

Registered and Licensed Clubs Award 2010

The above award was first made on 4 September 2009 [[PR988702](#)]

This consolidated version of the award includes variations made on 15 December 2009 [[PR990552](#)]; 16 December 2009 [[PR991566](#)]; 24 December 2009 [[PR992167](#)]; 30 December 2009 [[PR992174](#)]

NOTE: Transitional provisions may apply to certain clauses – see clause 2 and Schedules A and B

Table of Contents

[Varied by [PR991566](#)]

Part 1—Application and Operation.....	3
1. Title	3
2. Commencement and transitional	3
3. Definitions and interpretation.....	4
4. Coverage.....	5
5. Access to the award and the National Employment Standards.....	6
6. The National Employment Standards and this award	6
7. Award flexibility	6
Part 2—Consultation and Dispute Resolution.....	8
8. Consultation regarding major workplace change.....	8
9. Dispute resolution.....	8
Part 3—Types of Employment and Termination of Employment.....	9
10. Types of employment.....	9
11. Apprentices.....	12
12. Junior employees	12
13. Termination of employment.....	13
14. Redundancy	13
Part 4—Minimum Wages and Related Matters	14
15. Work organisation	14
16. Classifications	14
17. Minimum wages	14
18. Allowances	21
19. District allowances	25
20. Accident pay.....	25

Registered and Licensed Clubs Award 2010

21.	Payment of wages	26
22.	School-based apprentices.....	26
23.	Superannuation	26
Part 5—Hours of Work and Related Matters		28
24.	Meal breaks.....	28
25.	Roster	29
26.	Ordinary hours of work and rostering.....	29
27.	Recall to duty—club managers.....	31
28.	Overtime	32
29.	Penalty rates	33
Part 6—Leave and Public Holidays		34
30.	Annual leave	34
31.	Personal/carer’s leave and compassionate leave	34
32.	Community service leave.....	34
33.	Professional development leave—club managers	34
34.	Public holidays.....	35
Part 7—Industry Specific Provisions		35
35.	Accommodation—club managers.....	35
Schedule A—Transitional Provisions		37
Schedule B—Transitional Provisions in respect to South Australia.....		42
Schedule C—Classification Definitions.....		48
Appendix 1 to Schedule C		68
Schedule D—Supported Wage System		74
Schedule E—National Training Wage		77
Schedule F—School-based Apprentices.....		78

Part 1—Application and Operation

1. Title

This award is the *Registered and Licensed Clubs Award 2010*.

2. Commencement and transitional

[Varied by [PR991566](#)]

2.1 This award commences on 1 January 2010.

[2.2–2.6 inserted by [PR991566](#)]

2.2 The monetary obligations imposed on employers by this award may be absorbed into overaward payments. Nothing in this award requires an employer to maintain or increase any overaward payment.

2.3 This award contains transitional arrangements which specify when particular parts of the award come into effect. Some of the transitional arrangements are in clauses in the main part of the award. There are also transitional arrangements in Schedule A and Schedule B. The arrangements in Schedule A and Schedule B deal with:

- minimum wages and piecework rates
- casual or part-time loadings
- Saturday, Sunday, public holiday, evening or other penalties
- shift allowances/penalties.

2.4 Neither the making of this award nor the operation of any transitional arrangements is intended to result in a reduction in the take-home pay of employees covered by the award. On application by or on behalf of an employee who suffers a reduction in take-home pay as a result of the making of this award or the operation of any transitional arrangements, Fair Work Australia may make any order it considers appropriate to remedy the situation.

2.5 Fair Work Australia may review the transitional arrangements in this award and make a determination varying the award.

2.6 Fair Work Australia may review the transitional arrangements:

- (a) on its own initiative; or
- (b) on application by an employer, employee, organisation or outworker entity covered by the modern award; or
- (c) on application by an organisation that is entitled to represent the industrial interests of one or more employers or employees that are covered by the modern award; or

- (d) in relation to outworker arrangements, on application by an organisation that is entitled to represent the industrial interests of one or more outworkers to whom the arrangements relate.

3. Definitions and interpretation

[Varied by [PR991566](#)]

3.1 In this award, unless the contrary intention applies:

Act means the *Fair Work Act 2009* (Cth)

assistant secretary/manager, assistant general manager, assistant chief executive officer, assistant secretary or assistant manager means an employee who is appointed by the club's Board of Directors or Committee of Management to assist and in the absence of the Secretary/Manager, General Manager, Chief Executive Officer, Secretary or Manager, to undertake duties the major and substantial part of which is responsibility for the duties of the employees as defined

award-based transitional instrument has the meaning in the *Fair Work (Transitional Provisions and Consequential Amendments) Act 2009* (Cth)

club means any club which is registered and licensed under the provisions of relevant State or Commonwealth Statutes (Liquor and/or Gaming Acts, Associations' Incorporation Acts or Corporations Acts) and which is established and operates on a not-for-profit basis for the benefit of members and the community

[Sched A renumbered as Sched C by [PR991566](#)]

club manager means a person appointed as such who is responsible for the direction and overall operation of a registered and licensed club, subject to the strategic direction determined by its Board of Directors or Committee of Management. A club manager has duties and responsibilities as referred to in clause C.11 of Schedule C—Classification Definitions

double time means double the ordinary hourly rate

employee means a national system employee as defined in sections [13](#) and [30C](#) of the Act

employer means a national system employer as defined in sections [14](#) and [30D](#) of the Act

enterprise award-based instrument has the meaning in the *Fair Work (Transitional Provisions and Consequential Amendments) Act 2009* (Cth)

[Sched A renumbered as Sched C by [PR991566](#)]

maintenance and horticultural employee means an employee engaged in a classification referred to in clause C.9 of Schedule C—Classification Definitions

NES means the National Employment Standards as contained in [sections 59 to 131](#) of the *Fair Work Act 2009* (Cth)

public holiday means a day identified as a public holiday in the NES

Registered and Licensed Clubs Award 2010

rostered day off means any continuous 24 hour period between the completion of the last ordinary shift and the commencement of the next ordinary shift on which an employee is rostered for duty

shiftworker means a seven day shiftworker who is regularly rostered to work on Sundays and public holidays, and includes a club manager

spread of hours means the period of time elapsing from the time an employee commences duty to the time the employee ceases duty within any period of 24 hours

standard rate means the minimum wage for the Level 4 classification (Cook (tradesperson) grade 3) in clause 17.2. The **standard weekly rate** means the minimum weekly wage for that classification. The **standard hourly rate** means the minimum hourly wage for that classification.

- 3.2 Where this award refers to a condition of employment provided for in the NES, the NES definition applies.

4. Coverage

[Sched A renumbered as Sched C by [PR991566](#)]

- 4.1 This award covers employers of employees engaged in the performance of all or any work in or in connection with or for clubs registered or recognised under State, Territory or Commonwealth legislation and their employees in the classifications within Schedule C—Classification Definitions , to the exclusion of any other modern award.
- 4.2 To avoid doubt, this award covers the work of bar attendants or stewards employed in a club situated on a football ground, cricket ground or sports ground and persons engaged as greenkeepers, ground attendants, gardeners, propagators, lawn mower and motor roller drivers and general labourers in the construction and maintenance of bowling greens and golf courses, but does not cover:
- (a) persons employed by a student union of a university;
 - (b) employees of municipal, shire or county councils;
 - (c) landscape gardeners and master gardeners;
 - (d) employees employed by an employer other than the club, where the employer operates a golf pro shop, driving range or other golfing facility, or provides golf coaching or other similar services, which are accessible to the general public;
 - (e) thoroughbred, harness, trotting and greyhound racing clubs and their employees in relation to operations covered by the *Racing Clubs Events Award 2010*; or
 - (f) club honorary secretaries.
- 4.3 This award does not apply to employees of employers who are covered by the following awards:
- (a) *Hospitality Industry (General) Award 2010*;

Registered and Licensed Clubs Award 2010

- (b) *Cleaning Services Award 2010*;
- (c) *Racing Industry Ground Maintenance Award 2010*; or
- (d) *Security Services Industry Award 2010*.

- 4.4** The award does not cover an employee excluded from award coverage by the Act.
- 4.5** The award does not cover employees who are covered by a modern enterprise award, or an enterprise instrument (within the meaning of the *Fair Work (Transitional Provisions and Consequential Amendments) Act 2009* (Cth)), or employers in relation to those employees.
- 4.6** Where an employer is covered by more than one award, an employee of that employer is covered by the award classification which is most appropriate to the work performed by the employee and to the environment in which the employee normally performs the work.

NOTE: Where there is no classification for a particular employee in this award it is possible that the employer and that employee are covered by an award with occupational coverage.

5. Access to the award and the National Employment Standards

The employer must ensure that copies of this award and the NES are available to all employees to whom they apply either on a noticeboard which is conveniently located at or near the workplace or through electronic means, whichever makes them more accessible.

6. The National Employment Standards and this award

The [NES](#) and this award contain the minimum conditions of employment for employees covered by this award.

7. Award flexibility

- 7.1** Notwithstanding any other provision of this award, an employer and an individual employee may agree to vary the application of certain terms of this award to meet the genuine individual needs of the employer and the individual employee. The terms the employer and the individual employee may agree to vary the application of are those concerning:
- (a) arrangements for when work is performed;
 - (b) overtime rates;
 - (c) penalty rates;
 - (d) allowances; and
 - (e) leave loading.
- 7.2** The employer and the individual employee must have genuinely made the agreement without coercion or duress.

Registered and Licensed Clubs Award 2010

- 7.3** The agreement between the employer and the individual employee must:
- (a) be confined to a variation in the application of one or more of the terms listed in clause 7.1; and
 - (b) result in the employee being better off overall than the employee would have been if no individual flexibility agreement had been agreed to.
- 7.4** The agreement between the employer and the individual employee must also:
- (a) be in writing, name the parties to the agreement and be signed by the employer and the individual employee and, if the employee is under 18 years of age, the employee's parent or guardian;
 - (b) state each term of this award that the employer and the individual employee have agreed to vary;
 - (c) detail how the application of each term has been varied by agreement between the employer and the individual employee;
 - (d) detail how the agreement results in the individual employee being better off overall in relation to the individual employee's terms and conditions of employment; and
 - (e) state the date the agreement commences to operate.
- 7.5** The employer must give the individual employee a copy of the agreement and keep the agreement as a time and wages record.
- 7.6** Except as provided in clause 7.4(a) the agreement must not require the approval or consent of a person other than the employer and the individual employee.
- 7.7** An employer seeking to enter into an agreement must provide a written proposal to the employee. Where the employee's understanding of written English is limited the employer must take measures, including translation into an appropriate language, to ensure the employee understands the proposal.
- 7.8** The agreement may be terminated:
- (a) by the employer or the individual employee giving four weeks' notice of termination, in writing, to the other party and the agreement ceasing to operate at the end of the notice period; or
 - (b) at any time, by written agreement between the employer and the individual employee.
- 7.9** The right to make an agreement pursuant to this clause is in addition to, and is not intended to otherwise affect, any provision for an agreement between an employer and an individual employee contained in any other term of this award.

Part 2—Consultation and Dispute Resolution

8. Consultation regarding major workplace change

8.1 Employer to notify

- (a) Where an employer has made a definite decision to introduce major changes in production, program, organisation, structure or technology that are likely to have significant effects on employees, the employer must notify the employees who may be affected by the proposed changes and their representatives, if any.
- (b) **Significant effects** include termination of employment; major changes in the composition, operation or size of the employer's workforce or in the skills required; the elimination or diminution of job opportunities, promotion opportunities or job tenure; the alteration of hours of work; the need for retraining or transfer of employees to other work or locations; and the restructuring of jobs. Provided that where the award makes provision for alteration of any of these matters an alteration is deemed not to have significant effect.

8.2 Employer to discuss change

- (a) The employer must discuss with the employees affected and their representatives, if any, the introduction of the changes referred to in clause 8.1, the effects the changes are likely to have on employees and measures to avert or mitigate the adverse effects of such changes on employees and must give prompt consideration to matters raised by the employees and/or their representatives in relation to the change.
- (b) The discussions must commence as early as practicable after a definite decision has been made by the employer to make the changes referred to in clause 8.1.
- (c) For the purposes of such discussion, the employer must provide in writing to the employees concerned and their representatives, if any, all relevant information about the changes including the nature of the changes proposed, the expected effects of the changes on employees and any other matters likely to affect employees provided that no employer is required to disclose confidential information the disclosure of which would be contrary to the employer's interests.

9. Dispute resolution

- 9.1 In the event of a dispute about a matter under this award, or a dispute in relation to the NES, in the first instance the parties must attempt to resolve the matter at the workplace by discussions between the employee or employees concerned and the relevant supervisor. If such discussions do not resolve the dispute, the parties will endeavour to resolve the dispute in a timely manner by discussions between the employee or employees concerned and more senior levels of management as appropriate.

- 9.2** If a dispute about a matter arising under this award or a dispute in relation to the NES is unable to be resolved at the workplace, and all appropriate steps under clause 9.1 have been taken, a party to the dispute may refer the dispute to Fair Work Australia.
- 9.3** The parties may agree on the process to be utilised by Fair Work Australia including mediation, conciliation and consent arbitration.
- 9.4** Where the matter in dispute remains unresolved, Fair Work Australia may exercise any method of dispute resolution permitted by the Act that it considers appropriate to ensure the settlement of the dispute.
- 9.5** An employer or employee may appoint another person, organisation or association to accompany and/or represent them for the purposes of this clause.
- 9.6** While the dispute resolution procedure is being conducted, work must continue in accordance with this award and the Act. Subject to applicable occupational health and safety legislation, an employee must not unreasonably fail to comply with a direction by the employer to perform work, whether at the same or another workplace, that is safe and appropriate for the employee to perform.

Part 3—Types of Employment and Termination of Employment

10. Types of employment

[Varied by [PR991566](#)]

10.1 Employees under this award will be employed in one of the following categories:

- (a) full-time;
- (b) part-time; or
- (c) casual.

10.2 At the time of engagement, an employer will inform each employee of the terms of their engagement and in particular whether they are to be full-time, part-time or casual. Such decision will then be recorded in a letter of appointment.

10.3 Full-time employment

[Sched A renumbered as Sched C by [PR991566](#)]

A full-time employee is an employee who is engaged as such and employed in a classification in Schedule C—Classification Definitions and engaged to work 38 ordinary hours per week, or, where the employee is employed on a roster, an average of 38 hours per week over the roster cycle.

10.4 Part-time employment

(a) Substantive provision

- (i) An employer may employ part-time employees in any classification in this award.

