



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

WA award summary

Cleaners and Caretakers Award

1 July 2024 – 30 January 2025

About this award summary

This document is a summary of the state Cleaners and Caretakers 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 Cleaners and Caretakers 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. You should refer to the *Minimum Conditions of Employment Act 1993*, the *Long Service Leave Act 1958*, and the *Industrial Relations Act 1979* for full details.

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

Disclaimer

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

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

<p>Step 1 Is the employer in the state system?</p>	<p>This WA award summary applies to employers in the state industrial relations system. It 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 non-profit bodies that are not trading or financial corporations <p>The state system also covers household employers (people who are not operating a business but who directly employ someone to provide domestic services in a private home).</p> <p>This summary does not apply to businesses and organisations in the national 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 not-for-profit bodies that are trading or financial corporations <p>For more information visit the Which system of employment law applies page. 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 employer covered by the Cleaners and Caretakers Award?</p>	<p>The Cleaners and Caretakers Award applies to private sector businesses, community and religious organisations, and clubs and societies in the state industrial relations system, as well as household employers who directly employ a cleaner to work in a private home and local government employers.</p>
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<p>Step 3 Is the employee's job covered by the Cleaners and Caretakers Award?</p>	<p>The Cleaners and Caretakers Award sets pay rates, working hours and other employment arrangements for employees working as:</p> <ul style="list-style-type: none"> ✓ Cleaners or caretakers ✓ Window cleaners ✓ Security guards or lift attendants and other attendants. <p>The award does not apply to any employee otherwise covered by the:</p> <ul style="list-style-type: none"> ✓ Contract Cleaners Award ✓ Cleaners and Caretakers (Car and Caravan Parks) Award or ✓ Security Officers Award
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Industrial inspectors at the Department of Energy, Mines, Industry Regulation and Safety have powers under the *Industrial Relations Act 1979* to investigate employee complaints about underpayments of pay rates and leave entitlements under this WA award and state employment laws. Industrial inspectors also undertake regular proactive compliance audits in particular industries to determine if employers are paying correct wages and keeping correct employment records.

The penalty for not complying with a provision of a WA award or not complying with a requirement relating to employment records is up to \$13,000 for individuals and \$65,000 for bodies corporate. Higher penalties apply for serious contraventions of up to \$130,000 for individuals and \$650,000 for bodies corporate. An industrial inspector is also able to give a person a civil infringement notice, similar to an 'on-the-spot fine', for not complying with employment record-related requirements. Record keeping requirements are outlined in the Employment records section.

Employees who believe that they have been underpaid, or who wish to make an anonymous report of wage theft, should visit the [Making a complaint about underpayment of wages or entitlements](#) page.

Stay informed when WA award pay rates change, subscribe to [Wageline News](#) or follow [Wageline on social media](#).

Rates of pay applicable from the first pay period on or after 1 July 2024 until 30 January 2025.

All rates of pay are gross rates (before tax). The tables below provide the rates that apply from the first full pay period on or after **1 July 2024**.

