



## July 2024

### Children's Services Award 2010 (CSA) [MA000120]

This award is commonly used in long day care centres for educators and employees other than teachers. It is also used for cleaners, gardeners, some administrators, and Centre Directors in long day care centres.

**It is not used** for teachers or educators who work exclusively in a kindergarten program where the service is a named respondent to the *Victorian Early Childhood Teachers and Educators Agreement 2020* (VECTEA 2020), the *Early Education Employees Agreement 2021* (EEEE 2021), the *Victorian Early Childhood Agreement 2021* (VECA 2021) or the childcare service is a named respondent to the *Professional Community Standard 2021*.

**Wage and allowance rates are from the first full pay period that starts on or after 1 July 2024.**

	Weekly rate (full time employee)	Hourly rate	Casual rate (incl. 25% loading)
	\$	\$	\$
<b>Support Worker</b> (administration duties, cleaning, gardening, and maintenance (non-trade))			
1.1 On commencement	910.90	23.97	29.96
2.1 On commencement	944.00	24.84	31.05
2.2 After 2 Years	975.00	25.66	32.08
<b>Children's Services Employee (CSE)</b> (educators)			
3.1 <b>Certificate III</b> (on commencement)	1032.30	27.17	33.96
3.2 <b>Certificate III</b> After 1 Year	1067.90	28.10	35.13
3.3 <b>Certificate III</b> After 2 Years	1101.50	28.99	36.24
3.4 <b>Diploma</b>	1162.40	30.59	38.24
4.1 <b>Room Leader</b> (on commencement)	1216.00	32.00	40.00
4.2 <b>Room Leader</b> After 1 Year	1234.60	32.49	40.61
4.3 <b>Room Leader</b> After 2 Years	1253.00	32.97	41.21

	Weekly rate (full time employee)	Hourly rate	Casual rate (incl. 25% loading)
	\$	\$	\$
<b>Assistant Director/Co-ordinator (qualified)</b>			
5.1 (on commencement)	1271.60	33.46	41.83
5.2	1290.00	33.95	42.44
5.3	1308.30	34.43	43.04
5.4	1313.00	34.55	43.19
<b>Centre Director (qualified)</b>			
6.1 (up to 39 places - on commencement)	1466.30	38.59	48.24
6.2 After 1 Year	1484.60	39.07	48.84
6.3 After 2 Years	1502.80	39.55	49.44
6.4 (40-59 places - on commencement)	1558.90	41.02	51.28
6.5 After 1 Year	1573.20	41.40	51.75
6.6 After 2 Years	1592.00	41.89	52.37
6.7 (60 or more places - on commencement)	1611.00	42.39	52.99
6.8 After 1 Year	1629.40	42.88	53.60
6.9 After 2 Years	1647.80	43.36	54.20

## Hiring a new employee

### Hiring a new employee: the Fair Work Information Statement

Employers are required by law to issue every new employee a copy of the Fair Work Information Statement (FWIS) before, or as soon as possible after, they start their employment. The Fixed Term Contract Information Statement can be accessed Fair Work Ombudsman's website here: <https://www.fairwork.gov.au/>.

## Definitions

### Full time employees (clause 10.3)

A full-time employee is an employee who is engaged to work an average of 38 hours per week.

### Part-time employees (clause 10.4)

A part-time employee is an employee who works less than the full-time hours of 38 per week and has reasonable predictable hours of work. A part-time employee must receive, on a pro rata basis, equivalent pay and conditions to those of full-time employees who do the same kind of work. A part-time employee must be rostered for a

**minimum of two hours on each day** worked (*clause 10.4(e)*).

At the time of engagement, the employer and the part-time employee will agree in writing on a regular pattern of work, specifying at least the hours worked each day, which days of the week the employee will work and the actual starting and finishing times each day.

#### **Changes to a part-time employee's roster (*clause 10.4(d)*)**

Changes in the agreed regular pattern of work may only be made by agreement in writing between the employer and employee as per clause 8A - consultation about changes to rosters or hours of work. Changes in the days to be worked or in starting and/or finishing times (whether on-going or ad hoc) may also be made by agreement in writing.

Where agreement cannot be reached, the employer may change the days the employee is to work by giving seven days' notice in advance of the change in accordance with clause 21—Ordinary hours of work and rostering. The employer is not required to provide the full 7 days' notice of change of the days an employee is to work where the employer makes the change as a result of an emergency outside of the employer's control.

An emergency means:

- a situation or event that poses an imminent or severe risk to the persons at an education and care service premises (for example, a fire at the education and care services premises); or
- a situation that requires the education and care service premises to be locked down (for example, an emergency government direction).

