

The *General Retail Industry Award* covers trainees engaged by a host in the general retail industry. The general retail industry means the sale or hire of goods or services for personal, household or business consumption including:

- clothing;
- food and bakery shops at which the predominant activity is baking products for sale on the premises;
- furniture and household goods;
- personal and recreational goods;
- the provision of repair services for household equipment;
- the provision of customer information or assistance at retail complexes; and
- the delivery of newspapers.

Note that this award does not include: community pharmacies, hair and beauty establishment, stand-alone butcher shops, stand-alone nurseries, clerical functions performed away from the retail establishment, motor vehicle retailing or motor vehicle fuel and parts retailing, warehousing and distribution, restaurants, cafes, hotels, motels, fast food operations or building, construction, installation, repair or maintenance contractors performing work at a retail establishment.

The information sheet refers to the Non Shiftworker Variation. Shiftwork means a shift starting at or after 6.00pm on one day and before 5.00am on the following, other than for baking production employees, where shiftwork means a shift starting at or after midnight on one day and before 5.00am on the following day. Trainees will only be considered shiftworkers where they are employed to do shiftwork, not where they perform additional hours or overtime. If you have a trainee who is a shiftworker please contact AFL SportsReady for further advice.

A copy of the Award can be found on the [FairWork Australia](#) site under alphabetic order or by clicking the award here [General Retail Award](#)

MAIN CONDITIONS

Full time trainees

- Ordinary hours are 38 hours per week in accordance with the agree hours of the work arrangement that best suits the business of the Host Employer. This arrangement can only be changed once a year by the Host Employer and can consist of:
 - 38 hours per week over 5 days
 - 38 hours averaged over a set period (where a trainee will be working different hours each week please reach out to AFL SportsReady for advice).
- Ordinary hours can be worked:
 - 7.00 am – 9.00 pm Monday to Friday
 - 7.00 am – 6.00 pm Saturday
 - 9.00 am – 6.00 pm Sunday
- Newsagent ordinary hours can commence from 5.00 am.
- Video shops ordinary hours can finish up to 12 midnight.
- Retailers whose trading hours extend beyond 9.00pm, Monday to Friday or 6.00pm on Saturday or Sunday ordinary hours can finish at 11.00pm on all days of the week.
- Maximum of 9 ordinary hours per day, 1 day per week can be rostered up to 11 hours.
- Not more than 5 days in each week, provided that if ordinary hours are worked on 6 days in a week, ordinary hours the following week will be worked on 4 days.
- Hours to be rostered to allow 2 consecutive days off per week or 3 consecutive days per fortnight (except where a trainee request otherwise in writing)
- Trainees who regularly work Sundays – must be rostered to have 3 consecutive days off each 4-week cycle, with the days off including a Saturday and Sunday, except where a trainee requests otherwise in writing.
- If the Host Employer has more than 15 employees – unless otherwise agreed a trainee is only required to work ordinary hours on 19 days in each 4-week cycle.

Ordinary Hours

Part Time Trainees

- Ordinary hours are less than 38 ordinary hours per week.
- Ordinary hours can be worked:
 - 7.00 am – 9.00 pm Monday to Friday
 - 7.00 am – 6.00 pm Saturday
 - 9.00 am – 6.00 pm Sunday
- Minimum engagement of 3 consecutive hours in any work period.
- On engagement, the Host Employer and trainee must agree (in writing) on a regular pattern of work, including the number of hours to be worked on each day of the week, start and finish times and when meal breaks may be taken and their duration.
- A part-time trainee can agree to work up to an average of 38 ordinary hours per week at the minimum hourly rate, provided the agreement is entered into without duress, in writing and stipulates that hours are to be paid at the minimum hourly rate.

Flexibility for Part-Time Trainees

- The regular pattern of work may be changed on a temporary or permanent basis (in advance of the change and in writing) by agreement or by the Host Employer with 7 days notice.
- If a part-time trainee is directed to work hours in excess of the agreed hours (letter of offer) then the additional hours will be paid at overtime rates.

Meal Breaks

- Entitled to unpaid meal break of 30-60 minutes where shift is more than 5 hours.
- Meal break is to start no later than 5 hours after the shift commences.
- The host may require the trainee to remain at work during the meal break if a replacement employee is not available. Where this occurs, the trainee is to have their meal break extended so they receive an unpaid meal break of at least 30 minutes in total.

Rest Breaks

- Where the Trainee has worked more than 4 hours but less than 5 hours - the Trainee is entitled to a paid 10 minute rest break.
- 5-7 hours worked – the Trainee is entitled to an unpaid 30-60 minute meal break (see above) plus a 10 minute paid rest break.
- 7-10 hours worked – the Trainee is entitled to an unpaid 30-60 minute meal break (see above) plus two (2), 10 minute paid rest breaks (1 x first half of the shift and the 1 x second half of shift).
- Where more than 10 hours is worked, the Trainee is entitled to two 30-60 minute unpaid meal breaks plus two (2), 10 minute paid rest breaks (1 x first half of the shift and the 1 x second half of shift).
- The Host Employer cannot require a Trainee:
 - (a) to take a rest break or meal break within the first or the last hour of work; or
 - (b) to take a rest break combined with a meal break; or
 - (c) to work more than 5 hours without taking a meal break.