See page 12 for classifications	Age	Rate	Weekly	Hourly	Casual
Cleaner	Adult	100%	\$918.60	\$24.17	\$29.01
	20 years	90%	\$826.80	\$21.76	\$26.11
	19 years	80%	\$734.90	\$19.34	\$23.21
	18 years	70%	\$643.10	\$16.92	\$20.31
	17 years	60%	\$551.20	\$14.51	\$17.41
	16 years	50%	\$459.30	\$12.09	\$14.50
	Under 16 years	40%	\$367.40	\$9.67	\$11.60
Caretaker	Adult	100%	\$937.40	\$24.67	\$29.60
	20 years	90%	\$843.70	\$22.20	\$26.64
	19 years	80%	\$749.90	\$19.73	\$23.68
	18 years	70%	\$656.20	\$17.27	\$20.72
	17 years	60%	\$562.40	\$14.80	\$17.76
Security Guard	Adult	100%	\$918.60	\$24.17	\$29.01
	20 years	90%	\$826.80	\$21.76	\$26.11
	19 years	80%	\$734.90	\$19.34	\$23.21
	18 years	70%	\$643.10	\$16.92	\$20.31
	17 years	60%	\$551.20	\$14.51	\$17.41
Security Guard (mobile)	Adult	100%	\$933.50	\$24.57	\$29.48
	20 years	90%	\$840.20	\$22.11	\$26.53
	19 years	80%	\$746.80	\$19.65	\$23.58
	18 years	70%	\$653.50	\$17.20	\$20.64
	17 years	60%	\$560.10	\$14.74	\$17.69
Security Guard/Cleaner	Adult	100%	\$918.60	\$24.17	\$29.01
	20 years	90%	\$826.80	\$21.76	\$26.11
	19 years	80%	\$734.90	\$19.34	\$23.21
	18 years	70%	\$643.10	\$16.92	\$20.31
	17 years	60%	\$551.20	\$14.51	\$17.41
Window Cleaner	Adult	100%	\$923.50	\$24.30	\$29.16
	20 years	90%	\$831.20	\$21.87	\$26.25
	19 years	80%	\$738.80	\$19.44	\$23.33
	18 years	70%	\$646.50	\$17.01	\$20.42
	17 years	60%	\$554.10	\$14.58	\$17.50
Lift Attendant	Adult	100%	\$918.60	\$24.17	\$29.01
	20 years	90%	\$826.80	\$21.76	\$26.11
	19 years	80%	\$734.90	\$19.34	\$23.21
	18 years	70%	\$643.10	\$16.92	\$20.31
	17 years	60%	\$551.20	\$14.51	\$17.41
Attendant	Adult	100%	\$918.60	\$24.17	\$29.01
	20 years	90%	\$826.80	\$21.76	\$26.11
	19 years	80%	\$734.90	\$19.34	\$23.21
	18 years	70%	\$643.10	\$16.92	\$20.31
	17 years	60%	\$551.20	\$14.51	\$17.41
Rest room attendant	Adult	100%	\$918.60	\$24.17	\$29.01
	20 years	90%	\$826.80	\$21.76	\$26.11
	19 years	80%	\$734.90	\$19.34	\$23.21
	18 years	70%	\$643.10	\$16.92	\$20.31
	17 years	60%	\$551.20	\$14.51	\$17.41

The 2024 State Wage Order realigned the state minimum wage to the C13 classification in the *Metal Trades (General) Award* resulting in an adjustment to some pay rates in this award summary to reflect the legal minimum rate payable.

Registered trainees

- Registered trainees are employees who are undertaking a traineeship registered with the [Apprenticeship Office](#) at the Department of Training and Workforce Development. Traineeships can be undertaken on a full time, part time or school-based basis.
- Adult or junior employees undertaking a registered traineeship are not covered by the Cleaners & Caretakers Award as there is no job classification for registered trainees under this award, and therefore registered trainees in this industry are award free.
- View the pay rates in the [Award free minimum pay rates and entitlements summary](#) wage rates for award free full time, part time and school based registered trainees.
- 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.

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 their behalf of the employee; or
 - the employer is authorised by the WA award to make the deduction, the deduction is paid on behalf of the employee.
- Deductions or requirements to pay an amount of money to the employer or another person in relation to an employee under the age of 18 are not permitted unless the deduction or payment is agreed to in writing by the employee's parent or guardian.
- A term of a WA award or employment contract providing for a deduction from an employee's pay will be of no effect if it is for the benefit of the employer or a party related to the employer and is unreasonable in the circumstances.
- An employer cannot directly or indirectly compel an employee to accept goods, accommodation or other services instead of money as part of the employee's pay. Visit the [Prohibition on accepting goods, accommodation or services as payment](#) page for more information.

Allowances

Meal money

- If an employee is required to work overtime for more than 2 hours, without notification the previous day or earlier, must be supplied with a meal by the employer or be paid **\$9.05** per occasion.
- If a second or subsequent meal is required the employee must be supplied with a second meal or paid **\$6.20**.

