

**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: 15**

Change/s – New rates as from 1 September 2009

**Hospitality Industry – Restaurant, Catering and Allied Establishments Award –  
 South-Eastern Division 2002**

**Application**

All employees employed in the following establishments whether licensed or unlicensed:- Restaurants, Catering businesses, Cafeterias, Refreshment rooms, Night Clubs (whether or not meals are served). This award shall not apply to premises subject to the Accommodation Industry (Other Than Hotels) Award - South-Eastern Division or the Retail Take-Away Food Award - South Eastern Division. This award shall not apply to employers otherwise subject to the Contract Catering and Industrial Services Award – South-Eastern Division

**Effective from**

**September 1, 2009**

These wage rates are to be read in conjunction with the Classification Structure as prescribed by the Award.

Level	Weekly	P/time	Casual							
Introductory	\$568.20	14.9526	18.3917							
Level 1	\$584.90	15.3921	18.9323							
Level 2	\$610.00	16.0526	19.7447							
Level 3	\$628.30	16.5342	20.3371							
Level 4	\$662.00	17.4211	21.4279							
Level 5	\$703.70	18.5184	22.7777							
Level 6	\$722.60	19.0158	23.3894							
Juniors	Introductory			Level 1			Level 2			
% of appropriate adult rate	Weekly	P/time	Casual	Weekly	P/time	Casual	Weekly	P/time	Casual	
<b>under 17</b>	55%	\$312.50	8.2237	10.1151	\$321.70	8.4658	10.4129	\$335.50	8.8289	10.8596
<b>17</b>	65%	\$369.30	9.7184	11.9537	\$380.20	10.0053	12.3065	\$396.50	10.4342	12.8341
<b>18</b>	75%	\$426.20	11.2158	13.7954	\$438.70	11.5447	14.2000	\$457.50	12.0395	14.8086
<b>19</b>	85%	\$483.00	12.7105	15.6339	\$497.20	13.0842	16.0936	\$518.50	13.6447	16.7830

**NB. Junior employees on reaching the age of 18 years, may be employed in the sale of liquor. However, where such a junior is employed, the adult Award rate for the work being performed shall be paid.**

**Apprentices**

Level of training	% of trade	Weekly	P/time
1st year/Level 1	40%	\$264.80	6.9684
2nd year/Level 2	55%	\$364.10	9.5816
3rd year/Level 3	75%	\$496.50	13.0658
4th year/Level 4	90%	\$595.80	15.6789