Breaks

Breaks between worked periods

- A Trainee must have a minimum break of 12 hours between when the Trainee finishes work on one day and starts work on the next.

Overtime penalty rates apply for all worked performed:

- in excess of the trainee's ordinary weekly hours;
- in excess of the maximum ordinary hours on any day; or
- outside ordinary hours

Overtime

Overtime rate

- Monday- Saturday - 150% of the minimum hourly rate for the first 3 hours and 200% of the minimum hourly rate thereafter.

- Sunday – all overtime hours are to be paid at 200% of the minimum hourly rate.
- Public Holiday – all overtime hours are to be paid at 250% of the minimum hourly rate.

Overtime meal allowances

If a trainee works overtime, ensure you review meal allowances, as these may apply in addition to overtime penalties. See below for more details.

- By mutual agreement, a trainee can opt to take time off instead of payment for overtime.
- Trainees will need to elect to take TOIL instead of payment for overtime when they submit their timecard. Once approved by a manager, TOIL will be banked and appear on the trainee's leave balance in ConnX.

How does TOIL accrue?

The period of time off that an employee is entitled to take is equivalent to the overtime payment that would have been made.

- Monday - Saturday for the first three hours of overtime – 1 hour of overtime = 1.5 hours of TOIL.
- Monday to Saturday after 3 hours of overtime – 1 hour of overtime = 2 hours of TOIL.
- Sunday – 1 hour of overtime = 2 hours of TOIL.
- Public Holidays – 1 hour of overtime = 2.5 hours of TOIL.

Time off in lieu (TOIL)

How can a trainee take TOIL?

A trainee must select the TOIL option on their timecard for the time and day they wish to take TOIL. Once approved, TOIL used will be taken from the trainee's accumulated TOIL balance.

Important information about TOIL

- TOIL must be taken within 6 months of accrual.
- TOIL accrued but not taken must be paid out the end of a contract. Hosts should monitor TOIL and ensure TOIL is used to avoid a TOIL payment at the end of a contract.
- Trainees can request to be paid out for TOIL not taken. Please contact AFL SportsReady if you receive a request from a trainee for TOIL to be paid out.
- Hosts are not permitted to exert undue influence or pressure on a trainee in relation to their decision to take or not take TOIL instead of payment for overtime.

Time of ordinary hours worked:

Penalty Rates

Monday-Friday: 125% of the minimum hourly rate, for hours worked after 6pm
Saturday: All hours worked 125% of the minimum hourly rate
Sunday: All hours worked 150% of the minimum hourly rate

Public Holidays

- All time worked on a public holiday is paid at 225% of the minimum rate, or
- A host and a trainee may agree to substitute a public holiday with an alternative day.

Annual Leave

4 weeks each year accrues progressively.
 A host can require a trainee to take annual leave during a temporary shut down period, provided at least 4 weeks' notice is given.

Annual Leave Loading

Trainees are entitled to an annual leave loading of 17.5% of their ordinary pay; or
 This will automatically be paid by payroll during periods of annual leave.
 The trainee's minimum hourly rate for all ordinary hours of work in the period inclusive of penalty rates, whichever is greater (but not both).
 This will automatically be paid by payroll during periods of annual leave.

Other Leave

Personal/Carer's Leave: 10 days each year accumulates progressively.
Compassionate Leave: 2 days per occasion.
Community Service Leave: Unpaid other than the first 10 days jury service leave.

	<p>Family & Domestic Violence Leave: 10 days paid leave annually</p> <p>Cultural Leave (First Nations): 2 days of paid leave annually</p>
Rest Period	<ul style="list-style-type: none"> • Trainee must have a minimum 12 hour rest period between working periods. • If less than 12 hours break, trainee is to be paid 200% of the minimum hourly rate until finishing work and a 12 hour break is received.
	<ul style="list-style-type: none"> • Where agreed with the host and AFLSR, trainees may work additional hours daily in order to take a monthly or fortnightly RDO. The additional time worked each day will be automatically banked and available for the trainee to use for RDOs. • A trainee can bank up to 5 rostered days off in any 12 month period. <p>Important to note that AFLSR must be advised to ensure the trainee does not accrue RDO time and be paid overtime.</p>
Rostered days off (RDOs)	<p>Monthly RDOs Trainees work 8 hours and 30minutes per day which includes a 30 minute unpaid break instead of the standard 7.6 hours per day. 38 hours are paid and 2 hours banked for RDO each week.</p> <p>Fortnightly RDOs Trainees work 9 hours per day including a 34 minute unpaid break, instead of the standard 7.6 hours per day. 38 hours are paid and 3.8 hours banked for RDO each week.</p> <p>How can a trainee take an RDO? Trainees will need to select this option in their time card for the day not worked. Once approved by the trainee's supervisor, time will be taken from the banked hours to cover the day. It is important to check that the trainee has selected the RDO on the day taken to ensure that the RDO hours are used in full before the end of the traineeship.</p>