Split shift

If an employee is required to carry out the ordinary hours of duty per day in more than one shift and if the break is not less than 3 hours they must be paid **\$3.15** per day. This allowance does not apply to caretakers.

Leading hand

If a full time employee is placed in charge of other employees, they must be paid a weekly leading hand allowance.

Number of employees placed in charge of	Weekly rate
3 - 6 employees	\$14.20
6 - 10 employees	\$25.30
10 - 15 employees	\$31.50
15 - 20 employees	\$38.40
More than 20 other employees	\$49.50

Location allowance for employees in regional areas

- Employees employed in certain regional towns must be paid the weekly location allowance relevant to that town. Rates listed below are for adult employees working full time. Junior employees, casual employees, part time employees, apprentices and trainees must be paid proportionate location allowance based on the proportion which their weekly wage is to the adult rate under the WA award.

- If an employee has a dependant (a spouse or partner, or a child if they do not have a spouse or partner) who does not get a location allowance the employee must receive double the relevant location allowance.
- If an employee has a 'partial dependant' (a dependant who gets a district or location allowance which is less than the location allowance the employee gets) the employee must be paid their relevant location allowance rate plus the difference between the employee's location allowance and what the partial dependant is receiving in district or location allowance.
- If an employee receives free meals and accommodation, or is paid an allowance for meals and accommodation, the employee is only entitled to receive 66.67% of amount for the relevant town.

Location allowance rates effective first pay period on or after 1 July 2024

Town	\$ per week	Town	\$ per week	Town	\$ per week
Agnew	\$25.30	Halls Creek	\$60.10	Norseman	\$22.70
Argyle	\$68.50	Kalbarri	\$9.20	Nullagine	\$66.60
Balladonia	\$26.60	Kalgoorlie	\$10.90	Onslow	\$44.60
Barrow Island	\$44.60	Kambalda	\$10.90	Pannawonica	\$33.20
Boulder	\$10.90	Karratha	\$43.10	Paraburdoo	\$33.10
Broome	\$41.00	Koolan Island	\$44.80	Port Hedland	\$35.60
Bullfinch	\$11.80	Koolyanobbing	\$11.80	Ravensthorpe	\$13.30
Carnarvon	\$21.00	Kununurra	\$68.50	Roebourne	\$49.70
Cockatoo Island	\$44.80	Laverton	\$26.10	Sandstone	\$25.30
Coolgardie	\$10.90	Learmonth	\$37.60	Shark Bay	\$21.00
Cue	\$26.20	Leinster	\$25.30	Southern Cross	\$11.80
Dampier	\$35.70	Leonora	\$26.10	Telfer	\$61.10
Denham	\$21.00	Madura	\$27.60	Teutonic Bore	\$25.30
Derby	\$42.50	Marble Bar	\$66.70	Tom Price	\$33.10
Esperance	\$7.20	Meekatharra	\$22.60	Whim Creek	\$42.60
Eucla	\$28.50	Mount Magnet	\$28.40	Wickham	\$41.10
Exmouth	\$37.60	Mundrabilla	\$28.10	Wiluna	\$25.60
Fitzroy Crossing	\$51.80	Newman	\$24.40	Wyndham	\$64.00

Toilet cleaning

If an employee is required to clean toilets they must be paid an allowance based on the number of toilets cleaned:

- 5 toilets but less than 10 toilets per day **\$4.40** per week
- 10 toilets but less than 30 toilets per day **\$13.10** per week
- 30 toilets but less than 50 toilets per day **\$26.10** per week
- 50 toilets or greater per day **\$32.70** per week

Other allowances

Please view Cleaners and Caretakers Award on the WA Industrial Relations Commission website www.wairc.wa.gov.au for details of other allowances which apply to specific working arrangements.

