



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

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

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**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 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; wage rates for apprentices and trainees covered by the HIGA are contained in a separate Guide.*
- *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**

	MONDAY - FRIDAY		WEEKENDS & PUBLIC HOLIDAYS			OVERTIME	
	WEEKLY	HOURLY*	SAT	SUN	PUBLIC HOLIDAY	First 2 HRS Mon-Fri ONLY	Mon-Fri THEREAFTER or ANYTIME on WEEKEND or RDO
	100%	100%	125%	150%	225%	150%	200%
<b>Introductory</b>	\$753.80	\$19.84	\$24.80	\$29.76	\$44.64	\$29.76	\$39.68
<b>Level 1</b>							
Food and Beverage attendant grade 1							
Guest Service grade 1	\$775.40	\$20.41	\$25.51	\$30.62	\$45.92	\$30.62	\$40.82
Kitchen attendant grade 1							
<b>Level 2</b>							
Clerical grade 1							
Cook grade 1							
Door person/security							
Food and beverage attendant grade 2							
Front office grade 1	\$805.10	\$21.19	\$26.49	\$31.79	\$47.68	\$31.79	\$42.38
Guest service grade 2							
Kitchen attendant grade 2							
Leisure attendant grade 1							
Gardener grade 1							
Storeperson grade 1							
<b>Level 3</b>							
Clerical grade 2							
Cook grade 2							
Food and beverage attendant grade 3							
Front office grade 2							
Guest service grade 3	\$832.80	\$21.92	\$27.40	\$32.88	\$49.32	\$32.88	\$43.84
Handyperson							
Kitchen attendant grade 3							
Leisure attendant grade 2							
Gardener grade 2							
Storeperson grade 2							
Timekeeper/security officer grade 2							
<b>Level 4</b>							
Clerical grade 3							
Cook grade 3							
Food and beverage attendant grade 4							
Front office grade 3	\$877.60	\$23.09	\$28.86	\$34.64	\$51.95	\$34.64	\$46.18
Guest service grade 4							
Leisure attendant grade 3							
Gardener grade 3							
Storeperson grade 3							
<b>Level 5</b>							
Clerical supervisor							
Cook grade 4							
Food and beverage supervisor	\$932.60	\$24.54	\$30.68	\$36.81	\$55.22	\$36.81	\$49.08
Front office supervisor							
Guest service supervisor							
Gardener grade 4							
<b>Level 6</b>							
Cook grade 5	\$957.60	\$25.20	\$31.50	\$37.80	\$56.70	\$37.80	\$50.40
<b>Managerial Staff (Hotels)</b>	\$959.30	\$25.24	\$31.55	\$37.86	\$56.79	\$37.86	\$50.48
	base annual salary: \$49,883.00 per clause 18.2 of the HIGA						

**\*Late night/Early Morning Penalties**

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

## ANNUALISED SALARIES

As an alternative to paying permanent employees the hourly rates specified on page 2, the HIGA provides for two separate types of annualised salary arrangements. Which of the two arrangements can be applied in remunerating a particular employee depends on their level of classification under the HIGA, as defined in Schedule A (refer to Part 3 of this Guide).

Each arrangement is subject to a distinct set of conditions which are set out in the HIGA clauses specified in the table below; the information contained in this Guide constitutes only a brief summary of the information contained in these clauses; employers should review the relevant clause in its entirety to gain an awareness of all applicable terms and conditions.

### EMPLOYEES OTHER THAN MANAGERIAL STAFF (HOTELS)

*Full or Part-Time – Clause 24 of the HIGA*

$$\begin{array}{l} \text{MINIMUM WEEKLY RATE} \\ \text{for employee's classification} \end{array} \quad \times \quad 52 \quad + \quad 25\% \quad = \quad \begin{array}{l} \text{MINIMUM ANNUAL} \\ \text{SALARY PAYABLE} \end{array}$$

The 25% included in the minimum annual salary payable is intended to compensate the employee for non-payment of overtime (per clause 28 of the HIGA) and penalty rates (per clause 29 of the HIGA) ONLY;

- All other loadings and allowances continue to be payable in addition to the minimum annual salary, per the HIGA, unless these entitlements are stipulated in a written agreement as being absorbed by the annual salary paid, and;
- Despite the above, an employer must ensure that payment of an annual salary does not result in an employee being paid less over a year than they would have been had they instead been paid their weekly rate and any other amounts satisfied by the annualised salary.
- Any deficit amount identified as part of the annual reconciliation must be back paid to the employee.

