

# Wageline

**NOTE:** The Queensland industrial relations system covers most unincorporated businesses in Queensland (e.g. sole traders and partnerships) as well as some incorporated businesses operating in Queensland (e.g. some charities and not-for-profit organisations). Businesses may need to seek legal advice to determine whether Queensland industrial relations laws apply to them.

This is a summary of the major provisions of the award.

In a workplace where this award has application the Employer is required by the *Industrial Relations Act 1999* to display an up-to-date copy of the full award in a conspicuous place where it is easily read by the employees in the workplace.

## Award Summary Sheet

Update Number: 10

Change/s – New rates as from 1 September 2009

### Clerical Employees Award – State 2002 (Northern Division Western District)

**Application** Persons employed as clerks as defined. Exclusions – proprietors, managers, company directors or persons delegated the right to engage and terminate the employment of his or her employees, articulated clerks, accountants, employees covered by any other award covering clerical and/or administrative duties.

**Partial Exemption** As an alternative to being subject to all Award clauses a full-time employee who is remunerated at a level in excess of the highest award rate, currently \$767.55 per week for the Northern Division Western District, may mutually agree in writing with the employer not to be bound by the conditions of this Award, except for: Annual leave; Long service leave; Sick leave; Family leave; Superannuation; Union encouragement; Grievance and disputes settling procedure and Termination change and redundancy

**Effective from** **September 1, 2009**  
These wage rates are to be read in conjunction with the Classification Structure as prescribed by the Award.

		Level 1			Level 2		
		Weekly	P/time	Casual	Weekly	P/time	Casual
15 Years	45%	\$276.00	7.2632	8.9337	\$291.10	7.6605	9.4224
16 Years	50%	\$306.60	8.0684	9.9242	\$323.30	8.5079	10.4647
17 Years	55%	\$337.10	8.8711	10.9114	\$355.50	9.3553	11.5070
18 Years	65%	\$398.20	10.4789	12.8891	\$419.90	11.0500	13.5915
19 Years	75%	\$459.30	12.0868	14.8668	\$484.40	12.7474	15.6793
20 Years	85%	\$520.40	13.6947	16.8445	\$548.80	14.4421	17.7638
21 Years	1yr	\$613.15	16.1355	19.8467	\$646.55	17.0145	20.9278
	2yr	\$621.55	16.3566	20.1186	\$654.95	17.2355	21.1997
	3yr	\$629.85	16.5750	20.3873	\$665.25	17.5066	21.5331
	4yr	\$638.25	16.7961	20.6591	n/a		
		Level 3			Level 4		
		Weekly	P/time	Casual	Weekly	P/time	Casual
21 Years	1yr	\$694.45	18.2750	22.4783	\$713.35	18.7724	23.0900
	2yr	\$706.95	18.6039	22.8829	\$725.85	19.1013	23.4946
		Level 5					
		Weekly	P/time	Casual			
21 Years	1yr	\$755.05	19.8697	24.4398			
	2yr	\$767.55	20.1987	24.8444			

**NB.** Each Level contains varying pay points, which provide for automatic yearly service increments within a level. Appointment to a higher level is to occur where an employee is required to perform duties and skills at such a higher level in accordance with the classification criteria. An employee may progress to a higher level without having progressed through all pay points within a lesser level.

Years of service shall mean years of service of an employee within the classification level in the clerical industry as a whole including years of service with the employer. Previous adult service in the industry prior to 1 March 1993 has no application under the new award structure except for the purpose of determining pay points within Level 1.