<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 hours per week by either working 152 hours per each four week period <i>or</i> 160 hours per four week period with a paid day off banked per period <i>or</i> a combination of both. Minimum of four hours per day; maximum of 10 hours per day. Maximum of 12 hours per day by written agreement between the employer and the employee. See clause 6.1.	
<b>Penalty rates</b>	<u>Weekends</u> – Employees, other than casuals, shall be paid at the rate of time and a half for all ordinary hours worked on Saturdays and Sundays. See clause 6.5.	
<b>Overtime</b>	All time worked outside, <i>or</i> in excess of the ordinary hours <i>or</i> outside the rostered starting and ceasing times shall be paid at the rate of time and a half for the first three hours and double time thereafter. All overtime worked on Sunday for all employees is paid at the rate of double time. Scope for written agreement to take time off in lieu of payment for overtime worked. See clause 6.4.	
<b>Part-time</b>	Shall have reasonably predictable hours which shall be a minimum of 10 hours but less than 38 hours in any one week. Minimum of 2 hours and maximum of 10 hours on any one day. Overtime is paid for all time worked outside their rostered hours, in excess of 10 hours per day and 38 hours per week. See clause 4.2.	
<b>Casual</b>	Shall mean an employee engaged as such who is employed by the hour. Minimum payment of 2 hours per engagement. Casual loadings are payable as follows –  23% for all ordinary hours worked 73% where the rate of pay prescribed is time and a half 123% where the rate of pay prescribed is double time 173% where the rate of pay prescribed is double time and a half See clause 4.3.	
<b>Allowances</b>	<u>Laundry</u> - where an employer provides a uniform or clothing and does not launder them, the employer shall pay an allowance of \$2.25 per week for full-time employees and 45c per day for part-time and casual employees. See clause 10.2.  <u>Late Work Rates</u> – for ordinary hours worked between 10.00 pm and 12.00 midnight, Monday to Friday, an employee shall receive an additional \$1.5505 per hour (minimum payment of \$2.26). For ordinary hours worked between 12.00 midnight and 6.00 am, Monday to Friday, an employee shall be paid an additional \$2.2585 per hour (minimum payment of \$2.26). ( <b>Please Note – clause 1.7, Pre-existing conditions</b> ). See clause 5.4.	
<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. 5.6) contained within the award to determine award entitlements/obligations. The approved funds named in the award are: Sunsuper, MTAA Industry Super Fund, Host Super Queensland, Australian Enterprise Super and Metway Super.	
<b>Notice by Employer (other than casual)</b>	<i>Period of Continuous Service</i>	<i>Period of Notice</i>
	Not more than one year	1 week
	More than 1 year but not more than 3 years	2 weeks
	More than 3 years but not more than 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	
	<b>Notice shall not be counted as annual leave.</b>	
<b>Notice by Employee (other than casual)</b>	1 week	
	<b>Notice shall not be counted as annual leave.</b>	
<b>Redundancy</b>	Refer to clause 4.10. New provisions operative as from 1/12/03.	

## Classification Levels

### Introductory

Introductory employees shall include the following classifications/callings or combination thereof:

- Employee Grade 1

- (i) Indicative experience and/or qualifications

The Introductory Wage Level shall apply to a new employee who enters the industry and who has not demonstrated the competency requirements of Wage Level 1 below.

An employee at this Wage Level will remain at the Wage Level for up to 3 months while training is undertaken to allow the employee to progress to Wage Level 1.

- (ii) Indicative level of responsibility

An employee at this Wage Level would require regular supervision as they are a new entrant or have limited experience and who:

- work under close direction using established routines, methods and procedures with little scope for deviating from these;
- are not required to provide more than basic judgement and application of basic problem solving skills; and
- usually operate within a work team with very limited authority.

### Wage Level 1

Wage Level 1 employees shall include the following classifications/callings or combination thereof:

- Food and Beverage Attendant Grade 1
- Kitchen Attendant Grade 1
- Kitchenhand
- Singlehand Cook
- House Attendant Grade 1
- Guest Service Grade 1
- Hospitality Services Grade 1
- Employee Grade 2

- (i) Indicative duties

Wage Level 1 shall mean an employee who is engaged in activities such as;

- setting, clearing and cleaning tables and areas of plates, glasses, ashtrays etc.;
- general cleaning duties within a kitchen, scullery or food preparation area, including the cleaning of cooking and general utensils and crockery used therein;
- assisting employees who are cooking or who are engaged on food and beverage activities not including service to customers;
- assembly and preparation of ingredients for cooking;
- handling, storing and distributing a variety of goods and hospitality products, including pantry items and linen;
- preparation of salad ingredients and/or distribution to a buffet bar, bistro or other food outlet;
- rubbish removal;
- laundry and/or linen duties which may include minor repairs to linen or clothing such as buttons, zips, seams and working with flat materials;
- collection and delivery of guests' personal dry cleaning and laundry, linen and associated material to and from accommodation areas;
- basic maintenance duties; and
- parking guest vehicles.

(ii) Indicative experience and/or qualifications

- Progression towards an AQF 2 qualification relevant to the employer.

(iii) Indicative level of responsibility

An employee at this Wage Level would require regular supervision as they have limited experience and who:

- work under close direction using established routines, methods and procedures with little scope for deviating from these;
- are not required to provide more than basic judgement and application of basic problem solving skills; and
- usually operate within a work team with very limited authority.