### MANAGERIAL STAFF (HOTELS)

*Full-time ONLY- Clause 25 of the HIGA*

- Full-time employees who meet the definition of Managerial staff (Hotels) can be paid salary that is at least 125% of the minimum annual salary (stated in clause 18.2 of the HIGA) for that classification, equivalent to **\$62,354** per annum.
- Payment of the above amount means an employee is not entitled to the benefit of the terms and conditions within the following clauses:

- 10 - *Part-time employees*
- 15 - *Ordinary hours of work and rostering arrangements*
- 16 - *Breaks*
- 26 - *Allowances*
- 28 - *Overtime*
- 27 - *Penalty rates*
- 30.3 - *Payment for annual leave loading;*
- 35.3 - *Additional public holiday arrangements for full-time employees;*
- 37 - *Deductions for provision of employee accommodation and meals.*

For more information, refer to the QHA's fact sheet titled "*HIGA Annualised Salary Arrangements*".

**ADULT  
CASUAL**

	MON - SUN & PUBLIC HOLIDAYS				OVERTIME	
	HOURLY*	SAT	SUN	PUBLIC HOLIDAY	First 2 HRS Mon-Fri ONLY	Mon-Fri THEREAFTER or ANYTIME on WEEKEND
	125%	150%	175%	250%	150%	200%
<b>Introductory</b>	\$24.80	\$29.76	\$34.72	\$49.60	\$29.76	\$39.68
<b>Level 1</b>						
Food and Beverage attendant grade 1	\$25.51	\$30.62	\$35.72	\$51.03	\$30.62	\$40.82
Guest Service grade 1						
Kitchen attendant grade 1						
<b>Level 2</b>						
Clerical grade 1	\$26.49	\$31.79	\$37.08	\$52.98	\$31.79	\$42.38
Cook grade 1						
Door person/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						
Gardener grade 1						
Storeperson grade 1						
<b>Level 3</b>						
Clerical grade 2	\$27.40	\$32.88	\$38.36	\$54.80	\$32.88	\$43.84
Cook grade 2						
Food and beverage attendant grade 3						
Front office grade 2						
Guest service grade 3						
Handyperson						
Kitchen attendant grade 3						
Leisure attendant grade 2						
Gardener grade 2						
Storeperson grade 2						
Timekeeper/security officer grade 2						
<b>Level 4</b>						
Clerical grade 3	\$28.86	\$34.64	\$40.41	\$57.73	\$34.64	\$46.18
Cook grade 3						
Food and beverage attendant grade 4						
Front office grade 3						
Guest service grade 4						
Leisure attendant grade 3						
Gardener grade 3						
Storeperson grade 3						
<b>Level 5</b>						
Clerical supervisor	\$30.68	\$36.81	\$42.95	\$61.35	\$36.81	\$49.08
Cook grade 4						
Food and beverage supervisor						
Front office supervisor						
Guest service supervisor						
Gardener grade 4						
<b>Level 6</b>						
Cook grade 5	\$31.50	\$37.80	\$44.10	\$63.00	\$37.80	\$50.40
<b>Managerial Staff (Hotels)**</b>	\$31.55	\$37.86	\$44.17	\$63.10	\$37.86	\$50.48

\*\*Per clause 18.2 of the HIGA

**\*Late night/Early Morning Penalties**

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	representing 10% of the standard hourly rate
Midnight to 7am Monday - Friday	\$3.46	the penalty period	representing 15% of the standard hourly rate

**JUNIOR (OTHER THAN OFFICE JUNIORS)  
FULL-TIME AND PART-TIME**

**NOTE:** Level 1 to 6 in Part 2 of this Guide reflects the WAGE level as per clause 18.1 of the HIGA, not the Grade level of a particular classification. The classification definitions in Part 3 of this Guide list both the grade level and the WAGE level for a particular classification.  
 Clause 13.5 of the HIGA states that a junior **liquor service employee** (i.e. employed to sell or dispense liquor) must be paid as an adult at the classification rate for the work being performed.

