

## WAGE INFORMATION SHEET

### VEHICLE REPAIR, SERVICES AND RETAIL AWARD 2020

**Important Disclaimer-** The information provided in this Information Sheet is provided on the basis that it is general information for members of the Australian Car Wash Association to inform them of matters relating to current workplace relations issues. It is not provided, nor should it be relied upon as a substitute for professional advice. Employment Services & Solutions Australia Pty Ltd and HR Legal are not responsible for any outcomes to members based upon the information provided in this Information Sheet and disclaims all liability, including and without limitation in negligence, for all losses, expenses, damages and costs that may be incurred by a member as a result of the information provided in this Information Sheet being inaccurate or incomplete in any way.

This is a summary of some of the main award entitlements. It is not, and does not purport to be, a complete or exhaustive list of all wage rates, penalty rates, loadings, allowances or any other monetary entitlements provided by the Award.

A copy of the full award and the National Employment Standards are available at [www.fwc.gov.au](http://www.fwc.gov.au).

### AWARD RATES OF PAY

The following rates of pay are those which are payable under the provisions of the *Vehicle Repair, Services and Retail Award 2020*. These wage rates are payable from the **first full pay period commencing on or after 1 July 2022**. If you have any queries, please contact the Australian Car Wash Association Employment Hotline on 08 9240 4230 or the Fair Work Ombudsman at [www.fairwork.gov.au](http://www.fairwork.gov.au) or call 13 13 94.

Please refer to classification structure on page 5.

#### PERMANENT RATES OF PAY

##### CAR CLEANER/WASHER/DETAILER OTHER

###### LEVEL 1

|                                  | % of Level 1 Rate | Monday to Friday | Saturday | Sunday  | Public Holidays | Overtime Mon-Sat First 3 hours | Overtime Mon-Sat After 3 hours and all day Sunday |
|----------------------------------|-------------------|------------------|----------|---------|-----------------|--------------------------------|---|
|                                  |                   | 100%             | 150%     | 200%    | 250%            | 150%                           | 200%  |
| <b>21 years of age and above</b> | 100%              | \$21.38          | \$32.07  | \$42.76 | \$53.45         | \$32.07                        | \$42.76   |
| <b>20 years of age</b>           | 87.5%             | \$18.71          | \$28.07  | \$37.42 | \$46.78         | \$28.07                        | \$37.42   |
| <b>19 years of age</b>           | 75%               | \$16.04          | \$24.06  | \$32.08 | \$40.10         | \$24.06                        | \$32.08   |
| <b>18 years of age</b>           | 62.5%             | \$13.37          | \$20.06  | \$26.74 | \$33.43         | \$20.06                        | \$26.74   |
| <b>17 years of age</b>           | 50%               | \$10.69          | \$16.04  | \$21.38 | \$26.73         | \$16.04                        | \$21.38   |
| <b>16 years of age and under</b> | 47.5%             | \$10.16          | \$15.24  | \$20.32 | \$25.40         | \$15.24                        | \$20.32   |

**Car cleaner** is not defined in the Award

**Washer** is not defined in the Award

**Detailer (other)** not defined in the Award

**DETAILER (junior rates as defined in the award)**
**LEVEL 3**

|                                  | % of Level 1 Rate | Monday to Friday | Saturday | Sunday  | Public Holidays | Overtime Mon-Sat First 3 hours | Overtime Mon-Sat After 3 hours and all day Sunday |
|----------------------------------|-------------------|------------------|----------|---------|-----------------|--------------------------------|---|
|                                  |                   | 100%             | 150%     | 200%    | 250%            | 150%                           | 200%  |
| <b>21 years of age and above</b> | 100%              | \$22.77          | \$34.16  | \$45.54 | \$56.93         | \$34.16                        | \$45.54   |
| <b>20 years of age</b>           | 87.5%             | \$18.71          | \$28.07  | \$37.42 | \$46.78         | \$28.07                        | \$37.42   |
| <b>19 years of age</b>           | 75%               | \$16.04          | \$24.06  | \$32.08 | \$40.10         | \$24.06                        | \$32.08   |
| <b>18 years of age</b>           | 62.5%             | \$13.37          | \$20.06  | \$26.74 | \$33.43         | \$20.06                        | \$26.74   |
| <b>17 years of age</b>           | 50%               | \$10.69          | \$16.04  | \$21.38 | \$26.73         | \$16.04                        | \$21.38   |
| <b>16 years of age and under</b> | 47.5%             | \$10.16          | \$15.24  | \$20.32 | \$25.40         | \$15.24                        | \$20.32   |