Employment of children

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

Meal breaks

- An unpaid meal break of between 30 minutes and one hour is to be allowed between 12 noon and 2.15pm.
- This clause does not apply to Security Guards, Security Guard/Cleaners or Security Guards (mobile) whose crib time must be taken in the employer's time.

Ordinary working hours – cleaners

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

- An average of 38 hours per week with the hours actually worked being 40 per week or 80 per fortnight to be worked 8 hours per day on any 5 days of the week or 10 days of the fortnight.
- Worked with 2 hours of each week's work accruing as an entitlement to a maximum of 12 accrued days off in each 12 month period.
- A maximum of 8 hours per day Monday to Friday inclusive and 4 hours on Saturday.
- Worked between 6.00am and 7.00pm Monday to Friday (provided that if an employee works a 5 day week, work may be performed until 7.30pm on Friday).
- Worked between 6.00am and 1.00pm on Saturdays.

Casual employees

A casual employee must be employed for a minimum of 3 consecutive hours on each occasion.

Hours and overtime – other classifications

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

Penalty rates

Ordinary hours worked by a cleaner on a Saturday between 6.00am and 1.00pm must be paid at the rate of time and a quarter.

Overtime – cleaners

When overtime is worked	Overtime rates
Time worked in excess or outside the ordinary hours of work or outside the employee's ordinary rostered hours	Time and a half for the first 2 hours and double time after that
When an employee is recalled to work after leaving the job	Time and a half for the first 2 hours and double time after that with a minimum payment of 3 hours
Overtime worked on a Sunday	Double time
Overtime worked on a public holiday or substituted day	Double time and a half

An employer and employee may mutually agree to time off in lieu of payment for overtime proportionate to the payment to which the employee is entitled. This time is to be taken in unbroken periods according to each period of overtime worked (unless otherwise agreed between the employee and employer). The actual period of time off may be accrued and taken at a time agreed between the employer and employee.

Public holidays

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

Leave entitlements

Quick reference guide

Leave entitlement	Full time	Part time	Casual
Paid annual leave	✓	✓	✗
Paid personal leave	✓	✓	✗
Unpaid personal leave for caring purposes	✓	✓	✓
Bereavement leave	✓	✓	✓
Unpaid parental leave	✓	✓	✓
Long service leave	✓	✓	✓
Family and domestic violence leave	✓	✓	✓

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

Annual leave

- Annual leave is a minimum entitlement in the *Minimum Conditions of Employment Act* and the Cleaners and Caretakers Award sets out additional requirements regarding annual leave and annual leave loading.
- Full time employees are entitled to a minimum of 4 weeks of paid annual leave for each year of completed service, up to 152 hours. Part time employees are entitled to a minimum of 4 weeks of paid annual leave per year paid on a pro rata basis according to the number of hours they are required ordinarily to work in a 4 week period.
- Security Guards, Security Guard/Cleaners, Security Guards (Mobile) and Rest Room Attendants receive an additional week of annual leave each year.
- Casual employees are not entitled to paid annual leave. Casual employees are entitled to 4 weeks of unpaid annual leave for every 12 months service.
- During a period of annual leave an employee must be paid annual leave loading of 17.5%. However if the employee would have received additional rates greater than the 17.5% loading for work in ordinary hours had they not been on leave, the additional rates must be added paid in lieu of leave loading.
- Annual leave accrues on a weekly basis.
 - A full time employee working a 38 hour week accrues 2.923 hours of annual leave for each completed week of work.
 - A part time employee accrues the relevant proportion of 2.923 hours annual leave for each completed week of work.
 - Employees under this award who receive additional leave will accrue leave at a different rate, see the award for details.
 - Wageline's [Annual leave calculation guide](#) can assist with calculating annual leave entitlements.
- For annual leave entitlements when employment ends see the *Resignation, termination and redundancy* section.
- Visit Wageline's [Annual leave](#) page for more information.