	MONDAY - FRIDAY		WEEKENDS & PUBLIC HOLIDAYS			OVERTIME	
	WEEKLY	HOURLY*	SAT	SUN	PUBLIC HOLIDAY	First 2 HRS Mon-Fri ONLY	Mon-Fri THEREAFTER or ANYTIME on WEEKEND or RDO
	100%	100%	125%	150%	225%	150%	200%
<b>16 YEARS &amp; UNDER (50%)</b>							
Introductory	\$376.90	\$9.92	\$12.40	\$14.88	\$22.32	\$14.88	\$19.84
Level 1	\$387.70	\$10.21	\$12.76	\$15.32	\$22.97	\$15.32	\$20.42
Level 2	\$402.55	\$10.60	\$13.25	\$15.90	\$23.85	\$15.90	\$21.20
Level 3	\$416.40	\$10.96	\$13.70	\$16.44	\$24.66	\$16.44	\$21.92
Level 4	\$438.80	\$11.55	\$14.44	\$17.33	\$25.99	\$17.33	\$23.10
Level 5	\$466.30	\$12.27	\$15.34	\$18.41	\$27.61	\$18.41	\$24.54
<b>17 YEARS (60%)</b>							
Introductory	\$452.28	\$11.90	\$14.88	\$17.85	\$26.78	\$17.85	\$23.80
Level 1	\$465.24	\$12.25	\$15.31	\$18.38	\$27.56	\$18.38	\$24.50
Level 2	\$483.06	\$12.71	\$15.89	\$19.07	\$28.60	\$19.07	\$25.42
Level 3	\$499.68	\$13.15	\$16.44	\$19.73	\$29.59	\$19.73	\$26.30
Level 4	\$526.56	\$13.85	\$17.31	\$20.78	\$31.16	\$20.78	\$27.70
Level 5	\$559.56	\$14.72	\$18.40	\$22.08	\$33.12	\$22.08	\$29.44
<b>18 YEARS (70%)</b>							
Introductory	\$527.66	\$13.89	\$17.36	\$20.84	\$31.25	\$20.84	\$27.78
Level 1	\$542.78	\$14.29	\$17.86	\$21.44	\$32.15	\$21.44	\$28.58
Level 2	\$563.57	\$14.83	\$18.54	\$22.25	\$33.37	\$22.25	\$29.66
Level 3	\$582.96	\$15.34	\$19.18	\$23.01	\$34.52	\$23.01	\$30.68
Level 4	\$614.32	\$16.16	\$20.20	\$24.24	\$36.36	\$24.24	\$32.32
Level 5	\$652.82	\$17.18	\$21.48	\$25.77	\$38.66	\$25.77	\$34.36
<b>19 YEARS (85%)</b>							
Introductory	\$640.73	\$16.86	\$21.08	\$25.29	\$37.94	\$25.29	\$33.72
Level 1	\$659.09	\$17.35	\$21.69	\$26.03	\$39.04	\$26.03	\$34.70
Level 2	\$684.34	\$18.01	\$22.51	\$27.02	\$40.52	\$27.02	\$36.02
Level 3	\$707.88	\$18.63	\$23.29	\$27.95	\$41.92	\$27.95	\$37.26
Level 4	\$745.96	\$19.63	\$24.54	\$29.45	\$44.17	\$29.45	\$39.26
Level 5	\$792.71	\$20.86	\$26.08	\$31.29	\$46.94	\$31.29	\$41.72

**\*Late night/Early Morning Penalties**

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

**JUNIOR (OTHER THAN OFFICE JUNIORS)  
CASUAL**

**NOTE:** Level 1 to 6 in Part 2 of this Guide reflects the WAGE level as per clause 18.1 of the Award, not the Grade level of a particular classification. The classification definitions in Part 3 of this Wage Guide list both the grade level and the WAGE level for a particular classification.  
 Clause 13.5 of the HIGA states that a junior **liquor service employee** (i.e. employed to sell or dispense liquor) must be paid as an adult at the classification rate for the work being performed.

	MON - FRI		WEEKENDS & PUBLIC HOLIDAYS			OVERTIME	
	HOURLY*	SAT	SUN	PUBLIC HOLIDAY	First 2 HRS Mon-Fri ONLY	Mon-Fri THEREAFTER or ANYTIME on WEEKEND or RDO	
	125%	175%	275%	250%	150%	200%	
<b>16 YEARS &amp; UNDER (50%)</b>							
Introductory	\$12.40	\$14.88	\$17.36	\$24.80	\$14.88	\$19.84	
Level 1	\$12.76	\$15.32	\$17.87	\$25.53	\$15.32	\$20.42	
Level 2	\$13.25	\$15.90	\$18.55	\$26.50	\$15.90	\$21.20	
Level 3	\$13.70	\$16.44	\$19.18	\$27.40	\$16.44	\$21.92	
Level 4	\$14.44	\$17.33	\$20.21	\$28.88	\$17.33	\$23.10	
Level 5	\$15.34	\$18.41	\$21.47	\$30.68	\$18.41	\$24.54	
<b>17 YEARS (60%)</b>							
Introductory	\$14.88	\$17.85	\$20.83	\$29.75	\$17.85	\$23.80	
Level 1	\$15.31	\$18.38	\$21.44	\$30.63	\$18.38	\$24.50	
Level 2	\$15.89	\$19.07	\$22.24	\$31.78	\$19.07	\$25.42	
Level 3	\$16.44	\$19.73	\$23.01	\$32.88	\$19.73	\$26.30	
Level 4	\$17.31	\$20.78	\$24.24	\$34.63	\$20.78	\$27.70	
Level 5	\$18.40	\$22.08	\$25.76	\$36.80	\$22.08	\$29.44	
<b>18 YEARS (70%)</b>							
Introductory	\$17.36	\$20.84	\$24.31	\$34.73	\$20.84	\$27.78	
Level 1	\$17.86	\$21.44	\$25.01	\$35.73	\$21.44	\$28.58	
Level 2	\$18.54	\$22.25	\$25.95	\$37.08	\$22.25	\$29.66	
Level 3	\$19.18	\$23.01	\$26.85	\$38.35	\$23.01	\$30.68	
Level 4	\$20.20	\$24.24	\$28.28	\$40.40	\$24.24	\$32.32	
Level 5	\$21.48	\$25.77	\$30.07	\$42.95	\$25.77	\$34.36	
<b>19 YEARS (85%)</b>							
Introductory	\$21.08	\$25.29	\$29.51	\$42.15	\$25.29	\$33.72	
Level 1	\$21.69	\$26.03	\$30.36	\$43.38	\$26.03	\$34.70	
Level 2	\$22.51	\$27.02	\$31.52	\$45.03	\$27.02	\$36.02	
Level 3	\$23.29	\$27.95	\$32.60	\$46.58	\$27.95	\$37.26	
Level 4	\$24.54	\$29.45	\$34.35	\$49.08	\$29.45	\$39.26	
Level 5	\$26.08	\$31.29	\$36.51	\$52.15	\$31.29	\$41.72	