**Detailer** means an employee (not being a tradesperson) whose work includes that of a paint shop assistant and/or polisher and/or cutter using buff or wet and dry rubber and/or painter—brush and/or spray on mechanical and/or chassis components, in addition to the cleaning and polishing of new and/or used vehicles

**DRIVEWAY ATTENDANT**
**LEVEL 1**

|                                  | % of Level 1 Rate | Mon-Fri & until Sat 12 noon | Sat after 12 noon & all day Sunday | Public Holiday | Overtime Mon-Sat First 3 hours | Overtime Mon-Sat After 3 hours and all day Sunday |
|----------------------------------|-------------------|-----------------------------|------------------------------------|----------------|--------------------------------|---|
|                                  |                   | 100%                        | 150%                               | 200%           | 150%                           | 200%  |
| <b>21 years of age and over</b>  | 100%              | \$21.38                     | \$32.07                            | \$42.76        | \$32.07                        | \$42.76   |
| <b>20 years of age ***</b>       | 87.5%             | \$18.71                     | \$28.07                            | \$37.42        | \$28.07                        | \$37.42   |
| <b>19 years of age</b>           | 75.0%             | \$16.04                     | \$24.06                            | \$32.08        | \$24.06                        | \$32.08   |
| <b>18 years of age</b>           | 62.5%             | \$13.37                     | \$20.06                            | \$26.74        | \$20.06                        | \$26.74   |
| <b>17 years of age</b>           | 50.0%             | \$10.69                     | \$16.04                            | \$21.38        | \$16.04                        | \$21.38   |
| <b>16 years of age and under</b> | 47.5%             | \$10.16                     | \$15.24                            | \$20.32        | \$15.24                        | \$20.32   |

**Driveway attendant** is not defined in the Award

\*\*\* There is currently a difference of views between the Fair Work Commission and the Fair Work Ombudsman in relation to the wage rate that is payable to permanent Driveway Attendants, Roadhouse Attendants and Console Operators. The matter relates to whether a 20 year old employee in these classifications can be paid a junior rate of pay as opposed to the full adult rate of pay. Historically the FWO has taken the view that a junior rate can be paid. The FWC is currently dealing with the matter and a decision should be made in the near future. It is the view of HR Legal that the FWO is correct in their view. Given that this is the case, we have provided the rates inclusive of a junior rate for this group of employees. Should the FWC find in the alternative, we will advise members as soon as the Decision is handed down.

**ROADHOUSE ATTENDANT COOKING TAKE AWAY FOOD (junior rates as defined in the award)**
**LEVEL 2**

|                                  | % of Level 1 Rate | Mon-Fri & until Sat 12 noon | Sat after 12 noon & all day Sunday | Public Holiday | Overtime Mon-Sat First 3 hours | Overtime Mon-Sat After 3 hours and all day Sunday |
|----------------------------------|-------------------|-----------------------------|------------------------------------|----------------|--------------------------------|---|
|                                  |                   | 100%                        | 150%                               | 200%           | 150%                           | 200%  |
| <b>21 years of age and over</b>  | 100%              | \$21.97                     | \$32.96                            | \$43.94        | \$32.96                        | \$43.94   |
| <b>20 years of age ***</b>       | 87.5%             | \$18.71                     | \$28.07                            | \$37.42        | \$28.07                        | \$37.42   |
| <b>19 years of age</b>           | 75.0%             | \$16.04                     | \$24.06                            | \$32.08        | \$24.06                        | \$32.08   |
| <b>18 years of age</b>           | 62.5%             | \$13.37                     | \$20.06                            | \$26.74        | \$20.06                        | \$26.74   |
| <b>17 years of age</b>           | 50.0%             | \$10.69                     | \$16.04                            | \$21.38        | \$16.04                        | \$21.38   |
| <b>16 years of age and under</b> | 47.5%             | \$10.16                     | \$15.24                            | \$20.32        | \$15.24                        | \$20.32   |