<b>Trainees</b>	Refer to the Order <i>Apprentices' and Trainees' Wages and Conditions (Excluding Certain Queensland Government Entities) 2003</i> , Queensland Government Industrial Gazette, 11 July 2003, Vol 173, No.11, pages 878 – 927.	
<b>Ordinary hours</b>	Average of 38 ordinary hours per week to be worked within a cycle not exceeding either 7, 14, 21 or 28 consecutive days. Monday to Friday between 6.30 am and 6.30 pm and Saturday between 6.30 am and 12.30 pm. Scope to allow up to 10 ordinary hours per day to be worked. See clause 6.1.	
<b>Penalty rates</b>	Ordinary hours worked by employees, other than casuals, on a Saturday between 6.30 am and 12.30 pm shall be paid for at the rate of time and a quarter. See clause 6.1.2.	
<b>Overtime</b>	Time worked outside or in excess of the ordinary working hours on any day shall be paid for at the rate of time and a half for the first three hours and double time thereafter. All overtime worked on Sunday is paid at the rate of double time. See clause 6.7.	
<b>Part-time</b>	Minimum of 15.2 hours and maximum of 32 ordinary hours per week. These hours may be varied by mutual agreement. See clause 4.2.	
<b>Casual</b>	Employee engaged by the hour. Loading of 23%. Minimum of 2 hours shall be paid for each engagement. See clause 4.3.	
<b>Allowances</b>	<u>Car/Bicycle Allowance</u> – when an employee is required to use their own transport on the employer's business they shall be paid an allowance. For a bicycle - \$3.36 per week and for a car - 24.05c per kilometre with a maximum of \$57.66 in any one week. See clause 5.7.	
<b>Superannuation</b>	An employer is required to meet the minimum requirements set out in both the Federal Superannuation Guarantee legislation and this award. Employers and employees should telephone 13 10 20 to determine an employer's possible obligation under the federal legislation and should read the superannuation clause (cl.5.8) contained within the award to determine award entitlements/obligations. The approved funds named in the award are: Australian Retirement Fund, CARE and Sunsuper, Law Employees Superannuation Fund.	
<b>Notice by Employer And Employee (other than casual)</b>	<i>Period of Continuous Service</i>	<i>Period of Notice</i>
	1 year and less	1 week
	More than 1 year up to 3 years	2 weeks
	More than 3 years up to 5 years	3 weeks
	More than 5 years	4 weeks
	Where the employee is over 45 years of age and has had more than two years service, an additional week's notice is due when the employment is terminated by the employer.	
<b>Redundancy</b>	Refer to clause 4.9. New provisions operative as from 1/12/03.	

## Definitions

1.6.2 "Clerk" means any person employed either exclusively or principally in the pursuit or vocation of writing, engrossing, typing, or calculating, whether by ordinary means or by means of any process calculated to achieve a like result, and/or in invoicing, billing, charging, checking, or otherwise dealing with records, writings, correspondence, books, and accounts of any person, firm, company, association, corporation, or Local Authority, whether employed in trading, law, insurance, manufacturing, buying, selling, forwarding, receiving and recording. The term "Clerk" also includes any person engaged exclusively or principally in attending to telephone switchboards, receiving and answering calls, and manipulating any apparatus to enable people to converse, as well as manipulating any keyboard or other apparatus to facilitate communication, or in any other clerical capacity whatsoever, but does not include persons engaged solely in collecting money out of doors.

1.6.3 Notwithstanding clause 1.6.2 for the purposes of this Award, the term "Clerk" includes any person engaged exclusively or principally in any or all of the following:

- (a) facilitation of the sale of goods and/or services by the receipt, recording and/or processing of information via the telephone or other apparatus;
- (b) routine collection of information via the telephone or other apparatus for the purposes of surveys, opinions polls, etc.;
- (c) promotion and recording of lottery ticket sales or other goods or services via the telephone or other apparatus;
- (d) seeking and recording of donations to any organisations or association via the telephone or other apparatus:

Provided that clause 1.6.3 does not apply to those employees subject to the Retail Industry (Interim) Award – State clause 1.2(2).

### 5.2.1 Level 1

Range = 88% - 94%

Employees shall be graded at this level where the principal characteristics of their employment, as determined by the employer, are identified as follows:

#### *Characteristics:*

Employees at this level may include the initial recruit who may have limited relevant experience. Initially work is performed under close direction using established practices, procedures and instructions. Later, work is likely to be performed under routine supervision with intermittent checking.