**\*Late night/Early Morning Penalties**

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

**JUNIOR (OFFICE JUNIORS)**  
**FULL-TIME AND PART-TIME**

**NOTE:** Level 1 to 6 in Part 2 of this Guide reflects the WAGE level as per clause 18.1 of the Award, not the Grade level of a particular classification. The classification definitions in Part 3 of this Wage Guide list both the grade level and the WAGE level for a particular classification.  
**Office employees** are viewed as those employees who do not have contact with customers, such as employees in the Administration Stream.

	MONDAY - FRIDAY		WEEKENDS & PUBLIC HOLIDAYS			OVERTIME	
	WEEKLY	HOURLY*	SAT	SUN	PUBLIC HOLIDAY	First 2 HRS Mon-Fri ONLY	Mon-Fri THEREAFTER or ANYTIME on WEEKEND or RDO
	100%	100%	125%	150%	225%	150%	200%
<b>15 YEARS AND UNDER (45%)</b>							
Level 2	\$362.30	\$9.54	\$11.93	\$14.31	\$21.47	\$14.31	\$19.08
Level 3	\$374.76	\$9.86	\$12.33	\$14.79	\$22.19	\$14.79	\$19.72
Level 4	\$394.92	\$10.39	\$12.99	\$15.59	\$23.38	\$15.59	\$20.78
Level 5	\$419.67	\$11.04	\$13.80	\$16.56	\$24.84	\$16.56	\$22.08
<b>16 YEARS (55%)</b>							
Level 2	\$442.81	\$11.65	\$14.56	\$17.48	\$26.21	\$17.48	\$23.30
Level 3	\$458.04	\$12.06	\$15.08	\$18.09	\$27.14	\$18.09	\$24.12
Level 4	\$482.68	\$12.70	\$15.88	\$19.05	\$28.58	\$19.05	\$25.40
Level 5	\$512.93	\$13.50	\$16.88	\$20.25	\$30.38	\$20.25	\$27.00
<b>17 YEARS (65%)</b>							
Level 2	\$523.32	\$13.77	\$17.21	\$20.66	\$30.98	\$20.66	\$27.54
Level 3	\$541.32	\$14.25	\$17.81	\$21.38	\$32.06	\$21.38	\$28.50
Level 4	\$570.44	\$15.01	\$18.76	\$22.52	\$33.77	\$22.52	\$30.02
Level 5	\$606.19	\$15.95	\$19.94	\$23.93	\$35.89	\$23.93	\$31.90
<b>18 YEARS (75%)</b>							
Level 2	\$603.83	\$15.89	\$19.86	\$23.84	\$35.75	\$23.84	\$31.78
Level 3	\$624.60	\$16.44	\$20.55	\$24.66	\$36.99	\$24.66	\$32.88
Level 4	\$658.20	\$17.32	\$21.65	\$25.98	\$38.97	\$25.98	\$34.64
Level 5	\$699.45	\$18.41	\$23.01	\$27.62	\$41.42	\$27.62	\$36.82
<b>19 YEARS (90%)</b>							
Level 2	\$724.59	\$19.07	\$23.84	\$28.61	\$42.91	\$28.61	\$38.14
Level 3	\$749.52	\$19.73	\$24.66	\$29.60	\$44.39	\$29.60	\$39.46
Level 4	\$789.84	\$20.78	\$25.98	\$31.17	\$46.76	\$31.17	\$41.56
Level 5	\$839.34	\$22.09	\$27.61	\$33.14	\$49.70	\$33.14	\$44.18

