



WA award summary

Shop and Warehouse (Wholesale and Retail Establishments) Award

1 July 2023

About this award summary

This document is a summary of the state Shop and Warehouse (Wholesale and Retail Establishments) 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 Shop and Warehouse (Wholesale and Retail Establishments) Award that is available on the Western Australian Industrial Relations Commission website www.wairc.wa.gov.au. Provisions of other employment legislation also apply to employees and have been included in this WA award summary where appropriate. Reference should also be made to the *Minimum Conditions of Employment Act 1993* (MCE Act), the *Long Service Leave Act 1958* (LSL Act), and the *Industrial Relations Act 1979* (IR Act) for full details.

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.dmirs.wa.gov.au/wageline or by contacting Wageline on 1300 655 266.

Disclaimer

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.

Three Step Check: to make sure this WA award summary is relevant to you

<p>Step 1 Is the business in the state system?</p>	<p>This WA award summary applies to businesses in the state industrial relations system. The state system covers businesses (and their employees) that operate as:</p> <ul style="list-style-type: none">✓ sole traders✓ unincorporated partnerships✓ unincorporated trust arrangements✓ incorporated associations and other not-for-profit bodies that are trading or financial corporations <p>This summary does not apply to businesses and organisations in the national industrial relations system which operate as:</p> <ul style="list-style-type: none">✗ Pty Ltd businesses that are trading or financial corporations✗ incorporated partnerships or incorporated trusts✗ incorporated associations and other non-profit bodies that are trading or financial corporations <p>For more information visit the Guide to who is in the WA state system page.</p> <p>If the business or organisation is in the national system visit the Fair Work Ombudsman website www.fairwork.gov.au</p>
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<p>Step 2 Is the business covered by the Shop and Warehouse Award?</p>	<p>The Shop and Warehouse (Wholesale and Retail Establishments) Award covers many types of retail businesses in the state industrial relations system. Note - not all types of retail businesses are covered by this award.</p> <p>A complete list of types of businesses covered is available in the full Shop and Warehouse (Wholesale and Retail Establishments) Award on the WA Industrial Relations Commission website www.wairc.wa.gov.au or contact Wageline</p>
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<p>Step 3 Is the employee's job covered by the Shop and Warehouse Award?</p>	<p>The Shop and Warehouse (Wholesale and Retail Establishments) Award sets pay rates, working hours and other employment arrangements for full time, part time and casual employees in the business covered by the award working as:</p> <ul style="list-style-type: none">✓ shop assistants and store persons✓ pharmacy assistants✓ night fill workers
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Industrial inspectors at the Department of Mines, Industry Regulation and Safety have powers under the IR Act to investigate employee complaints about underpayments of pay rates and leave entitlements under this WA award and state employment laws. Industrial inspectors also undertake regular proactive compliance audits in particular industries to determine if employers are paying correct wages and keeping correct employment records.

The penalty for contravening 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](#).

Full time 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 2023**.

Full time rates of pay

Shop Assistant*, Salesperson, Demonstrator, Store person, Packer, Despatch Hand, Reserve Stock hand, Ticket Writer, Canvasser and Collector (See classification definitions on pages 18-19).

*For pay rates for pharmacy assistants see the Pharmacy pay rates guide on pages 20-25 of this summary.

Age	Hours worked as part of 38 ordinary hours per week				Sunday / Public holiday	
	Mon - Fri only (per week)	Sat up to 1pm (per week)	Sat after 1pm (per week)	Extra (per hour) on night of late night trading 6-9pm (General and Special Retail shops only)	Sunday (Overtime in General Retail shops) (per hour)	Public holidays (per hour)
Adult - 21 and over - 100%	\$934.30	\$949.00	\$964.40	\$4.29	\$49.17	\$61.47
20 years - 90%	\$840.90	\$854.10	\$868.00	\$3.86	\$44.26	\$55.32
19 years - 80%	\$747.40	\$759.20	\$771.50	\$3.43	\$39.34	\$49.17
18 years - 70%	\$654.00	\$664.30	\$675.10	\$3.00	\$34.42	\$43.03
17 years - 60%	\$560.60	\$569.40	\$578.60	\$2.57	\$29.50	\$36.88

Adult in charge of shop, store or warehouse – full time

	Hours worked as part of 38 ordinary hours per week				Sunday / Public holiday	
	Mon - Fri only (per week)	Sat up to 1pm (per week)	Sat after 1pm (per week)	Extra (per hour) on night of late night trading 6-9pm (General and Special Retail shops only)	Sunday (Overtime in General Retail shops) (per hour)	Public holidays (per hour)
In sole charge or in charge of less than 3 other workers	\$966.10	\$981.30	\$997.20	\$4.29	\$50.85	\$63.56
In charge of 3 to 9 workers	\$992.20	\$1,007.80	\$1,024.20	\$4.29	\$52.22	\$65.28
In charge of 10 or more workers	\$1,038.90	\$1,055.30	\$1,072.40	\$4.29	\$54.68	\$68.35

- Junior employees in charge of shop, store or warehouse receive the applicable rate (%) of the adult in charge rate.
- For Canvassers and Collectors, the adult rates listed apply regardless of age.
- See Clause 7A of the Shop and Warehouse (Wholesale and Retail Establishments) Award on the WA Industrial Relations Commission website www.wairc.wa.gov.au for allowances for employees undertaking night fill duties.
- In General Retail stores, all work on Sunday is considered overtime and is additional to a full time employee's rostered 38 ordinary hours per week.
- For rates of pay for Store person Operators Grade 1 and Grade 2, Window Dressers and Visual Merchandisers, and full time employees aged 16 or under, please consult Clause 28 of the Shop and Warehouse (Wholesale and Retail Establishments) Award.
- Additional rates are payable for employees in Small Retail shops working after 6.00pm Monday to Saturday, please refer to Clause 28 of the Shop and Warehouse (Wholesale and Retail Establishments) Award for further information.
- There are restrictions on when school aged children can work, see the Employment of Children section in this award summary.

Part time 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 2023**.

Part time rates of pay

Shop Assistant*, Salesperson, Demonstrator, Store person, Packer, Despatch Hand, Reserve Stock hand, Ticket Writer, Canvasser and Collector (See classification definitions on pages 18-19).

*For pay rates for pharmacy assistants see the Pharmacy pay rates guide on pages 20-25 of this summary.