#### **Part-time additional hours (*clause 10.4(f)*)**

A part-time employee who agrees to work in excess of their normal hours will be paid at ordinary time for up to eight hours provided that the additional time worked is during the ordinary hours of operation of the early childhood service.

#### **Casual employees (*clause 10.5*)**

A casual employee is an employee who is engaged as such for temporary and relief purposes. A casual employee must be paid the hourly rate payable for a full-time employee for the relevant classification in clause 14—Minimum wages, plus a casual loading of 25% for each ordinary hour worked.

**A casual employee must be rostered for a minimum of two hours for each engagement (*clause 10.5(c)*).**

Casual employees who work in **excess of eight hours on any one day or shift or 38 hours in any one week**, a casual employee will be paid in accordance with the penalties specified in clause 23—Overtime and penalty rates.

#### **Offers and requests for casual conversion**

Offers and requests for conversion from casual employment to full-time or part-time employment are provided for in the National Employment Standards (NES).

**From 26 August 2024, there are changes to rules for casual conversion. For further information about these new rules and changes refer to: [Casual employment changes - Fair Work Ombudsman](#).**

#### **Hiring a casual employee: Casual Employment Information Statement**

Employers are required by law to issue their casual employee a **Casual Employment Information Statement (CEIS)** before, or as soon as possible after, they start their employment. The **Casual Employment Information Statement** can be accessed Fair Work Ombudsman's website here: <https://www.fairwork.gov.au/>

## **Hours of work**

#### **Ordinary hours of work (*clause 21*)**

The ordinary hours may be worked between 6.00 am and 6.30 pm, Monday to Friday. If the **employee works more than eight hours or works before 6:00 am or after 6:30 pm then overtime or penalty rates apply** (*clauses 21.2 and 21.3*).

#### **Overtime rates (*clause 23*)**

Full-time and part-time employees will be paid overtime at the rate of **150% of the hourly rate for the first 2 hours and 200% of the hourly rate after 2 hours**. In calculating overtime, each day's work is separate.

Casual employees will be paid overtime at the rate of **175% of the hourly rate for the first 2 hours and 225% of the**

**hourly rate after 2 hours.** In calculating overtime, each day's work is separate.

**NB:** *The overtime rates for casual employees under this Award have been calculated by adding the casual loading to the overtime rates for full-time and part-time employees.*

### **Non-contact time** (clause 21.5)

Employees responsible for the preparation, implementation and/or evaluation of a children's program will be entitled to a minimum of 2 hours per week, free of duties with children, to complete such tasks.

### **Non-contact time for Educational Leaders** (clause 21.5)

An employee appointed as the Educational Leader is entitled to a minimum of 2 hours of non-contact time per week. During non-contact time, an employee will not be required to supervise children or perform other duties as directed by the employer.

An employee who also has both programming, implementation and evaluation responsibilities for a child or a group of children and is appointed as the Educational Leader is entitled to a minimum of 4 hours of non-contact time per week.

**NB:** *Educational leader is as defined in Regulation 118 of the Education and Care Services National Regulations (2011).*

### **Weekend and public holiday work** (clause 23.5)

Overtime on a Saturday will be paid at the rate of time and a half for the first two hours and double time thereafter. All time worked on a Sunday will be paid at the rate of double time. All time worked on a public holiday will be paid at the rate of double time and a half. Employees working on a Saturday, Sunday or public holiday will receive a minimum payment of four hours pay.

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## **Allowances**

All references to standard rate mean the '*minimum rate for a Children's Services Employee Level 3.1* (Certificate III qualified) in clause 14 – Minimum wages.'

### **Broken shift** (clause 15.1)

Where an employee works two separate shifts in a day, they will be paid an allowance of **1.91% of the standard rate per day** (7.6 hours) for each day on which a broken shift is worked.

### **Travel (vehicle) allowance** (clause 15.7)

An employee who is authorised by the employer to use his/her own motor vehicle in the course of his/her duties shall be paid an allowance **\$0.99 per kilometre**.

### **Clothing allowance** (clause 15.2)

If an employer requires an employee to wear a uniform, the employer must provide the uniform or reimburse the employee for the cost of the uniform (clause 15.2 a).

If the employee is required to launder the uniform, then the employee will be paid an allowance of \$5.98 per week (\$1.20 per day) if the uniform does not require ironing or \$9.49 per week (\$1.90 per day) if the uniform requires ironing (clause 15.2 b).