**adult roadhouse attendant** means an employee of 20 years of age or over employed in a roadhouse, snack bar, kiosk or restaurant being part of or operated as an integral part of an establishment falling within the area of this award

\*\*\* see above note under wage rates for Driveway Attendants

**CONSOLE OPERATOR/DRIVEWAY ATTENDANT OPERATING A CONSOLE/ROADHOUSE ATTENDANT ENGAGED PRIMARILY TO COOK OTHER THAN TAKEAWAY FOOD**

**LEVEL 4**

|                                  | % of Level 4 Rate | Mon-Fri & until Sat 12 noon | Sat after 12 noon & all day Sunday | Public Holiday | Overtime Mon-Sat First 3 hours | Overtime Mon-Sat After 3 hours and all day Sunday |
|----------------------------------|-------------------|-----------------------------|------------------------------------|----------------|--------------------------------|---|
|                                  |                   | 100%                        | 150%                               | 200%           | 150%                           | 200%  |
| <b>21 years of age and over</b>  | 100%              | \$23.52                     | \$35.28                            | \$47.04        | \$35.28                        | \$47.04   |
| <b>20 years of age ***</b>       | 87.5%             | \$20.58                     | \$30.87                            | \$41.16        | \$30.87                        | \$41.16   |
| <b>19 years of age</b>           | 75.0%             | \$17.64                     | \$26.46                            | \$35.28        | \$26.46                        | \$35.28   |
| <b>18 years of age</b>           | 62.5%             | \$14.70                     | \$22.05                            | \$29.40        | \$22.05                        | \$29.40   |
| <b>17 years of age</b>           | 50.0%             | \$11.76                     | \$17.64                            | \$23.52        | \$17.64                        | \$23.52   |
| <b>16 years of age and under</b> | 47.5%             | \$11.17                     | \$16.76                            | \$22.34        | \$16.76                        | \$22.34   |

**adult roadhouse attendant** means an employee of 20 years of age or over employed in a roadhouse, snack bar, kiosk or restaurant being part of or operated as an integral part of an establishment falling within the area of this award

\*\*\* see above note under wage rates for Driveway Attendants

**CASUAL RATES OF PAY**

**CAR CLEANER/WASHER/DETAILER OTHER**

**LEVEL 1**

|                                  | % of Level 1 Rate | Monday to Friday | Saturday | Sunday  | Public Holidays | Overtime First 3 hours | Overtime Mon-Sat After 3 hours and all day Sunday |
|----------------------------------|-------------------|------------------|----------|---------|-----------------|------------------------|---|
|                                  |                   | 125%             | 175%     | 225%    | 275%            | 175%                   | 225%  |
| <b>21 years of age and above</b> | 100%              | \$26.73          | \$37.42  | \$48.11 | \$58.80         | \$37.42                | \$48.11   |
| <b>20 years of age</b>           | 87.5%             | \$23.39          | \$32.74  | \$42.10 | \$51.45         | \$32.74                | \$42.10   |
| <b>19 years of age</b>           | 75.0%             | \$20.05          | \$28.07  | \$36.09 | \$44.11         | \$28.07                | \$36.09   |
| <b>18 years of age</b>           | 62.5%             | \$16.71          | \$23.40  | \$30.08 | \$36.77         | \$23.40                | \$30.08   |
| <b>17 years of age</b>           | 50.0%             | \$13.36          | \$18.71  | \$24.05 | \$29.40         | \$18.71                | \$24.05   |
| <b>16 years of age and under</b> | 47.5%             | \$12.70          | \$17.78  | \$22.86 | \$27.94         | \$17.78                | \$22.86   |

