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IMPORTANT INFORMATION

In March 2006 the Federal Government introduced major changes to industrial relations in Australia, through the Workplace Relations Amendment (Work Choices) Act 2005. Many employers and employees who have previously been covered by State awards, agreements and/or the Western Australian minimum conditions legislation are now be covered by the federal industrial relations system.

Any employers who are uncertain whether their business is affected by the federal changes, should contact their employer association, Wageline on 1300 655 266 or the Fair Work Infoline on 13 13 94.

The Department of Commerce has prepared the following State award summary in an endeavour to provide advice and assistance regarding pay rates and certain major award provisions. It is provided as a general guide and is not designed to be comprehensive nor to render legal advice. For detail regarding the content of each Award clause, please obtain a full copy of the award. State awards are available at the WAIRC website at www.wairc.wa.gov.au. Information on State award coverage and specific clauses can be obtained by telephoning Wageline on 1300 655 266.

Every attempt has been made to ensure the contents of this summary are accurate. However, neither the Department of Commerce nor its officers accept liability for any claim which may arise from any person acting on, or refraining from acting on, this information.

This schedule has been approved by the Registrar of the WAIRC as a summary of the award for the purposes of registering an Employer Employee Agreement (EEA).

**Award Name: Clerks (Commercial, Social and Professional Services) Award
38 hr week**

- Effective from:**
- (1) Effective on and from the commencement of the first pay period on or after 1 October 2009 (Order No. 1/2009) – State Wage Case Decision
 - (2) Effective from the beginning of the first pay period to commence on or after 1 July 2009 (Order No. 24/2009) - Increase to Location Allowances

There have been amendments to the classifications under this award. Descriptions of the classifications and details of how the new classification structure is to be implemented can be found on pages 2 to 7 of this summary. For further information please contact Wageline on 1300 655 266 or consult a full copy of the award at www.wairc.wa.gov.au.

		All rates on this summary are gross (before tax)						
GRADE 1		<16 YRS 40%	16 YRS 50%	17 YRS 60%	18 YRS 70%	19 YRS 80%	20 YRS 90%	ADULT
1st year of experience at this grade	Weekly	\$241.24	\$301.55	\$361.86	\$422.17	\$482.48	\$542.79	\$603.10
	Hourly	\$6.35	\$7.94	\$9.52	\$11.11	\$12.70	\$14.28	\$15.87
	Casual	\$7.94	\$9.92	\$11.90	\$13.89	\$15.87	\$17.85	\$19.84
2nd year of experience at this grade	Weekly	\$246.76	\$308.45	\$370.14	\$431.83	\$493.52	\$555.21	\$616.90
	Hourly	\$6.49	\$8.12	\$9.74	\$11.36	\$12.99	\$14.61	\$16.23
	Casual	\$8.12	\$10.15	\$12.18	\$14.20	\$16.23	\$18.26	\$20.29
3rd year of such experience and thereafter	Weekly	\$251.40	\$314.25	\$377.10	\$439.95	\$502.80	\$565.65	\$628.50
	Hourly	\$6.62	\$8.27	\$9.92	\$11.58	\$13.23	\$14.89	\$16.54
	Casual	\$8.27	\$10.34	\$12.40	\$14.47	\$16.54	\$18.61	\$20.67