Age	Ordinary hours of work (Monday to Saturday)				Sunday / Public holiday	
	Mon - Fri (per hour)	Sat up to 1pm (per hour)	Sat after 1pm (per hour)	Extra (per hour) on night of late night trading between 6-9pm (General and Special Retail shops only)	Sunday (Overtime in General Retail shops) (per hour)	Public holidays (per hour)
Adult - 21 and over - 100%	\$24.59	\$28.26	\$28.55	\$4.29	\$49.17	\$61.47
20 years - 90%	\$22.13	\$25.44	\$25.69	\$3.86	\$44.26	\$55.32
19 years - 80%	\$19.67	\$22.61	\$22.84	\$3.43	\$39.34	\$49.17
18 years - 70%	\$17.21	\$19.78	\$19.98	\$3.00	\$34.42	\$43.03
17 years - 60%	\$14.75	\$16.96	\$17.13	\$2.57	\$29.50	\$36.88
16 years - 50%	\$12.29	\$14.13	\$14.27	\$2.15	\$24.59	\$30.73
Under 16 years - 40%	\$9.83	\$11.30	\$11.42	\$1.72	\$19.67	\$24.59

Adult in charge of shop, store or warehouse – part time

	Ordinary hours of work (Monday to Saturday)				Sunday / Public holiday	
	Mon - Fri (per hour)	Sat up to 1pm (per hour)	Sat after 1pm (per hour)	Extra (per hour) on night of late night trading between 6-9pm (General and Special Retail stores only)	Sunday (Overtime in General Retail shops) (per hour)	Public holidays (per hour)
In sole charge or in charge of less than 3 other workers	\$25.42	\$29.22	\$29.52	\$4.29	\$50.85	\$63.56
In charge of 3 to 9 workers	\$26.11	\$30.01	\$30.32	\$4.29	\$52.22	\$65.28
In charge of 10 or more workers	\$27.34	\$31.43	\$31.74	\$4.29	\$54.68	\$68.35

- Junior employees in charge of shop, store or warehouse receive the applicable rate (%) of the adult in charge rate.
- For Canvassers and Collectors, the adult rates listed apply regardless of age.
- See Clause 7A of the Shop and Warehouse (Wholesale and Retail Establishments) Award on the WA Industrial Relations Commission website www.wairc.wa.gov.au for allowances for employees undertaking night fill duties.
- In General Retail stores, all work on Sunday is considered overtime.
- For rates of pay for Store person Operators Grade 1 and Grade 2, Window Dressers and Visual Merchandisers, please consult Clause 28 of the Shop and Warehouse (Wholesale and Retail Establishments) Award.
- Additional rates are payable for employees in Small Retail shops working after 6.00pm Monday to Saturday, please refer to Clause 28 of the Shop and Warehouse (Wholesale and Retail Establishments) Award.
- There are restrictions on when school aged children can work, see the Employment of Children section in this award summary.

Casual 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 2023**.

Casual full day rates of pay

Shop Assistant*, Salesperson, Demonstrator, Store person, Packer, Despatch Hand, Reserve Stock hand, Ticket Writer, Canvasser and Collector (See classification descriptions on pages 18-19).

*For pay rates for pharmacy assistants see the Pharmacy pay rates guide on pages 20-25 of this summary.

Age	Ordinary hours of work (Monday to Saturday)			Sunday / Public holiday	
	Mon - Fri full day (per hour)	Saturday full day (per hour)	Extra (per hour) on night of late night trading between 6-9pm (General and Special Retail stores only)	Sunday (Overtime in General Retail shops) (per hour)	Public holidays (per hour)
Adult - 21 and over - 100%	\$29.50	\$34.26	\$4.29	\$59.01	\$73.76
20 years - 90%	\$26.55	\$30.83	\$3.86	\$53.11	\$66.38
19 years - 80%	\$23.60	\$27.41	\$3.43	\$47.21	\$59.01
18 years - 70%	\$20.65	\$23.98	\$3.00	\$41.31	\$51.63
17 years - 60%	\$17.70	\$20.55	\$2.57	\$35.41	\$44.26
16 years - 50%	\$14.75	\$17.13	\$2.15	\$29.50	\$36.88
Under 16 years - 40%	\$11.80	\$13.70	\$1.72	\$23.60	\$29.50

Adult in charge of shop, store or warehouse – casual full day

	Ordinary hours of work (Monday to Saturday)			Sunday / Public holiday	
	Mon - Fri full day (per hour)	Saturday full day (per hour)	Extra (per hour) on night of late night trading between 6-9pm (General and Special Retail stores only)	Sunday (Overtime in General Retail shops) (per hour)	Public holidays (per hour)
In sole charge or in charge of less than 3 other workers	\$30.51	\$35.42	\$4.29	\$61.02	\$76.27
In charge of 3 to 9 workers	\$31.33	\$36.38	\$4.29	\$62.67	\$78.33
In charge of 10 or more workers	\$32.81	\$38.09	\$4.29	\$65.61	\$82.02

- A casual full day rate applies when an employee works 7.6 hours or more in a shift.
- For casual employees, overtime is calculated on the total rate of pay including casual loading.
- Junior employees in charge of shop, store or warehouse receive the applicable rate (%) of the adult in charge rate.
- See Clause 7A of the Shop and Warehouse (Wholesale and Retail Establishments) Award on the WA Industrial Relations Commission website www.wairc.wa.gov.au for allowances for employees undertaking night fill duties.
- In General Retail stores, all work on Sunday is considered overtime.
- For rates of pay for Store person Operators Grade 1 and Grade 2, Window Dressers and Visual Merchandisers please consult Clause 28 of the Shop and Warehouse Award.
- Additional rates are payable for employees in Small Retail shops working after 6pm Monday to Saturday, please refer to Clause 28 of the Shop and Warehouse Award (Wholesale and Retail Establishments) Award.
- There are restrictions on when school aged children can work, see the Employment of Children section in this award summary.

Casual part day rates of pay

Shop Assistant*, Salesperson, Demonstrator, Store person, Packer, Despatch Hand, Reserve Stock hand, Ticket Writer, Canvasser and Collector (See classification descriptions on pages 18-19).

*For pay rates for pharmacy assistants see the Pharmacy pay rates guide on pages 20-25 of this summary.

Age	Ordinary hours of work (Monday to Saturday)			Sunday / Public holiday	
	Mon - Fri part day (per hour)	Saturday part day (per hour)	Extra (per hour) on night of late night trading between 6-9pm (General and Special Retail stores only)	Sunday (Overtime in General Retail shops) (per hour)	Public holidays (per hour)
Adult - 21 and over - 100%	\$30.73	\$34.26	\$4.29	\$61.47	\$76.83
20 years - 90%	\$27.66	\$30.83	\$3.86	\$55.32	\$69.15
19 years - 80%	\$24.59	\$27.41	\$3.43	\$49.17	\$61.47
18 years - 70%	\$21.51	\$23.98	\$3.00	\$43.03	\$53.78
17 years - 60%	\$18.44	\$20.55	\$2.57	\$36.88	\$46.10
16 years - 50%	\$15.37	\$17.13	\$2.15	\$30.73	\$38.42
Under 16 years - 40%	\$12.29	\$13.70	\$1.72	\$24.59	\$30.73

Adult in charge of shop, store or warehouse – casual part day

	Ordinary hours of work (Monday to Saturday)			Sunday / Public holiday	
	Mon - Fri part day (per hour)	Saturday part day (per hour)	Extra (per hour) on night of late night trading 6-9pm (General and Special Retail stores only)	Sunday (Overtime in General Retail shops) (per hour)	Public holidays (per hour)
In sole charge or in charge of less than 3 other workers	\$31.78	\$35.42	\$4.29	\$63.56	\$79.45
In charge of 3 to 9 workers	\$32.64	\$36.38	\$4.29	\$65.28	\$81.60
In charge of 10 or more workers	\$34.17	\$38.09	\$4.29	\$68.35	\$85.44

- A casual full day rate applies when an employee works 7.6 hours or more in a shift.
- For casual employees, overtime is calculated on the total rate of pay including casual loading.
- Junior employees in charge of shop, store or warehouse receive the applicable rate (%) of the adult in charge rate.
- For Canvassers and Collectors, the adult rates listed apply regardless of age.
- See Clause 7A of the Shop and Warehouse (Wholesale and Retail Establishments) Award on the WA Industrial Relations Commission website www.wairc.wa.gov.au for allowances for employees undertaking night fill duties.
- In General Retail stores, all work on Sunday is considered overtime.
- For rates of pay for Store person Operators Grade 1 and Grade 2, Window Dressers and Visual Merchandisers please consult Clause 28 of the Shop and Warehouse (Wholesale and Retail Establishments) Award.
- Additional rates are payable for employees in Small Retail shops working after 6pm Monday to Saturday, please refer to Clause 28 of the Shop and Warehouse Award (Wholesale and Retail Establishments) Award.
- There are restrictions on when school aged children can work, see the Employment of Children section in this award summary.