[Sched A renumbered as Sched C by [PR991566](#)]

- (ii) A part-time employee is an employee who is employed in a classification in Schedule C—Classification Definitions and who:
 - is engaged to work fewer than 38 ordinary hours per week or, where the employer operates a roster, an average of fewer than 38 hours per week over the roster cycle;
 - has reasonably predictable hours of work; and
 - receives, on a pro rata basis, equivalent pay and conditions to those of full-time employees who do the same kind of work.
 - (iii) At the time of engagement the employer and the part-time employee will agree in writing on a regular pattern of work either:
 - specifying at least the hours worked each day, which days of the week the employee will work and the actual starting and finishing times each day; or
 - specifying the roster that the employee will work (including the actual starting and finishing times for each shift) together with days or parts of days on which the employee will not be rostered.
 - (iv) Any agreed variation to the regular pattern of work must be recorded in writing.
 - (v) An employer is required to roster a part-time employee for a minimum of three consecutive hours on any shift.
 - (vi) All time worked in excess of the employee's agreed ordinary time hours will be overtime and paid for at the rates prescribed in clause 28—Overtime.
 - (vii) An employee who does not meet the definition of a part-time employee and who is not a full-time employee will be paid as a casual employee in accordance with clause 10.5.
 - (viii) A part-time employee employed under the provisions of this clause must be paid for ordinary hours worked at the rate of 1/38th of the weekly rate prescribed for the class of work performed.
- (b) **Transitional provision in respect of employers in New South Wales, Queensland, South Australia, Western Australia and Tasmania**

An employer subject to a notional agreement preserving a State award that applied in New South Wales, Queensland, South Australia, Western Australia or Tasmania immediately prior to 1 January 2010 which prescribed part-time employment provisions different from those in clause 10.4(a), may continue to apply those provisions. This transitional provision ceases to operate on 31 December 2012.

10.5 Casual employment

- (a) A casual employee is an employee who is engaged and paid as such.

(b) Casual loading

Casual employees will be paid the percentage at the ordinary hourly rate for the classification in which they are employed as prescribed in clause 29.1, which includes a 25% casual loading. The late and early work penalty prescribed in clause 29.4 will apply to the Monday to Friday casual rate in clause 29.1.

- (c)** Casual employees must be paid at the termination of each engagement, but may agree to be paid weekly or fortnightly.
- (d)** On each occasion a casual employee is required to attend work the employee is entitled to a minimum payment for two hours' work.

10.6 Conversion to full-time or regular part-time employment

- (a)** This clause only applies to a regular casual employee.
- (b)** A **regular casual employee** means a casual employee who is employed by an employer on a regular and systematic basis for several periods of employment or on a regular and systematic basis for an ongoing period of employment during a period of at least 12 months.
- (c)** A regular casual employee who has been engaged by a particular employer for at least 12 months, may seek (subject to the provisions of this clause) to have the employee's contract of employment converted to full-time or part-time employment.
- (d)** An employee who has worked at the rate of an average of 38 or more hours a week in the period of 12 months' casual employment may seek to have the employee's employment converted to full-time employment.
- (e)** An employee who has worked at the rate of an average less than 38 hours a week in the period of 12 months' casual employment may seek to have the employee's employment converted to part-time employment.
- (f)** Where a casual employee seeks to convert to full-time or part-time employment, the employer may consent to or refuse the request, but only on reasonable grounds. In considering a request, the employer may have regard to any of the following factors:
 - (i)** the size and needs of the workplace or enterprise;
 - (ii)** the nature of the work the employee has been doing;
 - (iii)** the qualifications, skills, and training of the employee;
 - (iv)** the trading patterns of the workplace or enterprise (including cyclical and seasonal trading demand factors);
 - (v)** the employee's personal circumstances, including any family responsibilities; and
 - (vi)** any other relevant matter.
- (g)** Where it is agreed that a casual employee will have the employee's employment converted to full-time or regular part-time employment as

Registered and Licensed Clubs Award 2010

provided for in this clause, the employer and employee must discuss and agree upon:

- (i) the form of employment to which the employee will convert; that is, full-time or part-time employment; and
 - (ii) if it is agreed that the employee will become a part-time employee, the matters referred to in clause 10.4.
- (h) The date from which the conversion will take effect is the commencement of the next pay cycle following such agreement being reached unless otherwise agreed.
 - (i) Once a casual employee has converted to full-time or part-time employment, the employee may only revert to casual employment with the written agreement of the employer.
 - (j) An employee must not be engaged and/or re-engaged (which includes a refusal to re-engage) to avoid any obligation under this award.
 - (k) Nothing in this clause obliges a casual employee to convert to full-time or part-time employment, nor permits an employer to require a casual employee to so convert.
 - (l) Nothing in this clause requires the employer to convert the employment of a regular casual employee to full-time or part-time employment if the employee has not worked for 12 months or more in a particular establishment or in a particular classification stream.
 - (m) Nothing in this clause requires an employer to increase the hours of a regular casual employee seeking conversion to full-time or part-time employment.

11. Apprentices

- 11.1 Apprentices will be engaged in accordance with relevant apprenticeship legislation and be paid in accordance with clause 17.4.
- 11.2 An apprentice under the age of 18 years will not, without the employee's consent, be required to work overtime, shiftwork or late work.

12. Junior employees

- 12.1 Junior employees employed in the bar or other places where liquor is sold must be paid at the adult rate of pay in clause 17.2 for the classification of the work being performed.
- 12.2 An employer may at any time demand the production of a birth certificate or other satisfactory proof for the purpose of ascertaining the correct age of a junior employee. If a birth certificate is required, the cost of it must be borne by the employer.
- 12.3 No employee under the age of 18 years will be required to work more than 10 hours in a shift.

13. Termination of employment

13.1 Notice of termination is provided for in the NES.

13.2 Notice of termination by an employee

The notice of termination required to be given by an employee is the same as that required of an employer except that there is no requirement on the employee to give additional notice based on the age of the employee concerned. If an employee fails to give the required notice the employer may withhold from any monies due to the employee on termination under this award or the NES, an amount not exceeding the amount the employee would have been paid under this award in respect of the period of notice required by this clause less any period of notice actually given by the employee.

13.3 Job search entitlement

Where an employer has given notice of termination to an employee, an employee must be allowed up to one day's time off without loss of pay for the purpose of seeking other employment. The time off is to be taken at times that are convenient to the employee after consultation with the employer.

14. Redundancy

14.1 Redundancy pay is provided for in the NES.

14.2 Transfer to lower paid duties

Where an employee is transferred to lower paid duties by reason of redundancy, the same period of notice must be given as the employee would have been entitled to if the employment had been terminated and the employer may, at the employer's option, make payment instead of an amount equal to the difference between the former ordinary time rate of pay and the ordinary time rate of pay for the number of weeks of notice still owing.

14.3 Employee leaving during notice period

An employee given notice of termination in circumstances of redundancy may terminate their employment during the period of notice. The employee is entitled to receive the benefits and payments they would have received under this clause had they remained in employment until the expiry of the notice, but is not entitled to payment instead of notice.

14.4 Job search entitlement

- (a)** An employee given notice of termination in circumstances of redundancy must be allowed up to one day's time off without loss of pay during each week of notice for the purpose of seeking other employment.
- (b)** If the employee has been allowed paid leave for more than one day during the notice period for the purpose of seeking other employment, the employee must, at the request of the employer, produce proof of attendance at an interview or they will not be entitled to payment for the time absent. For this purpose a statutory declaration is sufficient.

- (c) This entitlement applies instead of clause 13.3.

14.5 Transitional provisions

- (a) Subject to clause 14.5(b), an employee whose employment is terminated by an employer is entitled to redundancy pay in accordance with the terms of a notional agreement preserving a State award:
- (i) that would have applied to the employee immediately prior to 1 January 2010, if the employee had at that time been in their current circumstances of employment and no agreement made under the *Workplace Relations Act 1996* (Cth) had applied to the employee; and
 - (ii) that would have entitled the employee to redundancy pay in excess of the employee's entitlement to redundancy pay, if any, under the NES.
- (b) The employee's entitlement to redundancy pay under the notional agreement preserving a State award is limited to the amount of redundancy pay which exceeds the employee's entitlement to redundancy pay, if any, under the NES.
- (c) This clause does not operate to diminish an employee's entitlement to redundancy pay under any other instrument.
- (d) Clause 14.5 ceases to operate on 31 December 2014.

Part 4—Minimum Wages and Related Matters

15. Work organisation

[Sched A renumbered as Sched C by [PR991566](#)]

Employees must undertake duties as directed within the limits of their competence and may undertake duties across the different streams contained in the classification definitions in Schedule C—Classification Definitions, provided that outdoor staff will give priority to the caring of the greens and they will not be compelled to perform duties associated with or in the club house.

16. Classifications

[Sched A renumbered as Sched C by [PR991566](#)]

The definitions of the classification levels in clause 17—Minimum wages are contained in Schedule C—Classification Definitions.

17. Minimum wages

17.1 General

[Sched A renumbered as Sched C by [PR991566](#)]

An adult employee within a level specified in the following table (other than an apprentice or an employee engaged on a supported wage) will be paid not less than

Registered and Licensed Clubs Award 2010

the rate per week assigned to the classification, as defined in Schedule C— Classification Definitions, for the area in which such employee is working. An employee’s rate of pay is inclusive of the award rate set out in this clause and the additional allowance (where applicable) for first aid set out in clause 18.2.

17.2 Club employees

Level	Classification	Minimum weekly wage	Minimum hourly wage	Annual salary (where applicable)
		\$	\$	\$
Introductory		543.90	14.31	
Level 1		560.50	14.75	
	<ul style="list-style-type: none"> • Food and beverage attendant grade 1 • Guest service grade 1 • Kitchen attendant grade 1 			
Level 2		583.00	15.34	
	<ul style="list-style-type: none"> • Clerical grade 1 • Cook grade 1 • Doorman/ Security officer grade 1 • Food and beverage attendant grade 2 • Front office grade 1 • Guest service grade 2 • Kitchen attendant grade 2 • Leisure attendant grade 1 • Maintenance and horticultural employee level 1 • Storeperson grade 1 			
Level 3		603.90	15.89	
	<ul style="list-style-type: none"> • Clerical grade 2 			

Registered and Licensed Clubs Award 2010

Level	Classification	Minimum weekly wage	Minimum hourly wage	Annual salary (where applicable)
		\$	\$	\$
	<ul style="list-style-type: none"> • Cook grade 2 • Food and beverage attendant grade 3 • Forklift driver • Front office grade 2 • Guest service grade 3 • Handyperson • Kitchen attendant grade 3 • Leisure attendant grade 2 • Maintenance and horticultural employee level 2 • Storeperson grade 2 • Timekeeper/ Security officer grade 2 			
Level 4		637.60	16.78	
	<ul style="list-style-type: none"> • Clerical grade 3 • Cook (tradesperson) grade 3 • Food and beverage attendant (tradesperson) grade 4 • Front office grade 3 • Guest service grade 4 • Leisure attendant grade 3 			

Registered and Licensed Clubs Award 2010

Level	Classification	Minimum weekly wage	Minimum hourly wage	Annual salary (where applicable)
		\$	\$	\$
	<ul style="list-style-type: none"> • Maintenance and horticultural level 3 (tradesperson) • Storeperson grade 3 			
Level 5		679.30	17.88	
	<ul style="list-style-type: none"> • Clerical supervisor • Cook (tradesperson) grade 4 • Food and beverage supervisor • Front office supervisor • Guest service supervisor • Maintenance and horticultural level 4 			
Level 6		698.20	18.37	
	<ul style="list-style-type: none"> • Cook (tradesperson) grade 5 • Club manager of a club with a gross annual revenue of less than \$500,000 			
Level 7	• Level A manager	716.40	18.85	37 355.15
Level 8	<ul style="list-style-type: none"> • Level B manager • Maintenance and horticultural management level 1 	747.80	19.68	38 992.45
Level 9	• Level C manager	758.00	19.95	39 524.30
Level 10	• Level D manager	786.80	20.71	41 026.00
Level 11	• Level E manager	816.50	21.49	42 574.65

Registered and Licensed Clubs Award 2010

Level	Classification	Minimum weekly wage	Minimum hourly wage	Annual salary (where applicable)
		\$	\$	\$
	<ul style="list-style-type: none"> • Maintenance and horticultural management level 2 			
Level 12	<ul style="list-style-type: none"> • Level F manager 	869.70	22.89	45 348.65
Level 13	<ul style="list-style-type: none"> • Level G manager 	887.20	23.35	46 261.15

17.3 Non-application of particular provisions of this awards to employees within particular classifications receiving specified salaries

(a) Managerial classifications—levels 7–13 inclusive in clause 17.2

[Sched A renumbered as Sched C by [PR991566](#)]

- (i) Subject to the requirements of the NES, the provisions of clauses 18.1(h)—Higher duties, 26—Ordinary hours of work and rostering, 27—Recall to duty—club managers and 28—Overtime, will not apply to a club manager receiving a salary of 20% in excess of the minimum annual salary rates for the appropriate classification prescribed in Schedule C—Classification Definitions.
- (ii) Subject to the requirements of the NES, the provisions of clauses 18.1(a)—Meal allowance, 18.1(c)—Uniforms—club managers, 18.1(d)—Vehicle allowance, 26—Ordinary hours of work and rostering, 26.8—Special provisions for accrued rostered days off—club managers, 27—Recall to duty—club managers, 28—Overtime and 34—Public holidays, will not apply to club managers receiving a salary in excess of 50% above the minimum annual salary rate for the appropriate classification prescribed in Schedule C—Classification Definitions.

(b) Maintenance and horticultural levels 1–4

An employee classified at Maintenance and horticultural levels 1–4 (as defined) may freely agree in writing to payment of a salary of not less than 33% in excess of the minimum weekly rate of pay for level 4 (Maintenance and horticultural level 3—tradesperson) instead of the following provisions of the award—clause 18.1(a)—Meal allowance; clause 24—Meal breaks; clause 26—Ordinary hours of work and rostering; clause 28—Overtime; and clause 34—Public holidays, provided that no employee on such a salary arrangement will be required to work in excess of 38 ordinary hours per week, averaged over a 52 week period. An agreement made pursuant to this subclause may be terminated by either party after 12 months by giving 28 days’ written notice or such lesser period as is agreed.

17.4 Apprentice wages

(a) Cooking and maintenance and horticultural apprenticeship

- (i) A person who has completed a full apprenticeship in cooking or maintenance and horticulture must be paid not less than the standard rate.
- (ii) An employee apprenticed in the cooking or maintenance and horticulture trades will be paid the percentage of the standard rate, as follows:

Year	%
First	55
Second	65
Third	80
Fourth	95

(b) Waiting apprenticeship

- (i) Any person who has completed a full apprenticeship as a qualified tradesperson must be paid not less than the standard rate.
- (ii) An employee apprenticed in the waiting trade will be paid the standard rate, or the wage as otherwise prescribed, as follows:

First six months	70% of the standard rate
Second six months	85% of the standard rate
Third six months	Midway between the total rate prescribed for Food and beverage attendant grade 2 (waiter) in clause 17.2 and the standard rate; and
Fourth six months	Midway between the total rate prescribed for the third six months, above, and the standard rate.

(c) Proficiency pay—cooking apprenticeship

(i) Application

Proficiency pay as set out in clause 17.4(c)(ii) will apply to apprentices who have successfully completed their schooling in a given year.

(ii) Payments

Apprentices must receive the standard rate during the latter half of the fourth year of the apprenticeship where the standard of proficiency has been attained on one, two or three occasions on the following basis:

On one occasion only:

- for the first nine months of the fourth year of apprenticeship, the normal fourth year rate of pay;
- thereafter, the standard rate.

