

KNOW YOUR *workplace rights*



YOUR QUICK REFERENCE GUIDE TO ENTERING THE WORKFORCE

YOUR FIRST JOB

As you commence your first job, it is very important to understand your rights at work including your pay, breaks and entitlements.

Your rights at work are outlined either by your **employers EBA** (Enterprise Bargaining Agreement) or in the **Relevant Modern Award** for example, the 'General Retail Industry Award', 'Fast Food Industry Award', 'Restaurant Industry Award', or 'Hospitality Industry (General) Award'. Your EBA or Award sets out all of your entitlements including your wages, breaks and rostering provisions.

Whether you're employed under an Award or EBA, you need to receive the minimum entitlements outlined in the National Employment Standards (NES).

There are many organisations which ensure these agreements are being followed, including unions, employer associations and government departments and industrial tribunals such as the Fair Work Commission (FWC) and the Queensland Industrial Relations Commission (QIRC).

Registered Trade Unions are organisations that represent employees and campaign for their rights at work. Unions were started by workers to give them a stronger voice at work and in the community. By working together, union members have improved working conditions and safety in the workplace – for themselves and all other workers.

Unions provide members with information, advice and support so that people can be fairly rewarded for their work. You can choose to join a union when you start work. There are different unions for different industries.

An employer association is an organisation set up to help protect the interests of its members. They provide resources to employers to help ensure they are providing the correct wages and entitlements to employees.

The Fair Work Commission (FWC) is an independent tribunal responsible for maintaining a safety net of minimum wages and employment conditions. They create awards, approve workplace agreements and help resolve issues at work.



IMPROVEMENTS TO WORKING CONDITIONS

Unions have won many important changes for workers like holiday pay, equal pay for women, sick pay, superannuation, workers' compensation and the 8-hour day.



38 hour working week



Paid parental leave



Fair penalty rates in the Modern Awards



Adult pay at 20 years old in some industries



Equal pay for women



Universal superannuation



Stronger rights for casual workers



Safer Workplaces

RESTRICTIONS ON WORKING

In Queensland, the minimum age for employment is 13. The law restricts the number of hours school-aged[^] people can work on a school day and in a school week.

Maximum hours allowed			
On a school day	On a non-school day	During a school week [*]	During a non-school week
4	8	12	38

^{*}A school week is a week commencing on a Sunday, when you are required to attend school on any day of that week.
[^]People considered 'school age' are under 16 and haven't completed year ten.

It is illegal for your employer to require you or allow you to work when you are required to attend school. Your parent is also not allowed to let you work instead of attending school. However, in some circumstances an application can be made through the Office of Industrial Relations for a Special Circumstance Certificate to allow a child to work during school hours.



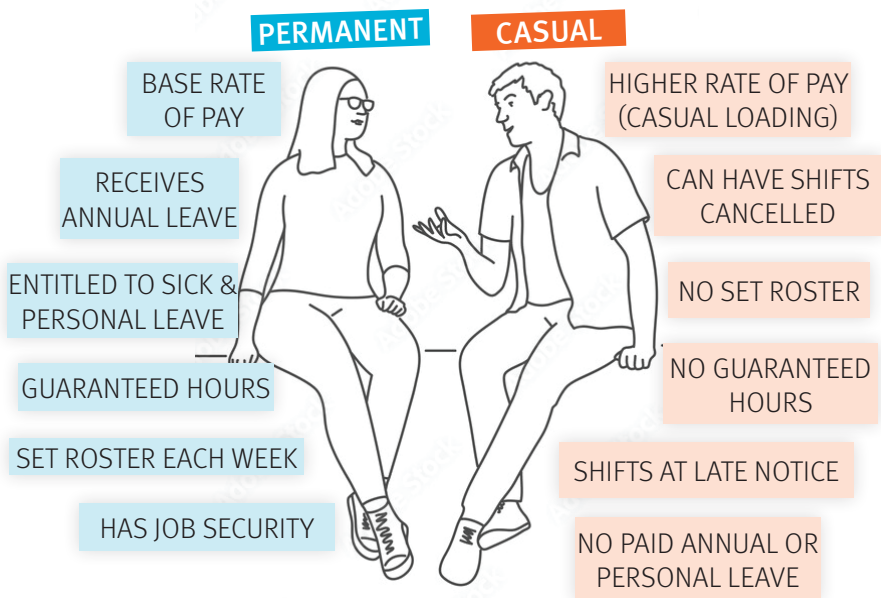
You can find more information by scanning the QR code

This information is applicable to people working in Queensland only.