## Wage Level 2

Wage Level 2 employees shall include the following classification/callings or combination thereof:

- Food and Beverage Attendant Grade 2\*
- Food and Beverage Attendant Grade 2 & 3\*\*
- Employee Grade 3
- Kitchen Attendant Grade 2
- Hospitality Services Grade 2
- House Attendant Grade 2
- Cook - Grade 1
- Leisure Attendant Grade 1
- Guest Service Grade 2
- Storeperson Grade 1
- Doorman/Security Officer Grade 1
- \* Clubs Etc. Employees' Award - South East Queensland 2003
- \*\* Hospitality Industry - Restaurant, Catering and Allied Establishments Award - South-Eastern Division 2002

(i) Indicative duties

Wage Level 2 shall mean an employee who is engaged in activities such as:

- selling, supplying (not serving), dispensing or mixing of a range of alcoholic and non-alcoholic beverages, liquor store activities including the sale of specialised stock lines and/or takeaway liquor from a bottle shop or other liquor outlet consistent with the *Liquor Act 1992* and/or employer policy;
- assisting in the cellar,
- receiving and storing general and perishable goods;
- receipt of monies;
- attending a snack bar, coffee shop or other food and beverage outlet including taking orders and/or serving food and beverages;
- personalised guest services;
- taking reservations, greeting and seating guests, transferring guests' baggage and or property including delivery duties;
- operation of coin dispensing machine;
- payment of authorised jackpots, not requiring attendance at the device nor maintenance of detailed records;
- undertaking general waiting and butler duties including basic food and beverage services with led records;
- cooking of breakfasts, snacks and other basic meals and food items requiring regular supervision and limited experience;
- specialised non-cooking duties associated with a kitchen or food preparation area;
- servicing accommodation areas and cleaning thereof including assisting with dry cleaning processes;
- driving a passenger or courtesy vehicle;
- cleaning duties using specialised equipment and chemicals;
- undertaking routine repair work and maintenance not generally performed by a tradesperson;
- an employee engaged in activities such as internal promotions, and set ups for functions, basic merchandising for promotional activities, door and other minor security duties, bingo or other leisure activities and ushering for shows;
- acting as an assistant instructor or pool attendant including testing pools and spas, setting up equipment, distribution and care of equipment and the taking of bookings, power boat observer; and
- assisting with the maintenance of dress standards and good order in the establishment.

(ii) Indicative experience and/or qualifications

- Possession of an AQF 2 qualification or completion of a Traineeship at AQF 2 relevant to the employer.

(iii) Indicative level of responsibility

An employee at this Wage Level would require general supervision and who:

- receives general instructions usually covering the broader technical aspects of the work; and
- are subject to progress checks, but such checks are usually confined to ensuring in broad terms, satisfactory progress is being made; and
- has their assignments and work reviewed on completion; and
- although technically competent and well experienced, there may be occasions on which the employee will receive more detailed instructions; and
- usually operates in a work team but may have specified areas of autonomy to perform a range of allocated activities and functions.

### Wage Level 3

Wage Level 3 employees shall include the following classifications/callings or combination thereof:

- Food and Beverage Attendant Grade 3\*
- Food and Beverage Attendant Grade 4\*\*
- Employee Grade 4
- Kitchen Attendant Grade 3
- Storeperson Grade 2
- House Attendant Grade 3
- Guest Service Grade 3
- Hospitality Services Grade 3
- Cook - Grade 2
- Leisure Attendant Grade 2
- Handyman
- Forklift Driver

- Timekeeper/Security Officer Grade 1

\* Clubs Etc. Employees' Award - South East Queensland 2003

\*\* Hospitality Industry - Restaurant, Catering and Allied Establishments Award - South-Eastern Division 2002