Registered and Licensed Clubs Award 2010

On two occasions:

- for the first six months of the fourth year of apprenticeship, the normal fourth year rate of pay;
- thereafter, the standard rate.

On all three occasions:

- for the entire fourth year, the standard rate.

(d) Proficiency payments—waiting apprenticeship

(i) Application

Proficiency pay as set out in clause 17.4(d)(ii) will apply to level 2 apprentices who have successfully completed their schooling in the first year.

(ii) Payments

Apprentices who have attained the standard of proficiency in their first year must receive the standard rate during the latter half of the second year of apprenticeship.

17.5 Junior employees

- (a) The minimum rate of wages for junior employees will be the undermentioned percentages of the rate prescribed for the adult classification appropriate to the work performed for the area in which the employee is working:

Age	%
17 years of age and under	60
18 years of age	70
19 years of age	85
20 years of age	100

17.6 Casual fitness instructors

- (a) Minimum rate per hour is \$37.13.
(b) Minimum engagement—one hour.

17.7 Supported wage system

[Sched B renumbered as Sched D by [PR991566](#)]

See Schedule D

17.8 National training wage

[Sched C renumbered as Sched E by [PR991566](#)]

See Schedule E

18. Allowances

18.1 Expenses incurred in the course of employment

(a) Meal allowance

(i) Club employees other than club managers

- An employee required to work overtime for more than two hours without being notified on the previous day or earlier that they will be so required to work must either be supplied with a meal by the employer or be paid an allowance of \$10.07.
- If an employee who has been given notice of a requirement to work overtime has provided a meal and is not required to work overtime or is required to work less than the amount advised, the employee must be paid as prescribed above for the meal which they have provided but which is surplus.

(ii) Club managers

- Where a club provides meals for members, a manager employed by the club will, while on duty, be entitled to a meal free of cost, to the maximum value of \$10.07, whenever the club is providing such meals.
- Where an employee due to operational requirements is unable to partake of a meal free of cost the employee will be paid an allowance of \$10.07 per meal.
- Despite the provisions of this clause, an employer and an employee may agree in writing that an allowance of \$10.07 per meal will be paid instead of the provision of a meal free of cost to the employee.
- Where a club does not provide a meal for members, the employee will be entitled to an allowance of \$10.07 per meal.

(b) Clothing, equipment and tools

- (i)** Where a cook is required to use their own tools, the employer must pay an allowance of \$1.55 per day or part thereof up to a maximum of \$7.60 per week. Where a maintenance and horticultural employee is required to supply and use their own tools, the employer will reimburse the cost of such tools.
- (ii)** Where the employer requires an employee to wear any special clothing such as coats, dresses, caps, aprons, cuffs, safety footwear and any other articles of clothing, the employer must reimburse the employee for the cost of purchasing such special clothing. The provisions of this clause do not apply where the special clothing is supplied by the employer.
- (iii)** Where the employee is responsible for laundering the special clothing the employer must reimburse the employee for the demonstrated costs of laundering it.

Registered and Licensed Clubs Award 2010

- (iv) The employer and the employee may agree on an arrangement under which the employee will wash and iron the special clothing for an agreed sum of money to be paid by the employer to the employee each week.
 - (v) For the purposes of this clause black and white attire (not being dinner suit or evening dress), shoes, hosiery and/or socks are not special clothing.
 - (vi) Where it is necessary that an employee wear waterproof or other protective clothing such as waterproof boots, aprons, or gloves, the employer must reimburse the employee for the cost of purchasing such clothing. The provisions of this clause do not apply where the protective clothing is supplied by the employer.
 - (vii) An employer may require an employee on commencing employment to sign a receipt for item/s of uniform and property. This receipt must list the item/s of uniform and property and the value of them. If, when an employee ceases employment, the employee does not return the item/s of uniform and property (or any of them) in accordance with the receipt, the employer will be entitled to deduct the value as stated on the receipt from the employee's wages.
 - (viii) In the case of genuine wear and tear, damage, loss or theft that is not the employee's fault the provisions of clause 18.1(b)(vii) will not apply.
 - (ix) Where the employer requires an employee to provide and use any towels, tools, ropes, brushes, knives, choppers, implements, utensils and materials, the employer must reimburse the employee for the cost of purchasing such equipment. The provisions of this clause do not apply where these items are supplied by the employer.
- (c) **Uniforms—club managers**
- (i) Where the employer requires a manager to wear a uniform while on duty, the employer must reimburse the manager for the cost of purchasing the uniform. The provisions of this subclause do not apply where the uniform is supplied by the employer.
 - (ii) Where the employer requires a manager to wear a uniform, the employer must pay to the employee an allowance of \$10.00 per week to cover the costs of laundering the uniform. The provisions of this clause do not apply where the employer arranges for the uniform to be laundered without cost to the manager.
 - (iii) An employer may require an employee on commencing employment to sign a receipt for item/s of uniform and property. This receipt must list the item/s of uniform and property and the value of them. If, when an employee ceases employment, the employee does not return the item/s of uniform and property (or any of them) in accordance with the receipt, the employer will be entitled to deduct the value as stated on the receipt from the employee's wages.
 - (iv) In the case of genuine wear and tear, damage, loss or theft that is not the employee's fault, the provisions of clause 18.1(c)(iii) will not apply.

(d) Vehicle allowance

An employee who is required by their employer to use their own vehicle in or in connection with the official business of the employer must be paid an allowance of \$0.74 each kilometre of authorised travel. An employer may require an employee to record full details of all such official travel requirements in a log book as a pre-condition for the employee qualifying for the allowance.

(e) Working late

When an employer requires an employee to work until it is unreasonable to travel by their normal method of transport home, the employer must pay the cost of transport for the employee to get home. This clause does not apply where the employer provides accommodation for the employee for the night free of charge or provides transport for the employee to get home.

(f) Working early

When an employer requires an employee to start work before their normal starting time and before their normal method of transport to work is available, the employer must pay the cost of transport for the employee to get to work. This clause does not apply where the employer provides transport for the employee to get to work.

(g) Working away from usual place of work

This clause applies where an employer requires an employee other than a casual to work at a place more than 80 kilometres from the employee's usual place of work.

(i) The employer must pay the employee an amount equal to the cost of fares reasonably spent by the employee in travelling from the employee's usual place of work to the new place of work.

(ii) The employer may recover any amount paid to an employee under this clause if the employee concerned leaves their employment or is dismissed for misconduct within three months of receiving such a payment.

(h) Higher duties

(i) Any employee employed for two or more hours of one day on duties carrying a higher rate than the employee's ordinary classification will be paid the higher rate for each day. If the employee is employed for less than two hours on such duties, the employee is entitled to be paid the higher rate for the time so worked.

(ii) A higher paid employee will, when necessary, temporarily relieve a lower paid employee without loss of pay.

(i) Expenses—club managers

(i) An employee will be reimbursed for all monies reasonably expended by the employee for and on behalf of the employer subject to Board policy or approval.

- (ii) The Board of Directors or a duly appointed representative of the Board may predetermine the parameters for the usage of credit cards issued to the employee and advise the club card holder of those parameters accordingly.

(j) Maintenance and horticultural employees training allowance

Maintenance and horticultural employees undertaking a horticultural, maintenance and/or greenkeeping certificate course required by their employer will be given leave in the employer's time to attend such classes, lectures and examinations as required by the relevant technical college. Fees for the course will be reimbursed by the employer to the employee at the successful completion of each year.

(k) Adjustment of expense related allowances

- (i) At the time of any adjustment to the standard rate, each expense related allowance will be increased by the relevant adjustment factor. The relevant adjustment factor for this purpose is the percentage movement in the applicable index figure most recently published by the Australian Bureau of Statistics since the allowance was last adjusted.
- (ii) The applicable index figure is the index figure published by the Australian Bureau of Statistics for the Eight Capitals Consumer Price Index (Cat No. 6401.0), as follows:

Allowance	Applicable Consumer Price Index Figure
Meal allowance	Take away and fast foods sub-group
Clothing, equipment and tools allowance	Clothing and footwear group
Vehicle allowance	Private motoring sub-group

18.2 Allowance for responsibilities or skills that are not taken into account in rates of pay—first aid allowance

An employee who has undertaken a first aid course and who is the holder of a current recognised first aid qualification such as a certificate from the St John Ambulance or similar body and who is appointed by the employer as a first aid attendant must be paid an allowance, per week, equal to 1.2% of the standard weekly rate for all purposes.

18.3 Allowance for disabilities associated with the performance of particular tasks or work in particular conditions or locations—broken periods of work

An employee (other than casual) who is required to work any of their ordinary hours on any day in more than one period of employment, other than for meal breaks as prescribed in accordance with the provisions of clause 24—Meal breaks, will be paid an allowance of 0.4% of the standard weekly rate per day, for such broken work period worked.

19. District allowances

19.1 Northern Territory

An employee in the Northern Territory is entitled to payment of a district allowance in accordance with the terms of an award made under the *Workplace Relations Act 1996* (Cth):

- (a) that would have applied to the employee immediately prior to 1 January 2010, if the employee had at that time been in their current circumstances of employment and no agreement made under the *Workplace Relations Act 1996* (Cth) had applied to the employee; and
- (b) that would have entitled the employee to payment of a district allowance.

19.2 Western Australia

An employee in Western Australia is entitled to payment of a district allowance in accordance with the terms of a notional agreement preserving a State award or an award made under the *Workplace Relations Act 1996* (Cth):

- (a) that would have applied to the employee immediately prior to 1 January 2010, if the employee had at that time been in their current circumstances of employment and no agreement made under the *Workplace Relations Act 1996* (Cth) had applied to the employee; and
- (b) that would have entitled the employee to payment of a district allowance.

19.3 This clause ceases to operate on 31 December 2014.

20. Accident pay

20.1 Subject to clause 20.2, an employee is entitled to accident pay in accordance with the terms of:

- (a) a notional agreement preserving a State award that would have applied to the employee immediately prior to 1 January 2010 or an award made under the *Workplace Relations Act 1996* (Cth) that would have applied to the employee immediately prior to 27 March 2006, if the employee had at that time been in their current circumstances of employment and no agreement made under the *Workplace Relations Act 1996* (Cth) had applied to the employee; and
- (b) that would have entitled the employee to accident pay in excess of the employee's entitlement to accident pay, if any, under any other instrument.

20.2 The employee's entitlement to accident pay under the notional agreement preserving a State award or the award is limited to the amount of accident pay which exceeds the employee's entitlement to accident pay, if any, under any other instrument.

20.3 This clause does not operate to diminish an employee's entitlement to accident pay under any other instrument.

20.4 This clause ceases to operate on 31 December 2014.

21. Payment of wages

- 21.1** Except upon the termination of employment all wages including overtime will be paid on any day other than Friday, Saturday or Sunday in each week. However, by agreement between the employer and the majority of employees in the workplace, in a week where a holiday occurs payment of wages may be made on a Friday.
- 21.2** By agreement between the employer and the employee wages may be paid either weekly or fortnightly by one of the following means:
- (a) cash;
 - (b) cheque; or
 - (c) payment into employee's bank account by electronic funds transfer, without cost to the employee.
- 21.3** However, an employer may pay an employee weekly by cash without consultation.
- 21.4** Employees who are paid their wages at any time other than during their working time, will, if kept waiting more than 15 minutes, be paid overtime rates for all such waiting time.
- 21.5** Employees whose rostered day off falls on pay day will be paid their wages, if they so desire, before going off duty on the working day prior to their day off. However, this provision will not apply to employees paid by electronic funds transfer.

22. School-based apprentices

[Sched D renumbered as Sched F by [PR991566](#)]

See Schedule F

23. Superannuation

[Varied by [PR990552](#); [PR992167](#)]

23.1 Superannuation legislation

- (a) Superannuation legislation, including the *Superannuation Guarantee (Administration) Act 1992* (Cth), the *Superannuation Guarantee Charge Act 1992* (Cth), the *Superannuation Industry (Supervision) Act 1993* (Cth) and the *Superannuation (Resolution of Complaints) Act 1993* (Cth), deals with the superannuation rights and obligations of employers and employees. Under superannuation legislation individual employees generally have the opportunity to choose their own superannuation fund. If an employee does not choose a superannuation fund, any superannuation fund nominated in the award covering the employee applies.
- (b) The rights and obligations in these clauses supplement those in superannuation legislation.

23.2 Employer contributions

An employer must make such superannuation contributions to a superannuation fund for the benefit of an employee as will avoid the employer being required to pay the superannuation guarantee charge under superannuation legislation with respect to that employee.

23.3 Voluntary employee contributions

- (a) Subject to the governing rules of the relevant superannuation fund, an employee may, in writing, authorise their employer to pay on behalf of the employee a specified amount from the post-taxation wages of the employee into the same superannuation fund as the employer makes the superannuation contributions provided for in clause 23.2.
- (b) An employee may adjust the amount the employee has authorised their employer to pay from the wages of the employee from the first of the month following the giving of three months' written notice to their employer.
- (c) The employer must pay the amount authorised under clauses 23.3(a) or (b) no later than 28 days after the end of the month in which the deduction authorised under clauses 23.3(a) or (b) was made.

23.4 Superannuation fund

Unless, to comply with superannuation legislation, the employer is required to make the superannuation contributions provided for in clause 23.2 to another superannuation fund that is chosen by the employee, the employer must make the superannuation contributions provided for in clause 23.2 and pay the amount authorised under clauses 23.3(a) or 23.3(b) to one of the following superannuation funds:

- (a) Club Plus Superannuation Pty Limited;
- (b) Club Super;
- (c) HOSTPLUS;

[23.4(d) varied by [PR990552](#)]

- (d) Sunsuper;

[New 23.4(e) inserted by [PR990552](#); varied by [PR992167](#)]

- (e) Tasplan;

[New 23.4(f) inserted by [PR992167](#)]

- (f) AustralianSuper; or

[23.4(e) renumbered as 23.4(f) by [PR990552](#); 23.4(f) renumbered as 23.4(g) by [PR992167](#)]

- (g) any superannuation fund to which the employer was making superannuation contributions for the benefit of its employees before 12 September 2008, provided the superannuation fund is an eligible choice fund.

23.5 Absence from work

Subject to the governing rules of the relevant superannuation fund, the employer must also make the superannuation contributions provided for in clause 23.2 and pay the amount authorised under clauses 23.3(a) or 23.3(b):

- (a) **Paid leave**—while the employee is on any paid leave;
- (b) **Work-related injury or illness**—for the period of absence from work of the employee due to work-related injury or work-related illness provided that:
 - (i) the employee is receiving workers compensation payments or is receiving regular payments directly from the employer in accordance with the statutory requirements; and
 - (ii) the employee remains employed by the employer.

Part 5—Hours of Work and Related Matters

24. Meal breaks

24.1 If an employee, including a casual employee, is required to work for five or more hours in a day the employee must be given an unpaid meal break of no less than 30 minutes. The break must be given no earlier than 1.5 hours after starting work and no later than five hours after starting work.

24.2 If an employee is not given a meal break in accordance with clause 24.1 the employer must pay the employee an extra hourly or part thereof payment at the rate of 50% of the ordinary hourly rate from the end of five hours until either the meal break is given or the shift ends.