Bereavement leave

- All employees, including casual employees, are entitled to 2 days' paid bereavement leave on the death of a spouse, de facto partner, parent, step-parent, grandparent, child, step-child, grandchild, sibling or any other member of the employee's household. The 2 days need not be consecutive.
- Bereavement leave is a minimum entitlement from the *Minimum Conditions of Employment Act 1993*.
- The Cleaners and Caretakers Award also contains bereavement leave provisions which in some circumstances may provide additional entitlements to an employee. Please consult the award for details.

Parental leave

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

Personal leave

- Personal leave entitles a full time or part time employee to paid time off work due to either illness or injury to themselves, or because they have to care for a member of their family or household who requires care or support because they are sick, injured or affected by an unexpected emergency.
- Each year, full time and part time employees accrue paid personal leave equal to the number of hours they would ordinarily work in a 2 week period, up to 76 hours per year. Personal leave is a cumulative entitlement, and any leave not taken in one year is carried over and able to be taken in future years.
- Paid personal leave accrues on a weekly basis for full and part time employees. Wageline's [Personal leave calculation guide](#) can assist with calculating paid personal leave entitlements.
- An employee, including a casual employee, is entitled to up to 2 days of unpaid personal leave per occasion when a member of the employee's family or household requires care or support because of a personal illness or injury or unexpected emergency affecting the member. A full time or part time employee cannot take unpaid personal leave for caring purposes if they have paid personal leave available.
- Casual employees are not entitled to paid personal leave.
- Personal leave is a minimum entitlement from the *Minimum Conditions of Employment Act 1993*.
- Unused personal leave entitlements are not paid out on termination.
- Visit Wageline's [Personal leave](#) page for definitions of 'member of the family or household' or for more information.

Family and domestic violence leave

- All employees are entitled to 10 days' **paid** family and domestic violence leave under the national *Fair Work Act 2009*.
- In addition, all state system employees are entitled to 5 days' **unpaid** family and domestic violence leave under the *Minimum Conditions of Employment Act 1993*.
- Family and domestic violence leave is available in full at the start of each 12 month period of an employee's employment and does not accumulate from year to year. The leave is available in full to part time and casual employees (i.e. it is not pro rata).
- An employee is able to take family and domestic violence leave if:
 - the employee is experiencing family and domestic violence; and
 - the employee needs to do something to deal with the impact of the family and domestic violence; and
 - it is impractical for the employee to do that thing outside the employee's ordinary hours of work.
- Leave can be taken in a single continuous period, separate periods of one or more days each, or periods of less than one day.
- Visit Wageline's [Family and domestic violence leave](#) page for more information.

Long service leave

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

Some other types of absences do not break an employee's continuous employment, but do not count towards an employee's period of employment for the purposes of accruing long service leave. Visit the [Long service leave – What is continuous employment](#) page for details.

- An employee's employment may in some circumstances also be continuous despite a change in the ownership of a business and the associated change of employer. This applies regardless of anything written in a sale of business contract. Visit the [Long service leave – What happens when business ownership changes?](#) page for details.
- The [WA long service leave calculator](#) can provide an estimate of an employee's long service leave entitlement when employment ends as a result of resignation, dismissal, death or redundancy.

Resignation, termination and redundancy

An employee is entitled to be paid out annual leave when employment ends.

Unused annual leave for any completed year of employment gets paid out when employment ends due to resignation, dismissal or redundancy.

Pro-rata annual leave for part of a year of employment is paid out when employment ends due to redundancy or dismissal (except for dismissal for serious misconduct) and is also paid out when the employee resigns and gives the notice required under the WA award.

Annual leave loading does not get paid out when employment ends.

Resignation by the employee

Casual employees must provide one hour's notice of resignation.

Full time and part time employees must provide one day's notice during a probationary period of three months or less.

If the employee is not on a probationary period, the Cleaners and Caretakers Award does not specify a particular notice period that employees must give to the employer if they resign.

Termination

An employer is required to give a casual employee one hour's notice of termination or one hour's pay in lieu of such notice.

