



***PROCEEDINGS HAVE BEEN COMMENCED BEFORE THE  
FEDERAL COURT OF AUSTRALIA WHICH MAY AFFECT  
SOME OF THE WAGE RATES CONTAINED IN THIS  
DOCUMENT.***

***AN UPDATED DOCUMENT WILL BE PROVIDED IN THE  
EVENT OF ANY CHANGES.***

**Queensland Hotels Association**

***Hospitality Industry (General) Award 2010  
2017 Casino Gaming Wage Rates & Allowances Guide***

**Effective from first full pay period commencing on or  
after 1 July 2017**

## TABLE OF CONTENTS

<b>PART 1: ADULT WAGE RATES AND ALLOWANCES</b>	<b>4</b>
<b>PART 2: CLASSIFICATION DEFINITIONS</b>	<b>9</b>

**Disclaimer:**

*Whilst due care has been taken in preparing this information, no responsibility is accepted by the Queensland Hotels Association ("QHA") for the accuracy of the information. The QHA does not accept legal liability and is expressly disclaimed for any damage that may arise from any person acting on the information contained therein arising from or connected to the accuracy, reliability or completeness of the information.*

## **HOSPITALITY INDUSTRY (GENERAL) AWARD 2010**

These are the minimum wage rates and allowances applicable to employees employed within the Casino Gaming Classification Stream under the *Hospitality Industry (General) Award 2010* ("HIGA"). That is, employers and their employees in the hospitality industry employed in the classifications defined in Schedule D.3 of the HIGA, to the exclusion of any other modern award e.g. restaurants, registered clubs.

### **WAGE RATES AND ALLOWANCES EFFECTIVE FROM THE FIRST FULL PAY**

### **PERIOD COMMENCING ON OR AFTER 1 JULY 2017**

---

#### **IMPORTANT NOTE REGARDING PENALTY RATE LOADINGS AS AT 26 JUNE 2017**

On 23 June 2017 United Voice, a Union representing employees in the hospitality industry, lodged an appeal of the Fair Work Commission's decision to reduce Sunday and public holiday penalty rate loadings.

It is anticipated that the appeal will be heard by the Federal Court of Australia at some point within the next 2-3 months.

As at the date of publication, the attached 2017 Wage Rates and Allowances Guide accurately reflects the minimum wage rates and allowances applicable from the first full pay period commencing on or after 1 July 2017.

In the event that a decision of the Federal Court of Australia impacts on the wage rates and allowances as they presently stand, an updated guide will be circulated to all members.

26 June 2017

## PART 1: ADULT WAGE RATES AND ALLOWANCES

### ALLOWANCES/PENALTIES

#### NOTE

**Not all provisions of the Award are listed in this section. For more detail on definitions, allowances, hours of work and overtime and other employment conditions, please refer to the Award.**

#### CLAUSE 3 DEFINITIONS

**Standard weekly rate** means the minimum weekly wage for a level 4 rate in clause 20.1, currently **\$809.10**

**Standard hourly rate** means the minimum hourly wage for a level 4 classification in clause 20.1, currently **\$21.29**.

#### CLAUSE 21 ALLOWANCES

**Clause 21.1 (a) Meal Allowance: \$12.71 per eligible occasion**

**Clause 21.2 (b) First Aid Allowance:**

##### Full-time Employees

A full-time 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 must be paid an additional allowance of **\$9.71 per week** (representing 1.2% of the standard weekly rate) **if they are appointed by the employer to perform first aid duty.**

##### Part-time/ Casual Employees

A part-time or casual 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 must be paid an additional allowance of **\$1.94 per day** (representing 0.24% of the standard weekly rate) up to a maximum of **\$9.71 per week** **if they are appointed by the employer to perform first aid duty.**

**Clause 21.3 (a) Broken Periods of Work:**

Employees other than casuals who have a broken work day shall receive an additional allowance for a spread of hours as prescribed in clause 29 – Ordinary hours of work, as follows:

**Two hours over the hours worked in a day and up to three hours:** an allowance per day of **\$2.67** (representing 0.33% of the standard weekly rate).

**Three hours over the hours worked:** an allowance per day of **\$4.05** (representing 0.5% of the standard weekly rate).

**Clause 21.3 (b) Overnight Stay Allowance:**

Where an employee is requested to stay overnight to provide prompt assistance to guests outside ordinary business hours the employee is entitled to be paid an amount of **\$48.55** per night (representing 6% of the standard weekly rate).