Registered trainee rates of pay

- Registered trainees are employees who are undertaking a traineeship registered with the [Apprenticeship Office](#) at the Department of Training and Workforce Development.
- Adult and junior employees undertaking a registered traineeship are covered by the Shop and Warehouse (Wholesale and Retail Establishments) Award and the relevant pay rates are outlined in the following table.
- 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.

Adult registered trainees

A registered trainee who is 21 years of age or older must be paid **\$670.00** per week.

Junior registered trainees

The pay rates for a registered trainee who is under 21 years of age are based on the highest level of schooling the registered trainee has completed, and how long they have been out of school. The rates below apply to full time registered trainees working a 38 hour week.

School leaver	Highest Year of Schooling Completed		
	Year 10 and below Weekly	Year 11 Weekly	Year 12 Weekly
	\$315.00	\$376.00	\$437.00
Plus 1 year out of school	\$376.00	\$437.00	\$528.00
Plus 2 years	\$437.00	\$528.00	\$589.00
Plus 3 years	\$528.00	\$589.00	\$670.00
Plus 4 years	\$589.00	\$670.00	
Plus 5 years	\$670.00		

Spread of hours

General Retail Shops –

- Ordinary hours of work must be worked between 7.00am and 6.00pm Monday to Saturday inclusive, except on the day of late night trading when hours may be worked between 7.00am and 9.00pm.
- All work done on Sunday in a General Retail shop is considered overtime, and not part of ordinary hours.

Small Retail Shops –

- Ordinary hours of work must be worked within a spread on 11 consecutive hours exclusive of meal breaks between the hours of 6.00am and 11.30pm, except on the day of late night trading where the spread may be 12 consecutive hours exclusive of meal breaks.
- Employees may be rostered to work on Sundays, provided the employee freely gives their consent on each occasion.

Special Retail Shops –

Ordinary hours of work may be worked on any or all days of the week between the hours of 7.00am and 6.00pm except on the day of late night trading when the ordinary hours of work may be worked between 7.00am and 9.00pm.

Special Retail Shops (Pharmacies) –

Ordinary hours of work may be worked on any or all days of the week between the hours of 6.00am and 11.30pm.

See the 'Types of shops' below for definitions of these types of retail shops. Please note the definitions of shop types in the Shop and Warehouse (Wholesale and Retail Establishments) Award are different from those applying under the *Retail Trading Hours Act 1987*.

Types of shops

- The Shop and Warehouse (Wholesale and Retail Establishments) Award defines a variety of types of retail shops, including General Retail, Special Retail and Small Retail shops. The spread of hours in which employees can work, arrangements for working Sundays and some allowances vary, based on shop type. See above for the spread of hours in each shop.
- To be regarded as a Small Retail or Special Retail shop the retail shop has to be issued with a certificate from the Consumer Protection division of the Department of Mines, Industry Regulation and Safety, and met the requirements for the relevant type of shop outlined in the definitions clause of the Shop and Warehouse (Wholesale and Retail Establishments) Award. The award is available on the WA Industrial Relations Commission website www.wairc.wa.gov.au.

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

- Full time employees are engaged in ongoing employment and work 38 hours per week.
- Full time employees can be employed subject to a two month probationary period.

Ordinary hours of work – full time employees

- The ordinary hours for full time employees are as follows:
 - 38 hours per week to be worked in one of the 5 roster patterns explained in the award. Access the Shop and Warehouse (Wholesale and Retail Establishments) Award on the WA Industrial Relations website www.wairc.wa.gov.au
 - Within the spread of hours defined by the type of retail shop (see page 7 for details).
 - Not more than 5 commencements in any week or 10 commencements in any fortnight.
 - Not more than 9.5 hours per day in ordinary hours, except on the day of late night trading when it is not more than 11.5 hours (except for Small Retail shops, where not more than 11 hours per day – or 12 hours on the day of late night trading - may be worked).
- When more than 38 hours are worked in any week during a period of 2 consecutive weeks overtime is not payable unless:
 - More than 76 ordinary hours are worked in that 2 week period; or
 - More than 38 ordinary hours are worked in that 2 week period if one week of a period of annual leave occurs in the 2 week period.

Overtime and penalty rates – full time employees

When penalty rates apply for a full time employee	Penalty rates
All time worked in ordinary hours on Easter Saturday	Time and a half
Work on Sunday in Special Retail, Small Retail and Small Retail (Pharmacy) shops	Double time
Work between 6pm and 11.30pm Monday to Friday in a Small Retail Shop (Pharmacies).	20% for each hour worked

When overtime applies for a full time employee	Overtime rates
Outside the spread of ordinary hours prescribed for the type of shop they are employed in. The spread of ordinary hours varies between the types of shop (see page 7).	<ul style="list-style-type: none"> • Monday to Friday and Saturday prior to 12 noon - time and a half for the first 2 hours and double time after that • After 12 noon Saturday and all day Sunday - double time
Before the usual starting time or after the usual finishing time in any establishment	<ul style="list-style-type: none"> • Monday to Friday and Saturday prior to 12 noon - time and a half for the first 2 hours and double time after that • After 12 noon Saturday and all day Sunday - double time
Work on Saturday before 12 noon in establishments which work a five-day week (Monday to Friday inclusive)	Time and a half for the first 2 hours and double time after that
On a rostered day off	Time and a half for the first 2 hours and double time after that (minimum payment of 4 hours)
On a Sunday in a General Retail shop (In General Retail stores all work on Sunday is considered overtime and is additional to a full time employee's rostered 38 ordinary hours per week)	Double time
If an employee works on a public holiday (or a substituted public holiday)	Double time and a half

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

- Part time employees are engaged in ongoing employment and work for a minimum of 12 hours per fortnight and a maximum of 64 hours per fortnight.
- Part time employees receive the same wages and conditions as full time employees but on a proportionate basis to the hours they work.
- Part time employees can be employed subject to a two month probationary period.

Ordinary hours of work – part time employees

The ordinary hours for part time employees are as follows:

- minimum of 12 hours and maximum of 64 hours per fortnight, Monday to Saturday (or Monday to Sunday in a Special or Small Retail shop);
- within the spread of hours defined by the type of retail shop (see page 7 for details);
- not more than 10 work commencements in any fortnight;
- not to be engaged for less than 3 hours in any one day; and
- no more than 9.5 hours per day except on the day of late night trading when it is not more than 11.5 hours per day (except for Small Retail shops, where not more than 11 hours per day - or 12 hours on the day of late night trading - may be worked).