24.3 If an employee is required to work more than five hours after the employee is given the unpaid meal break, the employee must be given an additional 20 minute paid break.

24.4 Where the club employs fewer than 10 people covered by this award, then the break prescribed by clause 24.2 can be substituted by a paid 20 minute crib break, which can be taken, as trade permits, at any time within that day's shift, and the penalty prescribed by clause 24.2 will not apply.

24.5 If either:

- (a) an employee's hours of work fall entirely between 11.00 pm and 8.00 am; or
- (b) an employee is the only employee rostered for duty on a particular day or shift;

the employee will be given a paid break of no less than 20 minutes. This paid break may be given instead of the unpaid meal break provided in clause 24.1.

24.6 A maintenance and horticultural employee is entitled to two tea breaks of 10 minutes duration each, to be counted as time worked, in the morning and afternoon of each day at a time to be arranged by the employer. Alternatively, the employer and employee may agree to combine the breaks into one break of 20 minutes.

Registered and Licensed Clubs Award 2010

24.7 A maintenance and horticultural employee working overtime will be allowed a crib break of 20 minutes duration without deduction of pay after each four hours of overtime worked if the employee continues work after such a break.

24.8 Where the period of overtime is to be for more than 1.5 hours such an employee will be allowed a meal break of 20 minutes after ordinary hours before starting overtime. This break will be paid for at ordinary rates.

25. Roster

25.1 A roster for all full-time and part-time employees showing normal starting and finishing time and the surname and initials of each employee will be prepared by the employer and will be posted in a conspicuous place or places accessible to the employees concerned.

25.2 The roster will be alterable by mutual consent at any time or by amendment of the roster on seven days' notice. Where practicable two weeks' notice of rostered day or days off will be given provided that the days off may be changed by mutual consent or through absence, through sickness or other cause over which the employer has no control.

26. Ordinary hours of work and rostering

26.1 The hours of work of a full-time employee are an average of 38 per week.

26.2 Each full-time employee is entitled to two full days off per week (normal rostered days off).

26.3 The average of 38 hours per week is to be worked in one of the following ways:

- (a) a 19 day month of eight hours per day; provided that the ordinary daily hours (exclusive of meal breaks) will not exceed eight per day or shift, worked within a spread of 11 hours per day;
- (b) four days of eight hours and one of six hours; provided that the ordinary daily hours (exclusive of meal breaks) will not exceed eight per day, worked within a spread of 11 hours per day, except that the daily maximum will be six hours worked within a spread of eight hours for one day in five under this method;
- (c) four days of 9.5 hours per day (exclusive of meal breaks) within a spread of 12 hours;
- (d) five days of seven hours 36 minutes per day worked (exclusive of meal breaks) within a spread of 10.5 hours;
- (e) 152 hours per each four week period with a minimum of eight normal rostered days off per each four week period; or
- (f) any combination of the above.

26.4 The arrangement for working the average of 38 hours per week is to be agreed between the employer and the employee from the alternatives in clause 26.3.

26.5 Where the hours of work arrangement provides for 152 hours per each four week period:

- (a) no employee is to work more than 10 days in a row without a normal rostered day off;
- (b) where an employee works more than 20 days in a four week period, the 21st and any subsequent days worked in the four week period must be paid at the rates prescribed in clause 28.2.

26.6 Special provisions for maintenance and horticultural employees

For maintenance and horticulture employees the ordinary hours will be worked between the hours of 6.00 am and 6.00 pm Monday to Friday and 6.00 am and 12.00 noon on Saturday, provided that by agreement between the employer and the majority of employees the span of hours may be increased by up to one hour. The maximum number of ordinary hours worked on any one day will not exceed eight hours on Monday to Friday and four hours on Saturday.

26.7 Special provisions for accrued rostered days off

- (a) Overtime accrued rostered days off may, by agreement, be banked to a maximum of five days credit and will be taken at a time or times that are mutually agreeable to the employer and the employee.
- (b) Employees will be entitled to a maximum of 12 accrued days off in any one calendar year.
- (c) Accrued time will be reduced pro rata for any unpaid non-attendance.
- (d) For the purposes of the overtime provisions of the award, the standard day for full-time employees engaged on an accrued day off arrangement will be deemed to be eight ordinary hours.
- (e) A full-time employee who is absent from duty (other than on annual leave, long service leave, paid personal/carer's leave, compassionate leave, public holidays or other paid leave) will have eight hours ordinary time rate of pay deducted from the employee's wages for each day the employee is absent.
- (f) The hourly rate of pay will be calculated by dividing the ordinary weekly rate by 38.
- (g) Any accrued time granted to an employee in advance or owing to an employee, at the time of termination of employment, and not offset by time worked, will be deducted from or added to the final payment on termination.

26.8 Special provisions for accrued rostered days off—club managers

- (a) Each employee will be free from duty for at least nine days in each four weekly period provided that in each such period that on at least two occasions such days will be consecutive.
- (b) Where the employer and an employee mutually agree in writing to substitute an alternative method of taking time off, then that method will apply.

Registered and Licensed Clubs Award 2010

- (c) In clubs where only a club manager is employed the Board of Directors and the club manager may, by mutual consent in writing, agree to the club manager taking eight full days and two half days off in each four week period.
- (d) The club's Board of Directors or a duly authorised representative of the Board will have the right to direct when a rostered day off will not be worked and, in the case of an emergency, the right to direct when a rostered day off will be worked.
- (e) An employee who works on their rostered day(s) off as directed will be paid at overtime rates for all hours so worked.
- (f) Details of all work performed on a rostered day off by any employee covered by this award will be submitted in writing by the club manager to the club's Board of Directors or to a duly authorised representative of the Board prior to or at the meeting of the Board following the day on which such work was performed and payment for such work will be made on the first pay day after that meeting.
- (g) Where details of work are not submitted in accordance with clause 26.8(f), no entitlement to payment will arise.
- (h) The taking of rostered days off may be deferred with the prior approval of the club's Board, with such rostered days off to be banked, by written agreement for a period not exceeding 12 months from the date such rostered days off accrued to the employee, to be taken at a time agreed upon between the employer and employee; provided that the number of rostered days off so banked will at no time exceed 10 such days.
- (i) The employer and the employee may agree in writing that the money value of any rostered days off accrued and banked, pursuant to clause 26.8(h), but not taken by the employee, may be paid to the employee instead of taking such accrued and banked rostered days off. Payment will be made at normal time rates of pay.
- (j) By agreement with the employer, the employee's accrued rostered days off may be added to the employee's annual leave (no annual leave loading will apply to such accruals).
- (k) Upon termination of the employee's employment for any reason, the money value of any rostered days off accrued and banked pursuant to clause 26.8(h), but not taken by the employee, will be paid to the employee at normal time rates of pay. Any rostered days off accrued in excess of 10 will be disregarded.

26.9 Make-up time

An employee may elect, with the consent of their employer, to work make-up time, under which the employee takes time off ordinary hours, and works those hours at a later time, during the spread of ordinary hours provided in the award.

27. Recall to duty—club managers

An employee recalled to work any overtime in one or more periods after having left the club premises will, when such overtime is worked after the conclusion of the ordinary hours of one

shift and before the commencement of the ordinary hours of the next shift (whether notified before or after having left the said premises), be paid for a minimum of one hour's work, provided such overtime is not required to be paid because of the failure of the employee to perform a duty, or function, during the employee's ordinary working hours. The employee will not be paid for the time spent travelling to and from the club on a recall.

28. Overtime

28.1 An employer may require any full-time or part-time employee to work reasonable overtime at overtime rates.

28.2 All time worked in excess of the hours and/or outside the spread of hours or outside the rostered hours prescribed in this award will be overtime and will be paid for at the following rates:

- (a) Monday to Friday inclusive—time and a half for the first two hours and double time for all work thereafter;
- (b) between midnight Friday and midnight Saturday—time and three-quarters for the first two hours and double time for all work thereafter;
- (c) between midnight Saturday and midnight Sunday—double time for all time worked;
- (d) all work performed on a public holiday—double time and a half for all time worked, with a minimum payment of four hours at the rate of double time and a half;
- (e) all work performed on an employee's rostered day off—double time, with a minimum payment of four hours at the rate of double time.

28.3 Overtime on any day will stand alone.

28.4 If an employee is so long on overtime duty that the employee has not had 10 hours' rest before the employee's next regular starting time, the employee will be allowed at least 10 hours' rest without deduction of pay or will be paid at overtime rates for all time of duty until the employee has had at least eight hours' rest.

28.5 Notwithstanding the rates prescribed in clause 28.2 at the instigation of the employee there may be an agreement in writing between the employee and the employer to take time off with pay equivalent to the amount for which payment would otherwise have been made. Such accumulated time must be taken within four weeks from the time of accrual.

28.6 An apprentice under the age of 18 years will not, without the employee's consent, be required to work overtime, shiftwork or late work.

28.7 A full-time or regular part-time employee required to work overtime for more than two hours without being notified on the previous day or earlier that they will be so required to work will be either supplied with a meal by the employer or be paid the allowance prescribed in clause 18.1(a)(i).

29. Penalty rates

29.1 An employee other than a maintenance and horticultural employee performing work on the following days will be paid the following percentage of the minimum wage rate in clause 17—Minimum wages for the relevant classification:

	Monday to Friday	Saturday	Sunday	Public holiday
	%	%	%	%
Full-time and part-time	100	150	175	250
Casual (inclusive of the 25% casual loading)	125	150	175	250

29.2 A maintenance and horticultural employee performing work on the following days will be paid the following percentage of the minimum wage rate in clause 17—Minimum wages for the relevant classification:

Monday to Friday and Saturday before 12 noon	Saturday after 12 noon	Sunday	Public holiday
100%	150% for the first 2 hours then 200%	200%	250%

29.3 Public holidays

- (a) An employee other than a casual working on a public holiday will be paid for a minimum of four hours' work.
- (b) Employees other than maintenance or horticultural employees who work on a prescribed holiday may, by agreement, perform such work at ordinary rates plus 50% additional loading, instead of the penalty rate prescribed in clause 29.1, provided that equivalent paid time is added to the employee's annual leave or one day instead of such public holiday will be allowed to the employee during the week in which such holiday falls. Provided that such holiday may be allowed to the employee within 28 days of such holiday falling due.
- (c) An employee other than a casual working on Christmas Day when it falls on a weekend will be paid an additional loading of 50% of their ordinary time rate for the hours worked on that day and will also be entitled to the benefit of a substitute day.

29.4 Late and early work penalty

Employees other than maintenance or horticultural employees will be entitled to the following additional penalty for work performed at the following times:

- (a) Monday to Friday, 7.00 pm to midnight: 10% of the standard hourly rate per hour or any part of an hour for such time worked within the said hours; and
- (b) Monday to Friday, midnight to 7.00 am: 15% of the standard hourly rate per hour or any part of an hour for such time worked within the said hours.

29.5 Penalty rates not cumulative

Except as provided in clause 24—Meal breaks, where time worked is required to be paid for at more than the ordinary rate such time will be not subject to more than one penalty, but will be subjected to that penalty which is to the employee's greatest advantage.

Part 6—Leave and Public Holidays

30. Annual leave

30.1 Leave entitlement

- (a) Annual leave is provided for in the NES. It does not apply to casual employees.
- (b) For the purpose of the additional week of leave provided by the NES, a **shiftworker** means a seven day shiftworker who is regularly rostered to work on Sundays and public holidays, and includes a club manager.

30.2 The NES prescribes the basis for payment for annual leave, including payment for untaken leave upon the termination of employment.

30.3 In addition to the payment provided for in the NES, an employer is required to pay an additional leave loading of 17.5% of that payment.

30.4 Requirement to take leave notwithstanding terms of the NES

An employer may require an employee to take annual leave by giving at least four weeks' notice in the following circumstances:

- (a) as part of a close-down of its operations; or
- (b) where more than eight weeks' leave is accrued.

31. Personal/carer's leave and compassionate leave

Personal/carer's leave and compassionate leave are provided for in the NES.

32. Community service leave

Community service leave is provided for in the NES.

33. Professional development leave—club managers

33.1 This clause applies only to club managers.

33.2 In order to facilitate progression through the classification structure, an employee is entitled to five days' paid professional development leave in each calendar year, subject to the provisions of this clause.

Registered and Licensed Clubs Award 2010

- 33.3** Professional development leave is only available for the purpose of undertaking continuing education and industry activity programs.
- 33.4** The entitlement to paid professional development leave is dependent on:
- (a) the employee providing the club with at least 28 days' notice, or a lesser period as mutually agreed, of the dates on which the employee seeks to take professional development leave;
 - (b) the granting of leave not unduly affecting the operation of the club; and
 - (c) the employee agreeing to provide, if requested by the club, a report outlining the potential benefits of the training undertaken to the operation of the club.
- 33.5** The club will reimburse an employee for any costs associated with undertaking continuing education programs and industry activities.

34. Public holidays

- 34.1** Public holidays are provided for in the NES.
- 34.2** By agreement between the employer and the majority of employees in the relevant enterprise or section of the enterprise, an alternative day may be taken as the public holiday instead of any of the days prescribed in s.115 of the Act.

34.3 Additional arrangements for full-time employees

- (a) A full-time employee whose rostered day off falls on a public holiday must, subject to clause 29.3:
 - (i) be paid an extra day's pay;
 - (ii) be provided with an alternative day off within 28 days; or
 - (iii) receive an additional day's annual leave.
- (b) Clause 34.3(a) does not apply in relation to Easter Saturday, if employees have their ordinary hours rostered only on Monday to Friday.
- (c) A full-time employee who works on a public holiday which is subject to substitution as provided for by the NES will be entitled to the benefit of the substitute day.

Part 7—Industry Specific Provisions

35. Accommodation—club managers

- 35.1** Where a club provides accommodation for a club manager, a club manager and spouse, or a club manager, spouse and dependent children, the club will be entitled to deduct an amount agreed in writing between the club and the employee, from the employee's wages for rental of such accommodation.

Registered and Licensed Clubs Award 2010

- 35.2** A written agreement entered into by a club and its employee under this clause must contain a provision specifying the method by which the agreed deduction for accommodation may be varied and the dates upon which the review is to take place.

Schedule A—Transitional Provisions

[Sched A inserted by [PR991566](#)]

Note: The general transitional provisions in this Schedule operate subject to the special transitional provisions for South Australia in Schedule B for particular modern award provisions.

A.1 General

A.1.1 The provisions of this schedule deal with minimum obligations only.

A.1.2 The provisions of this schedule are to be applied:

- (a) when there is a difference, in money or percentage terms, between a provision in a relevant transitional minimum wage instrument (including the transitional default casual loading) or award-based transitional instrument on the one hand and an equivalent provision in this award on the other;
- (b) when a loading or penalty in a relevant transitional minimum wage instrument or award-based transitional instrument has no equivalent provision in this award;
- (c) when a loading or penalty in this award has no equivalent provision in a relevant transitional minimum wage instrument or award-based transitional instrument; or
- (d) when there is a loading or penalty in this award but there is no relevant transitional minimum wage instrument or award-based transitional instrument.