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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	representing 10% of the standard hourly rate
Midnight to 7am Monday - Friday	\$3.46	in the penalty period	representing 15% of the standard hourly rate



**JUNIOR (OFFICE JUNIORS)  
CASUAL**

**NOTE:** Level 1 to 6 in Part 2 of this Guide reflects the WAGE level as per clause 18.1 of the Award, not the Grade level of a particular classification. The classification definitions in Part 3 of this Wage Guide list both the grade level and the WAGE level for a particular classification.

**Office employees** are viewed as those employees who do not have contact with customers, such as employees in the Administration Stream.

	MON - FRI WEEKENDS & PUBLIC HOLIDAYS				OVERTIME	
	HOURLY*	SAT	SUN	PUBLIC HOLIDAY	First 2 HRS Mon-Fri ONLY	Mon-Fri THEREAFTER or ANYTIME on WEEKEND or RDO
	125%	175%	275%	250%	150%	200%
<b>15 YEARS AND UNDER (45%)</b>						
Level 2	\$11.93	\$14.31	\$16.70	\$23.85	\$14.31	\$19.08
Level 3	\$12.33	\$14.79	\$17.26	\$24.65	\$14.79	\$19.72
Level 4	\$12.99	\$15.59	\$18.18	\$25.98	\$15.59	\$20.78
Level 5	\$13.80	\$16.56	\$19.32	\$27.60	\$16.56	\$22.08
<b>16 YEARS (55%)</b>						
Level 2	\$14.56	\$17.48	\$20.39	\$29.13	\$17.48	\$23.30
Level 3	\$15.08	\$18.09	\$21.11	\$30.15	\$18.09	\$24.12
Level 4	\$15.88	\$19.05	\$22.23	\$31.75	\$19.05	\$25.40
Level 5	\$16.88	\$20.25	\$23.63	\$33.75	\$20.25	\$27.00
<b>17 YEARS (65%)</b>						
Level 2	\$17.21	\$20.66	\$24.10	\$34.43	\$20.66	\$27.54
Level 3	\$17.81	\$21.38	\$24.94	\$35.63	\$21.38	\$28.50
Level 4	\$18.76	\$22.52	\$26.27	\$37.53	\$22.52	\$30.02
Level 5	\$19.94	\$23.93	\$27.91	\$39.88	\$23.93	\$31.90
<b>18 YEARS (75%)</b>						
Level 2	\$19.86	\$23.84	\$27.81	\$39.73	\$23.84	\$31.78
Level 3	\$20.55	\$24.66	\$28.77	\$41.10	\$24.66	\$32.88
Level 4	\$21.65	\$25.98	\$30.31	\$43.30	\$25.98	\$34.64
Level 5	\$23.01	\$27.62	\$32.22	\$46.03	\$27.62	\$36.82
<b>19 YEARS (90%)</b>						
Level 2	\$23.84	\$28.61	\$33.37	\$47.68	\$28.61	\$38.14
Level 3	\$24.66	\$29.60	\$34.53	\$49.33	\$29.60	\$39.46
Level 4	\$25.98	\$31.17	\$36.37	\$51.95	\$31.17	\$41.56
Level 5	\$27.61	\$33.14	\$38.66	\$55.23	\$33.14	\$44.18

**\*Late night/Early Morning Penalties**

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 3 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
<b>FORK-LIFT DRIVER</b>					
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	<b>\$2.63</b>	per day
				<b>\$13.16</b>	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	<b>\$0.35</b>	per hour
<b>FIRST AID</b>					
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	<b>\$10.53</b>	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	<b>\$2.11</b>	per day
<b>SPLIT SHIFT (FORMERLY 'BROKEN PERIODS OF WORK')</b>					
2-3 hours between shifts	26.14(b)(i)	Applies to full-time and part-time employees only	0.33% of standard wkly rate	<b>\$2.90</b>	per day
>3 hours between shifts	26.14(b)(ii)		0.50% of standard wkly rate	<b>\$4.39</b>	per day
<b>OVERNIGHT STAY</b>	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	<b>\$52.66</b>	per occasion

## EXPENSE- RELATED ALLOWANCES

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

**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.

ALLOWANCE	HIGA CLAUSE	CONDITIONS	\$	PAYABLE
<b>MEAL</b>	26.4	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.	<b>\$13.79</b>	per occasion
<b>TOOLS AND EQUIPMENT</b>	26.5	Payable to a cook or apprentice cook who is required to provide and use their own tools	<b>\$1.82</b>	per day
			<b>\$8.92</b>	per week max
<b>MOTOR VEHICLE</b>	26.7	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.	<b>\$0.78</b>	per kilometre

## **PART 3: CLASSIFICATION DEFINITIONS**

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

### **A.1 INTRODUCTORY LEVEL**

Introductory level is for an employee who enters the hospitality industry and does not demonstrate the competency requirements of level 1. The employee remains at Introductory level for up to 3 months while undertaking appropriate training and being assessed for competency to move to level 1. At the end of that period, the employee moves to level 1 unless the employee and the employer mutually agree that further training of up to 3 months is required for the employee to achieve the necessary competency.