Where an employee is required to wear protective clothing or equipment such as **hats and sunscreen** lotion, goggles, aprons or gloves, the employer will either supply such clothing or equipment or reimburse the employee for the cost of their purchase. Reimbursement will be limited to reasonable costs incurred (clause 15.2 c).

### **Meal allowance** (clause 15.5)

Employees who are required to work more than two hours overtime without being notified on the previous day are provided with a meal or paid an allowance of **\$15.09**.

### **First Aid allowance** (clause 15.4)

Where an employer **requires** an employee at Level 3 or below to administer first aid to children in their care and the employee is the current holder of a recognised first aid qualification such as a certificate from the St John Ambulance Australia (VIC), the Australian Red Cross or similar body, the employer shall pay the employee an allowance of 1.13% of the standard rate per day.

However, an employee below Level 3 engaged in out of school hours care and appointed as first aid person shall be paid an allowance of 0.15% of the standard hourly rate.

### Educational leader allowance (clause 15.8)

An educational leader's allowance of **\$ 4412.84 per annum\*** is payable to an employee who is required to perform the responsibilities of the educational leader under Regulation 118 of the *Education and Care Services National Regulations 2011*.

Where an employee is required to act as educational leader for less than 5 days per week, the annual allowance is paid on a pro rata basis (calculated by the number of days per week the employee is required to act as an educational leader). \*Wage-related allowance increased as of 1 July 2024 (PR774011).

### Higher duties (clause 18.1)

#### Application of higher duties payment

An employee engaged in duties carrying a higher rate than their ordinary classification for **two or more consecutive hours within any shift or day** will be paid for the time so worked at the higher rate provided that the greater part of the time so worked is spent in performing duties carrying the higher rate.

#### Assistant Director (Level 5) performing Director duties (Level 6)

An employee engaged as a Children's Services Employee Level 5 (Assistant Director) who is required to undertake the duties of a director by reason of the Director's absence will not be entitled to payment under this clause unless the Director's absence exceeds two complete consecutive working days.

#### Other employees performing Director duties (Level 6)

An employee engaged as a Children's Services Employee Level 3 who is required to undertake duties of the Director by reason of the Director's non-attendance outside of core hours will not be entitled to payment under this clause.

Where an employee is appointed to act as the Director of a Centre or a Supervising Officer pursuant to the relevant childcare regulations, they will be paid for the entire period at the rate applicable for a director or Supervising Officer.

### Superannuation (clause 20)

The superannuation guarantee contribution is now **11.5% as of 1 July 2024**. Refer to the Australian Taxation Office (ATO) for updates on superannuation at <https://www.ato.gov.au/>.

All new employees must be provided with a standard superannuation choice form within 28 days of commencement of employment. Employees who have made a superannuation choice cannot alter that choice within 12 months of making the choice.

### Payment of wages (clause 19)

Except on termination of employment all wages including overtime will be paid on any day of the week other than Saturday or Sunday. Wages may be paid weekly, fortnightly, or monthly by agreement between the employer and employee.

The employer must pay an employee no later than 7 days after the day on which the employee's employment ends (their last day of employment).

### Leave

#### Annual leave and leave loading (clause 24)

Employees are entitled to four weeks annual leave with 17.5% leave loading.

During the Christmas period only, an employee working in a long day care centre (operating for more than 48 weeks per year) may be directed to take annual leave by their employer with four weeks' notice.

An employee without sufficient accrued leave to maintain their ordinary rate of pay during this period may be required to take leave without pay for a maximum of four weeks (clause 24.4).

#### Cashing out of annual leave (clause 24.9)

An employer and an employee may agree in writing to the cashing out of excess accrued paid annual leave by the employee. The maximum amount of accrued paid annual leave that may be cashed out in any period of 12 months is 2 weeks.

An agreement must not result in the employee's remaining accrued entitlement to paid annual leave being less than 4 weeks

Paid annual leave must not be cashed out except in accordance with a written agreement that states:

- the amount of leave to be cashed out and the payment to be made to the employee for it; and
- the date on which the payment is to be made.

### **Term time employees** (clause 21.9)

**Where a service only operates during school terms only (i.e., sessional kindergarten), employees can be employed as term time employees under this award.**

Term time employees are not paid during the six weeks of term breaks. This period of unpaid leave does not reduce the quantum of personal leave or annual leave accrued. Annual leave is ordinarily paid during the Christmas term break.

### **Non-term time employees** (clause 24.4)

For a non-term time employee, where a workplace is closed during a holiday period other than Christmas period, and no work is available, the employee will be paid the ordinary rate of pay.

### **Personal (sick)/carers leave** (clause 25)

Employees are entitled to 10 days personal/carer's leave per year (pro-rata for part-time employees). Unused personal leave is fully cumulative. Personal/carer's leave is accrued progressively during the year.