WORK TYPES

A **permanent employee** has ongoing employment and works regular/ guaranteed hours each week. They are entitled to paid personal (sick and carers) and annual leave.

A **casual employee** receives a higher hourly pay rate than permanent employees. This is called a 'casual loading' and is paid because they don't receive benefits such as paid personal or annual leave. Casuals may be offered work at short notice or have their shift cancelled just prior to leaving for work.



PAY RISES

For most, wages will increase annually in line with the Fair Work Commission's Annual Wage Review, which is a percentage increase announced in June each year, and usually implemented on 1 July.

For others, wage increases are negotiated between unions and employers through an 'Enterprise Bargaining Agreement' (EBA) and approved by the FWC.



YOUR PAY

Your employer is legally bound to pay you for all work completed. If you are expected to complete a particular job or task and you do, you must be paid. You can be paid directly into your bank account or cash, but you must receive a pay slip.

There are many ways you can miss out on getting paid correctly, including:

- » Working before your rostered shift begins or after it ends;
- » Working through rest or meal breaks;
- » 'Signing out' and then going back to work;
- » Working trial shifts without pay;
- » Completing training at home, unpaid; and
- » Forgetting to sign in or out correctly.

PENALTY RATES

Under an Enterprise Agreement or Award you may receive a higher rate of pay when you work on particular hours or day. You may be entitled to penalty rates when you work on weekends, public holidays, late at night or early in the morning.

SUPERANNUATION

The Superannuation Guarantee or 'super' is a legislated entitlement and is extra money required to be set aside by your employer while you're working to help support you financially when you retire.

To be entitled to superannuation (paid by the employer), each employee must meet the following conditions:

- » Be 18 years of age or over; or
- » Work more than 30 hours per week.

If you fall into one of the above categories, you will receive an additional percentage on top of your "ordinary" weekly wage paid into your superannuation account.

The Superannuation Guarantee percentage will increase from 11%, reaching 12% on 1 July 2025.

PAY SLIPS

WHAT SHOULD BE ON YOUR PAY SLIP?

IF YOU'RE PERMANENT OR CASUAL;

YOUR EMPLOYERS NAME & ABN

PAY SLIP JONNOS SUPERMARKET ABN: 77 561 508 657

EMPLOYEE: 578 571 SUSAN JONES ←YOUR NAME

EMPLOYMENT TYPE: CASUAL PERIOD YOU'RE BEING PAID FOR ↓

PAYMENT DATE: 19/7/23 FOR PERIOD: 10/7/23-16/7/23

PAYMENT DATE ↑

DETAILS OF HOURS WORKED AT PENALTY

PAYMENTS

YOUR ORDINARY

←HOURLY RATE

BASE HOURLY RATE: \$21.3500

HOURS AT 1.00: 6.00 \$128.1000

HOURS AT 1.25: 3.00 \$80.0625

HOURS AT 1.50: 3.00 \$96.0750

TOTAL HOURS 12

NUMBER OF HOURS WORKED ↑

ALLOWANCES

LAUNDRY: \$5

DEDUCTIONS

TAX: \$29.00

UNION FEES: \$4.50

↑ DETAILS OF ANY ALLOWANCES
OR DEDUCTIONS FROM YOUR PAY

THE SUPER SUPERANNUATION FUND: \$0.00 PAID ON 19/7/23

↑ THE DETAILS OF ANY SUPERANNUATION CONTRIBUTIONS

TOTAL GROSS PAY: \$309.2375

TOTAL NET PAY: \$275.7375 ←THE GROSS AND NET AMOUNTS OF PAY

You must receive a pay slip from your employer – either printed or electronic – within one working day of your pay day.