### **A.2 GENERAL CLASSIFICATION DEFINITIONS**

#### **A.2.1 Food and beverage stream**

**Food and beverage attendant grade 1 (wage level 1)** means an employee who is engaged in any of the following:

- picking up glasses;
- emptying ashtrays;
- providing general assistance to food and beverage attendants of a higher classification not including service to customers;
- removing food plates;
- setting and wiping down tables; and
- cleaning and tidying of associated areas.

**Food and beverage attendant grade 2 (wage level 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 selling liquor from the bottle department;
- assisting in the cellar or bottle department;
- undertaking general waiting duties of both food or beverages or both, including cleaning tables;
- receiving money;
- attending a snack bar;
- performing delivery duties; and
- taking reservations, greeting and seating guests.

**Food and beverage attendant grade 3 (wage level 3)** means an employee who, in addition to the tasks performed by a **Food and beverage attendant grade 2** is engaged in any of the following:

- the operation of a mechanical lifting device;
- attending a wagering terminal, electronic gaming terminal or similar terminal;
- having full control of a cellar or liquor store (including the receipt, delivery and recording of goods within such an area);
- mixing a range of sophisticated drinks;
- training food and beverage attendants of a lower grade; and
- supervising food and beverage attendants of a lower grade.

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

**Food and beverage supervisor (wage level 5)** 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 for one or more bars.

## A.2.2 Kitchen stream

**Kitchen attendant grade 1 (wage level 1)** means an employee engaged in any of the following:

- general cleaning duties within a kitchen or food preparation area and scullery, including cleaning cooking and general utensils used in a kitchen and restaurant;
- assisting employees who are cooking;
- assembling and preparing ingredients for cooking; and
- general pantry duties.

**Kitchen attendant grade 2 (wage level 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.

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

**Cook grade 1 (wage level 2)** means an employee who is engaged in cooking breakfasts and snacks, baking, pastry cooking or butchering.

**Cook grade 2 (wage level 3)** means an employee who has the appropriate level of training and who performs cooking duties such as baking, pastry cooking or butchering.

**Cook grade 3 (tradesperson) (wage level 4)** 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.

**Cook grade 4 (tradesperson) (wage level 5)** 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 or supervises and trains other cooks and kitchen employees.

**Cook grade 5 (tradesperson) (wage level 6)** 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 who performs any of the following:

- general and specialised duties, including supervision or training of kitchen employees;
- ordering and stock control; or
- supervising kitchen employees in a single kitchen establishment.

## A.2.3 Guest services stream

**Guest service grade 1 (wage level 1)** means an employee who is engaged in any of the following:

- performing laundry or linen duties including carrying out minor repairs to linen or clothing (for example, buttons, zips or seams) and working with flat materials;
- collecting and delivering guests' personal dry cleaning and laundry, linen and associated materials to and from accommodation areas;
- performing general cleaning duties;
- parking guests' motor vehicles.

**Guest service grade 2 (wage level 2)** means an employee who has not achieved the appropriate level of training and who is engaged in any of the following:

- servicing and cleaning accommodation areas;
- receiving and assisting guests at the entrance to the establishment;
- driving a passenger vehicle or courtesy bus;
- transferring guests' baggage to and from rooms;

- assisting in the dry cleaning process;
- performing cleaning duties using specialised equipment and chemicals;
- providing butler services such as food, beverage and personalised guest service.

**Guest service grade 3 (wage level 3)** means an employee who has the appropriate level of training and who is engaged in any of the following:

- supervising guest service employees of a lower classification;
- providing butler services such as food, beverage and personalised guest service;
- carrying out major repairs to linen or clothing including basic tailoring and major alterations and refitting;
- dry cleaning.

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

**Guest service supervisor (wage level 5)** means an employee who has the appropriate level of training, including a supervisory course, and has responsibility for the supervision, training and co-ordination of employees engaged in a housekeeping department.

**Front office grade 1 (wage level 2)** means an employee who is engaged as an assistant in front office duties including night auditing, performing duties as a telephonist, receptionist or cashier, providing information services or making reservations.

