



Please note – This is a previous WA award summary and does not contain the current rates of pay

WA Award Summary

Dental Technicians and Attendant/ Receptionists Award

1 July 2018

About this Award Summary

This WA Award Summary is a summary of the state Dental Technicians and Attendant/Receptionists Award and does not include all obligations required by the award. It is important that you also refer to the full Dental Technicians and Attendant/Receptionists Award that is available on the WA Industrial Relations Commission website www.wairc.wa.gov.au

Provisions of other employment legislation also apply to employees and have been included in this WA Award Summary where appropriate. You may need to refer to the *Minimum Conditions of Employment Act 1993*, the *Long Service Leave Act 1958*, and the *Industrial Relations Act 1979* for full details.

This document is formatted for viewing on the Wageline website and contains web links to other relevant information. If you are using a printed copy in which links are not visible, all additional information can be found at www.dmirs.wa.gov.au/wageline or by contacting Wageline on 1300 655 266.

How can we help?

- Pay rates
- Leave entitlements
- Long service leave
- Employment arrangements
- Record keeping obligations



Three step check to make sure this information is relevant to you

<p>Step 1 Is the business in the state system?</p>	<p>This WA Award Summary applies to businesses in the state industrial relations system. It covers businesses which operate as:</p> <ul style="list-style-type: none"> ✓ sole traders (eg Jane Smith trading as Jane’s Dental) ✓ unincorporated partnerships (eg Jane and Bob Smith trading as Jane’s Dental) ✓ unincorporated trust arrangements (eg Jane and Bob Smith as trustees for Jane’s Dental) <p>This summary does not apply to businesses in the national industrial relations system which operate as:</p> <ul style="list-style-type: none"> ✗ Pty Ltd businesses (eg Smith Pty Ltd trading as Jane’s Dental) ✗ incorporated partnerships or incorporated trusts ✗ incorporated associations and other non-profit bodies (that are trading or financial corporations) <p>For more information visit the Guide to who is in the WA state system page. If the business or organisation is in the national system visit the Fair Work Ombudsman website www.fairwork.gov.au</p>
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<p>Step 2 Is the business covered by the Dental Technicians and Attendant/Receptionists Award?</p>	<p>The Dental Technicians and Attendant/Receptionists Award applies to businesses in the state industrial relations system which are:</p> <ul style="list-style-type: none"> ✓ dental surgeries ✓ dental laboratories
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<p>Step 3 Is the employee’s job covered by the Dental Technicians and Attendant/Receptionists Award?</p>	<p>The Dental Technicians and Attendant/Receptionists Award sets pay rates, working hours and other employment arrangements for full time, part time and casual employees working as:</p> <ul style="list-style-type: none"> ✓ dental assistants and dental technicians ✓ dental attendants / receptionists ✓ apprentice dental technicians and laboratory assistants
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Employers covered by this WA Award are legally required to keep employment records. Employers can be fined up to \$5,000 for not keeping employment records, for keeping inadequate or fraudulent records, or for not providing records to Industrial Inspectors when required to do so. Page 5 details record keeping requirements.

The Dental Technicians and Attendant/Receptionists Award is a legal document that outlines the minimum wages and conditions of employment that must be provided to employees who are covered by the award. Employers and employees cannot agree to lesser conditions.

Industrial Inspectors at the Department of Mines, Industry Regulation and Safety have statutory powers to investigate employee complaints about underpayment of wages or leave entitlements under this WA Award and state employment laws. The Department can prosecute employers in the Industrial Magistrates Court for not paying the rates of pay, including overtime, penalty rates and allowances required by this WA Award.



Rates of pay

All rates of pay are gross rates (before tax). Current rates applied from the first pay period on or after **1 July 2018**.