A.2 Minimum wages – existing minimum wage lower

A.2.1 The following transitional arrangements apply to an employer which, immediately prior to 1 January 2010:

- (a) was obliged,
- (b) but for the operation of an agreement-based transitional instrument or an enterprise agreement would have been obliged, or
- (c) if it had been an employer in the industry or of the occupations covered by this award would have been obliged

by a transitional minimum wage instrument and/or an award-based transitional instrument to pay a minimum wage lower than that in this award for any classification of employee.

A.2.2 In this clause minimum wage includes:

- (a) a minimum wage for a junior employee, an employee to whom training arrangements apply and an employee with a disability;
- (b) a piecework rate; and
- (c) any applicable industry allowance.

Registered and Licensed Clubs Award 2010

A.2.3 Prior to the first full pay period on or after 1 July 2010 the employer must pay no less than the minimum wage in the relevant transitional minimum wage instrument and/or award-based transitional instrument for the classification concerned.

A.2.4 The difference between the minimum wage for the classification in this award and the minimum wage in clause A.2.3 is referred to as the transitional amount.

A.2.5 From the following dates the employer must pay no less than the minimum wage for the classification in this award minus the specified proportion of the transitional amount:

First full pay period on or after

1 July 2010	80%
1 July 2011	60%
1 July 2012	40%
1 July 2013	20%

A.2.6 The employer must apply any increase in minimum wages in this award resulting from an annual wage review.

A.2.7 These provisions cease to operate from the beginning of the first full pay period on or after 1 July 2014.

A.3 Minimum wages – existing minimum wage higher

A.3.1 The following transitional arrangements apply to an employer which, immediately prior to 1 January 2010:

- (a) was obliged,
- (b) but for the operation of an agreement-based transitional instrument or an enterprise agreement would have been obliged, or
- (c) if it had been an employer in the industry or of the occupations covered by this award would have been obliged

by a transitional minimum wage instrument and/or an award-based transitional instrument to pay a minimum wage higher than that in this award for any classification of employee.

A.3.2 In this clause minimum wage includes:

- (a) a minimum wage for a junior employee, an employee to whom training arrangements apply and an employee with a disability;
- (b) a piecework rate; and
- (c) any applicable industry allowance.

A.3.3 Prior to the first full pay period on or after 1 July 2010 the employer must pay no less than the minimum wage in the relevant transitional minimum wage instrument and/or award-based transitional instrument for the classification concerned.

A.3.4 The difference between the minimum wage for the classification in this award and the minimum wage in clause A.3.3 is referred to as the transitional amount.

Registered and Licensed Clubs Award 2010

A.3.5 From the following dates the employer must pay no less than the minimum wage for the classification in this award plus the specified proportion of the transitional amount:

First full pay period on or after

1 July 2010	80%
1 July 2011	60%
1 July 2012	40%
1 July 2013	20%

A.3.6 The employer must apply any increase in minimum wages in this award resulting from an annual wage review. If the transitional amount is equal to or less than any increase in minimum wages resulting from the 2010 annual wage review the transitional amount is to be set off against the increase and the other provisions of this clause will not apply.

A.3.7 These provisions cease to operate from the beginning of the first full pay period on or after 1 July 2014.

A.4 Loadings and penalty rates

For the purposes of this schedule loading or penalty means a:

- casual or part-time loading;
- Saturday, Sunday, public holiday, evening or other penalty;
- shift allowance/penalty.

A.5 Loadings and penalty rates – existing loading or penalty rate lower

A.5.1 The following transitional arrangements apply to an employer which, immediately prior to 1 January 2010:

- (a) was obliged,
- (b) but for the operation of an agreement-based transitional instrument or an enterprise agreement would have been obliged, or
- (c) if it had been an employer in the industry or of the occupations covered by this award would have been obliged

by the terms of a transitional minimum wage instrument or an award-based transitional instrument to pay a particular loading or penalty at a lower rate than the equivalent loading or penalty in this award for any classification of employee.

A.5.2 Prior to the first full pay period on or after 1 July 2010 the employer must pay no less than the loading or penalty in the relevant transitional minimum wage instrument or award-based transitional instrument for the classification concerned.

A.5.3 The difference between the loading or penalty in this award and the rate in clause A.5.2 is referred to as the transitional percentage.

A.5.4 From the following dates the employer must pay no less than the loading or penalty in this award minus the specified proportion of the transitional percentage:

First full pay period on or after

1 July 2010	80%
1 July 2011	60%
1 July 2012	40%
1 July 2013	20%

A.5.5 These provisions cease to operate from the beginning of the first full pay period on or after 1 July 2014.

A.6 Loadings and penalty rates – existing loading or penalty rate higher

A.6.1 The following transitional arrangements apply to an employer which, immediately prior to 1 January 2010:

- (a) was obliged,
- (b) but for the operation of an agreement-based transitional instrument or an enterprise agreement would have been obliged, or
- (c) if it had been an employer in the industry or of the occupations covered by this award would have been obliged

by the terms of a transitional minimum wage instrument or an award-based transitional instrument to pay a particular loading or penalty at a higher rate than the equivalent loading or penalty in this award, or to pay a particular loading or penalty and there is no equivalent loading or penalty in this award, for any classification of employee.

A.6.2 Prior to the first full pay period on or after 1 July 2010 the employer must pay no less than the loading or penalty in the relevant transitional minimum wage instrument or award-based transitional instrument.

A.6.3 The difference between the loading or penalty in this award and the rate in clause A.6.2 is referred to as the transitional percentage. Where there is no equivalent loading or penalty in this award, the transitional percentage is the rate in A.6.2.

A.6.4 From the following dates the employer must pay no less than the loading or penalty in this award plus the specified proportion of the transitional percentage:

First full pay period on or after

1 July 2010	80%
1 July 2011	60%
1 July 2012	40%
1 July 2013	20%

A.6.5 These provisions cease to operate from the beginning of the first full pay period on or after 1 July 2014.

A.7 Loadings and penalty rates – no existing loading or penalty rate

A.7.1 The following transitional arrangements apply to an employer not covered by clause A.5 or A.6 in relation to a particular loading or penalty in this award.

A.7.2 Prior to the first full pay period on or after 1 July 2010 the employer need not pay the loading or penalty in this award.

A.7.3 From the following dates the employer must pay no less than the following percentage of the loading or penalty in this award:

First full pay period on or after

1 July 2010	20%
1 July 2011	40%
1 July 2012	60%
1 July 2013	80%

A.7.4 These provisions cease to operate from the beginning of the first full pay period on or after 1 July 2014.

Schedule B—Transitional Provisions in respect to South Australia

[Sched B inserted by [PR991566](#)]

Note: The transitional provisions in respect to South Australia in this Schedule operate instead of the general transitional provisions in Schedule A, in respect to the particular modern award provisions dealt with in this Schedule.

B.1 Schedule B applies throughout South Australia to employers engaged in the Club industry who were, as at 31 December 2009, applying the terms and conditions of the Notional Agreement Preserving a State Award containing the terms of the Hotels, Clubs, Etc., Award [AN150066 – SA] to one or more employees.

B.2 Schedule B will cease to operate from 31 December 2014.

B.3 The following clauses outlined below replace the corresponding clause or part thereof in the body of this modern award:

B.3.1 Hotels, Clubs, Etc., Award [AN150066 – SA]

(a) Part-time employment [clause 10.4 in the award]

- (i) An employer may employ part-time employees in any classification in this award.
- (ii) A **part-time employee** means an employee who is employed on a regular and systematic basis for a minimum of 15 ordinary hours per week and up to a maximum of 35 ordinary hours per week.
- (iii) An employer is required to roster a part-time employee for a minimum of two consecutive hours on any shift.
- (iv) An employee who does not meet the definition of a part-time employee and who is not a full-time employee will be paid as a casual employee in accordance with clause B.3.1(f)(ii) within this Schedule.
- (v) All time worked in excess of eight hours per day, outside the spread of hours specified in clause 26.3 of this award or in excess of 35 ordinary hours per week will be overtime and paid for at the rates prescribed in clause B.3.1(e) of this schedule.
- (vi) A part-time employed under the provisions of this clause must be paid for ordinary hours at the rate of 1/38th of the weekly rate prescribed in clause 17—Minimum Wages of the award, plus 10% for all worked performed.

(b) Junior employees (other than office juniors) [clause 12.1 in the award]

The minimum rates of pay for junior employees are the undermentioned percentages of the rates prescribed for the appropriate adult classification for the work performed for the area in which such junior is working:

Year	2010	2011	2012	2013	2014
	% of appropriate adult rate				
17 years and under	60	62.5	65	67.5	70

Registered and Licensed Clubs Award 2010

Year	2010	2011	2012	2013	2014
	% of appropriate adult rate				
18 years	70	72.5	75	77.5	80
19 years	85	87.5	90	90	90
20 years	95	95	95	100	100
21 years	100	100	100	100	100

(c) Apprentice wages [clause 17.4 in the award]

(i) Cooking apprenticeship

An employee apprenticed in the cooking trade will be paid the percentage of the standard rate, as follows:

Year	2010	2011	2012	2013
	% of appropriate adult rate			
First year	55	55	55	55
Second year	65	65	65	65
Third year	77.5	80	80	80
Fourth year	87.5	90	92.5	95

(ii) Adult apprentices

Any apprentice cook who is 21 years of age or older will receive a minimum rate of pay equal to 95% of the rate for a Level 3 employee.

(d) Allowance for disabilities associated with performance of particular tasks or work in particular conditions or locations—broken periods of work [clause 18.3 in the award]

(i) Employees other than casuals who have a broken work day must receive an additional allowance for the spread of hours described in clause 26—Ordinary hours of work and rostering in the award, as follows:

	Rate per day
	% of standard weekly rate
Under 10 hours	Nil
10 hours and under 10.5 hours	0.21
10.5 hours and under 11.5 hours	0.41
11.5 hours or more	0.62

(ii) Provided that where any such broken work period extends into any period for which clause 29.4—late and early work penalty of the award or clause B.3.1(e)—Overtime of this schedule applies, the penalties or allowances will not be cumulative, but the highest applicable penalty or allowance will apply.

(e) Overtime [clause 28 in the award]

- (i) All time worked in excess of the hours and/or outside the spread of hours or outside the rostered hours prescribed in this award will be overtime.
- (ii) The following overtime rates are payable to an employee, other than a casual employee, depending on the time at which the overtime is worked:
 - Monday to Friday: 150% their normal rate of pay for the first three hours of overtime, 200% for the rest of the overtime.
 - Between midnight Friday and midnight Saturday: 175% their normal rate of pay for the first three hours of overtime, 200% for the rest of the overtime.
 - Between midnight Saturday and midnight Sunday: 200%.
 - On a rostered day off falling Monday to Saturday: 150% for the first eight hours, 175% for the next three hours and 200% thereafter.
 - On a rostered day off falling on a Sunday: 200%

(f) Penalty rates [clause 29.1 in the award]

- (i) A full-time and part-time employee performing work on the following days will be paid the following percentage of the minimum wage rate in clause 17 for the relevant classification:

Monday to Friday	Saturday	Sunday	Public holiday
%	%	%	%
100	125	175	250

(ii) Rates of pay for casual employees

- Casual employees must be paid per hour at the rate of 1/38th of the weekly rate prescribed for the work performed plus 50 per cent.
- Casual employees will not be entitled to any loadings for work performed between 7pm and 7am Monday to Friday, on Saturday or Sunday or for work performed on a public holiday or overtime.
- The allowances contained within clause 18—Allowances of this award, will not be payable to casual employees.

(g) Other penalty rates [clause 29.2 in the award]

- (i) An employee (other than a casual employee) who is required to work any of their ordinary hours between the hours of 7pm and 7am, Monday to Friday inclusive, must be paid an additional amount of 0.25% of the standard rate per hour or part of an hour for such time worked within the said hours.

Registered and Licensed Clubs Award 2010

- (ii) Provided that:
- in the case of any such employee (other than a casual employee) the minimum payment in respect of any one day will be 0.35% of the standard rate;
 - an employee (other than a casual employee) who is required to work their total ordinary hours between 7pm and 7am Monday to Friday inclusive will be paid 0.25% of the standard rate per hour, with a minimum payment in the case of a full-time employee only of 1.85% of the standard rate per day; and
 - this clause will not apply to any of the holidays prescribed in the NES.

(h) **Classification Definitions—Food and beverage [Schedule C.2 in the award]**

- (i) **Food and beverage attendant grade 1** means an employee who is engaged in any of the following:
- Picking up glasses
 - Emptying ashtrays
 - General assistance to food and beverage attendants of a higher grade not including service to customers
 - Removing food plates
 - Setting and/or wiping down tables
 - Cleaning and tidying of associated areas.
- (ii) **Food and beverage attendant grade 2** means an employee who has not achieved the appropriate level of training and who is engaged in any of the following:
- Supplying, dispensing or mixing of liquor including the sale of liquor from the bottle department
 - Assisting in the cellar or bottle department
 - Undertaking general waiting duties of both food and/or beverage including cleaning of tables
 - Receipt of monies
 - Attending a snack bar
 - Engaged on delivery duties.
- (iii) **Food and beverage attendant grade 3** means an employee who has the appropriate level of training and is engaged in any of the following:
- Supplying, dispensing or mixing of liquor including the sale of liquor from the bottle department

Registered and Licensed Clubs Award 2010

- Assisting in the cellar or bottle department, where duties could include working up to four hours per day (averaged over the relevant work cycle) in the cellar without supervision
- Undertaking general waiting duties of food both and/or beverage including cleaning of tables
- Receipt and dispensing of monies
- Assembly and preparation of ingredients for cooking
- General pantry duties

In addition to the tasks performed by a food and beverage attendant grade 2 the employee is also involved in:

- The operation of a mechanical lifting device
- Operates a TAB or Lotteries Commission Terminal
- Holds an approval as a Gaming Machine Employee pursuant to the *Gaming Machines Act 1992 (SA)*

and/or means an employee who is engaged in any of the following:

- Mixing a range of sophisticated drinks
- Supervising food and beverage attendants of a lower grade
- Taking reservations, greeting and seating guests
- Training food and beverage attendants of a lower level.

(iv) Food and beverage attendant (tradesperson) grade 4 means an employee who:

- Supervises food and beverage attendants of a lower level
- Has completed an apprenticeship in waiting or who has passed the appropriate trade test and carries out specialised skilled duties in a fine dining room or restaurant
- Full control of a cellar or liquor store (including the receipt, delivery and recording of goods within such an area
- Is a full-time or part-time employee who holds an approval as a Gaming Machine Manager pursuant to the *Gaming Machines Act 1992 (SA)*
- Is a casual employee who holds an approval as a Gaming Machine Manager pursuant to the *Gaming Machines Act 1992 (SA)* and undertakes the duties of a Gaming Machine Manager for any engagement.