You should check each payslip you receive carefully, to make sure you're being paid correctly – underpayments do happen! It is best to keep a diary of all hours worked that you can compare to your payslip. If you have any questions, ask your employer or union for help. You can also contact the Fair Work Ombudsman on 13 13 94.



BREAKS

Every EBA and Award contains specific provisions for breaks at work.

- ✓ Rest or tea breaks are paid breaks, usually ten or fifteen minutes;
- ✓ Most meal breaks are unpaid breaks. Their duration is between 30 and 60 minutes;

Breaks are not optional. You have an absolute right to receive and take your breaks when they are due. Having your paid rest/tea break does not remove your right to take toilet or water breaks during your shift.

Employers may not:

- ✗ Deny your breaks because there are not enough staff;
- ✗ Tell employees that they have to take their breaks at the end of their shift;
- ✗ Reduce the length of an employees' break to a period that's less than provided for in their Award or Agreement.



UNIFORMS

If you are required to wear a uniform, your employer should provide them and pay a laundry allowance. If a uniform is not compulsory, you will need to follow the company's 'preferred dress' guidelines or purchase your own uniform if you choose.



YOUR SAFETY AT WORK MUST COME FIRST

It's your employer's responsibility to provide a healthy and safe workplace – free from abuse, harassment and hazards.

Every worker has the right to a safe workplace. When you go to work each day, you should return home safely and in good health.

Some of the main workplace health and safety issues include:

- » Fatigue – workload/rostering;
- » Harassment, including sexual harassment;
- » Bullying/ violence/ abuse
- » Manual hazardous tasks;
- » Temperature extremes;
- » Slips, trips and falls;
- » Cuts, burns and abrasions –
- e.g., from food preparation, hot liquids and surfaces;
- » Performing tasks you have not been sufficiently trained to perform.
- » Not being provided with personal protective equipment (PPE), e.g., gloves;

You should report all activities and incidents that make you feel unsafe at work. This can include physical activities and psychological hazards such as those listed above.

All workers, including casual employees, are insured for injuries that occur at work. If you are injured at work, or on your way to or from work, you may be entitled to workers compensation.

If there is an incident, near miss or injury at work you should:

- » report it to your supervisor or manager;
- » seek medical treatment if required;
- » notify WorkCover Queensland;
- » report it to you your Health & Safety Representative or your Union.

Abuse and violence from customers is also a health and safety hazard and is NOT acceptable in any industry or job. Report it immediately to your employer so it can be treated promptly.

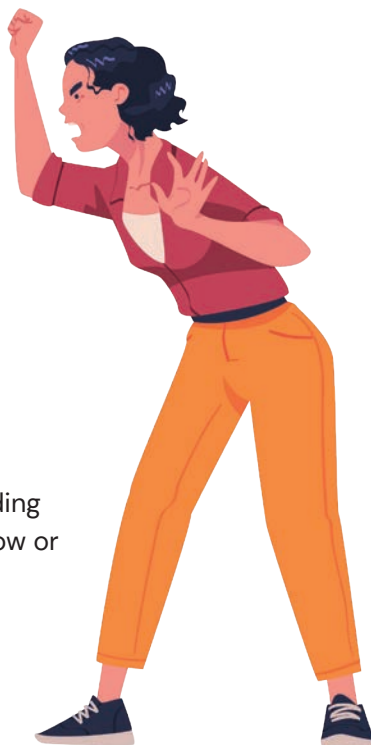


BULLYING

Bullying occurs when a person or group of people repeatedly behaves unreasonably towards a worker or group of workers, creating a risk to health and safety.

It could include things like:

- » Aggressive or intimidating behaviour.
- » Spreading rumours.
- » Teasing, practical jokes or 'initiation ceremonies'.
- » Exclusion from work-related events.
- » Unreasonable work expectations including too much or too little work or work below or beyond a worker's skill level.
- » Displaying offensive material.
- » Pressure to behave in an inappropriate manner.