**Front office grade 2 (wage level 3)** means an employee who has the appropriate level of training and is in the front office engaged in performing duties including as a telephonist, receptionist or cashier, providing information services or making reservations.

**Front office grade 3 (wage level 4)** means an employee who has the appropriate level of training and is in the front office engaged in duties including assisting in training and supervising front office employees of a lower classification.

**Front office supervisor (wage level 5)** means an employee who has the appropriate level of training, including a supervisory course, and has responsibility for the supervision, training and co-ordination of front office employees.

#### **A.2.4 Administration stream**

**Clerical grade 1 (wage level 2)** means an employee who is required to perform basic clerical and routine office duties such as collating, filing, photocopying and delivering messages.

**Clerical grade 2 (wage level 3)** means an employee who is engaged in general clerical or office duties, such as typing, filing, basic data entry and calculating functions.

**Clerical grade 3 (wage level 4)** means an employee who has the appropriate level of training and who performs any of the following duties:

- operates a switchboard, paging system and office equipment;
- uses knowledge of keyboard and function keys to enter and retrieve data through a computer terminal;
- copy types at 25 words per minute with at least **98%** accuracy;
- maintains mail register and records;
- maintains established paper-based filing or records systems in accordance with set procedures including creating and indexing new files, distributing files within the organisation as requested and monitoring file locations;
- transcribes information into records, completes forms and takes telephone messages;
- acquires and applies a working knowledge of office or sectional operating procedures and requirements;

- 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 and greets visitors;
- keeps appropriate records;
- sorts, processes and records original source financial documents (for example, invoices, cheques and 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:**

- operates computerised radio telephone equipment, micro/personal computer, printing devices attached to a personal computer or dictaphone equipment;
- produces documents and correspondence using knowledge of standard formats, touch types at 40 words per minute with at least **98%** accuracy or audio types;
- uses one or more software application packages developed for a micro/personal computer to operate and populate a database, spreadsheet or worksheet so as to achieve a desired result; graphs previously prepared spreadsheets; uses simple menu utilities of a personal computer;
- follows standard procedures or template for the preceding functions using existing models or fields of information;
- creates, maintains and generates simple reports;
- uses a central computer resource to an equivalent standard;
- uses one or more software packages to create, format, edit, proof read, spell check, correct, print or save text documents, for example, standard correspondence and business documents;
- takes shorthand notes at 70 wpm and transcribes with at least **95%** accuracy;
- arranges travel bookings and itineraries, makes appointments, screens telephone calls, follows visitor protocol procedures, establishes telephone contact on behalf of an executive;
- applies a working knowledge of the organisation's products or services, functions, locations and clients;
- responds to and acts on most internal or external inquiries in their own function area;
- 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 or archives files;
- maintains financial records and journals, collects and prepares time and wage records; prepares accounts queries from debtors; posts transactions to ledger.

**Clerical supervisor (wage level 5)** means an employee who has the appropriate level of training, including a supervisory course, and who co-ordinates other clerical staff.

#### **A.2.5 Security stream**

**Doorperson/security officer grade 1 (wage level 2)** means a person who assists in the maintenance of dress standards and good order at an establishment.

**Timekeeper/security officer grade 2 (wage level 3)** means a person who is responsible for the timekeeping of employees, for the security of keys, for the checking in and out of delivery vehicles or the supervision of doorperson/security officer grade 1 employees.

#### **A.2.6 Leisure activities stream**

**Leisure attendant grade 1 (wage level 2)** means a person who acts as an assistant instructor or pool attendant or is responsible for the setting up, distribution and care of equipment and the taking of bookings.

**Leisure attendant grade 2 (wage level 3)** means a person who has the appropriate level of training and takes classes or directs leisure activities such as sporting areas, health clubs and swimming pools.

**Leisure attendant grade 3 (wage level 4)** 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.

#### **A.2.7 Stores stream**

**Storeperson grade 1 (wage level 2)** means an employee who receives and stores general and perishable goods and cleans the store area.

**Storeperson grade 2 (wage level 3)** 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 or who may perform duties of a more complex nature.

**Storeperson grade 3 (wage level 4)** means an employee who has the appropriate level of training and who:

- implements quality control techniques and procedures;
- understands and is responsible for a stores or warehouse area or a large section of such an area;
- has a highly developed level of interpersonal and communications skills;
- 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;
- may exercise skills attained through the successful completion of an appropriate warehousing certificate;
- may perform indicative tasks at this level such as:
- liaising with management, suppliers and customers with respect to stores operations; and
- detailing and co-ordinating activities of other storepersons and acting in a leading hand capacity for more than 10 storepersons;
- maintaining control registers including inventory control and being responsible for the preparation and reconciliation of regular reports on matters such as stock movements or dispatches;
- supervising the receipt and delivery of goods, recording outgoing goods or being responsible for the contents of a store.

