's [Personal leave calculation guide](#) can assist with calculating paid personal leave entitlements.
- An employee, including a casual employee, is entitled to up to 2 days of unpaid personal leave per occasion when a member of the employee's family or household requires care or support because of a personal illness or injury or unexpected emergency affecting the member. A full time or part time employee cannot take unpaid personal leave for caring purposes if they have paid personal leave available.
- Casual employees are not entitled to paid personal leave.
- Personal leave is a minimum entitlement from the *Minimum Conditions of Employment Act 1993*.
- Unused paid personal leave entitlements are not paid out when an employee resigns, is dismissed or made redundant.
- Visit Wageline's [Personal leave](#) page 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).
- An employee is able to take family and domestic violence leave if:
  - the employee is experiencing family and domestic violence; and
  - the employee needs to do something to deal with the impact of the family and domestic violence; and
  - it is impractical for the employee to do that thing outside the employee's ordinary hours of work.
- Leave can be taken in a single continuous period, separate periods of one or more days each, or periods of less than one day.
- Visit Wageline's [Family and domestic violence leave](#) page for more information.

### Long service leave

- Long service leave is a paid leave entitlement for full time, part time and casual employees. Under the *Long Service Leave Act 1958* (LSL Act), an employee may be eligible for long service leave:
  - after 10 years of continuous employment with the same employer, and for every 5 years of continuous employment after the initial 10 years; and
  - on a pro-rata basis when their employment ends after 7 years of continuous employment but before 10 years.
- The [Long service leave](#) pages of the Wageline website contain information on who is covered by the LSL Act, the entitlement to long service leave, how long service leave can be taken and frequently asked questions.
- To be entitled to long service leave an employee's employment with their employer must be continuous. There are some paid and unpaid absences or interruptions to an employee's employment that:
  - do not break an employee's continuous employment; and
  - count towards the employee's period of employment for the purposes of accruing long service leave.
- Some other types of absences do not break an employee's continuous employment, but do not count towards an employee's period of employment for the purposes of accruing long service leave. Visit the [Long service leave – What is continuous employment](#) page 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 the [Long service leave – What happens when business ownership changes?](#) page 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

Full time and part time employees are required to provide:

- In the first year of service, at least one day's notice.
- In the second year of service, at least one week's notice.
- In the third and succeeding years, at least 2 weeks' notice.

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

### Termination

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

For apprentices, an employer must contact the Department of Training and Workforce Development Apprenticeship Office on 13 19 54 to discuss any proposed termination of an apprentice.

Except in cases of serious misconduct, an employer is required to give full time and part time employees the following period of notice of termination (or payment in lieu):

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

\*Employees over 45 years of age with 2 or more years of continuous service must receive an additional week's notice.

### 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.

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

## Severance pay – Employers who employ 15 or more employees

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

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

\*An employee's period of continuous service includes any service with that business under a previous employer where there has been a transfer of the 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 the [Redundancy payments](#) page 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.

Wageline's [Pay slip information](#) page 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 *Motel, Hostel, Service Flats and Boarding House Workers 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 [www.demirs.wa.gov.au/longserviceleave](http://www.demirs.wa.gov.au/longserviceleave) for details;
- any other information necessary to show that the pay and benefits received by the employee comply with the WA award and other legal obligations such as employee entitlements under the *Minimum Conditions of Employment Act 1993* or *Long Service Leave Act 1958*; and
- any other information required by the WA award to be recorded.

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

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

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

Wageline's [Employment records - Employer obligations](#) page provides more information and record keeping templates to assist employers.

### Time periods for keeping records

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

Wageline's [Employment records - Employer obligations](#) page provides more information and record keeping templates to assist employers.

## Classifications / Job duties

### Introductory level

Means the level of an employee who enters the industry and who has not demonstrated the competency requirements of level 1. Such an employee will remain at this level for up to three months while the appropriate training for level 1 is undertaken and assessment made to move from the introductory level to level 1. At the end of three months from entry, an employee will move to level 1 other than where agreement has been reached and recorded between the employee and the employer that further training of up to three months is required for the employee to achieve competence for movement to level 1.

### Appropriate level of training

- Completion of a training course and the employee qualifying for an appropriate certificate relevant to the employee's particular classification; or
- That the employee's skills have been assessed to be at least the equivalent of those attained through the suitable course described in paragraph (a) of this sub-clause assessment to be undertaken by a qualified skills assessor.

### Food and Beverage

**Food and Beverage Attendant Grade 1 (Level 1)** means an employee who is engaged in any of the following:

- picking up glasses;
- emptying ashtrays;
- general assistance to food and beverage attendants of a higher grade not including service to customers;
- removing food plates;
- setting and/or wiping down tables;
- cleaning and tidying of associated areas.

**Food and Beverage Attendant Grade 2 (Level 2)** means an employee who has not achieved the appropriate level of training and who is engaged in any of the following:

- supplying, dispensing or mixing of liquor including the sale of liquor from the bottle department;
- assisting in the cellar or bottle department;
- undertaking general waiting duties of both food and/or beverage including cleaning of tables;
- receipt of monies;
- attending a snack bar;
- engaged on delivery duties.