Adult rates of pay – applicable from the first pay period on or after 1 July 2018 until end of last pay period commenced in June 2019 (new rates applied first pay period on or after 1 July 2019)

Classification (See page 10 for job descriptions)	Fortnightly	Hourly	Casual (includes 20% loading)
Senior Dental Assistant	\$1,489.10	\$19.59	\$23.51
Dental Assistant	\$1,471.10	\$19.36	\$23.23
Dental Technicians	\$1,640.60	\$21.59	\$25.90
Senior Dental Technicians	\$1,667.50	\$21.94	\$26.33
Advanced Dental Technicians	\$1,734.00	\$22.82	\$27.38
Senior Advanced Dental Technicians	\$1,752.40	\$23.06	\$27.67
Senior Dental Attendant/Receptionist	\$1,473.90	\$19.39	\$23.27
Dental Attendant/Receptionist	\$1,456.00	\$19.16	\$22.99
Laboratory Assistants	\$1,456.00	\$19.16	\$22.99



Junior rates of pay – applicable from the first pay period on or after 1 July 2018 until end of last pay period commenced in June 2019 (new rates applied first pay period on or after 1 July 2019)

Classification Title (See page 10 for job descriptions)	Fortnightly	Hourly	Casual (includes 20% loading)
Dental Assistant			
20 years of age (99%)	\$1,456.40	\$19.16	\$23.00
19 years of age (93%)	\$1,368.10	\$18.00	\$21.60
18 years of age (82%)	\$1,206.30	\$15.87	\$19.05
17 years of age (69%)	\$1,015.10	\$13.36	\$16.03
Dental Attendant/Receptionist			
20 years of age (99%)	\$1,441.40	\$18.97	\$22.76
19 years of age (93%)	\$1,354.10	\$17.82	\$21.38
18 years of age (82%)	\$1,193.90	\$15.71	\$18.85
17 years of age (69%)	\$1,004.60	\$13.22	\$15.86
Laboratory Assistants			
20 years of age (99%)	\$1,441.40	\$18.97	\$22.76
19 years of age (93%)	\$1,354.10	\$17.82	\$21.38
18 years of age (82%)	\$1,193.90	\$15.71	\$18.85
17 years of age (69%)	\$1,004.60	\$13.22	\$15.86

- The Award also contains pay rates for 16 year olds and under 16 year olds.
- Under the *Children and Community Services Act 2004*, it is illegal to employ children under the age of 15 in this industry, except if the child is working as part of a school program or in a family business.

Casual employees

A casual employee is defined in the award as an employee who is engaged on an hourly basis and who is employed for not more than one week or who is employed to relieve another employee on annual leave or other leave not including long service leave. A casual employee must be informed of those conditions of employment prior to being engaged.



Dental Technician Apprentices – applicable from the first pay period on or after 1 July 2018 until end of last pay period commenced in June 2019 (new rates applied first pay period on or after 1 July 2019)

Apprentices aged 21 and above must receive the minimum adult wage of **\$1,242.20** per fortnight or the prescribed apprenticeship rate, whichever is higher, for ordinary hours of work.

4 Year Term	% of Dental Technician	Fortnightly	Hourly
1st Year	42%	\$689.10	\$9.07
2nd Year	55%	\$902.30	\$11.87
3rd Year	75%	\$1,230.50	\$16.19
4th Year	88%	\$1,443.70	\$19.00

Higher duties

An employee engaged on duties carrying a higher rate than the employee's ordinary classification must be paid the higher rate for the time the employee is so engaged but if the employee is so engaged for more than half of one day or shift the employee must be paid the higher rate for the whole day or shift. An employee's regular rate of wage must not be reduced while the employee is temporarily employed on work classified with a lower minimum rate.



To receive email updates when WA award pay rates change, subscribe to the [Wageline Newsletter](#).