(i) Indicative duties

Wage Level 3 shall mean an employee who is engaged in activities such as:

- supplying (not serving) dispensing or mixing of liquor including a range of sophisticated drinks;
- full control of a cellar or liquor store or outlet including the receipt, delivery and recording of goods within such areas;
- cooking a range of meals requiring general supervision including a la carte cooking, grill cooking, deep frying and other cooking activities assigned by a higher level employee including setting up of an on-site kitchen;
- receipt of monies and cash handling;
- attending a wagering terminal (TAB, Keno) or similar electronic gaming terminal (poker machine), holding the appropriate license and who performs duties such as floor payouts, correction of minor gaming device faults and general machine maintenance;
- receiving, storing and distributing goods including the operation of mechanical lifting devices such as forklifts;
- major repair of linen and/or clothing;
- dry cleaning;
- supervision of laundry services;
- taking/directing of classes, tours and leisure activities associated with sporting areas, health and fitness activities and swimming pools; and
- timekeeping of staff, general security including security of keys and supervision of dress standard maintenance and good order in the establishment.

(ii) Indicative experience and/or qualifications

- Possession of an AQF 2 qualification or completion of a traineeship at AQF 2 and progress towards an AQF 3 qualification relevant to the employer.

(iii) Indicative level of responsibility

An employee at this Wage Level would require general supervision and who:

- receives general instructions usually covering the broader technical aspects of the work; and
- are subject to progress checks, but such checks are usually confined to ensuring in broad terms, satisfactory progress is being made; and
- has their assignments and work reviewed on completion; and
- although technically competent and well experienced, there may be occasions on which the employee will receive more detailed instructions; and
- usually operates in a work team but may have specified areas of autonomy to perform a range of allocated activities and functions.

#### Wage Level 4

Wage Level 4 employees shall include the following classifications/callings or combination thereof:

- Food and Beverage Attendant Grade 4\*
- Food and Beverage Attendant Grade 5\*\*
- Bread Baker, Butcher, Cook, Dry Cleaner, Pastrycook, Tailor or other apprenticeship calling
- Commis Chef
- Cook - Grade 3
- Guest Service Grade 4
- Employee Grade 5
- Hospitality Services Grade 4
- Leisure Attendant Grade 3
- \* Clubs Etc. Employees' Award - South East Queensland 2003
- \*\* Hospitality Industry - Restaurant, Catering and Allied Establishments Award - South-Eastern Division 2002

(i) Indicative duties

Wage Level 4 shall mean an employee who is engaged in activities such as:

- undertaking specialised waiting and butler duties in a fine dining room or restaurant e.g. bookings/cashier or maitre'd;
- maintaining and rotating stock and stock balancing;
- engaged in a variety of trade level activities such as cooking, baking, butchering, pastrycooking and/or setting up of an on-site kitchen; and
- planning, co-ordinating and implementing leisure activities for guests and patrons.

(ii) Indicative experience and/or qualifications

- Possession of an AQF 3 qualification or completion of an Apprenticeship or Traineeship at AQF 3 or equivalent (such as a City and Guilds qualification) or a qualification with an AQF Level 3 outcome or who possesses a Recognition Certificate issued in accordance with the provisions of the *Vocational Education, Training and Employment Act 2002*.

(iii) Indicative level of responsibility

An employee at this Wage Level would require limited supervision and who:

- receives only limited instructions normally confined to a clear statement of objectives;
- has their work measured in terms of the achievement of stated objectives;
- is fully competent and very experienced in a technical sense and requires little guidance in the performance of work;
- operates with autonomy either individually or within a work team; and
- leads or supervises a work team.