Overtime and penalty rates – part time employees

When penalty rates apply for a part time employee	Penalty rates
All time worked in ordinary hours on Easter Saturday	Time and a half
Work on Sunday in Small and Special Retail stores	Double time
Work between 6pm and 11.30pm Monday to Saturday in a Small Retail Shop (Pharmacies).	20% for each hour worked

When overtime applies for a part time employee	Overtime rates
Outside the spread of ordinary hours prescribed for the type of shop they are employed in. The spread of ordinary hours varies between the types of shops (see page 7).	<ul style="list-style-type: none"> • Monday to Friday and Saturday prior to 12 noon - time and a half for the first 2 hours and double time after that • After 12 noon Saturday and all day Sunday - double time
Before the usual starting time or after the usual finishing time in any establishment	<ul style="list-style-type: none"> • Monday to Friday and Saturday prior to 12 noon - time and a half for the first 2 hours and double time after that • After 12 noon Saturday and all day Sunday - double time
Work on Saturday before 12 noon in establishments which work a five-day week (Monday to Friday inclusive)	Time and a half for the first 2 hours and double time after that
On a rostered day off	Time and a half for the first 2 hours and double time after that (minimum payment of four hours)
On a Sunday in a General Retail shop (In General Retail stores, all work on Sunday is considered overtime)	Double time
If an employee works on a public holiday (or a substituted public holiday)	Double time and a half

Ordinary working hours – casual employees

Casual employees work on an irregular basis, with no expectation of ongoing work, for not more than 30 hours per week in ordinary hours.

Ordinary hours of work – casual employees

The ordinary hours for casual employees are as follows:

- Maximum of 30 hours per week, except for up to 4 weeks at a time when a casual employee can work 38 hours per week.
- Any shift must be at least 3 consecutive hours, except that school students who are employed solely to collect trolleys in or about a shopping centre complex may be employed for a minimum of two consecutive hours between 4.00pm and 6.00pm Monday to Saturday inclusive.
- Casual employees who are engaged to work but not permitted to commence work must receive 2 hours pay.

Overtime and penalty rates – casual employees

For casual employees, overtime is calculated on the applicable ordinary rate of pay, including casual loading.

When penalty rates apply for a casual employee	Penalty rates
All time worked in ordinary hours on Easter Saturday	Time and a half
Work on Sunday in Small and Special Retail shops	Double time
Work between 6pm and 11.30pm Monday to Saturday in a Small Retail Shop (Pharmacies).	20% for each hour worked

When overtime applies for a casual time employee	Overtime rates
Outside the spread of ordinary hours prescribed for the type of shop they are employed in. The spread of ordinary hours varies between the types of shop (see page 7).	<ul style="list-style-type: none">• Monday to Friday and Saturday prior to 12 noon - time and a half for the first 2 hours and double time after that• After 12 noon Saturday and all day Sunday - double time
Before the usual starting time or after the usual finishing time in any establishment	<ul style="list-style-type: none">• Monday to Friday and Saturday prior to 12 noon - time and a half for the first 2 hours and double time after that• After 12 noon Saturday and all day Sunday - double time
Work on Saturday before 12 noon in establishments which work a 5 day week (Monday to Friday inclusive)	Time and a half for the first 2 hours and double time after that
On a Sunday in a General Retail shop (in General Retail stores, all work on Sunday is considered overtime)	Double time
If an employee works on a public holiday (or a substituted public holiday)	Double time and a half

Meal breaks – all employees

- On every day that an employee works more than 5 ordinary hours, they must be provided with an unpaid meal break of 45 minutes to one hour, which can be shortened to 30 minutes by agreement.
- An employee must not take a meal break before they have worked at least 2.5 hours and must not work more than 5 hours without a meal break. An employee working more than 4.5 but not exceeding 8 ordinary hours on any day must also receive one paid 10 minute tea break.
- An employee working more than eight ordinary hours on any day must receive two 10 minute paid tea breaks, one to be taken in the morning and one in the afternoon. Where an employee works more than 5 ordinary hours before or after a meal break, the tea break must be 15 minutes instead of 10 minutes.

Uniforms

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

Allowances

Meal allowance

An employee must be paid **\$12.75** per occasion. The meal allowance may be paid prior to meal period on the day, or as part of the normal wage:

- When an employee is required to continue working after the usual finishing time for more than one hour.
- When an employee commences work prior to 1.00pm on the day of late night trading and is required to work beyond 7.00pm.

First aid allowance

Where an employee possesses a First Aid Certificate and is appointed to perform first aid duties they must be paid **\$10.65** per week.

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 dependent (a spouse or partner, or a child if there is no spouse or partner) the employee is entitled to receive double the allowance specified for the relevant town except if the dependent also receives a location or district allowance payment as part of their own employment.
- If an employee has a 'partial dependant' (a dependant who receives a district or location allowance of their own which is less than the location allowance the employee is entitled to under this award) the employee is entitled to receive:
 - the relevant location allowance for the employee's town; plus
 - an amount equal to the difference between the employee's location allowance and the amount their partial dependant receives in district or location allowance.
- If an employee receives free board and lodging, or is paid an allowance for board and lodging, the rate of location allowance is adjusted to 66.67% (two thirds) of the rate for the relevant town.

Location allowance rates effective from the first pay period on or after 1 July 2023

Town	\$ per week	Town	\$ per week	Town	\$ per week
Agnew	\$24.70	Halls Creek	\$58.40	Norseman	\$22.10
Argyle	\$66.60	Kalbarri	\$9.00	Nullagine	\$64.70
Balladonia	\$25.80	Kalgoorlie	\$10.60	Onslow	\$43.40
Barrow Island	\$43.40	Kambalda	\$10.60	Pannawonica	\$32.30
Boulder	\$10.60	Karratha	\$41.90	Paraburdoo	\$32.20
Broome	\$39.90	Koolan Island	\$43.70	Port Hedland	\$34.60
Bullfinch	\$11.50	Koolyanobbing	\$11.50	Ravensthorpe	\$13.00
Carnarvon	\$20.50	Kununurra	\$66.60	Roebourne	\$48.30
Cockatoo Island	\$43.70	Laverton	\$25.40	Sandstone	\$24.70
Coolgardie	\$10.60	Learmonth	\$36.60	Shark Bay	\$20.50
Cue	\$25.50	Leinster	\$24.70	Southern Cross	\$11.50
Dampier	\$34.80	Leonora	\$25.40	Telfer	\$59.40
Denham	\$20.50	Madura	\$26.80	Teutonic Bore	\$24.70
Derby	\$41.40	Marble Bar	\$64.80	Tom Price	\$32.20
Esperance	\$7.10	Meekatharra	\$22.00	Whim Creek	\$41.50
Eucla	\$27.80	Mount Magnet	\$27.60	Wickham	\$40.00
Exmouth	\$36.60	Mundrabilla	\$27.30	Wiluna	\$25.00
Fitzroy Crossing	\$50.40	Newman	\$23.80	Wyndham	\$62.30

Motor vehicle allowance

Motor vehicle allowance also applies if an employee is required and authorised to use their own motor vehicle in the course of their duties. See Clause 32 of the Shop and Warehouse (Wholesale and Retail Establishments) Award on the WA industrial Relations Commission website www.wairc.wa.gov.au for details.

Public holidays

- Under this award, when a public holiday (except Easter Sunday) falls on a Saturday or Sunday, the public holiday is observed on the following Monday. When Boxing Day falls on a Monday, that public holiday is observed on the following Tuesday.
- The Easter Sunday public holiday is observed on the actual day, and it is not substituted to another day solely because it falls on a weekend. Employees required to work on Easter Sunday must be paid at public holiday penalty rates. Visit the [Easter Sunday public holiday](#) page for more information.
- Visit the [Public Holidays in Western Australia](#) page to view the public holiday dates.