## **Classifications** (Schedule B)

### **Children's Services Employee (CSE)**

#### **Level 1**

This is an employee who has no formal qualifications but is able to perform work within the scope of this level. The employee will work under direct supervision in a team environment and will receive guidance and direction at all times.

The employee will receive structured and regular on-the-job training to perform the duties expected at this level.

Normally an employee at this level will not be left alone with a group of children.

#### **Indicative duties**

- Learning and implementing the policies, procedures and routines of the service.
- Learning how to establish relationships and interact with children.
- Learning the basic skills required to work in this environment with children.
- Giving each child individual attention and comfort as required.

#### **Progression**

A Level 1 employee will progress to the next level after a period of one year or earlier if the employer considers the employee capable of performing the work at the next level or if the employee actually performs work at the next level.

#### **Level 2**

This is an employee who has completed 12 months in Level 1, or a relevant AQF Certificate II, or in the opinion of the employer has sufficient knowledge and experience to perform the work within the scope of this level. An employee at this level has limited knowledge and experience in children's services and is expected to take limited responsibility for their own work.

#### **Indicative duties**

- Assist in the implementation of the children's program under supervision.
- Assist in the implementation of daily care routines.
- Develop awareness of and assist in maintenance of the health and safety of the children in care.
- Give each child individual attention and comfort as required.
- Understand and work according to the centre or service's policies and procedures.
- Demonstrate knowledge of hygienic handling of food and equipment.

#### **Level 3**

#### **Pay points 3.1 - 3.3 - Certificate III Educator**

This is an employee who has completed AQF Certificate III in Children's Services or an equivalent qualification or, alternatively, this employee will possess, in the opinion of

the employer, sufficient knowledge or experience to perform the duties at this level. An employee appointed at this level will also undertake the same duties and perform the same tasks as a CSE Level 2.

#### Pay point level 3.4 - Diploma Educator

An employee at this level who has completed an AQF Diploma in Children's Services or equivalent, and who demonstrates the application of skills and knowledge acquired beyond the competencies required for AQF Certificate III in the ongoing performance of their work, must be paid **no less than the rate prescribed for Level 3.4.**

#### Indicative duties (Level 3)

- Assist in the preparation, implementation and evaluation of developmentally appropriate programs for individual children or groups.
- Record observations of individual children or groups for program planning purposes for qualified staff.
- Under direction, work with individual children with particular needs.
- Assist in the direction of untrained staff.
- Undertake and implement the requirements of quality assurance.
- Work in accordance with food safety regulations.

#### Progression

Subject to this award, an employee at this level with an AQF certificate III qualification is entitled to progression to Level 3.3. **A Diploma Educator will be appointed and remain at a Level 3.4.**

#### Level 4

This is an employee who has completed a Diploma in Children's Services or equivalent (e.g., Certificate IV in Out of School Hours Care) as recognised by licensing authorities and is appointed as the person in charge of a group of children in the age range from birth to 12 years.

An employee at this level will also take on the same duties and perform the same tasks as a Children's Services Employees (CSE) Level 3.

#### Indicative duties

- Responsible in consultation with the Assistant Director/Director for the preparation, implementation and evaluation of a developmentally appropriate program for individual children or groups.

- Responsible to the Assistant Director/Director for the supervision of students on placement.
- Responsible for ensuring a safe environment is maintained for both staff and children.
- Responsible for ensuring that records are maintained accurately for each child in their care.
- Develop, implement and evaluate daily care routines.
- Ensure that the centre or service's policies and procedures are adhered to.
- Liaise with families.

#### Level 5

This is an employee who has completed an AQF Level V Diploma in Children's Services or equivalent and is appointed as:

- an Assistant Director of a service.
- a Children's Services Co-ordinator.
- a Family Day Care Co-ordinator.
- a Family Day Care Trainee Supervisor; or
- a School Age Care Co-ordinator.

An **Assistant Director** will also take on the same duties and perform the same tasks as a CSE Level 4.

#### Indicative duties

- Co-ordinate and direct the activities of employees engaged in the implementation and evaluation of developmentally appropriate programs.
- Contribute, through the Director, to the development of the centre or service policies.
- Co-ordinate centre or service operations including Occupational Health and Safety, program planning, staff training.
- Responsible for the day-to-day management of the centre or service in the temporary absence of the Director and for management and compliance with licensing and all statutory and quality assurance issues.
- Generally, supervise all employees within the service.