GRADE 2		<16 YRS	16 YRS	17 YRS	18 YRS	19 YRS	20 YRS	ADULT
		40%	50%	60%	70%	80%	90%	
1st year of experience at this grade	Weekly	\$255.60	\$319.50	\$383.40	\$447.30	\$511.20	\$575.10	\$639.00
	Hourly	\$6.73	\$8.41	\$10.09	\$11.77	\$13.45	\$15.13	\$16.82
	Casual	\$8.41	\$10.51	\$12.61	\$14.71	\$16.82	\$18.92	\$21.02
2nd year of experience at this grade	Weekly	\$257.24	\$321.55	\$385.86	\$450.17	\$514.48	\$578.79	\$643.10
	Hourly	\$6.77	\$8.46	\$10.15	\$11.85	\$13.54	\$15.23	\$16.92
	Casual	\$8.46	\$10.58	\$12.69	\$14.81	\$16.92	\$19.04	\$21.15
3rd year of experience at this grade and thereafter	Weekly	\$259.60	\$324.50	\$389.40	\$454.30	\$519.20	\$584.10	\$649.00
	Hourly	\$6.83	\$8.54	\$10.25	\$11.96	\$13.66	\$15.37	\$17.08
	Casual	\$8.54	\$10.67	\$12.81	\$14.94	\$17.08	\$19.21	\$21.35
GRADE 3		<16 YRS	16 YRS	17 YRS	18 YRS	19 YRS	20 YRS	ADULT
1st year of experience at this grade	Weekly	\$262.60	\$328.25	\$393.90	\$459.55	\$525.20	\$590.85	\$656.50
	Hourly	\$6.91	\$8.64	\$10.37	\$12.09	\$13.82	\$15.55	\$17.28
	Casual	\$8.64	\$10.80	\$12.96	\$15.12	\$17.28	\$19.44	\$21.60
2nd year of experience at this grade	Weekly	\$265.40	\$331.75	\$398.10	\$464.45	\$530.80	\$597.15	\$663.50
	Hourly	\$6.98	\$8.73	\$10.48	\$12.22	\$13.97	\$15.71	\$17.46
	Casual	\$8.73	\$10.91	\$13.10	\$15.28	\$17.46	\$19.64	\$21.83
GRADE 4		<16 YRS	16 YRS	17 YRS	18 YRS	19 YRS	20 YRS	ADULT
	Weekly	\$276.52	\$345.65	\$414.78	\$483.91	\$553.04	\$622.17	\$691.30
	Hourly	\$7.28	\$9.10	\$10.92	\$12.73	\$14.55	\$16.37	\$18.19
	Casual	\$9.10	\$11.37	\$13.64	\$15.92	\$18.19	\$20.47	\$22.74
GRADE 5		<16 YRS	16 YRS	17 YRS	18 YRS	19 YRS	20 YRS	ADULT
	Weekly	\$289.72	\$362.15	\$434.58	\$507.01	\$579.44	\$651.87	\$724.30
	Hourly	\$7.62	\$9.53	\$11.44	\$13.34	\$15.25	\$17.15	\$19.06
	Casual	\$9.53	\$11.91	\$14.30	\$16.68	\$19.06	\$21.44	\$23.83
GRADE 6		<16 YRS	16 YRS	17 YRS	18 YRS	19 YRS	20 YRS	ADULT
	Weekly	\$305.72	\$382.15	\$458.58	\$535.01	\$611.44	\$687.87	\$764.30
	Hourly	\$8.05	\$10.06	\$12.07	\$14.08	\$16.09	\$18.10	\$20.11
	Casual	\$10.06	\$12.57	\$15.08	\$17.60	\$20.11	\$22.63	\$25.14
Note: A Clerk may not be employed as a casual for a period longer than 4 weeks without the approval of the union - See Award for extension								
The rates of pay under this award in some cases fall below those prescribed by the Minimum Award Wage General Order or the Minimum Conditions of Employment Act 1993. Where this is the case the legally required rate of pay payable is listed next to the current award rate.								

Clerks (Commercial, Social and Professional Services) Award

GRADING STRUCTURE

All employees covered by this award shall be graded according to the grading structure set out in the Classifications and Wages clause. Employees shall be graded at this level where the principal functions of their employment, as determined by the employer, require the exercise of any one of more of the skill levels set out in the Grade descriptors.

An employee can dispute a grading or new grading made by advising the employer in writing. If this dispute cannot be resolved by the employer and employee in a reasonable time it will be dealt with in accordance with the dispute resolution procedure in this award.

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 (eg Commander type), telephone answering machines, facsimile machines, photocopiers, franking machines, guillotines, calculator and adding machines, paging system, typewriter and telex machines.

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, 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 Level 1

Sort, process and record original source financial documents (eg. 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.

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 checks 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 accountable for their own work, which is performed within established guidelines, 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.

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, eg. 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 wpm 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.

Computer – Skill Level 3

Apply knowledge of intermediate functions to manipulate data, ie modify fields of information, develop new basic databases or spreadsheet models; spreadsheet, perform reconciliation.