(v) Food and beverage supervisor level 5 means:

Registered and Licensed Clubs Award 2010

- An employee who has the appropriate level of training including a supervisory course and has the responsibility for supervision, training and coordination of Food and beverage staff, or stock control for a bar or series of bars
- Is an employee who holds an approval as a Responsible Person pursuant to the *Liquor Licensing Act 1997* (SA) and is appointed by the employer or Manager to act as a Responsible Person. Where a person has been approved as a Responsible Person, whether full-time, regular part-time or casual, and is performing the duties of a Responsible Person pursuant to a direction given by the employer or manager, they are to be paid at Level 5 for the time actually worked as a Responsible Person only.

Schedule C—Classification Definitions

[Sched A renumbered as Sched C by [PR991566](#)]

[Varied by [PR992174](#)]

C.1 General definitions

C.1.1 Introductory level means the level of an employee who enters the industry and who has not demonstrated the competency requirements of Level 1. Such an employee will remain at this level for up to three months while the appropriate training for Level 1 is undertaken and assessment made to move from the introductory level to Level 1. At the end of three months from entry, an employee will move to Level 1 other than where agreement has been reached and recorded between the employee and the employer that further training of up to three months is required for the employee to achieve competence for movement to Level 1.

C.1.2 Management trainee means an employee appointed as such by the club's Board of Directors or Committee of Management or by a person, including the club manager, authorised to make such appointment and engaged in management training.

[C.1.3 inserted by [PR992174](#)]

C.1.3 Appropriate level of training when used in this Schedule means that an employee:

- (a) has completed an appropriate training program that meets the training and assessment requirements of a qualification or one or more designated units of competency from a Training Package; and/or
- (b) has been assessed by a qualified skills assessor to have skills at least equivalent to those attained in an appropriate training course; and/or
- (c) at 31 December 2009, has been doing the work of a particular classification for a period of at least three months.

(Note: The minimum classification level for an employee who has completed AQF Certificate III qualifications relevant to the classification in which they are employed is the Level 4 rate prescribed in clause 17.2. Any dispute concerning an employee's entitlement to be paid at Level 4 may be referred to Fair Work Australia for determination. Fair Work Australia may require an employee to demonstrate to its satisfaction that the employee utilises skills and knowledge derived from Certificate III competencies, and that these are relevant to the work the employee is doing).

C.2 Food and beverage

C.2.1 Food and beverage attendant grade 1 means an employee who is engaged in any of the following:

- (a) picking up glasses;
- (b) emptying ashtrays;

Registered and Licensed Clubs Award 2010

- (c) general assistance to food and beverage attendants of a higher grade not including service to customers;
- (d) removing food plates;
- (e) setting and/or wiping down tables;
- (f) cleaning and tidying of associated areas.

C.2.2 Food and beverage attendant grade 2 means an employee who has not achieved the appropriate level of training and who is engaged in any of the following:

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

[C.2.3 substituted by [PR992174](#)]

C.2.3 Food and beverage attendant grade 3 means an employee who has the appropriate level of training and is engaged in any of the following:

- (a) assisting in the cellar or bottle department, where duties could include working up to four hours per day (averaged over the relevant work cycle) in the cellar without supervision;
- (b) receipt and dispensing of monies;
- (c) the operation of a mechanical lifting device;
- (d) attending a wagering (e.g. TAB) terminal, electronic gaming terminal or similar terminal;
- (e) full control of a cellar or liquor store (including the receipt, delivery and recording of goods within such an area);
- (f) mixing a range of sophisticated drinks;
- (g) supervising food and beverage attendants of a lower grade;
- (h) training food and beverage attendants of a lower grade.

[C.2.4 deleted by [PR992174](#)]

[C.2.5 renumbered as C.2.4 by [PR992174](#)]

C.2.4 Food and beverage attendant (tradesperson) grade 4 means an employee who has completed an apprenticeship in waiting or who has passed the appropriate trade test and as such carries out specialised skilled duties in a fine dining room or restaurant.

[C.2.6 renumbered as C.2.5 by [PR992174](#)]

C.2.5 Food and beverage supervisor means an employee who has the appropriate level of training including a supervisory course and who has the responsibility for supervision, training and co-ordination of food and beverage staff, or stock control for a bar or series of bars.

[C.2.7 renumbered as C.2.6 by [PR992174](#)]

C.2.6 Liquor service employee means a person employed to sell or dispense liquor in bars and/or bottle departments or shops and includes a cellar employee.

C.3 Kitchen

C.3.1 Kitchen attendant grade 1 means an employee engaged in any of the following:

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

C.3.2 Kitchen attendant grade 2 means an employee who has the appropriate level of training and who is engaged in specialised non-cooking duties in a kitchen or food preparation area, or supervision of kitchen attendants.

C.3.3 Kitchen attendant grade 3 means an employee who has the appropriate level of training, including a supervisory course, and has the responsibility for the supervision, training and co-ordination of kitchen attendants of a lower grade.

C.3.4 Cook grade 1 means an employee who carries out cooking of breakfasts and snacks, baking, pastry cooking or butchering.

C.3.5 Cook grade 2 means an employee who has the appropriate level of training and who performs cooking duties including baking, pastry cooking or butchering.

C.3.6 Cook (tradesperson) grade 3 means a commi chef or equivalent who has completed an apprenticeship or who has passed the appropriate trade test, and who is engaged in cooking, baking, pastry cooking or butchering duties.

C.3.7 Cook (tradesperson) grade 4 means a demi chef or equivalent who has completed an apprenticeship or has passed the appropriate trade test and who is engaged to perform general or specialised cooking, butchering, baking or pastry cooking duties and/or supervises and trains other cooks and kitchen employees.

C.3.8 Cook (tradesperson) grade 5 means a chef de partie or equivalent who has completed an apprenticeship or has passed the appropriate trade test in cooking, butchering, baking or pastry cooking and has completed additional appropriate training and who performs any of the following:

- (a) general and specialised duties including supervision or training of other kitchen staff;

- (b) ordering and stock control; or
- (c) solely responsible for other cooks and other kitchen employees in a single kitchen establishment.

C.4 Guest service

C.4.1 Guest service grade 1 means an employee who performs any of the following:

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

C.4.2 Guest service grade 2 means an employee who has the appropriate level of training and who is engaged in any of the following:

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

C.4.3 Guest service grade 3 means an employee who has the appropriate level of training and who is engaged in any of the following:

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

C.4.4 Guest service grade 4 means an employee who has completed an apprenticeship or who has passed the appropriate trade test or otherwise has the appropriate level of training to perform the work of a tradesperson in dry cleaning, tailoring or as a butler.

C.4.5 Guest service supervisor means an employee who has the appropriate level of training including a supervisory course, who supervises, trains and co-ordinates the work of employees engaged in a housekeeping department.

Registered and Licensed Clubs Award 2010

- C.4.6 Front office grade 1** means an employee who is engaged as an assistant in front office duties including night auditing, telephonist, receptionist, cashier, information services or reservations.
- C.4.7 Front office grade 2** means an employee who has the appropriate level of training and is in the front office engaged in duties including telephonist, receptionist, cashier, information services or reservations.
- C.4.8 Front office grade 3** means an employee who has the appropriate level of training and is in the front office engaged in duties including assisting in training and supervision of front office employees of a lower grade.
- C.4.9 Front office supervisor** means an employee who has the appropriate level of training including a supervisory course and who supervises, trains and co-ordinates the work of front office employees.

C.5 Administration

- C.5.1 Clerical grade 1** means an employee who is required to perform basic clerical and routine office duties such as collating, filing, photocopying and delivering messages.
- C.5.2 Clerical grade 2** means an employee who is engaged in general clerical or office duties, such as typing, filing, basic data entry and calculating functions.
- C.5.3 Clerical grade 3** means an employee who has the appropriate level of training and who performs any of the following:
- (a) operates adding machines, switchboard, paging system, telex machine, typewriter or calculator;
 - (b) uses knowledge of keyboard and function keys to enter and retrieve data through computer terminal;
 - (c) copy types at 25 words per minute with 98% accuracy;
 - (d) maintains mail register and records;
 - (e) maintains established paper-based filing/records systems in accordance with set procedures including creating and indexing new files, distributing files within the organisation as requested, monitoring file locations;
 - (f) transcribes information into records, completes forms, takes telephone messages;
 - (g) acquires and applies a working knowledge of office or sectional operating procedures and requirements;
 - (h) acquires and applies a working knowledge of the organisation's structure and personnel in order to deal with inquiries at first instance, locates appropriate staff in different sections, relays internal information, responds to or redirects inquiries, greets visitors;
 - (i) keeps appropriate records;

Registered and Licensed Clubs Award 2010

- (j) sorts, processes and records original source financial documents (e.g. invoices, cheques, correspondence) on a daily basis; maintains and records petty cash; prepares bank deposits and withdrawals and does banking;

and who has the appropriate level of training and also performs any of the following:

- (k) operates computerised radio telephone equipment, micro/personal computer, printing devices attached to personal computers, dictaphone equipment, typewriters;
- (l) produces documents and correspondence using knowledge of standard formats, touch types at 40 words per minute with 98% accuracy, audio types;
- (m) uses one or more software application package(s) developed for a micro/personal computer to operate and populate a database, spreadsheet/worksheet to achieve a desired result; graph previously prepared spreadsheet; use simple menu utilities of personal computer;
- (n) follows standard procedures or templates for the preceding functions using existing models/fields of information and creates, maintains and generates simple reports;
- (o) uses a central computer resource to an equivalent standard;
- (p) uses one or more software packages to create, format, edit, proofread, spell check, correct, print and save text documents, e.g. standard correspondence and business documents;
- (q) takes shorthand notes at 70 words per minute and transcribes with 95% accuracy;
- (r) arranges travel bookings and itineraries, makes appointments, screens telephone calls, follows visitor protocol procedures, establishes telephone contact on behalf of executive;
- (s) applies a working knowledge of the organisation's products/services, functions, locations and clients;
- (t) responds to and acts upon most internal/external inquiries in own function area;
- (u) uses and maintains a computer-based record management system to identify, access and extract information from internal sources; maintains circulation, indexing and filing systems for publications, reviews files, closes files, archives files;
- (v) maintains financial records and journals, collects and prepares time and wage records; prepares accounts queries from debtors; posts transactions to ledger.

C.5.4 Clerical supervisor means an employee who has the appropriate level of training including a supervisory course and who co-ordinates other clerical staff.

C.6 Security

C.6.1 Doorperson/security officer grade 1 means a person who assists in maintenance of dress standards and good order at an establishment.

C.6.2 Timekeeper/security officer grade 2 means a person who is responsible for timekeeping of staff, for the security of keys, for the checking in and out of delivery vehicles and/or for the supervision of doorperson/security officer grade 1 personnel.

C.7 Leisure activities

C.7.1 Leisure attendant grade 1 means a person who:

- (a) attends a shop associated with the club's activities, for example a golf pro shop owned and operated by the club; or
- (b) acts as an assistant instructor, pool attendant and/or can be responsible for the setting up, distribution and care of equipment, and the taking of bookings.

C.7.2 Leisure attendant grade 2 means a person who has the appropriate level of training and takes classes and/or directs leisure activities such as sporting areas, health clubs and swimming pools.

C.7.3 Leisure attendant grade 3 means a person who has the appropriate level of training, and who plans and co-ordinates leisure activities for guests and may supervise other leisure attendants.

C.7.4 (Casual) fitness instructor means an employee engaged in instructing people in either aqua aerobics, aerobics, pump, step aerobics, boxing circuits, circuits, walking, cardiac class, yoga or similar disciplines. An employee engaged as a fitness instructor will be engaged for a minimum shift of one hour.

C.8 Stores and other activities

C.8.1 Storeperson grade 1 means an employee who receives and stores general and perishable goods and cleans the store area.

C.8.2 Storeperson grade 2 means an employee who, in addition to the duties for a storeperson grade 1, may also operate mechanical lifting equipment such as a fork-lift and/or who may perform duties of a more complex nature.

C.8.3 Storeperson grade 3 means an employee who has the appropriate level of training and who:

- (a) implements quality control techniques and procedures;
- (b) understands and is responsible for a stores/warehouse area or a large section of such an area;
- (c) has a highly developed level of interpersonal and communications skills;
- (d) is able to supervise and provide direction and guidance to other employees including the ability to assist in the provision of on-the-job training and induction;
- (e) exercises discretion within the scope of this grade; and who may exercise skills attained through the successful completion of an appropriate warehousing certificate; and may perform indicative tasks at this level such as:
 - (i) liaising with management, suppliers and customers with respect to stores operations;

Registered and Licensed Clubs Award 2010

- (ii) detailing and co-ordinating activities of other storepersons and acting in a leading hand capacity for in excess of 10 storepersons;
- (f) maintaining control registers including inventory control and being responsible for preparation and reconciliation of regular reports or stock movements, dispatches, etc; and
- (g) supervises the receipt and delivery of goods, records, outgoing goods, responsible for the contents of a store.

C.9 Ground maintenance

C.9.1 Maintenance and horticultural employee level 1 means an employee primarily engaged in the following activities:

- (a) keeping areas clean and tidy;
- (b) weeding and watering;
- (c) trimming, mowing of surrounds, etc., with hand implements;
- (d) assistance in preparing areas for play;
- (e) assistance in course or green maintenance and construction;
- (f) operation of a limited range of vehicles, including motor vehicles;
- (g) performs non-trade tasks incidental to the employee's work.

Employees of this level will normally have undergone structured training at the introductory level and are appropriately assessed during the first three months of work; provided that employees graded at level 1 will be promoted to level 2 not later than at the expiration of three months' service.

C.9.2 Maintenance and horticultural employee level 2 means an employee who has satisfactorily attained the appropriate level of training (at level 2) and is engaged in the following activities in addition to the work of level 1:

- (a) operation and minor maintenance of motorised equipment under supervision, other than machinery or equipment requiring the holding of specialised licences;
- (b) assistance in the maintenance, renovation and reconstruction of greens and fairways, and/or maintenance of playing surfaces, including mowing, rolling, top dressing, seeding, turfing and sprigging, fertilising under supervision, planting and maintenance of trees, pruning under supervision;
- (c) applies fertilisers, fungicides, herbicides and insecticides under general supervision;
- (d) gardening duties including the planting and trimming of trees, sowing, planting and cutting of grass, and the watering of plants, gardens, trees, lawns and displays;
- (e) performs routine maintenance of turf, synthetic, artificial and other play surfaces;

- (f) completion of basic records;
- (g) assistance in the construction and installation of facilities and systems;
- (h) performs tasks incidental to the employee's work.

C.9.3 Maintenance and horticultural employee level 3 (tradesperson) means an employee who has completed trade or equivalent qualifications and undertakes one or more of the following duties (including non-trade tasks incidental to the employee's work):

- (a) operates, maintains and adjusts turf machinery as appropriate;
- (b) cleans machinery and inspects machinery after each use, reporting any problems to a management employee;
- (c) applies fertilisers, fungicides, herbicides and insecticides as directed by a management employee;
- (d) prepares turf, synthetic, artificial and other surfaces for play;
- (e) maintenance and repair of vehicles and/or motor engines;
- (f) repair and minor renovation work involving carpentry and/or painting and/or welding;
- (g) formation and maintenance of all gardens, lawns and greens;
- (h) the planting, maintenance and care of trees;
- (i) training and supervision of employees of a lower grade, including apprentices.