Full time and part time employees

- Full time and part time employees who would normally be required to work on one or more of the designated public holidays, but who are not required to work because it is a public holiday, are entitled to be paid for that day.
- If a full time or part time employee is required to work on one or more of these days, public holiday pay rates will apply.
- This award provides that when any of the days that are public holidays under the award fall on a day that a full time or part time employee is usually required to work less than one fifth of their ordinary weekly hours of duty, the employee is entitled to time off duty without deduction of pay equivalent to the difference between the time usually worked on that day and one fifth of their ordinary weekly hours.
- This award also provides that when a public holiday falls on a 'rostered day off', a full time employee is to be compensated in one of the following methods by agreement between the employer and employee:
 - payment of an additional day's wages; or
 - another day shall be allowed with pay within twenty eight days; or
 - an additional day shall be added to the annual leave entitlement.

Casual employees

Casual employees who are required to work on one of the days that are public holidays for the purposes of the award must be paid at public holiday rates.

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.

Employment of children

- Under the *Children and Community Services Act 2004*, it is illegal to employ children under the age of 13 in this industry, except if the child is working as part of a school program (e.g. work experience placement), in a not-for-profit organisation or in a family business.
- Children who are 13 or 14 year old years may work in a shop or retail outlet between 6.00am and 10.00pm (not in school hours) if the employer has obtained written permission from a parent or guardian of the child.
- Children who are school aged must not be employed during school hours, unless participating in a school program.
- There are significant penalties for breaching the employment of children laws:
 - employing a child without the permission of a parent – a fine of up to \$24,000 or \$120,000 for a corporation;
 - employing a child before 6.00am or after 10.00pm – a fine of up to \$24,000 or \$120,000 for a corporation.
- The [Employment of children laws in WA – shop, restaurant, fast food or takeaway food businesses](#) page has more information about employing children under the age of 15 years, including a template for written parental permission.

Leave entitlements

Quick reference guide

Leave entitlement	Full time	Part time	Casual
Annual leave	✓	✓	✗
Personal leave	✓	✓	✗
Unpaid personal leave for caring purposes	✓	✓	✓
Bereavement leave	✓	✓	✓
Unpaid parental leave	✓	✓	✓
Long service leave	✓	✓	✓
Unpaid family and domestic violence leave	✓	✓	✓

This WA award summary covers the basic leave entitlements for employees covered by the Shop and Warehouse (Wholesale and Retail Establishments) Award but does **not** include all details on leave obligations and entitlements. Full details of conditions are contained in the Shop and Warehouse (Wholesale and Retail Establishments) Award on the WA Industrial Relations Commission website www.wairc.wa.gov.au, the *Minimum Conditions of Employment Act 1993* and the *Long Service Leave Act 1958*.

Annual leave

- Full time employees are entitled to a minimum of 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. Casual employees are not entitled to annual leave.
- Annual leave is a minimum entitlement in the *Minimum Conditions of Employment Act 1993* and the Shop and Warehouse (Wholesale and Retail Establishments) Award sets out additional requirements regarding annual leave and annual leave loading.
- During a period of annual leave an employee must be paid annual leave loading of 17.5%.
- On termination, annual leave loading of 17.5% is paid out on fully accrued annual leave entitlements for completed years of employment. Annual leave loading is not paid on proportionate leave (leave accrued in an incomplete year of employment) on termination.
- Annual leave accrues on a weekly basis:
 - A full time employee accrues 2.923 hours of annual leave for each completed week of work.
 - A part time employee accrues the relevant proportion of 2.923 hours annual leave for each completed week of work.
 - Wageline’s [Annual leave calculation guide](#) can assist with calculating annual leave entitlements.
- Visit Wageline’s [Annual leave](#) page for more information.

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*.

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 two 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 two 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. Casual employees can access up to two days of unpaid personal leave for caring purposes per occasion.
- Personal leave is a minimum entitlement from the *Minimum Conditions of Employment Act 1993*.
- 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 five days' unpaid family and domestic violence leave in each 12 month period. This 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 five days' leave is available in full to part time and casual employees (i.e. it is not pro rata).
- An employee is able to take unpaid 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 five day period, separate periods of one or more days each, or periods of less than one day.
- Family and domestic violence leave is a minimum entitlement from the *Minimum Conditions of Employment Act 1993*.
- 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

Resignation by the employee

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

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

- employees with more than 2 months of service - one week's notice.
- employees with between 1 and 2 months of service - one day's notice.
- employees with less than 1 month of service - a moment's notice.

Termination

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

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.

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 – General 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 transmission of business.

Employers who employ less than 15 employees are not required to make severance payments to redundant employees.

These severance pay requirements do not apply to probationary employees, apprentices and trainees, casual and contract employees or employees terminated due to serious misconduct or for other reasons not related to redundancy.

Redundancy pay is calculated based on the applicable number of weeks' severance multiplied by ordinary time earnings. Ordinary time earnings excludes overtime, penalty rates, and allowances.

If the employee resigns during the notice period, they are entitled to the same severance pay they would receive if they had worked until the end of the notice period. However, in this circumstance the employee is not entitled to payment in lieu of notice.

Visit 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 Shop and Warehouse (Wholesale and Retail Establishments) Award);
- date the employee commenced employment with the employer;
- for each day of work:
 - the time at which the employee started and finished work;
 - period/s for which the employee was paid; and
 - details of work breaks including meal breaks;
- for each pay period:
 - the employee's designation (such as full time, part time, casual) and employee classification;
 - the gross and net amounts paid to the employee;
 - any amount withheld as tax; and
 - all deductions from pay and the reasons for them;
- any incentive based payment, bonus, loading, penalty rates or other monetary allowance or entitlement;
- all leave taken, whether paid, partly paid or unpaid;
- the following matters relating to superannuation:
 - the date on which each superannuation contribution was made, the amount of the contributions, the period over which the contributions were made, the name of any fund to which a contribution was made;
 - how the employer worked out the amount of superannuation owed; and
 - any choice made by the employee as to which fund their contributions are to be made and the date on which the choice was made;
- the information necessary for the calculation of and payment of long service leave under the LSL Act. Employers are also be required to comply with the record keeping requirements in the LSL Act. Visit www.dmirs.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 MCE Act or LSL Act; and
- any other information required by the WA award to be recorded.

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

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

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

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.

Classifications

Shop Assistant, which includes a pharmacy assistant, means an employee performing one or more of the following functions in retail or wholesale establishments:

- the receipt into and preparation for sale and or display of goods in or about any shop
- the prepacking or packing, weighing, assembling, pricing or preparing of goods or provisions or produce for sale
- the display, shelf filling, replenishing or any other method of exposure or presentation for sale of goods
- the sale of goods by any means
- the receiving, arranging or making payment by any means
- the recording by any means of a sale or sales
- the wrapping or packing of goods for despatch.