Word Processing – Skill Level 2

Use one or more software packages to apply advanced functions such as text columns, money columns, tables, eg 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.

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, ie 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 (eg customer/client/ supplier and subscription lists). Access, identify, and extract information as required from external sources, eg. 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 formulae for all inputs and margins.

Supervisory - Skill Level 1

Allocate work tasks to individuals, check work progress and correct errors.

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 (eg 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, coordinate 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/coordinating 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 clients 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, eg 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

Employees are subject to 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.

IMPLEMENTATION OF CHANGES TO CLERICAL AWARDS

An employer shall grade clerical employees according to this clause no later than the first pay period on or after 1 October 2004 and, if such grading entitles an employee to an increased weekly wage in accordance with this clause, such increase shall be implemented and paid in the following manner:

1. Where the increase to an employee is 3% or less, such increase is to be paid from the beginning of the first pay period commencing on or after 1 October 2004.
2. Where the increase to an employee is more than 3%, but 6% or less, half the increase shall be paid from the beginning of the first pay period commencing on or after 1 October 2004 and the total increase shall be paid from the beginning of the first pay period commencing on or after 1 January 2005.
3. Where the increase to an employee is more than 6% but 9% or less, one-third of the increase shall be paid from the beginning of the first pay period commencing on or after 1 October 2004, two-thirds of the increase shall be paid from the beginning of the first pay period commencing on or after 1 January 2005, and the total increase shall be paid from the beginning of the first pay period commencing on or after 1 April 2005.
4. Where the increase to an employee is more than 9%, one-quarter of the increase shall be paid from the beginning of the first pay period commencing on or after 1 October 2004, half the increase shall be paid from the beginning of the first pay period commencing on or after 1 January 2005, three-quarters of the increase shall be paid from the beginning of the first pay period commencing on or after 1 April 2005, and the total increase shall be paid from the beginning of the first pay period commencing on or after 1 July 2005.

Classifications: There are 3 categories of employees in this award: Full time, Part time and Casual. An Employee's category depends entirely upon what basis he or she is employed. It does not depend upon the number of hours worked. It is the employer's responsibility to decide on what basis an employee is to be engaged, to ensure that the employee is aware of the nature of his/her employment and to ensure that any restrictions to engagement are not breached.

Full Time Workers: Are employees employed on a weekly basis for 38 hours per week or 8 hours in any one day and at the discretion of the employer, may be worked in a 5 or 5 1/2 day week Monday to Saturday inclusive. All hours worked in excess of 8 hours on any day shall be deemed to be overtime.

Part Time Workers: Are employees who work no more than 32 ordinary hours per week. Part time employees are entitled to pro rata annual leave, sick leave and public holidays.

Casual Workers: Are employees engaged on an hourly basis with a minimum payment of 4 hours for each work period. A casual employee may be employed for periods not exceeding 4 weeks however the duration may be extended for up to 13 weeks in the event that the employee is engaged to cover for another employee who is absent on leave. A casual employee receives an additional 25% on the ordinary hourly rate and they do not have an entitlement to annual leave, sick leave or public holidays.

Additional Rates: All employees receives an additional 20% payment for ordinary hours worked between 7.00pm and 7.00am Mon-Fri. Ordinary hours of work performed on a Saturday prior to 12.00 noon shall be paid at the rate of time and quarter and all ordinary hours worked after 12.00 noon on a Saturday shall be paid at the rate of time and half.

Overtime: All time worked in excess of 8 hours on any weekday is paid for at the rate of time and half for the first two hours and double time thereafter. All overtime worked on a Sunday or after 12.00 noon on a Saturday shall be paid for at the rate of double time.

Meal Allowance: An employee who is required to continue working for 2 hours or more after that employee's rostered ordinary time for ceasing work on any day shall be supplied with a suitable meal and, unless the employee agrees otherwise, allowed an adequate break to partake of that meal. If that meal is not provided the employee shall be paid a meal allowance of **\$8.10**. This meal allowance is also paid for employees working after 1.00pm on a Sunday or on any public holiday.