C.9.4 Maintenance and horticultural employee level 4 (tradesperson) means an employee who has satisfactorily attained the appropriate level of training at trade or the equivalent level, together with the additional requirements in supervision or other appropriate specialist modules. In addition to the duties of levels 1 to 3, the employee is also engaged in the following activities:

- (a) supervision and training of subordinate staff, including tradespersons;
- (b) presentation of written and or verbal reports including budgets,
- (c) general liaison with management;
- (d) activities requiring application of specialist skills.

C.9.5 Maintenance and horticultural management level 1 means an employee appointed to this level who reports directly to either the Committee of Management or Management employee level 2 as appropriate and undertakes three or more of the following duties:

- (a) responsible for supervision of all staff involved in daily course maintenance;
- (b) responsible for planning, scheduling and supervision of all aspects of turf maintenance;

Registered and Licensed Clubs Award 2010

- (c) supervises and participates in the operation and maintenance of pumps, irrigation equipment and drainage systems;
- (d) instructs operators in the safe and efficient operation of all equipment associated with turf maintenance;
- (e) supervises the majority of chemical and fertiliser applications and undertakes the appropriate training of operators in this field;
- (f) allocates specific daily duties having regard to the club's work program.

C.9.6 Maintenance and horticultural management level 2 means employee appointed to this level who reports directly to the Committee of Management and undertakes three or more of the following duties:

- (a) responsible for implementation of all major turf projects for the facility according to Course Architect's design;
- (b) responsible for the development of an annual work program for all outdoor staff that incorporates both further development and continued maintenance;
- (c) responsible for supervision of all outdoor staff;
- (d) responsible for the operation and maintenance of all turf equipment;
- (e) responsible for all Occupational Health and Safety management in outdoor areas;
- (f) responsible for purchasing within the limits imposed by the club policy and the definition of the budget;
- (g) responsible for ensuring that all administrative systems are complied with by the staff under the employee's direction.

C.10 Miscellaneous

Handyperson means a person who is not a tradesperson and whose duties include the performance of routine repair work and maintenance in and about the employer's premises.

C.11 Club managers—duties and responsibilities

C.11.1 Administration

- (a) **Policy**
 - (i) The implementation of club policy as laid down by the Board of Directors;
 - (ii) the implementation of Board of Directors' instructions;
 - (iii) reporting to the Board of Directors, including a written report to the Board, on the running of the club since the last monthly report was written;
 - (iv) recommending courses of action to the Board of Directors.

(b) Secretarial

- (i) Organisation and control of office staff activities;
- (ii) supervision of wages preparation, and verification, where necessary, of employee's entitlements;
- (iii) supervision of preparation of up-to-date membership lists and registers;
- (iv) preparation of statutory returns relating to:
 - poker machines;
 - financial performance;
 - taxation;
 - licensing requirements;
 - maintenance of proper records, including preparation of accurate minutes.

(c) Legal

Interpretation and application of the relevant Statutes and Acts of parliament and regulations made thereunder, in so far as each of these affects the club, including but not limited to the regulation of the following issues:

- (i) industrial relations;
- (ii) corporations and associations;
- (iii) taxation;
- (iv) trade practices;
- (v) liquor, gaming and food;
- (vi) workplace health and safety;
- (vii) discrimination;
- (viii) accommodation;
- (ix) security;
- (x) registered clubs.

(d) Accounting

- (i) Supervision of accounting procedures and, where appropriate, preparation of accounts, and accounting procedures and maintenance;
- (ii) preparation of annual accounts and annual reports;
- (iii) interpretation of financial results;
- (iv) preparation of budgets and treasury returns.

(e) Personnel/human resources

- (i) Establish procedures and policies in relation to matters pertaining to positive employment practices;
- (ii) delegation of authority and responsibility to staff;
- (iii) explanation to, and general supervision of duties of subordinate managerial staff members;
- (iv) the engagement of staff, except where the Board reserves the right to make the appointment, and the termination of staff in appropriate circumstances;
- (v) interpretation and application of the relevant Statutes and Acts of parliament and regulations made thereunder, in so far as each of these affects the club, including but not limited to the regulation of the following issues:
 - industrial relations;
 - income taxation;
 - occupational superannuation;
 - vocational education and training;
 - affirmative action;
 - discrimination;
 - workplace health and safety;
 - annual and long service leave;
 - workers compensation;
 - negotiations with staff and/or unions, and problem resolution;
 - training and development of staff;
 - staff motivation (otherwise than by overaward payments and/or conditions, without prior Board approval);
 - maintenance of effective employer/employee relations.

(f) Bar operations

- (i) Responsibility for supervision of activities of bar staff (in conjunction with the beverage manager, where applicable);
- (ii) supervision of liquor purchasing;
- (iii) supervision of stock control procedures;
- (iv) supervision of security of bar areas;
- (v) responsibility for security of cash takings;

Registered and Licensed Clubs Award 2010

- (vi) general control of effective and economical staff rostering;
 - (vii) analysis and interpretation of bar trading results;
 - (viii) responsibility for hygiene in bar areas;
 - (ix) responsibility for standard of liquor service; and
 - (x) implementation of Responsible Service of Alcohol practices and procedures.
- (g) Catering operations**
- (i) Responsibility for supervision of activities of catering staff (in conjunction with the catering manager, where applicable):
 - menu planning;
 - dish costing;
 - food preparation;
 - food service techniques;
 - billing procedures;
 - (ii) responsibility for supervision of food purchasing;
 - (iii) responsibility for supervision of stock control procedures;
 - (iv) responsibility for security of cash takings;
 - (v) general control of effective and economical staff rostering;
 - (vi) analysis and interpretation of food trading results;
 - (vii) responsibility for hygiene in food service areas; and
 - (viii) maintenance of up-to-date knowledge of new products, services and equipment.
- (h) Poker machine/gaming and wagering operations**
- (i) Responsibility for supervision of activities of poker machine staff (in conjunction with the gaming manager, where applicable);
 - (ii) maintaining up-to-date knowledge of models and their operations;
 - (iii) arranging for maintenance and repairs;
 - (iv) compilation of returns to statutory authorities;
 - (v) prevention of frauds;
 - (vi) responsibility for supervision of cash takings procedures;
 - (vii) analysis and interpretation of trading results;

Registered and Licensed Clubs Award 2010

- (viii) responsibility for all other forms of gaming within the club, including but not limited to TAB facilities and Keno; and
- (ix) implementation of practice and procedures for the Responsible Conduct of Gaming.

(i) Premises operations

- (i) Responsibility for supervision, upkeep and maintenance of club property buildings and capital equipment in all club areas (in conjunction with the maintenance manager, where applicable);
- (ii) responsibility for supervising cleaning operations in all club areas;
- (iii) responsibility for checking of need and arranging for maintenance and repairs;
- (iv) responsibility for arranging for overall club major maintenance and repairs, in accordance with expressed policy of the Board;
- (v) planning and co-ordinating of activities in connection with renovations or extensions, in accordance with expressed policy of the Board;
- (vi) submission of samples and/or tenders for selection by the Board of furniture and fittings;
- (vii) responsibility for security for all stocks and monies in the club; and
- (viii) responsibility for security and safety of premises.

(j) Club promotion

- (i) Responsibility for supervision of activities of promotional staff (in conjunction with the marketing and promotions manager, where applicable);
- (ii) by personal conduct and bearing, the maintenance of good relations with members; exemplified by prompt:
 - handling of members' complaints;
 - dealing with intoxicated members and guests;
- (iii) social activities with members;
- (iv) production of members' newsletters and journals;
- (v) creation, production and implementation of strategic marketing plans.

(k) Club entertainment/function

- (i) Responsibility for club entertainment (in conjunction with entertainment manager, where applicable);
- (ii) determine programmes and schedules for functions/entertainment;
- (iii) engagement of artists, in accordance with Board policy; and

(iv) arranging and publicising club entertainment and functions.

(l) Club sporting/greens and course operations

Responsibility for supervision upkeep and maintenance of club sporting facilities and capital equipment (in conjunction with the designated sports manager, greenkeeper or course superintendent where applicable).

(m) Club information and technology operations

Responsibility for supervision establishment, upkeep and maintenance of club information and technology systems and capital equipment including but not limited to, club website and computer hardware and software systems (in conjunction with the designated IT manager where applicable).

(n) Club commitment and involvement with sporting, charity, and community activities

(i) Responsibility for club sporting activities:

- liaison with club sports associations;
- publicising club sporting activities;
- provision of club sporting equipment and facilities, as approved by the Board, in response to requests by internal sports committees;

(ii) organisation, planning and promotion of club functions;

(iii) maintenance or establishment of club's community activities, in accordance with the expressed policy of the Board;

(iv) facilitating support to charities;

(v) establishing alternative areas of community involvement.

(o) Club external relations

(i) Maintenance or establishment of relations with organisations and Government departments;

(ii) employers' associations;

(iii) industrial unions;

(iv) liquor licensing division;

(v) treasury/gaming.

C.11.2 Classifications

Club managers will be classified as:

- Club manager of a club with a gross annual revenue of less than \$500,000 (level 6 in the classification structure in clause 17.2); or
- A manager level A to G, in respect of which the Management Committee of an employing club will establish an appropriate management classification level for

Registered and Licensed Clubs Award 2010

management positions at their respective club. From the commencement date of this award and subject to this clause a management employee will be classified in accordance with the nature of the job being performed, into any of the following classification levels.

(a) Level A manager

- (i) Directly supervises the work of other employees and is supervised by more senior management;
- (ii) has completed the prescribed standard of training;
- (iii) indicative tasks of a level A manager include:
 - supervision of staff in one or more sections of the club, including allocation of duties, preparation of rosters, approval of overtime, employee counselling, discipline and performance appraisal;
 - plan and implement improved work procedures;
 - make recommendations to senior management or the Management Committee on staff including training requirements and staffing levels;
 - decides in consultation with senior management or the Management Committee on the engagement, termination and promotion of non-managerial staff;
 - trains non-managerial staff;
 - supervises clerical work, maintains records including the use of computers;
 - supervision of stock control and stocktaking;
 - contributes ideas for long term planning, including the areas of new equipment, maintenance, human resources, marketing;
 - checks and supervises quality of services, hygiene and safety arrangements;
 - checks equipment and facilities for maintenance, replacement and upgrading;
 - checks, organises and implements security procedures;
 - places supply orders and authorises payments within set procedures.

(b) Level B manager

- (i) Directly supervises the work of other employees and is supervised by more senior management;
- (ii) has completed the prescribed standard of training; and
- (iii) works at a level above and beyond the skills required of a level A manager;

Registered and Licensed Clubs Award 2010

- (iv) Indicative tasks of a level B manager include duties of a lower level plus:
- establishes stock control levels, checks accuracy of stocktaking, evaluates suppliers, negotiates pricing and/or terms;
 - sets quality standards for facilities, service, etc.;
 - more complex checking than for a level A manager, including the economical use of old plant and equipment or the need for new plant and equipment;
 - implements and checks emergency procedures;
 - organises training, evaluates training materials for non-managerial employees;
 - consults with union delegates, requiring an accurate knowledge of industrial awards;
 - collects statistics; analyses income; reads and understands computer system and user materials;
 - authorises payments or expenditure according to club procedures;
 - updates security procedures.

(c) Level C manager

- (i) Directly supervises the work of other employees which may include other managers and is supervised by more senior management;
- (ii) has completed the prescribed standard of training; and
- (iii) works at a level above and beyond the skills required of a level B manager.
- (iv) Indicative tasks of a level C manager include duties of a lower level plus:
- supervision of other managerial employees, including discipline, analysis of training needs, allocation of duties, performance appraisal;
 - determines suitability of training courses and/or methods;
 - negotiates about industrial issues with union delegates and other employees;
 - designs information collection systems; consults with computer suppliers/advisers;
 - plans emergency procedures;
 - interprets and applies specific Board policy in the running of the club;
 - assesses tenders and quotations; inspects works done on property; liaises with outside businesses;
 - provides ideas for longer term financial planning;

Registered and Licensed Clubs Award 2010

- analyses income and expenditure for a number of the club's operations; calculates costs and/or value of stock and sales;
- investigates financial irregularities.

(d) Level D manager

- (i) Assumes a higher level of management responsibility than an level A, B or C manager; or
- (ii) where the manager is responsible for the general management of a club and may be supported by another manager. The manager's duties are clearly within the scope of this level;
- (iii) has completed the prescribed standard of training or has experience equivalent to the prescribed level of training; and
- (iv) works at a level above and beyond the skills of a level C manager.
- (v) Indicative tasks of a level D manager include duties of a lower level plus:
 - ensures legal requirements are met, prepares statutory returns, required to interpret relevant Acts and Statutes;
 - organises safety procedures, keeps abreast of developments in safety and is responsible for maintenance of safety equipment;
 - implements marketing programs and activities;
 - determines long-term planning priorities, including how and which information is to be collected; contributes ideas for long-term forward planning of property;
 - supervises financial reports and calculation of finances, establishes stocktaking procedures, is involved in the identification of financial risks and evaluation of financial options; may supervise preparation of wages; calculates costs of services;
 - evaluates computer hardware;
 - prepares agendas and proposals for consideration by the Board;
 - establishes procedures that apply to the whole club.

(e) Level E manager

- (i) Is a manager responsible for the general management of a club and is supported by another manager/managers; and whose duties are clearly within the scope of this level;
- (ii) has completed the prescribed standard of training; and
- (iii) works at a level above and beyond the skills of a level D manager.

Registered and Licensed Clubs Award 2010

(iv) Indicative tasks of a Level E manager include duties of a lower level plus:

- consults/negotiates with employer and employee organisations about industrial problems, laws, regulations, etc.;
- negotiates legal requirements;
- prepares policy recommendations for the Board and assists the Board to decide policy; makes recommendations to the Board on management staffing matters;
- prepares financial reports; co-ordinates annual reports;
- establishes financial procedures including authorisation for routine or regular payments;
- negotiates sales contracts/agreements;
- prepares marketing/promotional materials;
- evaluates computer software;
- represents the club at speaking engagements, including annual meetings/club meetings.

(f) Level F manager

(i) Is a manager responsible for the general management of a club and is supported by other managers; and whose duties are clearly within the scope of this level;

(ii) has completed the prescribed standard of training; and

(iii) works at a level above and beyond the skills of a level E manager.

(iv) Indicative tasks of a level F manager include duties of a lower level plus:

- defines industrial relations policy, negotiate about problems with Union officials and implement procedures for resolution;
- designs staff appraisal systems;
- liaises with media, government, chairs meetings of outside groups (e.g. community groups);
- manages property maintenance and development contracts; negotiates with potential property developers.

(g) Level G manager

(i) Is a manager responsible for the general management of a club and is supported by other managers; and whose duties are clearly within the scope of this level;

(ii) has completed the prescribed standard of training; and

(iii) works at a level above and beyond the skills of a level F manager.

Registered and Licensed Clubs Award 2010

- (iv) Indicative tasks of a level G manager include duties of a lower level plus:
- the characteristics of the clubs in which managers at this level work require them to engage in more complex planning and design, and to have increased levels of accountability and responsibility.