2 ALLOWANCES

Allowance	Details	Cost	How to claim
First aid allowance	<ul style="list-style-type: none"> • ONLY applicable where the trainee holds a first aid qualification and is appointed by the host to perform first aid duty. 	<p>\$12.94 per week</p> <p>Also payable during periods of leave.</p>	<ul style="list-style-type: none"> • Applied automatically in ConnX. • Please advise AFL SportsReady as soon as possible if trainee is entitled to allowance.
Overtime meal allowance	<ul style="list-style-type: none"> • Payable where a trainee works more than 1 hour overtime after their normal working period was due to finish. • Second allowance of \$19.56 is payable where trainee works a further 4 hours continuous overtime. • Not payable where trainee is notified at least 24 hours in advance, or were meal provided. 	<p>\$21.57 allowance for first instance</p> <p>\$19.56 where a second meal allowance is required.</p>	<ul style="list-style-type: none"> • Applied automatically in ConnX
Recall Allowance	Where a trainee is recalled to work by the Host Employer to perform specific duties on a day where they have completed their normal roster	Paid for all hours worked from time employee	Recorded as time worked in the Timesheet.

	<p>or did not work; unless otherwise agreed the trainee must be paid whichever of the following is the greater: The time between when the trainee leaves their place of residence until they return; or 3 hours.</p>	<p>leaves home until they return home (min</p>	
Vehicle allowance	<p>Where a trainee is required to use their own motor vehicle in connection with the performance of their duties.</p>	<ul style="list-style-type: none"> Motor vehicle \$0.95 per km travelled 	<ul style="list-style-type: none"> Claimable by a trainee when submitting their time sheet by selecting the allowance and entering the number of kilometres travelled. <p>All trainees must be advised to keep a log book of KM and trips.</p>
Excess travel time and costs	<p>Where the trainee is required to work at a place other than their usual place of work for a period of up to 3 weeks, the trainee is to be paid:</p> <ul style="list-style-type: none"> for time spent travelling to/from the job, which is <u>in excess</u> of time normally spent travelling to/from the trainee's home; and <p>any costs associated with additional travel.</p>	<ul style="list-style-type: none"> Time is to be paid at the trainee's minimum ordinary rate or 150 % of the ordinary rate for Sunday and Public Holidays. Costs are not fixed. 	<p>Excess travel time can be entered in ConnX.</p> <p>Please contact AFL SportsReady should you have a trainee who incurs out of pocket expenses, and we will guide you through the process for reimbursement.</p> <p>Allowance is not to be paid where the trainee is provided with a vehicle by the host or paid a vehicle allowance.</p> <ul style="list-style-type: none">
Out of pocket expenses, and expenses incurred travelling and living away from home	<p>Where a trainee incurs out of pocket expenses in the course of their employment, or incurs expenses when travelling or living away from home, they will be entitled to be reimbursed for these expenses.</p>	<ul style="list-style-type: none"> Not fixed 	<p>Please contact AFL SportsReady should you have a trainee who incurs out of pocket expenses, and we will guide you through the process for reimbursement.</p>
Cold Work allowance	<p>Where a trainee is principally employed on any day to enter cold chambers or to stock or refill refrigerated storages such as dairy cases or freezer cabinets, they will be entitled to Cold work allowance of \$0.34 per hour.</p> <p>If the cold chamber is below 0°C, the employer must pay the employee an additional allowance of \$0.52 per hour while so employed.</p>	<p>\$0.34 per hour + \$0.52 per hour if below 0°C</p>	<p>Claimable by a trainee when submitting their time sheet by selecting the allowance.</p>
Special Clothing (Uniform)	<p>If the trainee is required to wear special clothing (uniform, waterproof or other protective clothing), the Host Employer must reimburse the trainee for the cost of</p>	<p>Special clothing to be reimbursed by the Host Employer</p>	<p>Host Employer to set reasonable expectations about special clothing with regard to cost, quality and specification.</p>

	purchase, unless otherwise supplied by the Host Employer. This includes purchasing replacement clothing due to normal wear and tear.		
Laundry allowances	<p>If the trainee is responsible for laundering required special clothing, the Host Employer must pay the employee a laundry allowance of</p> <p>(i) \$6.25 per week for full-time trainees; and</p> <p>(ii) \$1.25 per shift for part-time trainees.</p>	<p>\$6.25/week for a full-time trainees</p> <p>\$1.25/shift for a part-time trainees</p>	<p>Trainee to be reimbursed by submitting the relevant invoice to the Host Employer via their internal processes.</p>

All rates above are accurate as of **February 2024**, but will be updated in accordance with annual Fair Work updates

3 HELPFUL HINTS

Information about the awards, processes and payments, including links to helpful; website, can be found by scanning (or clicking) the QR code below.

Should you have any questions, please email awardenquires@aflsportsready.com.au