Such employees perform routine clerical and office functions requiring an understanding of clear, straight forward rules or procedures. Problems can usually be solved by reference to established practices, procedures and instructions.

Employees at this level are responsible and accountable for their own work within established routines, methods and procedures and the less experienced employee's work may be subject to checking at all stages. The more experienced employee may be required to give assistance to less experienced employees in the same classification.

#### *Typical Duties/Skills:*

Indicative typical duties and skills of this level may include:

Directing telephone callers to appropriate staff, issuing and receiving standard forms, relaying internal information and greeting of visitors e.g. reception, switchboard.

- Telephonists involved in the manipulation of communication apparatus, including computerised keyboard/switchboard/call centre.
- Maintenance of basic manual and/or computerised records.
- Filing, recording, matching, checking and batching of accounts, records, invoices, orders, store requisitions etc.
- Handling, recording or distributing mail including messenger service.
- Simple stock control functions (e.g. seeing that the office or department has adequate supplies of stationery, standard printed forms, tea room amenities etc.) within clearly established parameters.
- Copy typing and audio typing. The routine operation of a range of equipment including adding machines, calculators, cash registers, facsimile and telex machines, photocopiers, guillotines, franking machines, switchboard, computerised radio/telephone equipment, or any other equipment to facilitate communications, paging systems, telephone/intercom systems, telephone answering machines.
- The basic use of keyboard operated equipment including typewriters/computers, word processing, micro personal computers and attached printers.

### 5.2.2 Level 2

Range = 96% - 100%

Employees shall be graded at this level where the principal characteristics of their employment, as determined by the employer, are identified as follows:

#### *Characteristics:*

This level caters for the employees who have had sufficient experience and/or training to enable them to carry out their assigned duties under limited supervision.

Employees at this level are responsible and accountable for their own work, with checking related to overall progress. In some situations detailed instructions may be necessary. Employees are required to exercise judgement and initiative within a broad range of their skills and knowledge.

The work of these employees may be subject to final checking and as required progress checking. Such employees may be required to check the work and/or provide guidance to other employees at a lower level and/or provide assistance to less experienced employees at the same level.

*Typical Duties/Skills:*

Indicative typical duties and skills at this level may include:

Reception/switchboard/call centre duties as in Level 1 and in addition, responding to enquiries, where presentation and the use of interpersonal skills together with the acquisition of sound knowledge of the organisation's operations and services are a key aspect of the position, e.g. reception/switchboard.

- Specialised operations of computerised radio/telephone equipment, micro personal computer and typewriter.
- Word processing e.g. the use of a word processing software package to create, format, edit correct, print and save text documents.
- Stenographer/person solely employed to take shorthand at 100 words per minute and to transcribe by means of appropriate keyboard equipment at 98% accuracy.
- Copy typing and audio typing at 65 words per minute at 98% accuracy.
- Maintenance of records and/or journals including initial processing and recording relating to the following:
  - reconciliation of accounts balance
  - incoming/outgoing cheques
  - invoices
  - debit/credit items
  - payroll data
  - petty cash imprest system
  - letters etc.
- Secretarial – performing a broad range of clerical functions within this level.
- Computer applications involving clerical skills at this level, which may include one or more of the following functions:
  - create a data base/files/records
  - spreadsheet/worksheet
  - graphics
  - accounting/payroll file following standard procedures and using existing models/fields of information.

5.2.3 *Level 3*

Range = 107% - 110%

Employees shall be graded at this level where the principal characteristics of their employment, as determined by the employer, are identified as follows:

*Characteristics:*

Employees at this level have achieved a standard to be able to perform specialised or non-routine tasks or features of the work.

Work is likely to be without supervision with general guidance on progress and outcomes sought and involves the application of knowledge with depth in some areas and a broad range of skills. Initiative, discretion and judgement are required in carrying out assigned duties.

Such employees may be required to give assistance and/or guidance (including guidance in relation to quality of work and which may require some allocation of duties) to employees in Level 1 and 2 and would be able to train such employees by means of personal instruction and demonstration.

