



Hospitality Industry (General) Award 2020
2020 Casino Gaming Wage Rates & Allowances Guide

**Effective from first full pay period commencing on or after
1 February 2021**

CONTENTS	PAGE NUMBER
PART 1: WAGE RATES	
<i>ADULT EMPLOYEES</i>	
Full-Time and Part-Time	2
Casual	3
PART 2: SUMMARY OF ALLOWANCES	
Wage-related Allowances	4
Expense- related Allowances	5
PART 3: CLASSIFICATION DEFINITIONS	6

USING THIS GUIDE TO DETERMINE AN EMPLOYEE’S AWARD RATE

STEP 1: Use the classification definitions contained in Part 3 to determine the level and grade of classification that applies.

STEP 2: Refer to the appropriate classification in the rates tables contained in Part 1.

IMPORTANT INFORMATION ABOUT THIS GUIDE

- *These are the minimum wage rates and allowances applicable to casino gaming employees employed under the Hospitality Industry (General) Award 2020 (“HIGA”). That is, employers and their employees in the hospitality industry employed in the classifications defined in Schedule A of the HIGA, to the exclusion of any other modern award e.g. restaurants, registered clubs.*
- *Not all provisions of the HIGA are addressed in this Guide. For the details of all terms and conditions beyond those contained in this Guide, refer to a copy of the full HIGA.*
- *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.*

PART 1: WAGE RATES

ADULT

FULL AND PART-TIME

FULL TIME AND PART TIME EMPLOYEES						Overtime Monday-Friday		Overtime Midnight Friday-Sunday, and on a RDO
Classification	Weekly (Full-Time)	Mon-Fri (100%)	Sat (125%)	Sun (150%)	Public Hols (225%)	For the First Two Hours (150%)	Time thereafter (200%)	All time worked (200%)
	(\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)		Hourly Rate (\$)
Introductory	775.40	20.41	25.51	30.62	45.92	30.62	40.82	40.82
Level 1								
Casino electronic gaming employee grade 1	822.30	21.64	27.05	32.46	48.69	32.46	43.28	43.28
Level 2								
Casino electronic gaming employee grade 2	850.00	22.37	27.96	33.56	50.33	33.56	44.74	44.74
Casino equipment technician grade 1								
Casino table gaming employee grade 1								
Customer liaison officer								
Gaming finance employee grade 1								
Level 3								
Casino equipment technician grade 2	877.60	23.09	28.86	34.64	51.95	34.64	46.18	46.18
Gaming finance employee grade 2								
Security officer grade 1								
Level 3A								
Casino table gaming employee grade 2	918.80	24.18	30.23	36.27	54.41	36.27	48.36	48.36
Level 4								
Casino equipment technician grade 3	932.60	24.54	30.68	36.81	55.22	36.81	49.08	49.08
Gaming finance employee grade 3								
Security officer grade 2								
Level 5								
Casino table gaming employee grade 3	960.40	25.27	31.59	37.91	56.86	37.91	50.54	50.54
Gaming finance employee grade 4								
Level 6								
Casino table gaming employee grade 4	988.00	26.00	32.50	39.00	58.50	39.00	52.00	52.00
Gaming finance employee grade 5								
Surveillance operator								

Employees will be entitled to the following additional penalties for work performed at the following times:

ALL EMPLOYEES			
7pm to midnight Monday - Friday	\$2.31	per hour or part hour worked in the penalty period	representing 10% of the standard hourly rate
Midnight to 7am Monday - Friday	\$3.46		representing 15% of the standard hourly rate