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

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

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

Dismissal requirements

Under state laws, employees cannot be dismissed if to do so would be harsh, unfair or oppressive. There must be a valid and fair reason for dismissal, such as:

- consistent unsatisfactory work performance (which has been raised with the employee and the employee given further training and an opportunity to improve their work performance);
- inappropriate behaviour or actions; or
- serious misconduct.

The [Dismissal information](#) page outlines obligations and requirements when an employee is terminated.

Redundancy

An employee is redundant when their employer has made a definite decision that they no longer wish the job the employee has been doing to be done by anyone.

When an employee has been made redundant they are entitled to receive:

- the appropriate notice period or pay in lieu of notice, as outlined in the *Termination* section above;
- paid leave for job interviews;
- any unpaid wages;
- any unused accrued and pro rata annual leave;
- any unused accrued long service leave;
- pro rata long service leave (if applicable); and
- severance pay (if applicable).

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

Severance pay – Employers who employ 15 or more employees

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

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

*An employee's period of continuous service includes any service with that business under a previous employer where there has been a transfer of 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 *Cleaners and Caretakers Award*);
- date the employee commenced employment with the employer;
- for each day of work:
 - the time at which the employee started and finished work;
 - period/s for which the employee was paid; and
 - details of work breaks including meal breaks;
- for each pay period:
 - the employee's designation (such as full time, part time, casual) and employee classification;
 - the gross and net amounts paid to the employee;
 - any amount withheld as tax; and
 - all deductions from pay and the reasons for them;
- any incentive based payment, bonus, loading, penalty rates or other monetary allowance or entitlement;
- all leave taken, whether paid, partly paid or unpaid;

- the following matters relating to superannuation:
 - the date on which each superannuation contribution was made, the amount of the contributions, the period over which the contributions were made, the name of any fund to which a contribution was made;
 - how the employer worked out the amount of superannuation owed; and
 - any choice made by the employee as to which fund their contributions are to be made and the date on which the choice was made;
- the information necessary for the calculation of and payment of long service leave under the *Long Service Leave Act 1958*. Employers are also required to comply with the record keeping requirements in the *Long Service Leave Act 1958*. Visit www.demirs.wa.gov.au/longserviceleave for details;
- any other information necessary to show that the pay and benefits received by the employee comply with the WA award and other legal obligations such as employee entitlements under the *Minimum Conditions of Employment Act 1993* or *Long Service Leave Act 1958*; and
- any other information required by the WA award to be recorded.

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

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

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

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

Time periods for keeping records

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

Classifications

- An "**Attendant**" is an employee who has the care of an arcade and/or entrance hall of a public building or similar place and shall include employees carrying out the duties of directing and/or escorting clients, customers or other persons in such places. The term shall include employees performing cleaning work in connection with parental rooms and/or rest rooms and/or staff lunch rooms and the making of tea and washing up of any utensils when necessary.
- A "**Caretaker**" is an employee required to reside on, or near the employer's premises who shall do such work as the employer may direct. The term 'work' shall not include time spent by a caretaker sleeping or resting or otherwise being on the employer's premises other than for the purpose of carrying out their duties in cleaning and/or supervising cleaning and/or maintaining the premises of the employer in a clean condition.
- A "**Cleaner**" is an employee other than a window cleaner substantially employed in performing cleaning work including glass partitions.
- A "**Lift Attendant**" is an employee employed in any mechanical device running in a vertical shaft or well, within or attached to any building. Such device can be worked by any power other than hand, comprise a cage or platform and used for the purpose of raising or lowering persons or goods. Provided this shall not apply to any cage enclosure or platform erected on any mine used solely for mining purposes.
- A "**Rest Room Attendant**" is an employee employed in or in connection with toilets, rest rooms or parental rooms which are open to the public.
- A "**Security Guard**" is an employee who is required to watch and/or guard and/or patrol the employer's buildings and/or premises.
- A "**Security Guard (mobile)**" is an employee who may be required to use a vehicle to patrol the employer's buildings and/or premises.
- A "**Window Cleaner**" is an employee employed exclusively on window cleaning.