What is not bullying

A single emotive outburst is not considered bullying. An employer can take reasonable management action in a reasonable way to effectively direct and control the way work is done, such as:

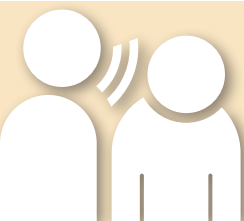
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|---|---|
| » Performance management processes. | work behaviour. |
| » Disciplinary action for misconduct. | » Asking a worker to perform reasonable duties in keeping with their job. |
| » Informing a worker about unsatisfactory work performance or inappropriate | » Maintaining reasonable workplace goals and standards. |

If you think bullying is occurring you should record any details such as date, time, witnesses and anything else relevant to help with reporting the behaviours. You can report bullying to your employer, union or Workplace Health and Safety Queensland.

HARASSMENT INCLUDING SEXUAL HARASSMENT

Your employer has a responsibility to provide a healthy and safe workplace – free from harassment which can relate to age, disability, race, sex, relationship status, sexual orientation or gender identity.

Sexual harassment is any unwanted or unwelcome behaviour of a sexual nature that may make a person feel offended, humiliated or intimidated.



Sexually suggestive jokes or comments

Intrusive questions about a person's private life or body



Inappropriate staring or leering



Inappropriate physical contact



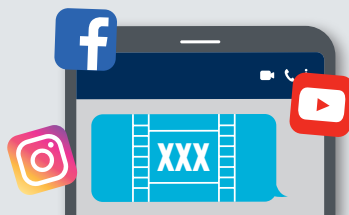
Unwelcome touching, hugging, cornering or kissing



Insults or taunts based on gender or sexual preference

Unwanted invitations to go out on dates or requests for sex

Sharing or communicating content of a sexual nature via text, email, online or social media





DISMISSALS

If you think you are unfairly or unlawfully dismissed from work, seek advice immediately as you only have 21 days to lodge an unfair dismissal application with the Fair Work Commission.

ATTENDING MEETINGS

If you are asked to attend a meeting you are entitled to bring a support person of your choice.

INDUSTRIAL RELATIONS EDUCATION COMMITTEE (IREC)

In 2020, the Queensland Government made a commitment to re-establish the Industrial Relations Education Committee (IREC) to facilitate employer and union organisations engaging in bi-partisan collaboration, to best promote education to employers and workers on their respective rights and responsibilities in the workplace.

The information in this brochure is produced by IREC to better inform young and vulnerable workers in Queensland of their workplace rights.

IREC Membership consists of representatives from each of the following organisations:

- » Queensland Council of Unions
- » Business Chamber Queensland
- » Shop, Distributive and Allied Employees Association Union
- » National Retail Association
- » The Australian Workers' Union
- » Australian Industry Group



MORE QUESTIONS?

SCAN HERE TO ACCESS
FURTHER RESOURCES

linktr.ee/workplacerrights

STARTING A NEW JOB

Where do you go on your first day?

What time do you start on your first day?

Who do you report to on your first day?

Paperwork: Have you completed and signed all paperwork and given it to your employer?

- ☐ Letter of offer/employment contract (keep a copy)
- ☐ TFN (tax file number) declaration form
- ☐ Superannuation form
- ☐ Policies/code of conduct (keep a copy)
- ☐ Other

Info to take on your first day:

- ☐ Bank Account Details
- ☐ TFN
- ☐ Identification (passport, birth certificate)
- ☐ Emergency Contact Details

Are you required to wear a uniform?

- ☐ Yes, my employer has already provided one.
- ☐ Yes, I need to buy the uniform.
- ☐ No, but I understand the dress code.

What is your Award or Agreement?

To find out more go to fairwork.gov.au/awards

Employment Type -

- ☐ Permanent
- ☐ Casual

Training:

- ☐ Have I been trained to safely use all the equipment I need to perform my job?
- ☐ Am I aware of all company policies and procedures?
- ☐ Do I know who to ask if I have any concerns?

Pay

- ☐ What is your hourly rate of pay (inc casual loading if relevant) -----
- ☐ What day is pay day? -----
- ☐ When do I get my meal and rest breaks? -----

Do I know what penalties I receive when working:

- ☐ weekends -----
- ☐ public holidays -----
- ☐ early mornings -----
- ☐ late evenings -----

Absences: If you are unable to attend a shift, who do you contact as soon as you know?