The allowance provides compensation for all work up to one hour's duration only. Any work done in excess of a total of one hour's duration must be paid 150% of their base rate of pay.

Any time worked during an overnight stay will not count towards an employee's hours of work or leave accruals and will not be classed as overtime.

**Clause 32.1 Penalty Rates:**

	<b>Monday - Friday</b>	<b>Saturday</b>	<b>Sunday*</b>	<b>Public Holidays**</b>
<b>FT/PT</b>	100%	125%	170%	225%
<b>Casual</b>	125%	150%	175%	250%

The percentages set out in the table above reflect the applicable penalties for work performed by permanent and casual employees on particular days. The actual hourly rates have been calculated and are contained in this guide.

**IMPORTANT NOTES:**

\* The Fair Work Commission Full Bench decision of 5 June 2017 determined that Sunday penalty rates will reduce for full-time and part-time employees in the following transitional arrangement:

- From 1/7/17, the rate reduces from 175% to 170%;
- From 1/7/18, the rate reduces from 170% to 160%;
- From 1/7/19, the rate reduces from 160% to 150%.

\*\* In the original 'penalty rates decision' of 23 February 2017 the Fair Work Commission Full Bench determined the public holiday penalty rate reductions would take effect on 1 July 2017:

- The casual public holiday penalty rate has reduced from 275% to 250%; and
- The full-time and part-time public holiday penalty rate has reduced from 250% to 225%.

**Clause 32.3**

**Late night/early morning penalties (Monday to Friday only):**

Work performed between the hours of **7.00pm and midnight** shall be paid an additional **\$2.13 per hour or part hour worked in the penalty period** (representing 10% of the standard hourly rate).

Work performed between **midnight and 7.00am** shall be paid an additional **\$3.19 per hour or part hour worked in the penalty period** (representing 15% of the standard hourly rate).

+ Please note that the figures provided on pages 7 and 8 do not include this allowance. Where an employee works between 7.00pm and 7.00am Monday to Friday the allowance will be payable in addition to the employee's hourly rate.

**Clause 15.1**

A junior employee employed as a liquor service employee (meaning they are employed to sell or dispense liquor in bars and/or bottle shops, as well as cellar employees or other places where liquor is sold) must be paid at the adult rate of pay for the classification for the work being performed.

Any questions regarding the application of this Clause are encouraged to contact the QHA Employment Relations Department.

<b>FULL-TIME AND PART-TIME EMPLOYEES</b>					
<b>CLASSIFICATIONS</b>	<b>+ WEEKLY \$</b>	<b>+ MON-FRI (100%) \$</b>	<b>SAT (125%) \$</b>	<b>SUN (170%) \$</b>	<b>PUB HOLDS (225%) \$</b>
Casino E-Gaming Gd1 (Level 1)	758.20	19.95	24.94	33.92	44.89
Casino E-Gaming Gd2 (Level 2)	783.70	20.62	25.78	35.05	46.40
Casino Equipment Tech Gd 1 (Level 2)	783.70	20.62	25.78	35.05	46.40
Casino Equipment Tech Gd 2 (Level 3)	809.10	21.29	26.61	36.19	47.90
Casino Equipment Tech Gd 3 (Level 4)	859.80	22.63	28.29	38.47	50.92
Casino Table Gaming Gd 1 (Level 2)	783.70	20.62	25.78	35.05	46.40
Casino Table Gaming Gd 2 (Level 3A)	847.10	22.29	27.86	37.89	50.15
Casino Table Gaming Gd 3 (Level 5)	885.40	23.30	29.13	39.61	52.43
Casino Table Gaming Gd 4 (Level 6)	910.80	23.97	29.96	40.75	53.93
Customer Liaison Officer (Level 2)	783.70	20.62	25.78	35.05	46.40
Gaming Finance Gd 1 (Level 2)	783.70	20.62	25.78	35.05	46.40
Gaming Finance Gd 2 (Level 3)	809.10	21.29	26.61	36.19	47.90
Gaming Finance Gd 3 (Level 4)	859.80	22.63	28.29	38.47	50.92
Gaming Finance Gd 4 (Level 5)	885.40	23.30	29.13	39.61	52.43
Gaming Finance Gd 5 (Level 6)	910.80	23.97	29.96	40.75	53.93
Introductory Level	714.90	18.81	23.51	31.98	42.32
Security Officer Gd 1 (Level 3)	809.10	21.29	26.61	36.19	47.90
Security Officer Gd 2 (Level 4)	859.80	22.63	28.29	38.47	50.92
Surveillance Operator (Level 6)	910.80	23.97	29.96	40.75	53.93