Shop assistants include:

- milk bar assistants
- checkout operators
- refund assistants
- persons employed as spruikers in shops
- persons employed as layby attendants
- persons employed in hiring out activities in a shop
- persons engaged to collect trolleys by any means
- persons employed on information desks or booths
- persons employed on customer service or as door greeter
- persons employed on service desks
- persons employed as bag checkers in or about the entrance to stores
- persons engaged in operating photographic processing machinery
- persons engaged in the stocking or collection of money from and preparation of commodities for sale in automatic vending devices
- persons engaged in the cooking and or preparation of provisions for sale in the shop of the employer other than for consumption in a cafeteria.

Store person means a worker performing one or more of the following duties: receiving, handling, storing, assembling, recording, preparing, packing, weighing and/or wrapping, branding, sorting, stacking or unpacking, checking, distributing or despatching or distributing goods in a shop, store or warehouse or delivering goods from a shop, store or warehouse for transit. Such duties include the use of computerised equipment where necessary.

Store person Operator Grade I means an employee employed as such carrying out the duties of a store person who is substantially required to operate the following mechanical equipment in the performance of his or her duties:

- Ride-on power operated tow motor
- Ride-on power operated pallet truck
- Walk beside power operated high lift stacker.

Store person Operator Grade II means an employee employed as such carrying out the duties of a store person who is substantially required to operate the following mechanical equipment in the performance of his or her duties:

- Ride-on power operated forklift
- High lift stock picker
- High lift stacker
- Power operated overhead traversing hoist.

Despatch hand means an employee who is substantially engaged in handling or receiving goods in or from departments for despatch or who passes them over to the packing room, or prepares and hands over packages to carters for delivery and who, if required, is responsible for the proper checking off of such packages and for the proper branding and marking thereof, and keeping necessary records, such as rail notes and cart notes.

Packer means an employee who packs goods for transport by air, post, rail or ship. An employee who packs goods for delivery by road transport to destinations beyond a radius of 25 miles (40 kilometres) of the nearest post office to the employer's business is classed as a packer.

Canvasser means an employee who collects or requests orders by retail for goods in places other than the employer's establishment, but does not include motor vehicle salespeople.

Collector means an employee whose principal duties consist of collecting money for the employer in places other than the employer's establishment. The duties of a Canvasser or Collector may be amalgamated to suit the convenience of the employer's business.

Ticket writer means a worker engaged in the production of price tickets and/or showcards by the use of water colours and/or employed on silk screen work, whether such work involves designing and/or setting or not; and/or engaged in operating a "printasign" machine.

Window Dresser/Visual Merchandiser means an employee whose principal duties consist of the arranging, creating, labelling or presentation of merchandise, fixtures and surrounding areas. Such duties include the use of tools, paint and other equipment associated with the visual display and presentation of goods and merchandise.

Wholesale Salesperson means a worker performing one or more of the following duties in any establishment selling by wholesale: receiving, selling, assembling orders, distributing, handling goods for manufacture or sale by wholesale.

Appendix A - Pharmacy assistant pay rate guide

- The Shop and Warehouse (Wholesale and Retail Establishments) Award provides that in “Special Retail Shops” (Pharmacies), the ordinary hours of work may be worked on any or all days of the week between the hours of 6.00am and 11.30pm. The following pay rate guides have been provided to assist with determining the correct pay rate to be applied based on the day and time being worked.
- Under the award, there are different weekly rates of pay for full time employees depending on whether they are rostered to work ordinary hours between:

- Monday to Friday
- Monday and Saturday (finishing no later than 1pm on Saturday)
- Monday and Saturday (finishing later than 1pm on Saturday)

Hourly rates of pay will therefore differ for full time employees, depending on whether they are rostered to work ordinary hours on a Saturday, and if so, the time their shift finishes on a Saturday.

The following tables provide the rates that apply from the first pay period on or after **1 July 2023**.

Full time adult pharmacy assistant - Ordinary rostered hours worked between Monday and Friday (plus Sunday if relevant[^])

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Midnight	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
1.00am	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
2.00am	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
3.00am	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
4.00am	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
5.00am	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
6.00am	\$24.59	\$24.59	\$24.59	\$24.59	\$24.59	Overtime	\$49.17 [^]
7.00am	\$24.59	\$24.59	\$24.59	\$24.59	\$24.59	Overtime	\$49.17 [^]
8.00am	\$24.59	\$24.59	\$24.59	\$24.59	\$24.59	Overtime	\$49.17 [^]
9.00am	\$24.59	\$24.59	\$24.59	\$24.59	\$24.59	Overtime	\$49.17 [^]
10.00am	\$24.59	\$24.59	\$24.59	\$24.59	\$24.59	Overtime	\$49.17 [^]
11.00am	\$24.59	\$24.59	\$24.59	\$24.59	\$24.59	Overtime	\$49.17 [^]
12.00pm	\$24.59	\$24.59	\$24.59	\$24.59	\$24.59	Overtime x 2	\$49.17 [^]
1.00pm	\$24.59	\$24.59	\$24.59	\$24.59	\$24.59	Overtime x 2	\$49.17 [^]
2.00pm	\$24.59	\$24.59	\$24.59	\$24.59	\$24.59	Overtime x 2	\$49.17 [^]
3.00pm	\$24.59	\$24.59	\$24.59	\$24.59	\$24.59	Overtime x 2	\$49.17 [^]
4.00pm	\$24.59	\$24.59	\$24.59	\$24.59	\$24.59	Overtime x 2	\$49.17 [^]
5.00pm	\$24.59	\$24.59	\$24.59	\$24.59	\$24.59	Overtime x 2	\$49.17 [^]
6.00pm	\$29.50	\$29.50	\$29.50	\$29.50	\$29.50	Overtime x 2	\$49.17 [^]
7.00pm	\$29.50	\$29.50	\$29.50	\$29.50	\$29.50	Overtime x 2	\$49.17 [^]
8.00pm	\$29.50	\$29.50	\$29.50	\$29.50	\$29.50	Overtime x 2	\$49.17 [^]
9.00pm	\$29.50	\$29.50	\$29.50	\$29.50	\$29.50	Overtime x 2	\$49.17 [^]
10.00pm	\$29.50	\$29.50	\$29.50	\$29.50	\$29.50	Overtime x 2	\$49.17 [^]
11.00pm	\$29.50	\$29.50	\$29.50	\$29.50	\$29.50	Overtime x 2	\$49.17 [^]
11.30pm	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2	Overtime x 2

Ordinary - Any ordinary hours worked between 6pm and 11:30pm Monday to Friday to be paid a loading of 20% for each hour worked after 6pm.

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

Overtime x 2 - Double time (all overtime after 12pm on Saturdays and any time on Sundays is paid at double time).

[^]Ordinary hours of work may also be rostered on a Sunday, provided the employee freely gives their consent to being rostered on each Sunday. If employees are rostered to work ordinary hours on a Sunday, their roster must provide for no more than 5 consecutive shifts per week, and two consecutive days off each week. All work on Sunday is paid at double time.