**Car cleaner** is not defined in the Award

**Washer** is not defined in the Award

**Detailer (other)** not defined in the Award

**DETAILER (junior rates as defined in the award)**
**LEVEL 3**

|                                  | % of Level 1 Rate | Monday to Friday | Saturday | Sunday  | Public Holidays | Overtime First 3 hours | Overtime Mon-Sat After 3 hours and all day Sunday |
|----------------------------------|-------------------|------------------|----------|---------|-----------------|------------------------|---|
|                                  |                   | 125%             | 175%     | 225%    | 275%            | 175%                   | 225%  |
| <b>21 years of age and above</b> |                   | \$28.46          | \$39.85  | \$51.23 | \$62.62         | \$39.85                | \$51.23   |
| <b>20 years of age</b>           | 87.5%             | \$23.39          | \$32.74  | \$42.10 | \$51.45         | \$32.74                | \$42.10   |
| <b>19 years of age</b>           | 75%               | \$20.05          | \$28.07  | \$36.09 | \$44.11         | \$28.07                | \$36.09   |
| <b>18 years of age</b>           | 62.5%             | \$16.71          | \$23.40  | \$30.08 | \$36.77         | \$23.40                | \$30.08   |
| <b>17 years of age</b>           | 50%               | \$13.36          | \$18.71  | \$24.05 | \$29.40         | \$18.71                | \$24.05   |
| <b>16 years of age and under</b> | 47.5%             | \$12.70          | \$17.78  | \$22.86 | \$27.94         | \$17.78                | \$22.86   |

**Detailer** means an employee (not being a tradesperson) whose work includes that of a paint shop assistant and/or polisher and/or cutter using buff or wet and dry rubber and/or painter—brush and/or spray on mechanical and/or chassis components, in addition to the cleaning and polishing of new and/or used vehicles

**DRIVEWAY ATTENDANT**
**LEVEL 1**

|                                  | Monday to Friday | Saturday/Sunday/Public Holidays | Overtime (additional) |
|----------------------------------|------------------|---------------------------------|-----------------------|
| <b>20 years of age and above</b> | \$28.17          | \$36.75                         | \$15.70               |
| <b>19 years of age</b>           | \$21.13          | \$27.56                         | \$11.78               |
| <b>18 years of age</b>           | \$17.61          | \$22.97                         | \$9.81                |
| <b>17 years of age</b>           | \$14.09          | \$18.38                         | \$7.85                |
| <b>16 years of age and under</b> | \$13.38          | \$17.46                         | \$7.46                |

Driveway attendant is not defined in the Award

**ROADHOUSE ATTENDANT COOKING TAKE AWAY FOOD**
**LEVEL 2**

|                                  | Monday to Friday | Saturday/Sunday/Public Holidays | Overtime (additional) |
|----------------------------------|------------------|---------------------------------|-----------------------|
| <b>20 years of age and above</b> | \$28.94          | \$37.76                         | \$16.12               |
| <b>19 years of age</b>           | \$21.71          | \$28.32                         | \$12.09               |
| <b>18 years of age</b>           | \$18.09          | \$23.60                         | \$10.08               |
| <b>17 years of age</b>           | \$14.47          | \$18.88                         | \$8.06                |
| <b>16 years of age and under</b> | \$13.75          | \$17.94                         | \$7.66                |

**adult roadhouse attendant** means an employee of 20 years of age or over employed in a roadhouse, snack bar, kiosk or restaurant being part of or operated as an integral part of an establishment falling within the area of this award

**CONSOLE OPERATOR/DRIVEWAY ATTENDANT OPERATING A CONSOLE/ROADHOUSE ATTENDANT ENGAGED PRIMARILY TO COOK OTHER THAN TAKEAWAY FOOD**
**LEVEL 4**

|                                  | Monday to Friday | Saturday/Sunday/Public Holidays | Overtime (additional) |
|----------------------------------|------------------|---------------------------------|-----------------------|
| <b>20 years of age and above</b> | \$30.98          | \$40.42                         | \$17.26               |
| <b>19 years of age</b>           | \$23.24          | \$30.32                         | \$12.95               |
| <b>18 years of age</b>           | \$19.36          | \$25.26                         | \$10.79               |
| <b>17 years of age</b>           | \$15.49          | \$20.21                         | \$8.63                |
| <b>16 years of age and under</b> | \$14.72          | \$19.20                         | \$8.20                |

**adult roadhouse attendant** means an employee of 20 years of age or over employed in a roadhouse, snack bar, kiosk or restaurant being part of or operated as an integral part of an establishment falling within the area of this award

## CLASSIFICATION STRUCTURE

### Vehicle industry RS&R—employee—Level 1 R1 (entry)

An employee at Level 1 is an employee who has undertaken little or no formal or informal training. A Level 1 employee may be undertaking up to 38 hours of induction training. The induction training may include information on the enterprise, conditions of employment, introduction to supervisors and fellow workers, training and career path opportunities, plant layout, work and documentation procedures, occupational health and safety, equal employment opportunity and quality control/assurance.