<b>CASUAL EMPLOYEES</b>				
<b>CLASSIFICATIONS</b>	<b>+ MON- FRI (125%) \$</b>	<b>SAT (150%) \$</b>	<b>SUN (175%) \$</b>	<b>PUB HOLDS (250%) \$</b>
Casino E-Gaming Gd1 (Level 1)	24.94	29.93	34.91	49.88
Casino E-Gaming Gd2 (Level 2)	25.78	30.93	36.09	51.55
Casino Equipment Tech Gd 1 (Level 2)	25.78	30.93	36.09	51.55
Casino Equipment Tech Gd 2 (Level 3)	26.61	31.94	37.26	53.23
Casino Equipment Tech Gd 3 (Level 4)	28.29	33.95	39.60	56.58
Casino Table Gaming Gd 1 (Level 2)	25.78	30.93	36.09	51.55
Casino Table Gaming Gd 2 (Level 3A)	27.86	33.44	39.01	55.73
Casino Table Gaming Gd 3 (Level 5)	29.13	34.95	40.78	58.25
Casino Table Gaming Gd 4 (Level 6)	29.96	35.96	41.95	59.93
Customer Liaison Officer (Level 2)	25.78	30.93	36.09	51.55
Gaming Finance Gd 1 (Level 2)	25.78	30.93	36.09	51.55
Gaming Finance Gd 2 (Level 3)	26.61	31.94	37.26	53.23
Gaming Finance Gd 3 (Level 4)	28.29	33.95	39.60	56.58
Gaming Finance Gd 4 (Level 5)	29.13	34.95	40.78	58.25
Gaming Finance Gd 5 (Level 6)	29.96	35.96	41.95	59.93
Introductory Level	23.51	28.22	32.92	47.03
Security Officer Gd 1 (Level 3)	26.61	31.94	37.26	53.23
Security Officer Gd 2 (Level 4)	28.29	33.95	39.60	56.58
Surveillance Operator (Level 6)	29.96	35.96	41.95	59.93

## PART 2: CASINO GAMING CLASSIFICATION DEFINITIONS

Schedule D: Classification Definitions of the *Hospitality Industry (General) Award 2010* provides a description of the duties of each award classification which assists in determining an employee's applicable rate of pay.

Below is an extract of Schedule D.3: Classification Definitions from the *Hospitality Industry (General) Award 2010* which contains the specific classification Definitions for Casino Gaming employees.

### D.3 DEFINITIONS FOR THE PURPOSES OF THE CASINO GAMING STREAM

#### D.3.1 General

**Casino** means a gaming establishment holding a casino license under relevant State legislation. The term does not include a gaming facility that is a part or section of a hospitality establishment such as a hotel or tavern operation.

**Casino table game** means a casino game played under the control and direction of a table game employee. It includes games that are normally played at a table and games that include electronic aids to play the game such as Rapid Roulette.

**Major game** means a table game that requires a table game employee to undertake a minimum of 80 hours formal training to learn the game rules and competently deal the game in accordance with the minimum standards of the employer and the relevant casino regulatory authority.

**Appropriate level of training** for casino gaming employees means that a casino gaming employee has:

- completed a relevant training course accredited by the AQF; or
- completed training to a level or standard imposed by a statutory gaming licensing authority; or
- been assessed to have skills at least equivalent to those attained through the suitable training referred to above, such assessment to have been undertaken by a qualified skills assessor; or
- at 1 January 2010, had been doing the work of a particular classification for a period of at least three months.

#### D.3.2 Casino Table Gaming

**Casino table gaming employee grade 1** means an employee who has completed the appropriate level of training and has commenced in one major game offered by the casino.

**Casino table gaming employee grade 2** means an employee who has completed the appropriate level of training and has commenced in two major games offered by the casino.

**Casino table gaming employee grade 3** means an employee who has completed the appropriate level of training and has commenced in three major games offered by the casino.