Juniors are paid a percentage of the adult rate of pay as follows:

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

Full time adult pharmacy assistant - Ordinary hours worked between Monday and Saturday up to 1pm (plus Sunday if relevant[^])

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Midnight	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
1.00am	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
2.00am	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
3.00am	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
4.00am	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
5.00am	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
6.00am	\$24.97	\$24.97	\$24.97	\$24.97	\$24.97	\$24.97	\$49.17 [^]
7.00am	\$24.97	\$24.97	\$24.97	\$24.97	\$24.97	\$24.97	\$49.17
8.00am	\$24.97	\$24.97	\$24.97	\$24.97	\$24.97	\$24.97	\$49.17
9.00am	\$24.97	\$24.97	\$24.97	\$24.97	\$24.97	\$24.97	\$49.17
10.00am	\$24.97	\$24.97	\$24.97	\$24.97	\$24.97	\$24.97	\$49.17
11.00am	\$24.97	\$24.97	\$24.97	\$24.97	\$24.97	\$24.97	\$49.17
12.00pm	\$24.97	\$24.97	\$24.97	\$24.97	\$24.97	\$24.97	\$49.17
1.00pm	\$24.97	\$24.97	\$24.97	\$24.97	\$24.97	Overtime x 2	\$49.17
2.00pm	\$24.97	\$24.97	\$24.97	\$24.97	\$24.97	Overtime x 2	\$49.17
3.00pm	\$24.97	\$24.97	\$24.97	\$24.97	\$24.97	Overtime x 2	\$49.17
4.00pm	\$24.97	\$24.97	\$24.97	\$24.97	\$24.97	Overtime x 2	\$49.17
5.00pm	\$24.97	\$24.97	\$24.97	\$24.97	\$24.97	Overtime x 2	\$49.17
6.00pm	\$29.97	\$29.97	\$29.97	\$29.97	\$29.97	Overtime x 2	\$49.17
7.00pm	\$29.97	\$29.97	\$29.97	\$29.97	\$29.97	Overtime x 2	\$49.17
8.00pm	\$29.97	\$29.97	\$29.97	\$29.97	\$29.97	Overtime x 2	\$49.17
9.00pm	\$29.97	\$29.97	\$29.97	\$29.97	\$29.97	Overtime x 2	\$49.17
10.00pm	\$29.97	\$29.97	\$29.97	\$29.97	\$29.97	Overtime x 2	\$49.17
11.00pm	\$29.97	\$29.97	\$29.97	\$29.97	\$29.97	Overtime x 2	\$49.17
11.30pm	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2	Overtime x 2

Ordinary - Any ordinary hours worked between 6pm and 11:30pm Monday to Friday to be paid a loading of 20% for each hour worked after 6pm.

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

Overtime x 2 - Double time (all overtime after 12pm on Saturdays and any time on Sundays is paid at double time).

[^]Ordinary hours of work may also be rostered on a Sunday, provided the employee freely gives their consent to being rostered on each Sunday. If employees are rostered to work ordinary hours on a Sunday, their roster must provide for no more than 5 consecutive shifts per week, and two consecutive days off each week. All work on Sunday is paid at double time.

Juniors are paid a percentage of the adult rate of pay as follows:

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

Full time adult pharmacy assistant - Ordinary hours worked between Monday and Saturday after 1pm (plus Sunday if relevant[^])

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Midnight	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
1.00am	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
2.00am	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
3.00am	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
4.00am	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
5.00am	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
6.00am	\$25.38	\$25.38	\$25.38	\$25.38	\$25.38	\$25.38	\$49.17 [^]
7.00am	\$25.38	\$25.38	\$25.38	\$25.38	\$25.38	\$25.38	\$49.17 [^]
8.00am	\$25.38	\$25.38	\$25.38	\$25.38	\$25.38	\$25.38	\$49.17 [^]
9.00am	\$25.38	\$25.38	\$25.38	\$25.38	\$25.38	\$25.38	\$49.17 [^]
10.00am	\$25.38	\$25.38	\$25.38	\$25.38	\$25.38	\$25.38	\$49.17 [^]
11.00am	\$25.38	\$25.38	\$25.38	\$25.38	\$25.38	\$25.38	\$49.17 [^]
12.00pm	\$25.38	\$25.38	\$25.38	\$25.38	\$25.38	\$25.38	\$49.17 [^]
1.00pm	\$25.38	\$25.38	\$25.38	\$25.38	\$25.38	\$25.38	\$49.17 [^]
2.00pm	\$25.38	\$25.38	\$25.38	\$25.38	\$25.38	\$25.38	\$49.17 [^]
3.00pm	\$25.38	\$25.38	\$25.38	\$25.38	\$25.38	\$25.38	\$49.17 [^]
4.00pm	\$25.38	\$25.38	\$25.38	\$25.38	\$25.38	\$25.38	\$49.17 [^]
5.00pm	\$25.38	\$25.38	\$25.38	\$25.38	\$25.38	\$25.38	\$49.17 [^]
6.00pm	\$30.45	\$30.45	\$30.45	\$30.45	\$30.45	\$25.38	\$49.17 [^]
7.00pm	\$30.45	\$30.45	\$30.45	\$30.45	\$30.45	\$25.38	\$49.17 [^]
8.00pm	\$30.45	\$30.45	\$30.45	\$30.45	\$30.45	\$25.38	\$49.17 [^]
9.00pm	\$30.45	\$30.45	\$30.45	\$30.45	\$30.45	\$25.38	\$49.17 [^]
10.00pm	\$30.45	\$30.45	\$30.45	\$30.45	\$30.45	\$25.38	\$49.17 [^]
11.00pm	\$30.45	\$30.45	\$30.45	\$30.45	\$30.45	\$25.38	\$49.17 [^]
11.30pm	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2	Overtime x 2

Ordinary - Any ordinary hours worked between 6pm and 11:30pm Monday to Friday to be paid a loading of 20% for each hour worked after 6pm.

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

Overtime x 2 - Double time (all overtime after 12pm on Saturdays and any time on Sundays is paid at double time).

[^]Ordinary hours of work may also be rostered on a Sunday, provided the employee freely gives their consent to being rostered on each Sunday. If employees are rostered to work ordinary hours on a Sunday, their roster must provide for no more than 5 consecutive shifts per week, and two consecutive days off each week. All work on Sunday is paid at double time.

Juniors are paid a percentage of the adult rate of pay as follows:

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

Part time adult pharmacy assistant - Ordinary hours worked on any day of the week

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Midnight	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
1.00am	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
2.00am	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
3.00am	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
4.00am	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
5.00am	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
6.00am	\$24.59	\$24.59	\$24.59	\$24.59	\$24.59	\$28.26	\$49.17 [^]
7.00am	\$24.59	\$24.59	\$24.59	\$24.59	\$24.59	\$28.26	\$49.17 [^]
8.00am	\$24.59	\$24.59	\$24.59	\$24.59	\$24.59	\$28.26	\$49.17 [^]
9.00am	\$24.59	\$24.59	\$24.59	\$24.59	\$24.59	\$28.26	\$49.17 [^]
10.00am	\$24.59	\$24.59	\$24.59	\$24.59	\$24.59	\$28.26	\$49.17 [^]
11.00am	\$24.59	\$24.59	\$24.59	\$24.59	\$24.59	\$28.26	\$49.17 [^]
12.00pm	\$24.59	\$24.59	\$24.59	\$24.59	\$24.59	\$28.26	\$49.17 [^]
1.00pm	\$24.59	\$24.59	\$24.59	\$24.59	\$24.59	\$28.55	\$49.17 [^]
2.00pm	\$24.59	\$24.59	\$24.59	\$24.59	\$24.59	\$28.55	\$49.17 [^]
3.00pm	\$24.59	\$24.59	\$24.59	\$24.59	\$24.59	\$28.55	\$49.17 [^]
4.00pm	\$24.59	\$24.59	\$24.59	\$24.59	\$24.59	\$28.55	\$49.17 [^]
5.00pm	\$24.59	\$24.59	\$24.59	\$24.59	\$24.59	\$28.55	\$49.17 [^]
6.00pm	\$29.50	\$29.50	\$29.50	\$29.50	\$29.50	\$34.26	\$49.17 [^]
7.00pm	\$29.50	\$29.50	\$29.50	\$29.50	\$29.50	\$34.26	\$49.17 [^]
8.00pm	\$29.50	\$29.50	\$29.50	\$29.50	\$29.50	\$34.26	\$49.17 [^]
9.00pm	\$29.50	\$29.50	\$29.50	\$29.50	\$29.50	\$34.26	\$49.17 [^]
10.00pm	\$29.50	\$29.50	\$29.50	\$29.50	\$29.50	\$34.26	\$49.17 [^]
11.00pm	\$29.50	\$29.50	\$29.50	\$29.50	\$29.50	\$34.26	\$49.17 [^]
11.30pm	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2	Overtime x 2

Ordinary - Any ordinary hours worked between 6pm and 11:30pm Monday to Saturday to be paid a loading of 20% for each hour worked after 6pm.