## Wage Level 5

Wage Level 5 employees shall include the following classifications/callings or combination thereof:

- Cook - Grade 4
- Demi Chef
- Employee Grade 6
- Food and Beverage Supervisor
- Food and Beverage Attendant Grade 6
- Guest Service Supervisor
- Hospitality Services Grade 5
- Relief Duty Supervisor (other than employees covered by the Liquor and Accommodation Industry - Licensed Clubs - Managers and Secretaries - Award 2002 or Liquor and Accommodation Industry - Hotels, Resorts and Gaming - (Managerial Staff) - Award 2003 or those employed on contract)

(i) Indicative duties

Wage Level 5 shall mean an employee who is engaged in activities such as:

- a designated duty supervisor who has the responsibility for general operations, including the maintenance of operational standards during the temporary absence of the regular or principal manager, including when the principal manager is rostered off during a particular shift;
- co-ordinating the work of employees engaged in guest service and/or housekeeping;
- being solely responsible for supervision, training and co-ordination of gaming staff and/or food and/or beverage staff and/or house attendant employees and/or other cooks or kitchen employees in a single kitchen establishment where no Wage Level 4 or above cooks are employed; and
- maintenance or service and operational standards, preparation of operational reports and staff rostering.

(ii) Indicative experience and/or qualifications

- Possession of an AQF 3 qualification or completion of an Apprenticeship or Traineeship at AQF 3 or equivalent (such as a City and Guilds qualification) or a qualification with an AQF Level 3 outcome or who possesses a Recognition Certificate issued in accordance with the provisions of the *Vocational Education, Training and Employment Act 2002* and has progress towards an AQF 4 qualification or higher relevant to the employer.

(iii) Indicative level of responsibility

An employee at this Wage Level would require remote supervision and who:

- demonstrates understanding of a broad knowledge base incorporating some theoretical concepts;
- applies solutions to a defined range of unpredictable problems;
- identifies, analyses and evaluates information from a variety of sources;
- identifies and applies skill and knowledge to a variety of contexts with some depth in some areas;
- takes responsibility for their own outputs in relation to a specified human resource standards; and
- provides "hands on" supervisory direction for a Work Team usually on site.

## Wage Level 6

Wage Level 6 employees shall include the following classifications/calling or combination thereof:

- Cook Grade 5 - Head Chef
- Chef de Partie
- Duty Supervisor (other than employees covered by the Liquor and Accommodation Industry - Licensed Clubs - Managers and Secretaries - Award 2002 or Liquor and Accommodation Industry - Hotels, Resorts and Gaming - (Managerial Staff) - Award 2003 or those employed on contract)

(i) Indicative duties

Wage Level 6 shall mean an employee who is engaged in activities such as:

- duties of a Duty Supervisor, who has the responsibility for administrative and accounting activities and responsibility for the maintenance of service and operational standards as required by a Duty Manager;
- an employee that has general and specialised duties including supervision or training of other kitchen staff, ordering and stock control;
- solely responsible for other cooks and other kitchen employees in the kitchens;
- an employee who has the responsibility for a safe or counting room, liaise with accounting staff and Duty Managers, solely responsible for takings and floats, ordering of coin, banking of takings (from all outlets), maintain and process payroll, dissection of wages, administration of superannuation, payroll tax and other payroll records, keep all records, change and maintain audit trails; and
- an employee who has responsibility for the full supervision of personnel and functions associated with the accounting and cash management functions, accurate reporting and submission of statutory terms, ensure all accounting taxation and administration functions are in compliance with legislative requirements.

(ii) Indicative experience and/or qualifications

- Possession of an AQF 4 qualification or higher relevant to the employer.

(iii) Indicative level of responsibility

An employee at this Wage Level would require remote supervision and who:

- demonstrates understanding of a broad knowledge base incorporating some theoretical concepts;
- applies solutions to a defined range of unpredictable problems;
- identifies, analyses and evaluates information from a variety of sources;
- identifies and applies skill and knowledge to a variety of contexts with some depth in some areas;
- takes responsibility for their own outputs in relation to specified human resource standards; and
- provides "hands on" supervisory direction for a Work Team usually on site.

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