(h) **Prescribed level of training**

For the purpose of this clause, **prescribed level of training** means:

- (i) Satisfactory completion of a training course in accordance with the guidelines listed in Appendix 1 to Schedule B; or
- (ii) That the employee's skills have been assessed to be at least the equivalent of those attained through the suitable course described in Appendix 1.

Appendix 1 to Schedule C

[Appendix 1 to Schedule A renumbered as Appendix 1 to Schedule C by [PR991566](#)]

C1.1 The qualifications framework

The Qualifications Framework forms one of the components of the overall Hospitality Training Package for club employees and managers.

In simple terms, the Qualifications Framework:

- identifies the full range of national qualifications that are available in the hospitality industry;
- shows the titles for each of the qualifications; and
- sets down the skill requirements for each of the qualifications.

C1.2 The hospitality training package

C1.2.1 Competency standards

Competency standards define the skills and knowledge that people need to perform their jobs and the standard of performance that is required.

Competency standards can be used for:

- compiling job descriptions;
- organising work structures;
- recruitment determining training;
- developing training programs needs;
- appraisals and/or skills assessment.

C1.2.2 Assessment guidelines

Assessment guidelines describe the hospitality industry assessment system including the qualifications required by assessors and other quality assurance mechanisms.

The focus of assessment is on whether a person has the skills, not on how they acquired them. People undertaking training may be assessed on or off the job. In the workplace, people who already have the skills may also be assessed.

C1.2.3 Qualifications framework

When individuals have been assessed, whether in the workplace or as part of their training; they are able to receive formal recognition of their skills.

The Qualifications Framework defines all the different hospitality qualifications. There are six levels of qualification:

1. Certificate I; suitable for club operational level staff.
2. Certificate II; suitable for club operational level staff.

Registered and Licensed Clubs Award 2010

3. Certificate III; suitable for club operational level staff.
4. Certificate IV; suitable for club managers Level A.
5. Diploma; suitable for club managers Level B.
6. Advanced Diploma; suitable for club managers Level C–E.

C1.2.4 How does it relate to the club management training system?

The *Registered and Licensed Clubs Award 2010* training requirements and the management traineeship are linked directly to the Australian Qualifications Framework.

C1.2.5 Looking at industrial requirements

Training requirement	Qualification
Level A manager	Certificate IV in SIT40307 (Club Supervision)
Level B manager	Diploma of Hospitality Management SIT50307 (Club Management)
Level C, D or E manager	Advanced Diploma of Hospitality Management SIT60307 (Club Management)

C1.2.6 Looking at traineeship guidelines

Management traineeship	Qualification
Stage 1	Certificate II in Hospitality SIT20207 (Club Operations)
Stage 2	Certificate III in Hospitality SIT30707 (Club Operations)
Stage 3	Certificate IV in SIT40307 (Club Supervision)
Stage 4	Diploma of Hospitality Management SIT50307 (Club Management)

C1.2.7 What training units should you do?

The *Registered and Licensed Clubs Award 2010* sets out seven levels of management from A to G that are classified according to duties and responsibilities. Each level has training requirements to assist the development of the required skills and knowledge to carry out the particular management role. This provides a clear career path to follow.

By comparing your existing skills and knowledge to each level you can determine which unit you need to complete to address any 'skills' gap and to move up the career ladder.

(a) Level A manager

Completion of all Certificate III in Hospitality SIT30707 (Club Operations) requirements, PLUS the Core units listed below, and the required Elective units (12) refer to the Elective List, satisfies the requirements for National Certificate IV in Hospitality SIT40307 (Club Supervision).

SITXCOM003A	Deal with conflict situations
SITXFIN003A	Interpret financial information

Registered and Licensed Clubs Award 2010

SITXHRM005A	Lead and manage people
SITXINV001A	Receive and store stock
SITXINV002A	Control and order stock
SITXMGT001A	Monitor work operations
SITXOHS004A	Implement and monitor workplace health, safety and security practices

(b) Level B manager

Completion of all Certificate IV requirements, PLUS the Core units listed below, and the required Elective units (16) refer to the Elective List, satisfies the requirements for National Diploma of Hospitality Management SIT50307 (Club Management).

SITXCCS003A	Manage quality customer service
SITXFIN004A	Manage finances within a budget
SITXFIN005A	Prepare and monitor budgets
SITXGLC001A	Develop and update legal knowledge required for business compliance
SITXHRM003A	Roster staff
SITXHRM007A	Manage workplace diversity
SITXMGT001A	Develop and implement operational plans

(c) Level C manager

Competencies for Levels A and B plus:

SITHGAM001A	Analyse and report on gaming machine data
SITXHRM006A	Monitor staff performance
SITXHRM008A	Manage workplace relations
SITXPRM005A	Develop and manage marketing strategies

(d) Level D manager

Competencies for Levels A, B and C plus:

SITXFIN008A	Manage financial operations
SITXFIN007A	Manage physical assets
SITXGAM005A	Develop and manage gaming activities

(e) Level E manager

Competencies for Levels A, B, C and D plus:

SITXHRM002A	Recruit and select staff
SITXINV003A	Manage and purchase stock

Registered and Licensed Clubs Award 2010

SITXMGT004A Develop and implement a business plan

Completion of all Diploma of Hospitality Management SIT50307 (Club Management) requirements, PLUS the Core units listed above Level C–Level E manager, and the required Elective units (18) refer to the Elective List, satisfies the requirements for National Advanced Diploma of Hospitality Management SIT60307 (Club Management).

(f) Level F manager

Competencies for Levels A, B, C, D, and E.

(g) Level G manager

The training requirements are as for a Level E manager and additionally where duties are clearly within the scope of this level.

C1.3 Elective units

		Certificate level
Client and customer service		
SITXCCS001A	Provide visitor information	I
SIRXCCS001A	Apply point-of-sale handling procedures	I
SITXCCS002A	Provide quality customer service	II
SITXCCS004A	Provide club reception services	II
Communication and team work		
TDTE597B	Carry out basic workplace calculations	I
SITXCOM003A	Deal with conflict situations	III
SITXCOM004A	Communicate on the telephone	III
SITXCOM005A	Make presentations	III
SITXCOM006A	Address protocol requirements	III
Finance		
SITXFIN001A	Process financial transactions	I
SITXFIN002A	Maintain financial records	II
SITXFIN003A	Interpret financial information	III
Food and beverage		
SITHFAB001A	Clean and tidy bar areas	I
SITHFAB002A	Operate a bar	I
SITHFAB003A	Serve food and beverage to customers	I
SITHFAB005A	Provide table service of alcoholic beverages	I
SITHFAB009A	Provide responsible service of alcohol	I
SITHFAB010A	Prepare and serve non-alcoholic beverages	I
SITHFAB012A	Prepare and serve espresso coffee	I

Registered and Licensed Clubs Award 2010

		Certificate level
SITHFAB004A	Provide food and beverage service	II
SITHFAB006A	Operate cellar systems	II
SITHFAB007A	Complete retail liquor sales	II
SITHFAB008A	Provide room service	II
SITHFAB011A	Develop and update food and beverage knowledge	II
SITHFAB013A	Provide specialist advice on food	III
SITHFAB014A	Provide specialist advice on wine	III
SITHFAB015A	Prepare and serve cocktails	III
SITHFAB016A	Plan and monitor espresso coffee service	III
SITHFAB017A	Provide gueridon service	III
SITHFAB018A	Provide silver service	III
FDFCDSEWB	Evaluate wines (standard)	III
FDFCDSSTTA	Conduct a standard product tasting	III
Food safety		
SITHFSA003A	Transport and store food in a safe and hygienic manner	II
SITHFSA001A	Implement food safety procedures	III
Inventory		
SITXINV001A	Receive and store stock	I
SITXINV002A	Control and order stock	III
Administration		
SITXADM001A	Perform office procedures	II
SITXADM002A	Source and present information	III
SITXADM003A	Write business documents	III
SITXADM004A	Plan and manage meetings	III
BSBEBUS401A	Conduct online research	III
Gaming		
SITHGAM001A	Attend gaming machines	II
SITHGAM002A	Operate a TAB outlet	II
SITHGAM003A	Conduct a Keno game	II
SITHGAM006A	Provide responsible gambling services	II
SITHGAM004A	Analyse and report on gaming machine data	III
Risk management and security		
PRSSO217A	Provide lost and found facility	II

Computer operations and ICT management

BSBADM304A	Design and develop text documents	III
BSBADM305A	Create and use databases	III
BSBCMN108A	Develop keyboard skills	III
BSBCMN205A	Use business technology	III
BSBCMN213A	Produce simple word-processed documents	III
BSBCMN306A	Produce business documents	III

Environmental sustainability

SITXENV001A	Participate in environmentally sustainable work practices	III
-------------	---	-----

First aid

HLTFA301B	Apply first aid	III
-----------	-----------------	-----

Schedule D—Supported Wage System

[Sched B renumbered as Sched D by [PR991566](#)]

D.1 This schedule defines the conditions which will apply to employees who because of the effects of a disability are eligible for a supported wage under the terms of this award.

D.2 In this schedule:

approved assessor means a person accredited by the management unit established by the Commonwealth under the supported wage system to perform assessments of an individual's productive capacity within the supported wage system

assessment instrument means the tool provided for under the supported wage system that records the assessment of the productive capacity of the person to be employed under the supported wage system

disability support pension means the Commonwealth pension scheme to provide income security for persons with a disability as provided under the *Social Security Act 1991* (Cth), as amended from time to time, or any successor to that scheme

relevant minimum wage means the minimum wage prescribed in this award for the class of work for which an employee is engaged

supported wage system (SWS) means the Commonwealth Government system to promote employment for people who cannot work at full award wages because of a disability, as documented in the Supported Wage System Handbook. The Handbook is available from the following website: www.jobaccess.gov.au

SWS wage assessment agreement means the document in the form required by the Department of Education, Employment and Workplace Relations that records the employee's productive capacity and agreed wage rate

D.3 Eligibility criteria

D.3.1 Employees covered by this schedule will be those who are unable to perform the range of duties to the competence level required within the class of work for which the employee is engaged under this award, because of the effects of a disability on their productive capacity and who meet the impairment criteria for receipt of a disability support pension.

D.3.2 This schedule does not apply to any existing employee who has a claim against the employer which is subject to the provisions of workers compensation legislation or any provision of this award relating to the rehabilitation of employees who are injured in the course of their employment.

D.4 Supported wage rates

D.4.1 Employees to whom this schedule applies will be paid the applicable percentage of the relevant minimum wage according to the following schedule:

Assessed capacity (clause D.5)	Relevant minimum wage
%	%
10	10
20	20
30	30
40	40
50	50
60	60
70	70
80	80
90	90

D.4.2 Provided that the minimum amount payable must be not less than \$69 per week.

D.4.3 Where an employee’s assessed capacity is 10%, they must receive a high degree of assistance and support.

D.5 Assessment of capacity

D.5.1 For the purpose of establishing the percentage of the relevant minimum wage, the productive capacity of the employee will be assessed in accordance with the Supported Wage System by an approved assessor, having consulted the employer and employee and, if the employee so desires, a union which the employee is eligible to join.

D.5.2 All assessments made under this schedule must be documented in an SWS wage assessment agreement, and retained by the employer as a time and wages record in accordance with the Act.

D.6 Lodgement of SWS wage assessment agreement

D.6.1 All SWS wage assessment agreements under the conditions of this schedule, including the appropriate percentage of the relevant minimum wage to be paid to the employee, must be lodged by the employer with Fair Work Australia.

D.6.2 All SWS wage assessment agreements must be agreed and signed by the employee and employer parties to the assessment. Where a union which has an interest in the award is not a party to the assessment, the assessment will be referred by Fair Work Australia to the union by certified mail and the agreement will take effect unless an objection is notified to Fair Work Australia within 10 working days.

D.7 Review of assessment

The assessment of the applicable percentage should be subject to annual or more frequent review on the basis of a reasonable request for such a review. The process of review must be in accordance with the procedures for assessing capacity under the supported wage system.

D.8 Other terms and conditions of employment

Where an assessment has been made, the applicable percentage will apply to the relevant minimum wage only. Employees covered by the provisions of this schedule will be entitled to the same terms and conditions of employment as other workers covered by this award on a pro rata basis.

D.9 Workplace adjustment

An employer wishing to employ a person under the provisions of this schedule must take reasonable steps to make changes in the workplace to enhance the employee's capacity to do the job. Changes may involve re-design of job duties, working time arrangements and work organisation in consultation with other workers in the area.

D.10 Trial period

D.10.1 In order for an adequate assessment of the employee's capacity to be made, an employer may employ a person under the provisions of this schedule for a trial period not exceeding 12 weeks, except that in some cases additional work adjustment time (not exceeding four weeks) may be needed.

D.10.2 During that trial period the assessment of capacity will be undertaken and the percentage of the relevant minimum wage for a continuing employment relationship will be determined.

D.10.3 The minimum amount payable to the employee during the trial period must be no less than \$69 per week.

D.10.4 Work trials should include induction or training as appropriate to the job being trialled.

D.10.5 Where the employer and employee wish to establish a continuing employment relationship following the completion of the trial period, a further contract of employment will be entered into based on the outcome of assessment under clause D.5.

Schedule E—National Training Wage

[Sched C renumbered as Sched E by [PR991566](#)]

Schedule F—School-based Apprentices

[Sched D renumbered as Sched F by [PR991566](#)]

- F.1** This schedule applies to school-based apprentices. A school-based apprentice is a person who is undertaking an apprenticeship in accordance with this schedule while also undertaking a course of secondary education.
- F.2** A school-based apprenticeship may be undertaken in the trades covered by this award under a training agreement or contract of training for an apprentice declared or recognised by the relevant State or Territory authority.
- F.3** The relevant minimum wages for full-time junior and adult apprentices provided for in this award, calculated hourly, will apply to school-based apprentices for total hours worked including time deemed to be spent in off-the-job training.
- F.4** For the purposes of clause F.3, where an apprentice is a full-time school student, the time spent in off-the-job training for which the apprentice must be paid is 25% of the actual hours worked each week on-the-job. The wages paid for training time may be averaged over the semester or year.
- F.5** A school-based apprentice must be allowed, over the duration of the apprenticeship, the same amount of time to attend off-the-job training as an equivalent full-time apprentice.
- F.6** For the purposes of this schedule, off-the-job training is structured training delivered by a Registered Training Organisation separate from normal work duties or general supervised practice undertaken on the job.
- F.7** The duration of the apprenticeship must be as specified in the training agreement or contract for each apprentice but must not exceed six years.
- F.8** School-based apprentices progress through the relevant wage scale at the rate of 12 months progression for each two years of employment as an apprentice.
- F.9** The apprentice wage scales are based on a standard full-time apprenticeship of four years (unless the apprenticeship is of three years duration). The rate of progression reflects the average rate of skill acquisition expected from the typical combination of work and training for a school-based apprentice undertaking the applicable apprenticeship.
- F.10** If an apprentice converts from school-based to full-time, all time spent as a full-time apprentice will count for the purposes of progression through the relevant wage scale in addition to the progression achieved as a school-based apprentice.
- F.11** School-based apprentices are entitled pro rata to all of the other conditions in this award.