A **Children's Service Co-ordinator** undertakes additional responsibilities including:

- co-ordinating the activities of more than one group.
- supervising staff, trainees and students on placement; and

- assisting in administrative functions.

A **Family Day Care Co-ordinator** undertakes the following indicative duties:

- arranges, administers, and monitors a number of Family Day Care placements.
- responsible for the direction, supervision, and training of a number of family based childcare workers.
- implements licensing regulations and accreditation requirements for family day care.
- assists in recruiting and approving the registration of family based childcare workers in accordance with the scheme's policies and licensing regulations.
- documents, interprets and uses information about children.
- assists family based childcare workers to develop care routines for children.
- communicates effectively with family based childcare workers, children, parents and families.
- applies well-developed theoretical knowledge to the care situations with respect to cultural diversity, gender issues and scheme philosophy.
- responsible for the quality of their own work and the work of others; and
- ensures that records are maintained and up to date.

An **unqualified Co-ordinator** who co-ordinates and manages a stand-alone out-of-school hours care and/or vacation care centre may undertake the following:

- develop and/or oversee programs and ensure they offer a balance of flexibility, variety, safety
- supervise the programs/activities and each staff member is fulfilling their relevant duties and responsibilities.
- carry out administrative tasks including fee collection and receipting, banking, staff pay, etc.
- administer first aid when appropriate and ensure that injured children receive appropriate medical attention.
- work positively with parents and/or committees; and
- understand and work in accordance with the centre or service's policies.

### Qualified Co-ordinator

This is also the level for a qualified Co-ordinator who co-ordinates and manages a stand-alone out-of-school hours care and/or vacation care centre and has successfully completed a post-secondary course of at least two years in Early Childhood Studies or an equivalent qualification.

A Co-ordinator appointed to co-ordinate the activities of a service licensed to accommodate up to 59 children will be paid at the salary range Level 6.1 to 6.3. A Co-ordinator appointed to co-ordinate the activities of a service licensed to accommodate 60 or more children will be paid at the salary range Level 6.4 to 6.6.

### Level 6 - Centre Director

A Director is an employee who holds a relevant Degree or a 3- or 4-year Early Childhood Education qualification, or an AQF Advanced Diploma, or a Diploma in Children's Services, or a Diploma in Out-of-Hours Care; or is otherwise a person possessing such experience, or holding such qualifications deemed by the employer or the relevant legislation to be appropriate or required for the position.

### Indicative duties

- Responsible for the overall management and administration of the service.
- Supervise the implementation of developmentally appropriate programs.
- Recruit staff in accordance with regulations.
- Maintain day-to-day accounts and handle all administrative matters.
- Ensure that the centre or service adheres to all relevant regulations and statutory requirements.
- Ensure that the service meets or exceeds quality assurance requirements.
- Liaise with families and outside agencies.
- Formulate and evaluate annual budgets.
- Liaise with management committees.
- Provide professional leadership and development to staff.
- Develop and maintain policies and procedures.

### Director Level 1

A Director Level 1 is an employee appointed as the Director of a service licensed for up to 39 children or a Family Day Care service of no more than 30 family based childcare workers and is paid at the **Level 6.1 to 6.3 salary range**.

### Director Level 2

A Director Level 2 is an employee appointed as the Director of a service licensed for between 40 and 59 children or a Family Day Care service with between 31 and 60 family based childcare workers and is paid at the **Level 6.4 to 6.6 salary range**.

### Director Level 3

A Director Level 3 is an employee appointed as the Director of a service licensed for 60 or more children or a Family Day Care service with more than 60 family based childcare workers and is paid at the **Level 6.7 to 6.9 salary range**.

## Support Worker classifications

### Level 1

This is an untrained, unqualified employee. Employees at this level will work under supervision.

#### Indicative duties

- Basic food preparation or kitchen hand duties.
- Laundry work
- Cleaning
- Gardening
- Driving
- Maintenance (non-trade)
- Administrative duties

#### Progression

An employee will progress to Children's Services Support Employee (CSSE) Level 2 after 12 months, or earlier if the employee is performing the duties of a CSSE Level 2.

### Level 2

An employee at this level will possess skills, training and experience above that of a CSSE Level 1 and below that of a CSSE level 3. An employee at this level works under routine supervision and exercises discretion consistent with their skills and experience.

#### Indicative duties

- Assisting a qualified cook and/or basic food preparation and/or duties of a kitchen hand
- Laundry work
- Cleaning
- Gardening
- Driving
- Maintenance (non-trade)
- Administrative duties

### Level 3

An employee at this level possesses an AQF Certificate III or equivalent skills and performs work at that level as required by the employer.

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