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AWARD SUMMARY SHEET

CLEANING SERVICES AWARD 2020

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This is a summary of the award only. A copy of the full award is available at www.fwc.gov.au

A full copy of the National Employment Standards is available at www.fairwork.gov.au

These wage rates are payable from the **first full pay period commencing on or after 1 July 2021**. If you have any queries, please contact Employment Services & Solutions Australia on 08 9240 4230.

Coverage

4.1 This industry award covers, to the exclusion of any other modern award:

- (a) employers in the contract cleaning services industry throughout Australia; and
- (b) employees (with a classification defined in Schedule A—Classification Definitions) of employers mentioned in clause 4.1(a).

4.2 For the purposes of clause 4.1, **contract cleaning services industry** means the business of providing cleaning services under a contract and includes:

- (a) cleaning, including event cleaning; and
- (b) hygiene and pollution control; and
- (c) trolley collection, excluding trolley collection covered by the *General Retail Industry Award 2010*; and
- (d) minor property maintenance that is incidental to cleaning.

4.3 For the purposes of clause 4.2(a), **event cleaning** means the provision of cleaning in connection with the staging of sporting, cultural, scientific, technological, agricultural or entertainment events or exhibitions.

4.4 This industry award also covers:

- (a) on-hire employees working in the contract cleaning services industry (with a classification defined in Schedule A—Classification Definitions) and the on-hire employers of those employees; and

(b) trainees employed by a group training employer and hosted by an employer covered by this award to work in the contract cleaning services industry (with a classification defined in Schedule A—Classification Definitions) and the group training employers of those trainees.

4.5 However, this industry award does not cover any of the following:

(a) employees excluded from award coverage by the Act; or

NOTE: See section 143(7) of the Act.

(b) employees covered by a modern enterprise award or an enterprise instrument; or

(c) employees covered by a State reference public sector modern award or a State reference public sector transitional award; or

(d) employers of employees mentioned in clause 4.5(b) or 4.5(c).

4.6 If an employer is covered by more than one award, an employee of the employer is covered by the award containing the classification that is most appropriate to the work performed by the employee and the industry in which they work.

NOTE: An employee working in the contract cleaning services industry who is not covered by this industry award may be covered by an award with occupational coverage.

Wage Rates

**Please note the following wage rates are only applicable for employees working as contract cleaners. There are no junior rates for this classification. Employees of shopping trolley contractors are also covered under this Award. Employees under 21 years of age engaged as shopping trolley collectors only are paid at a percentage of the adult rate. Please refer to the full Award for this rate of pay.*

Adult

Permanent Employees- Full Time Employees							
Classification	Minimum Weekly Wage	Mon-Fri 6am-6pm *	Mon-Fri 6pm-6am *	Perm Night Shift Midnight-8am**	Midnight Fri-Midnight Sat	Midnight Sat-Midnight Sun	Public Holiday
Level 1	\$825.00	\$21.71	\$24.97	\$28.22	\$32.57	\$43.42	\$54.28
Level 2	\$853.60	\$22.46	\$25.83	\$29.20	\$33.69	\$44.92	\$56.15
Level 3	\$899.50	\$23.67	\$27.22	\$30.77	\$35.51	\$47.34	\$59.18

Permanent Employees- Part Time Employees						
Classification	Mon-Fri 6am-6pm *	Mon-Fri 6pm-6am *	Perm Night Shift Mon-Fri Midnight-8am**	Midnight Fri-Midnight Sat	Midnight Sat-Midnight Sun	Public Holiday
Level 1	\$24.97	\$28.22	\$28.22	\$35.82	\$46.68	\$57.53
Level 2	\$25.83	\$29.20	\$29.20	\$37.06	\$48.29	\$59.52
Level 3	\$27.22	\$30.77	\$30.77	\$39.06	\$50.89	\$62.73

Casual Employees						
Classification	Mon-Fri 6am-6pm *	Mon-Fri 6pm-6am *	Perm Night Shift Mon-Fri Midnight- 8am**	Midnight Fri- Midnight Sat	Midnight Sat- Midnight Sun	Public Holiday
Level 1	\$27.14	\$30.39	\$33.65	\$37.99	\$48.85	\$59.70
Level 2	\$28.08	\$31.44	\$34.81	\$39.31	\$50.54	\$61.77
Level 3	\$29.59	\$33.14	\$36.69	\$41.42	\$53.26	\$65.09

* In certain circumstances depending on when and for how long staff are rostered, overtime penalty rates may be payable. Refer to clause 13 and 19 of the Award to determine whether the hours of work are considered to be ordinary hours and are payable at the above rates or are overtime hours and payable at the overtime penalty rate provided in the Award.