*Typical Duties/Skills:*

Indicative typical duties and skills in this level may include:

- Prepare cash payment summaries, banking report and bank statements, calculate and maintain wage and salary records; follow credit referral procedures; apply purchasing and inventory control requirements; post journals to ledger etc. at a higher level than at Level 2.
- Provide detailed advice and information on the organisation's products and services; respond to client/public/supplier problems within own functional area utilising a high degree of interpersonal skills.
- Secretarial – performing a broad range of clerical functions at a higher level than at Level 2.

Apply computer software packages utilizing clerical skills at a higher level than at Level 2.

#### 5.2.4 Level 4

Range = 112% - 115%

Employees shall be graded at this level where the principal characteristics of their employment, as determined by the employer, are identified as follows:

##### *Characteristics:*

Employees at this level will have achieved a level of organisation or industry specific knowledge sufficient for them to give independent advice and/or information to the organisation and clients in relation to specific areas of their responsibility.

Whilst not a pre-requisite a feature of this level is responsibility for supervision of employees in lower levels in terms of co-ordinating work flow, checking progress and resolving problems.

Judgement is required in planning and selecting appropriate equipment, services, techniques and work organisation for self and others.

They exercise initiative, discretion and judgement regularly in the performance of their duties. They are able to train employees in Levels 1-3 by personal instruction and demonstration.

##### *Typical Duties/Skills:*

Indicative typical duties and skills in this level may include:

- Secretarial/Executive Services – performing a broad range of clerical functions at a level higher than at Level 3, which may include the following:
- Maintain executive diary; attend executive/organisational meetings and take minutes; establish and/or maintain current working and personal filing systems for executive; answer executive correspondence from verbal or handwritten instructions.
- Responsibility for the preparation of financial/tax schedules; calculation of costings and/or wage and salary requirements; completion of personnel/payroll data for authorisation; reconciliation of accounts to balance.
- Advise on/provide information on one or more of the following:
  - employment conditions;
  - workers compensation procedures and regulations;
  - superannuation entitlements, procedures and regulations.
- Apply computer software packages utilizing clerical skills at a level higher than at Level 3.

#### 5.2.5 Level 5

Range = 122% - 125%

Employees shall be graded at this level where the principal characteristics of their employment, as determined by the employer, are identified as follows:

##### *Characteristics:*

Employees at this level are subject to broad guidance or direction and would report to more senior staff as required.

Such employees will typically have worked or studied in a relevant field and will have achieved a standard of relevant and/or specialist knowledge and experience sufficient to enable them to independently advise on a range of activities and features and contribute, as required, to the determination of objectives, within the relevant field(s) of their expertise.

They are responsible and accountable for their own work and may have delegated responsibility for the work under their control or supervision, in terms of, *inter alia*, scheduling workloads, resolving operations problems, monitoring the quality of work produced as well as counselling staff for performance as well as work related matters.

They would also be able to train and to supervise employees in lower levels by means of personal instruction and demonstration. They often exercise initiative, discretion and judgement in the performance of their duties.

The possession of relevant post secondary qualifications may be appropriate but not essential.

*Typical Duties/Skills:*

Indicative typical duties and skills in this level may include:

- Operates and is responsible for a complex and diverse payroll system.
- Apply detailed knowledge of organisation's objectives, performance, projected areas of growth, product trends and general industry conditions for the purposes of assisting in developing policy or new products and services to meet changing market needs or other circumstances.
- Application of computer software packages including evaluating and determining optimum software solutions or the integration of complex word processing/data/graphics text.
- Prepare internal reports for management in any or all of the following areas:
  - Account/financial
  - Staffing
  - Legislative requirements
  - Other significant company activities/operations.
- Finalise quotations or costings by applying a detailed knowledge of variable inputs, margins, market conditions, supply and delivery arrangements.
- Executive secretary/Executive Assistant who performs a broad range of executive support functions with minimal direction or supervision.

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