**ADULT
CASUAL**

CASUAL EMPLOYEES					Overtime Monday-Friday		Overtime Midnight Friday- Midnight Sunday and on a RDO
Classification	Mon-Fri (125%)	Sat (150%)	Sun (175%)	Public Hols (250%)	For the First Two Hours (150%)	Time thereafter (200%)	All time worked (200%)
	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)	Hourly Rate (\$)		Hourly Rate (\$)
Introductory	25.51	30.62	35.72	51.03	30.62	40.82	40.82
Level 1							
Casino electronic gaming employee grade 1	27.05	32.46	37.87	54.10	32.46	43.28	43.28
Level 2							
Casino electronic gaming employee grade 2	27.96	33.56	39.15	55.93	33.56	44.74	44.74
Casino equipment technician grade 1							
Casino table gaming employee grade 1							
Customer liaison officer							
Gaming finance employee grade 1							
Level 3							
Casino equipment technician grade 2	28.86	34.64	40.41	57.73	34.64	46.18	46.18
Gaming finance employee grade 2							
Security officer grade 1							
Level 3A							
Casino table gaming employee grade 2	30.23	36.27	42.32	60.45	36.27	48.36	48.36
Level 4							
Casino equipment technician grade 3	30.68	36.81	42.95	61.35	36.81	49.08	49.08
Gaming finance employee grade 3							
Security officer grade 2							
Level 5							
Casino table gaming employee grade 3	31.59	37.91	44.22	63.18	37.91	50.54	50.54
Gaming finance employee grade 4							
Level 6							
Casino table gaming employee grade 4	32.50	39.00	45.50	65.00	39.00	52.00	52.00
Gaming finance employee grade 5							
Surveillance operator							

Employees will be entitled to the following additional penalties for work performed at the following times:

ALL EMPLOYEES			
7pm to midnight Monday - Friday	\$2.31	per hour or part hour worked in the penalty period	representing 10% of the standard hourly rate
Midnight to 7am Monday - Friday	\$3.46		representing 15% of the standard hourly rate

PART 2: SUMMARY OF ALLOWANCES

WAGE- RELATED ALLOWANCES

NOTE: Not all allowances 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.

Wage-related allowances are calculated based on a percentage of the weekly or hourly standard rate, which is defined in clause 2 of the HIGA as the minimum rate for a Level 4 classification, Cook (tradesperson) grade 3, currently:

\$ 877.60 Per week

\$ 23.09 Per hour

ALLOWANCE	HIGA CLAUSE	CONDITIONS	% of standard rate	\$	PAYABLE
FORK-LIFT DRIVER					
Casual or Part-Time Employees employed before 23/1/2020 <u>ONLY</u>	26.3(b)	Additional daily payment (i.e. does not form part of the base rate for the purposes of calculating overtime, penalty rates etc.) Employee may elect to be paid by the hour per clause 26.3(a) instead.	0.3% of standard wkly rate	\$2.63	per day
				\$13.16	per week max
All Other Employees	26.3(a)	All purpose' (i.e. forms part of an employee's base rate).	1.5% of standard hrly rate	\$0.35	per hour
FIRST AID					
Full-time Employee	26.12(b)(i)	Applies to an employee who: Has a current first aid qualification from St John Ambulance or a similar body, and;	1.2% of standard wkly rate	\$10.53	per week
Part-time or Casual Employee	26.12(b)(ii)	Is appointed by the employer to perform first aid duty.	0.24% of standard wkly rate	\$2.11	per day
SPLIT SHIFT (FORMERLY 'BROKEN PERIODS OF WORK')					
2-3 hours between shifts	26.14(b)(i)	Applies to full-time and part-time employees only	0.33% of standard wkly rate	\$2.90	per day
>3 hours between shifts	26.14(b)(ii)		0.50% of standard wkly rate	\$4.39	per day
OVERNIGHT STAY	26.15(b)(i)	Applies to an employee who is requested to stay overnight on the employer's premises in order to provide prompt assistance to guests outside ordinary business hours.	6% of standard wkly rate	\$52.66	per occasion

EXPENSE- RELATED ALLOWANCES

NOTE: Not all allowances 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.

Expense-related allowances are adjusted by reference to the Consumer Price Index (CPI).