** Please see clause 20.2 to see how this penalty applies.

Allowances	Rate
Broken shift allowance	\$3.78 per day, up to a maximum of \$18.89 per week
Cold places allowance	\$0.55 per hour
First aid allowance	\$13.53 per week
Height allowance - cleaning multi-storied buildings from outside - up to and including the 22nd floor above ground level	\$0.89 per hour, or part thereof
Height allowance - cleaning multi-storied buildings from outside - working above the 22nd floor above ground level	\$1.82 per hour, or part thereof
Hot places allowance - between 46 and 54 degrees Celsius	\$0.55 per hour
Hot places allowance - exceeding 54 degrees Celsius	\$0.67 per hour
Leading hand allowance - 1 to 10 employees	\$49.50 per week
Leading hand allowance - 11 to 20 employees	\$63.69 per week
Leading hand allowance - over 20 employees	\$77.88 per week
Meal allowance	\$13.96 per meal
Refuse collection allowance	\$3.76 per shift
Toilet cleaning allowance	\$2.96 per shift, up to a maximum of \$14.57 per week
Travel time payment	the appropriate shift rate for all time spent travelling
Uniform reimbursement	reimbursement for the cost of uniforms purchased
Vehicle allowance - motor vehicle	\$0.80 per km
Vehicle allowance - motor cycle	\$0.27 per km

Classification Structure

<p>Cleaning Services Employee Level One</p>	<p>An employee at any level may be required within the limits of their skills and training to perform duties incidental or peripheral to their major task or tasks.</p> <p>A.1 Cleaning Services Employee Level One (CSE 1) means an employee who performs those tasks customarily performed by cleaners, using a range of materials and equipment, to clean a range of surfaces in order to restore or maintain buildings in a clean and hygienic condition and who:</p> <ul style="list-style-type: none"> (a) is responsible for the quality of their own work subject to routine supervision; and (b) works under routine supervision either individually or in a team; and (c) exercises discretion within the level of their skills and training. <p>A.1.2 Indicative of the tasks that might be required at this level are the following:</p> <ul style="list-style-type: none"> (a) spot cleaning of carpets and soft furnishings; or (b) operating hand held powered equipment such as blowers, vacuum cleaners and polishers; or (c) sweeping and mopping; or (d) toilet cleaning (subject to the provision of the applicable allowance in accordance with clause <u>17.9—Toilet cleaning allowance</u>); or (e) rubbish collection; or (f) cleaning of private residences, and the performance of domestic work including but not limited to cleaning and washing; or (g) telephone cleaning and germ proofing; or (h) cleaning of glass, both internal and external; or (i) dusting of all hard surfaces; or (j) table bussing; or (k) undertaking tea attendant duties; or (l) collecting, servicing and maintaining shopping or luggage trolleys; or (m) re-arranging or re-organising furniture; or (n) routinely maintaining indoor greenery such as shrubs and plants; or
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	<p>(o) sanitary disposal processing; or</p> <p>(p) wiping or sweeping under and around seats and table tops.</p>
<p>Cleaning Services Employee Level Two</p>	<p>A.2 Cleaning Services Employee Level Two (CSE 2) means an employee providing cleaning services at a higher skill level than an employee at CSE 1 level.</p> <p>A.2.1 Employees at this level:</p> <ul style="list-style-type: none"> (a) work from complex instructions and procedures; and (b) assist in the provision of on-the-job training; and (c) work under general supervision either individually or in a team; and (d) are responsible for assuring the quality of their own work; and (e) perform those tasks customarily performed by cleaners. <p>A.2.2 A CSE 2 may be required to perform any duties of a CSE 1 and, in addition, may be required to perform any of the following indicative tasks, or a combination of such tasks, for the greater part of each day or shift:</p> <ul style="list-style-type: none"> (a) routine repair work or building maintenance (of a non-trade nature) in or about the facility; or (b) ordering and distribution of toilet and other requisites or cleaning materials; or (c) customer or public relations duties; or (d) carrying out those roles expected of a leading hand (subject to the provision of the applicable allowance in accordance with clause <u>17.7—Leading hand allowance</u>); or (e) carpet cleaning; or (f) cleaning windows on the exterior of multi-storied buildings from swing scaffolds, boatswain’s chairs, hydraulic bucket trucks or similar devices; or (g) operating ride-on powered machinery; or (h) operating steam cleaning and pressure washing equipment; or (i) maintaining gardens, lawns or rockeries; or (j) trimming edges, mowing lawns, sowing, planting, watering, weeding, spreading fertiliser, clearing shrubs or trimming hedges; or (k) vehicular rubbish collection or operating mobile compaction units; or (l) specialist computer cleaning.

Cleaning Service Employee Level Three

A.3 Cleaning Services Employee Level Three (CSE 3) means an employee providing cleaning services at a higher skill level than an employee at CSE 2 level.

A.3.1 A CSE 3 may be required to perform any duties of a CSE 1 or CSE 2.

A.3.2 Employees at this level:

- (a) work from complex instructions and procedures; and
- (b) assist in the provision of on-the-job training; and
- (c) co-ordinate the work of CSE 1s and CSE 2s and generally superintend the activity of all the building cleaners as a building supervisor or manager; and
- (d) are responsible for ensuring the quality of their work; and
- (e) have a knowledge of the employer's operation.

A.3.3 Indicative of the tasks that might be required at this level are the following:

- (a) ensuring that proper maintenance procedures for building plant and equipment are observed; or
- (b) arranging service calls to ensure that building plant is operating correctly; or
- (c) dealing with tenants or owners with respect to the proper cleaning, servicing or functioning of the building; or
- (d) co-ordinating the work of leading hands; or
- (e) handling routine personnel, industrial relations or health and safety matters; or
- (f) being directly involved in the provision of on-the-job training.