#### **A.2.8 Maintenance and trades—other than the cooking trade**

**Handyperson (wage level 3)** means a person who is not a tradesperson and whose duties include performing routine repair work and maintenance in and about the employer's premises.

**Fork-lift driver (wage level 3)** means an employee who has a recognised fork-lift licence and who is engaged solely to drive a fork-lift vehicle.

NOTE: Employees who operate a fork-lift as only part of their duties will be paid at the level 3 classification rate in clause **Error! Reference source not found.—Error! Reference source not found.**

**Gardener grade 1 (wage level 2)** means an employee primarily engaged in the following activities:

- keeping areas clean and tidy;
- weeding and watering;
- trimming or mowing surrounds or similar areas with hand implements;
- assisting in preparing areas for play;
- assisting in course or green maintenance and construction;
- operating a limited range of vehicles, including motor vehicles;
- performing non-trade tasks incidental to the employee's work.

**Gardener grade 2 (wage level 3)** means an employee who is engaged in any of the following activities in addition to the work of grade 1:

- operating and carrying out minor maintenance of motorised equipment under supervision, other than machinery or equipment requiring the holding of specialised licences;
- assisting in the maintenance, renovation and reconstruction of greens and fairways, or the maintenance of playing surfaces, including mowing, rolling, top dressing, seeding, turfing and sprigging, fertilising under supervision, planting and maintenance of trees or pruning under supervision;
- applying fertilisers, fungicides, herbicides and insecticides under general supervision;



- performing gardening duties including planting and trimming trees, sowing, planting and cutting grass, and watering plants, gardens, trees, lawns and displays;
- carrying out routine maintenance of turf, synthetic, artificial or other surfaces for play;
- completing basic records;
- assisting in the construction and installation of facilities and systems;
- performing tasks incidental to the employee's work;
- handyperson duties;
- supervising gardeners of a lower classification.

**Gardener grade 3 (tradesperson) (wage level 4)** 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):

- operating, maintaining and adjusting machinery as appropriate;
- cleaning machinery and inspecting machinery after each use and reporting any problems to a management employee;
- applying fertilisers, fungicides, herbicides and insecticides as directed by a management employee;
- preparing turf, synthetic, artificial or other surfaces for play;
- maintaining and repairing vehicles or motor engines;
- carrying out repairs and minor renovation work;
- the formation and maintenance of all gardens, lawns and greens;
- the planting, maintenance and care of trees;
- training and supervision of employees of a lower classification, including apprentices.

**Gardener grade 4 (tradesperson) (wage level 5)** 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:

- supervising and training employees of a lower classification, including tradespersons;
- presenting written or oral reports, including budgets;
- carrying out general liaison with management;
- performing activities requiring application of specialist skills.

#### **A.2.9 Managerial staff (Hotels)**

For the purpose of this classification:

**hotels** means hotels, resorts, casinos, taverns, wine saloons, wine and spirit merchants retailing to the general public and other retail licensed establishments in or in connection with accommodation, with the selling of drinks, preparing and serving food and drinks, cleaning and attending to the premises and all other associated services.

**hotel manager** means an employee (however designated) who:

- under the direction of senior management is required to manage and co-ordinate the activities of a relevant area or areas of the hotel; and
- directs staff to ensure they carry out their duties in the relevant area or areas of the hotel; and
- implements policies, procedures and operating systems for the hotel;

but excludes an employee who is employed to undertake the duties of senior management or is responsible for a significant area of the operations of one or more hotels. Indicative position titles for such an employee include:

- company secretary;
- chief accountant;
- personnel or human resources manager;

- financial controller;
- industrial relations manager;
- venue manager;
- general/hotel manager;
- executive assistant manager;
- regional manager; or
- a manager to whom any of those positions report or are responsible.

An employee appointed as a Manager must have completed an appropriate level of training in business management or have relevant industry experience, including in supervising employees in one or more areas of a hotel.

NOTE: In a General Hotel, this classification is commonly known as an assistant manager. In an Accommodation Hotel, this classification may include any of the following positions: duty manager; assistant food and beverage manager; assistant rooms division manager; assistant front office manager or equivalent position.

This additional classification does not apply to:

- a hotel manager who is an employee of a proprietary or private company (within the meaning of the Corporations Law) and who holds a sufficient number of shares to entitle them to voting control at general meetings of the company; or
- a hotel manager who is the senior partner of a partnership or who has at least **49%** of that partnership; or
- a parent, spouse or de facto partner, son or daughter of a hotel manager excluded from the additional classification.