**Food and Beverage Attendant Grade 3 (Level 3)** means an employee who has the appropriate level of training and is engaged in any of the following:

- supplying, dispensing or mixing of liquor including the sale of liquor from the bottle department;
- assisting in the cellar or bottle department, where duties could include working up to 4 hours per day (averaged over the relevant work cycle) in the cellar without supervision.
- undertaking general waiting duties of both food and liquor including cleaning of tables;
- receipt and dispensing of monies
- engaged on delivery duties; or
- in addition to the tasks performed by a food and beverage attendant grade 2 the employee is also involved in:
  - the operation of a mechanical lifting device or
  - attending a wagering (e.g. TAB) terminal, electronic gaming terminal or similar terminal.
- and/or means an employee who is engaged in any of the following:
  - full control of a cellar or liquor store (including the receipt, delivery and recording of goods within such an area);
  - mixing a range of sophisticated drinks;
  - supervising food and beverage attendants of a lower grade;
  - taking reservations, greeting and seating guests;
  - training food and beverage attendants of a lower grade.

**Food and Beverage Attendant (Tradesperson) Grade 4 (Level 4)** means an employee who has completed the appropriate level of training or who has passed the appropriate trade test and as such carries out specialised skilled duties in a fine dining room or restaurant.

**Food and Beverage Supervisor (Level 5)** means an employee who has the appropriate level of training including a supervisory course and who has the responsibility for supervision, training and co-ordination of food and beverage staff, or stock control for a bar or series of bars.

## Kitchen

**Kitchen Attendant Grade 1 (Level 1)** means an employee engaged in any of the following:

- general cleaning duties within a kitchen or food preparation area and scullery, including the cleaning of cooking and general utensils used in a kitchen and restaurant;
- assisting employees who are cooking;
- assembly and preparation of ingredients for cooking; or
- general pantry duties.

**Kitchen Attendant Grade 2 (Level 2)** means an employee who has the appropriate level of training, and who is engaged in specialised non-cooking duties in a kitchen or food preparation area, or supervision of kitchen attendants.

**Kitchen Attendant Grade 3 (Level 3)** means an employee who has the appropriate level of training including a supervisory course, and has the responsibility for the supervision, training and co-ordination of kitchen attendants of a lower grade.

**Cook Grade 1 (Level 2)** means an employee who carries out cooking of breakfasts and snacks, baking, pastry cooking or butchering.

**Cook Grade 2 (Level 3)** means an employee who has the appropriate level of training and who performs cooking duties including baking, pastry cooking or butchering.

**Cook (Tradesperson) Grade 3 (Level 4)** means a “commi chef” or equivalent who has completed an apprenticeship or has passed the appropriate trade test, and who is engaged in cooking, baking, pastry cooking or butchering duties.

**Cook (Tradesperson) Grade 4 (Level 5)** means a “demi chef” or equivalent who has completed an apprenticeship or has passed the appropriate trade test and who is engaged to perform general or specialised cooking, butchering, baking or pastry cooking duties and/or supervises and trains other cooks and kitchen employees.

**Cook (Tradesperson) Grade 5 (Level 6)** means a “chef de partie” or equivalent who has completed an apprenticeship or has passed the appropriate trade test in cooking, butchering, baking or pastry cooking and has completed additional appropriate training who performs any of the following:

- general and specialised duties including supervision or training of other kitchen staff;
- ordering and stock control; or
- solely responsible for other cooks and other kitchen employees in a single kitchen establishment.

## Guest service

**Guest service grade 1 (level 1)** means an employee who performs any of the following:

- laundry and/or linen duties which may include minor repairs to linen or clothing such as buttons, zips, seams, and working with flat materials;
- the collection and delivery of guests personal dry cleaning and laundry, linen and associated materials to and from accommodation areas;
- performs general cleaning duties or;
- parking guest cars.

**Guest service grade 2 (level 2)** means an employee who has not achieved the appropriate level of training and who is engaged in any of the following:

- servicing accommodation areas and cleaning thereof;
- receiving and assisting guests at the entrance to the establishments;
- driving a passenger vehicle or courtesy bus;
- transferring guests baggage to and from rooms;
- assisting in the dry cleaning process;
- cleaning duties using specialised equipment and chemicals; or
- providing butler services such as food, beverage and personalised guest service.

**Guest service grade 3 (level 3)** means an employee who has the appropriate level of training and who is engaged in any of the following:

- supervising guest service employees of a lower grade;
- providing butler services such as food, beverage and personalised guest service;
- major repair of linen and/or clothing including basic tailoring and major alterations and refitting; or
- dry-cleaning.

**Guest service grade 4 (level 4)** means an employee who has completed an apprenticeship or who has passed the appropriate trade test or otherwise has the appropriate level of training to perform the work of a tradesperson in dry cleaning, tailoring or as a butler.

**Guest service supervisor (level 5)** means an employee with the appropriate level of training including a supervisory course, who supervises, trains and co-ordinates the work of employees engaged in a housekeeping department.

### **Security**

**Doorperson/security officer grade 1 (level 2)** means a person who assists in maintenance of dress standards and good order at an establishment.

**Timekeeper/security officer grade 2 (level 3)** means a person who is responsible for timekeeping of staff, for the security of keys, for the checking in and out of delivery vehicles and/or for the supervision of doorperson/security officer grade 1 personnel.

### **Store persons and Handypersons**

The Award also provides classification duties for store persons and handypersons and forklift drivers – see the full award for details.