**Casino table gaming employee grade 4** means an employee engaged as such who undertakes table game inspection duties including ensuring that correct procedures and standards are observed by table game employees of a lower grade. This classification does not apply to managerial employees. The provisions of clause 25—Higher Duties, will apply to Casino table game employees who have not been appointed to this grade but are required to perform any functions of this position.

### **D.3.3 Casino Electronic Gaming**

**Casino electronic gaming employee grade 1** means an employee in a casino who has received the appropriate level of training and who is engaged in any of the following:

- providing information on customer loyalty programs, electronic gaming promotions or services and facilities within a gaming machine area; and/or
- explaining to patrons the playing of gaming machines.

**Casino electronic gaming employee grade 2** means an employee in a casino who has received the appropriate level of training and who is engaged in any of the following:

- explaining to patrons the playing of gaming machines and providing payouts and rectifying minor malfunctions;
- selling and redeeming network gaming games such as Keno, TAB or other network games;
- conducting network games; and
- explaining to patrons the playing of gaming machines.

### **D.3.4 Casino Finance**

**Gaming finance employee grade 1** means an employee engaged to undertake any Count functions including:

- hard and/or soft count;
- shuffling and preparation of playing cards for table games;
- destruction of playing cards, dice, etc. for table games.

**Gaming finance employee grade 2** means an employee engaged to undertake any Change Booth functions including:

- limited supervision of gaming finance grade 1 employees;
- counting of change and associated change booth duties;
- sale and redemption of electronic gaming tickets.

**Gaming finance employee grade 3** means an employee engaged to undertake all grade 2 change functions including supervision of employees of a lower grade when required plus any of the following:

- assisting with the verification of floats and change machines;
- training employees in duties and functions of a lower grade;
- an employee engaged to undertake one cage function.

**Gaming finance employee grade 4** means:

- an employee engaged to undertake two cage cashier functions; or
- gaming finance revenue audit clerk functions.

**Gaming finance employee grade 5** means an employee engaged to undertake more than two cage cashier functions.

For the purposes of the Gaming Finance Stream, **cage function** includes:

- front window cashier duties including exchanging gaming chips for currency, controlling a float, recording transactions and reconciliation duties; or
- bank cashiering including Fill Bank duties such as receiving, disbursing, reconciling and controlling receipt and issue of gaming chips to gaming tables from the Cage and Main Bank duties; or
- Premium Group settlements and buy-in.

For the purposes of the Gaming Finance Stream, **cashier function** includes supervision of employees of a lower grade when required.

#### **D.3.5 Casino Equipment Technicians**

**Casino equipment technician grade 1** means an employee who has the appropriate level of training and who is competent at performing repairs, servicing and installation of non-electronic gaming and associated equipment as well as assisting Casino equipment technicians of a higher grade.

**Casino equipment technician grade 2** means an employee including a tradesperson who has the appropriate level of training and who is competent at performing repairs, servicing and installation of electronic gaming and associated equipment under supervision.

**Casino equipment technician grade 3** means an employee appointed as such who has the appropriate level of training and who without supervision applies technical knowledge and skills to the tasks of installing, repairing, maintaining, servicing, modifying, commissioning, testing, fault finding and diagnosing various forms of video and other electronically or mechanically-controlled gaming equipment. This level also includes an employee required to supervise and/or check the work of Casino equipment technicians of lower grades.

#### **D.3.6 Casino Security**

**Customer liaison officer** means an employee in a casino who holds appropriate licenses and who is engaged to work as an area or door attendant to enforce dress, behaviour and entry requirements at the casino.

**Security officer grade 1** means an employee in a casino who holds appropriate licenses and is required to carry out routine security functions throughout the Casino complex, including the duties of securing, watching, guarding and/or protecting the premises including responding to alarm signals and incidents.

**Security officer grade 2** means an employee in a casino who performs work as required above and beyond the skills of an employee at grade 1 to the level of their training. At this level an employee is required to perform cash escort and soft drop duties. This level also includes a security employee who in the opinion of the employer has no previous relevant experience at this level, and is undertaking the tasks of a surveillance officer while undergoing training and gaining experience during the first six months of employment as such.

**Surveillance operator** means an employee in a casino required to monitor, observe and report upon the operations of the casino by means of visual or remote observation, including the use of electronic surveillance and recording systems as follows:

- input information or react to signals and instruments related to electronic surveillance;
- keyboard operation to alter the parameters within an integrated security surveillance system; and
- co-ordinate, monitor or record the activities of Security officers utilising a verbal communications system.