Meal Breaks: Each worker is entitled to a one hour meal break after not more than 5 hours work. This can be shortened to 1/2 hour on agreement between the employer and the employee. Where an employer cannot grant the meal break on any day, the employee is paid at the overtime rates until such time as the meal period is allowed.

Annual Leave: Full time and part time employees are entitled to 4 weeks paid annual leave (plus a loading of 17.5%) per 12 month period. Annual leave accrues weekly at the rate of 2.923 hours per completed week of service for a full time employee, and on a proportionate basis for a part time employee. Full time and part time employees who leave their employment, or are terminated, may be entitled to be paid their unused annual leave. This includes annual leave accrued in an incomplete year of service.

Sick Leave: Full time and part time employees are entitled to paid sick leave if they are unable to attend or remain at work because of ill health or injury (other than illness or injury compensated under the *Workers Compensation and Injury Management Act 1981*) and if they have sufficient sick leave credits. Sick Leave credits accrue on weekly basis of 1.461 hours for every week of completed service. This accrues proportionately for part time employees based on the average number of hours worked each week.

Carer's Leave: The *Minimum Conditions of Employment Act 1993* permits an employee to take paid carer's leave in certain circumstances. Such leave is to be deducted from an employee's personal leave (commonly known as sick leave); it is not a separate leave entitlement. There is also an entitlement to unpaid carer's leave in certain circumstances.

Contract of Service: This award prescribes a minimum of one week's notice or pay in lieu (on either side) to terminate the employment of full time or part time employees. One hour's notice or pay in lieu (on either side) is required for casual employees.

For employers the notice provisions of the award must be read in conjunction with those in the *Fair Work Act 2009*, as a greater period of notice may be required.

Termination, Change and Redundancy: This award is subject to the Termination, Change and Redundancy Order of the Western Australian Industrial Relations Commission. This General Order prescribes for many employees an entitlement to severance payments of up to 16 weeks of pay. This entitlement does not apply if the employer has fewer than 15 employees. Other mandatory requirements on termination or introduction of change in the workplace include:

- * written notice of and discussions with employees about significant change in which job restructuring, changing of hours or location or operational changes in the business may occur;
- * time off of up to one day's paid leave during each week of the notice period to search for other employment; and
- * if requested by the employee, a statement specifying the period of employment and classification or type of work performed.

Time and Wage Records: Each employer bound by this award shall maintain a record at each establishment, containing information relating to each worker. A Time and Wages publication is available on the Department of Commerce website explaining the way time and wage records are maintained and the rules relating to inspection of these records. For further advice please contact Wageline on 1300 655 266.

Location Allowance: In addition to the rates prescribed in the wages clause of this award, an employee shall be paid a weekly allowance when employed in the towns prescribed by this clause for regional Western Australia. See full copy of the award for details at www.wairc.wa.gov.au

Superannuation: The Federal Government's *Superannuation Guarantee Charge Act 1992* requires that all employers (including companies) shall make superannuation contributions, at least quarterly, to an approved fund for most employees with gross earnings of more than \$450 per month. The current rate of contribution is 9% of your earnings base. Further information is available from the Superannuation Helpline on 13 10 20.

The following clauses may provide further entitlements depending on business operations and work arrangements.

Area: This award shall operate within the State of Western Australia excepting that portion of the State within the 20th or 26th parallel of Latitude and the 125th and 129th meridian of Longitude.

Scope: This award shall apply to all workers employed in the clerical callings mentioned herein (including telephone attendants and messengers where such worker does clerical work) by those employers named and engaged in the industry set out in Schedule "A" hereto, provided that it shall not apply to workers employed in the callings of Dental Assistant and or Dental Receptionist under the Dental Technicians' and Attendant/Receptionists' Award 1982.

Minimum Adult Award Wage: This sets out the provisions for the application of the Minimum Adult Award Wage.

No Extra Claims: It is a term of this award (arising from the decision of the Commission in Court Session in Application No. 704 of 1991) that the Union will not pursue prior to 15th November 1991 any extra claim, award or over-award, except where consistent with the State Wage Principles.

Definitions: Defines terms and work classifications used in the award.

Holidays: The public holidays specified in the award must be allowed as holidays without deduction of pay for permanent employees subject to the provisions contained in this clause.