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

Overtime x 2 - Double time (all overtime after 12pm on Saturdays and any time on Sundays is paid at double time).

[^]Ordinary hours of work may also be rostered on a Sunday, provided the employee freely gives their consent to being rostered on each Sunday. All work on Sunday is paid at double time.

Juniors are paid a percentage of the adult rate of pay as follows:

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

Casual adult pharmacy assistant - full day shift (7.6 hours or more) - ordinary hours worked on any day of the week

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Midnight	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
1.00am	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
2.00am	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
3.00am	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
4.00am	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
5.00am	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
6.00am	\$29.50	\$29.50	\$29.50	\$29.50	\$29.50	\$34.26	\$59.01^
7.00am	\$29.50	\$29.50	\$29.50	\$29.50	\$29.50	\$34.26	\$59.01^
8.00am	\$29.50	\$29.50	\$29.50	\$29.50	\$29.50	\$34.26	\$59.01^
9.00am	\$29.50	\$29.50	\$29.50	\$29.50	\$29.50	\$34.26	\$59.01^
10.00am	\$29.50	\$29.50	\$29.50	\$29.50	\$29.50	\$34.26	\$59.01^
11.00am	\$29.50	\$29.50	\$29.50	\$29.50	\$29.50	\$34.26	\$59.01^
12.00pm	\$29.50	\$29.50	\$29.50	\$29.50	\$29.50	\$34.26	\$59.01^
1.00pm	\$29.50	\$29.50	\$29.50	\$29.50	\$29.50	\$34.26	\$59.01^
2.00pm	\$29.50	\$29.50	\$29.50	\$29.50	\$29.50	\$34.26	\$59.01^
3.00pm	\$29.50	\$29.50	\$29.50	\$29.50	\$29.50	\$34.26	\$59.01^
4.00pm	\$29.50	\$29.50	\$29.50	\$29.50	\$29.50	\$34.26	\$59.01^
5.00pm	\$29.50	\$29.50	\$29.50	\$29.50	\$29.50	\$34.26	\$59.01^
6.00pm	\$35.41	\$35.41	\$35.41	\$35.41	\$35.41	\$41.11	\$59.01^
7.00pm	\$35.41	\$35.41	\$35.41	\$35.41	\$35.41	\$41.11	\$59.01^
8.00pm	\$35.41	\$35.41	\$35.41	\$35.41	\$35.41	\$41.11	\$59.01^
9.00pm	\$35.41	\$35.41	\$35.41	\$35.41	\$35.41	\$41.11	\$59.01^
10.00pm	\$35.41	\$35.41	\$35.41	\$35.41	\$35.41	\$41.11	\$59.01^
11.00pm	\$35.41	\$35.41	\$35.41	\$35.41	\$35.41	\$41.11	\$59.01^
11.30pm	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2	Overtime x 2

Ordinary - Any ordinary hours worked between 6pm and 11:30pm Monday to Saturday to be paid a loading of 20% for each hour worked after 6pm.

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

Overtime x 2 - Double time (all overtime after 12pm on Saturdays and any time on Sundays is paid at double time).

^Ordinary hours of work may also be rostered on a Sunday, provided the employee freely gives their consent to being rostered on each Sunday. All work on Sunday is paid at double time.

Juniors are paid a percentage of the adult rate of pay as follows:

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

Casual adult pharmacy assistant - part day shift (less than 7.6 hours) - ordinary hours worked on any day of the week

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Midnight	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
1.00am	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
2.00am	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
3.00am	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
4.00am	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
5.00am	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2
6.00am	\$30.73	\$30.73	\$30.73	\$30.73	\$30.73	\$34.26	\$61.47^
7.00am	\$30.73	\$30.73	\$30.73	\$30.73	\$30.73	\$34.26	\$61.47^
8.00am	\$30.73	\$30.73	\$30.73	\$30.73	\$30.73	\$34.26	\$61.47^
9.00am	\$30.73	\$30.73	\$30.73	\$30.73	\$30.73	\$34.26	\$61.47^
10.00am	\$30.73	\$30.73	\$30.73	\$30.73	\$30.73	\$34.26	\$61.47^
11.00am	\$30.73	\$30.73	\$30.73	\$30.73	\$30.73	\$34.26	\$61.47^
12.00pm	\$30.73	\$30.73	\$30.73	\$30.73	\$30.73	\$34.26	\$61.47^
1.00pm	\$30.73	\$30.73	\$30.73	\$30.73	\$30.73	\$34.26	\$61.47^
2.00pm	\$30.73	\$30.73	\$30.73	\$30.73	\$30.73	\$34.26	\$61.47^
3.00pm	\$30.73	\$30.73	\$30.73	\$30.73	\$30.73	\$34.26	\$61.47^
4.00pm	\$30.73	\$30.73	\$30.73	\$30.73	\$30.73	\$34.26	\$61.47^
5.00pm	\$30.73	\$30.73	\$30.73	\$30.73	\$30.73	\$34.26	\$61.47^
6.00pm	\$36.88	\$36.88	\$36.88	\$36.88	\$36.88	\$41.11	\$61.47^
7.00pm	\$36.88	\$36.88	\$36.88	\$36.88	\$36.88	\$41.11	\$61.47^
8.00pm	\$36.88	\$36.88	\$36.88	\$36.88	\$36.88	\$41.11	\$61.47^
9.00pm	\$36.88	\$36.88	\$36.88	\$36.88	\$36.88	\$41.11	\$61.47^
10.00pm	\$36.88	\$36.88	\$36.88	\$36.88	\$36.88	\$41.11	\$61.47^
11.00pm	\$36.88	\$36.88	\$36.88	\$36.88	\$36.88	\$41.11	\$61.47^
11.30pm	Overtime	Overtime	Overtime	Overtime	Overtime	Overtime x 2	Overtime x 2

Ordinary - Any ordinary hours worked between 6pm and 11:30pm Monday to Saturday to be paid a loading of 20% for each hour worked after 6pm.

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

Overtime x 2 - Double time (all overtime after 12pm on Saturdays and any time on Sundays is paid at double time).

^Ordinary hours of work may also be rostered on a Sunday, provided the employee freely gives their consent to being rostered on each Sunday. All work on Sunday is paid at double time.

Juniors are paid a percentage of the adult rate of pay as follows:

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