An employee at this level would acquire/possess skills relevant to the performance of routine duties essentially of a manual nature and to the level of their training:

- performs general labouring and/or cleaning duties;
- has basic numeracy skills;
- exercises minimal judgment;
- works to defined procedures and under direct supervision; and
- may be undertaking structured training so as to enable the employee to progress to a higher level.

#### Classifications contained within Level 1 R1:

- **Car cleaner/washer**
- Workshop cleaner
- **Car polisher—by hand**
- Detailer—other
- **Driveway attendant**
- Office cleaner
- Parking attendant
- Process worker
- Tradesperson's assistant (see also Level 2)
- Employee not elsewhere prescribed as contained in clauses 10 and 11 in previous award

### Vehicle industry RS&R—employee—Level 2 R2

An employee at Level 2 is an employee who has completed up to three months structured training to enable an employee to attain/possess job skills relevant to tasks performed at this level and to the level of their training:

- works under direct supervision either individually or in a team environment;
- has some oral and written communication skills;
- can distinguish where a minor fault/error is made and undertake basic quality control of own work;
- is responsible for the quality of own work subject to routine supervision;
- has some input to job planning;
- can work from simple instructions;
- has some basic customer service skills;
- performs basic maintenance tasks;
- has basic knowledge of the range of services offered by the business;
- has simple numerical equipment skills; and
- may use selected hand tools.

#### Classifications contained within Level 2 R2

- Battery repairer
- Brake servicer—first six months
- Driver of courtesy car or vehicle in relation to sales or sales promotion or in the course of registration, collection from or delivery to customer—vehicles up to and including maker's capacity of three tonnes
- Exhaust repairers—first six months
- Grinder and/or buffer metal—using a portable machine
- Lubritorium attendant
- Operator on warming mill
- Operator detreading, buffing, gouging, etc.
- **Roadhouse attendant, when required to cook take away meals only**
- Spring service worker
- Tradesperson's assistant (see also Level 1)
- Tyre fitter

**Vehicle industry RS&R—employee—Level 3 R3**

An employee at this level has completed eight modules of a nationally accredited RS&R Certificate or equivalent training and uses skills above that of an employee at Level R2.

A Level R3 employee would be expected to have the job skills relevant to the tasks performed and would work with only general supervision of daily duties and to the level of their training:

- where appropriate use a variety of power and hand tools and/or other equipment necessary to carry out the relevant tasks;
- possesses good oral and/or written communication skills;
- is responsible for quality of own work subject to routine supervision;
- plans own work in consultation with supervisor;
- requires only general job instruction;
- possesses customer service skills;
- performs basic maintenance tasks;
- acquires multiple manual skills;
- may use various materials handling equipment;
- has fault finding skills;
- maintains simple numerical records from computer equipment;
- can assist with on-the-job instruction in conjunction with general supervision;
- uses some basic negotiation skills in service areas;
- basic inventory controls; and
- receiving, despatching, distributing, sorting, checking, packing, (other than repetitive packing in a standard container or containers in which such goods are customarily sold), documenting and recording of goods, materials and components.

**Classifications contained within Level 3 R3**

- Assembler—accessories
- Assembler—body shop
- **Detailer (as defined below)**
  - **detailer** means an employee (not being a tradesperson) whose work includes that of a paintshop assistant and/or polisher and/or cutter using buff or wet and dry rubber and/or painter—brush and/or spray on mechanical and/or chassis components, in addition to the cleaning and polishing of new and/or used vehicles
- Machinist (metal)—2nd class
- Operator in charge of extruder
- Operator mainly engaged examining tyres prior to repairing, retreading, recapping or lugging
- Operator repairing and/or building up and/or retreading and/or recapping used in:
  - aeroplane tyres (for re-use on aeroplanes); and
  - tyres other than as referred to above
- Operator relugging earth mover and/or grader and/or tractor tyres by hand
- Operator engaged in moulding or curing of retreaded, rebuilt, recapped or relugged tyres in:
  - unit heaters
  - autoclaves
- Painter—brush and/or spray on mechanical chassis components
- Paint shop assistant
- Polisher/cutter using buff or wet and dry rubber
- Service receptionist—not being a tradesperson
- Steam cleaner and/or proof coater
- Storeperson—first 12 months
- Wheel aligner—not being a tradesperson but having up to six months experience
- Wheel builder and/or repairer—not being a tradesperson—first six months' experience
- Wrecker—automotive

**Vehicle industry RS&R—employee—Level 4 R4**

An employee at this level performs work above and beyond the skills of an employee at Level R3 and would normally have completed 16 modules of a nationally accredited RS&R Certificate or equivalent training.