Certificate of Service: On the termination of service, a worker shall, on request, be given a Certificate setting out the length of service and the duties performed.

Record: This Clause outlines the record keeping requirements that an employer must maintain for each employee, guidelines for pay slips and right of entry provisions. **The provisions of this clause will need to be read in conjunction with the *Industrial Relations Act 1979*.**

Payment of Wages: An employee must be paid within three trading days from the last day of the pay period in cash, by cheque or by means of a credit transfer to a bank account.

Travelling Time: Outlines the employer's obligations with regard to requiring employees to work at a location other than their usual place of duty and or distant work.

Mixed Function: An employee required to exercise of any one or more of the skill levels set out in a higher grade for a period of not less than one week continuously, must be paid according to the provisions contained in this clause.

Aged and Infirm Employees: An employee, for reason of old age or infirmity, may be employed at a lesser rate of pay.

Certificate of Age: Employees under the age of 25 years may be required to supply, upon engagement, a certificate stating their name, date of birth, previous employers and class of work previously performed.

General: Sets out provisions regarding employee entitlements upon death, impact of award changes on salary and the requesting of ordinary wages due.

Long Service Leave: An employee's entitlement to long service leave under this award will be as prescribed by the *Long Service Leave Act 1958*. Under this Act, an employee is entitled to 8.667 weeks long service leave after 10 continuous years of service. An employee who has completed at least seven continuous years of service may be entitled to pro rata long service leave on termination. **For further information, or to obtain a copy of a publication regarding long service leave, please contact Wageline on 1300 655 266.**

Right of Entry: A representative of the Union can enter an employer's premises provided the employer is the employer, or former employer of a member of the Union. **The provisions of this clause will need to be read in conjunction with the *Industrial Relations Act 1979*.**

Union Notices: The employer shall allow a copy of this award, if supplied by the Union to be posted in a place, which is easily accessible to the workers.

Uniforms: Where uniforms are required to be worn, they shall be supplied by the employer.

Reservations: Leave is reserved to any party to this award in the following matters - Proportion of Juniors

Additional Rates for Ordinary Hours: Provides additional rates for work done during certain hours. For further information relating to this clause please see full copy of the award available from www.wairc.wa.gov.au.

Compassionate Leave: On the death of the spouse, defacto spouse, father, mother, brother, sister, child, step-child or guardian of dependent children an employee is entitled to paid leave for a period of up to 2 ordinary working days. **The Minimum Conditions of Employment Act 1993 extends bereavement leave to the death of a grandparent.**

Maternity Leave: An employee, who becomes pregnant, is entitled to up to 52 weeks unpaid leave, provided that she has had not less than 12 months' continuous service with that employer. **This clause operates in conjunction with the Minimum Conditions of Employment Act 1993, providing additional parental leave entitlements.**

Traineeships: The clause does not appear to apply to the "New Apprenticeship" scheme.

Award Modernisation (Enterprise Agreements): Sets out the procedure for allowing the parties to negotiate and provide for more flexible working arrangement and the enhancement of skills and job satisfaction.

Annualised Salaries: An employee classified in Level 4 or above may agree with his/her employer, as an alternative to being paid in accordance with clause 11, to be paid an annualised salary. For further information regarding the requirements of working under this arrangement, please see the full copy of the award.

Liberty to Apply: Liberty is reserved to the parties to amend this award in respect of the clause 11 – Classification and Wage Rates and Clause 36 – Annualised Salaries.

Appendix – Resolution of Disputes Requirement

Schedule "A" Respondents

Schedule "B" Awards Replaced

Schedule "C" – Named Union Party

Schedule "D" – Australian Red Cross Blood Transfusion Service, Western Australia Agreement 1996

Appendix – S.49B – Inspection of Records Requirements

The Relevant Union

The Federated Clerks' Union of Australia, Industrial Union of Workers, W.A. Branch

Now known as the Australian Services Union

Contact Details

www.asuwa.asn.au

Telephone (08) 9427 7777

Fax (08) 9427 7700

Email branch.secretary@asuwa.asn.au

For further information on any of the clauses in this award, please contact Wageline on 1300 655 266.