ALLOWANCE	HIGA CLAUSE	CONDITIONS	\$	PAYABLE
MEAL	26.4	<i>Applies to a full-time or part-time employee who: •Is required to work overtime of more than 2 hours, was not advised of that requirement on or before the previous day and was not supplied a meal by the employer, or; •Is advised of a requirement to work overtime, provides a meal, and after doing so is no longer required to work overtime at all or only to work overtime of 2 hours or less.</i>	\$13.79	per occasion
TOOLS AND EQUIPMENT	26.5	<i>Payable to a cook or apprentice cook who is required to provide and use their own tools</i>	\$1.82	per day
			\$8.92	per week max
MOTOR VEHICLE	26.7	<i>Payable to an employee within the Managerial Staff (Hotels) classification level ONLY who is required to use their own motor vehicle in performing their duties.</i>	\$0.78	per kilometre

PART 3: CLASSIFICATION DEFINITIONS

NOTE: The following is a re-production of schedule A of the HIGA.

A.3 CASINO GAMING STREAM

A.3.1 General

For the purposes of the casino gaming stream:

Appropriate level of training in relation to a casino gaming employee, means that the employee:

- has completed an appropriate training program accredited by the AQF; or
- has completed training to a level or standard imposed by a statutory gaming licensing authority; or
- has been assessed by a qualified skills assessor as having skills at least equivalent to those attained through training referred to in clause A.3.1; or
- at 1 January 2010, had been doing the work of a particular classification for a period of at least 3 months.'

cage function includes:

- front window cashier duties including exchanging gaming chips for currency, controlling a float, recording transactions and reconciliation duties; and
- 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; and
- Premium Group settlements and buy-in.

cashier function includes supervising employees of a lower classification when required.

casino table game means a casino game played under the control and direction of a table game employee, including 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.

A.3.2 Casino Table Gaming

Casino table gaming employee grade 1 (wage level 2) means an employee who has the appropriate level of training and deals one major game offered by the casino.

Casino table gaming employee grade 2 (wage level 3A) means an employee who has the appropriate level of training and deals 2 major games offered by the casino.

Casino table gaming employee grade 3 (wage level 5) means an employee who has the appropriate level of training and deals 3 major games offered by the casino.

Casino table gaming employee grade 4 (wage level 6) means an employee (other than a managerial employee) who undertakes table game inspection duties, including ensuring that correct procedures and standards are observed by table game employees of a lower classification.

NOTE: Clause 22 – Higher Duties applies to a casino table game employee who has not been appointed as a Casino table gaming employee grade 4 but is required to perform any duties of that classification.

A.3.3 Casino Electronic Gaming

Casino electronic gaming employee grade 1 (wage level 1) means an employee in a casino who has the appropriate level of training and 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; or
- explaining to patrons the playing of gaming machines.

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

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

A.3.4 Casino Finance Stream

Gaming finance employee grade 1 (wage level 2) means an employee engaged to undertake any Count functions including:

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

Gaming finance employee grade 2 (wage level 3) means an employee engaged to undertake any Change Booth functions including:

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

Gaming finance employee grade 3 (wage level 4) means an employee engaged to undertake all grade 2 change functions including supervision of employees of a lower classification when required plus any of the following:

- assisting with the verification of floats and change machines; or
- training employees in duties and functions of a lower classification; or
- undertaking one cage function.

Gaming finance employee grade 4 (wage level 5) means an employee engaged to undertake:

- 2 cage cashier functions; or
- gaming finance revenue audit clerk functions.

Gaming finance employee grade 5 (wage level 6) means an employee engaged to undertake more than 2 cage cashier functions.

A.3.5 Casino Equipment Technicians

Casino equipment technician grade 1 (wage level 2) 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 (wage level 3) 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 (wage level 4) 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 or check the work of Casino equipment technicians of lower grades.

A.3.6 Casino Security

Customer liaison officer (wage level 2) means an employee in a casino who holds appropriate licences 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 (wage level 3) means an employee in a casino who holds appropriate licences and is required to carry out routine security functions throughout the Casino complex, including the duties of securing, watching, guarding or protecting the premises including responding to alarm signals and incidents.

Security officer grade 2 (wage level 4) 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 6 months of employment as such.

Surveillance operator (wage level 6) means an employee in a casino required to monitor, observe and report on 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;
- co-ordinate, monitor or record the activities of Security officers utilising a verbal communications system.