A retail employee will be qualified to perform work within the duties and functions of an automotive parts salesperson other; motor vehicle and/or agricultural vehicle salesperson with less than six months' experience; salesperson other; and a console operator.

An employee required to work to the level of their training:

- works under general supervision, either individually or in a team environment;
- exercises discretion within their level of skills and training;

- understands and is responsible for quality of own work;
- possesses competent communications and written skills;
- intermediate keyboard skills;
- licensed and certified for lift driving;
- customer relation skills;
- inventory and store control including: licensed operation of all appropriate materials handling equipment; use of tools and equipment within the scope (basic non-trades maintenance); computer operation at a higher level than that of a Level 3 employee;
- assists in the provision of on-the-job training in conjunction with supervisor or trainer;
- possesses sales skills appropriate to this level;
- has cash register and console operation skills; and
- where applicable computer operation at a higher level than that of a Level R3 employee.

Classifications contained within Level 4 R4

- Bodymaker—2nd class
- Brake servicer—after six months' experience
- Console Operator
- Driver of courtesy car or vehicle in relation to sales or sales promotion or in the course of registration, collection from or delivery to customer—vehicle with maker's capacity over 3 tonnes
- Exhaust repairer—after six months
- Motorcycle assembler
- **Roadhouse attendant if engaged primarily to cook other than take away foods**
- Radiator repairer—other
- Wheel aligner—other than a tradesperson, after six months
- Wheel builder, repairer—after six months
- Automotive parts salesperson—other
- Motor vehicle and/or agricultural vehicle salesperson—less than six months' experience
- Salesperson—other
- Storeperson—more than 12 months' experience
- **Driveway attendant operating a console**
- Storeperson and packer

July 2022

**Update for ACWA Members covered by a Certified Agreement lodged prior to 26 March 2006**

- The Fair Work Commission has ordered a 5.2% increase to the national minimum wage. However, the Fair Work Commission has ordered a different increase to minimum modern award rates, which will increase by \$40 per week or 4.6% - whichever is higher.
- This affects the wage rates that ACWA members are obliged to pay staff covered by the *Vehicle Repair, Services and Retail Award 2020 (previously the Vehicle Manufacturing, Repair, Services and Retail Award 2010) (Award)* and the Certified Agreement.
- These wage rates will apply from the first full pay period on or after 1 July 2022.

| <b>Permanent employees engaged as car cleaners, detailers, driveway attendants and performing service operations and basic reception duties</b> |                          |   |
|---|--------------------------|---|
|   | <b>Current Base Rate</b> | <b>New Minimum Base Rate<br/>From 1 July 2022</b> |
| Work 6am to 8pm   | \$24.06                  | \$25.17   |
| Work 8pm to 6am   | \$27.46                  | \$28.72   |
| <b>Permanent employees engaged primarily to perform the duties of console operator, reception duties, leading hand and related duties</b>       |                          |   |
|   | <b>Current Base Rate</b> | <b>New Minimum Base Rate<br/>From 1 July 2022</b> |
| Work 6am to 8pm   | \$26.66                  | \$27.89   |
| Work 8pm to 6am   | \$29.32                  | \$30.67   |

- As stated on previous updates, the National Employment Standards commenced operating on 1 January 2010. All Certified Agreements are now read subject to the operation of the National Employment Standards.
- **We remind ACWA members to make accruals for paid annual leave and personal leave – annual leave **cannot** be paid for as a loading upon or incorporated into the hourly rate of pay.**
- Junior rates will increase pro rata and will remain at the same percentage of the new base rates.
- If you are bound by a Collective Agreement which was lodged after 26 March 2006, the above rates may not apply to your business.

- This update is a guide only and is not legal advice. As some ACWA members have unique agreements terms and rates specific advice should be obtained. This is at the cost of individual members.