Hours and overtime

- The ordinary hours of work must not exceed an average of 38 hours per week to be worked over not more than 40 hours in any one week nor more than 10 hours, exclusive of meal breaks, in any one day.
- For Dental Technicians and apprentices, ordinary hours must be worked between 7:30am and 6:00pm Monday to Friday inclusive.
 - For all other employees, ordinary hours must be worked:
 - between 7:30am and 9:00pm Monday to Friday inclusive and
 - between 8:00am to 1:00pm on Saturday.
- Where ordinary hours in excess of eight hours are worked by an employee on any one day of a week, such employee is to be required to work ordinary hours on not more than five days in any one week.
- All ordinary hours worked after 6:00pm Monday to Friday inclusive must be paid at the rate of 15% in addition to the ordinary rate of pay for the work.
- All ordinary hours worked on a Saturday *before* 1:00pm must be paid at the rate of time and a quarter.

Overtime

- All time worked outside the ordinary hours must be paid for at the rate of time and a half for the first two hours and double time after that.
- All work performed after 1:00pm on Saturday or on a Sunday must be paid for at the rate of double time.



Deductions from pay

An employer may deduct from an employee's pay an amount:

- the employer is authorised, in writing, by the employee to deduct and pay on behalf of the employee.
- the employer is authorised to deduct and pay on behalf of the employee under the relevant WA award.
- the employer is authorised or required to deduct by law or a court order.



Meal breaks

- After not more than six hours of work, an employee is entitled to one meal break not less than 30 minutes and not more than one hour. The midday meal will be taken between 11:30am and 2:00pm and the evening meal will be taken between 4:30pm and 7:00pm.
- Where an employee is not provided with a meal break at the required time, the employee must be paid overtime until the meal break is provided.
- Employees are also entitled to two paid breaks of 10 minutes each, before and after the meal break, unless patients' requirements are such that the break cannot reasonably be taken.



Employment records

- Employers are legally required to keep employment records which demonstrate that employees have been paid all entitlements under the Dental Technicians and Attendant/Receptionists Award and relevant legislation.
- Employers must keep all employment records for at least seven years after they are made for both current and past employees. Records relating to long service leave must be kept for seven years from the date employment ends.
- Employers can be fined up to \$5,000 by the Industrial Magistrates Court for not keeping employment records or for keeping inadequate or fraudulent records. A common requirement that employers fail to observe is a lack of detail in keeping employment records.
- Employers must keep records that detail:
 - Employee's name
 - Date of birth if under 21 years of age
 - Date employee commenced with the employer
 - Total number of hours worked each week
 - The gross and net amounts paid to the employee
 - All information required to calculate long service leave entitlements and payment
 - All pay deductions and reasons for them
 - Name of WA award that applies
 - Daily start and finish time and meal breaks taken
 - Employment status (full time, part time, casual)
 - Employee's classification under the award
 - All leave taken, whether paid, partly paid or unpaid
 - Any other information necessary to prove that the wages received by an employee comply with the requirements of the Dental Technicians and Attendants/Receptionists Award, such as overtime hours worked and allowances paid. Contact Wageline or view the full Dental Technicians and Attendants/Receptionists Award on the WA Industrial Relations Commission website www.wairc.wa.gov.au for details.

- Employment records can be written or electronic as long as they are in a form that can be printed. Time and wage books can be used to keep employment records, however, it is the employer's responsibility to ensure the time and wage book includes all of the required information.
- The records must be in English.
- Wageline's [record keeping templates](#) help small business employers meet their legal obligations for time and wages record keeping and keep accurate employee leave records.



Allowances

Allowance	When allowance is paid	Rate
Meal Money	If required to work overtime for two hours or more, (except if notified the previous day or earlier that he/she is required to work overtime) the employee must be supplied with a meal or be paid \$7.40 and, if a second or subsequent meal is required the employee must be supplied with another meal employer or paid \$5.80 .	Meal money of \$7.40 per occasion, or \$5.80 for a subsequent meal.
Location Allowance	Where working in certain regional towns in Western Australia (paid on a proportionate basis to casual/part time employees and apprentices).	Visit the Location Allowance page for the amount payable for each town or Clause 27 of the Award.



Employment of children

- Under the *Children and Community Services Act 2004*, it is illegal to employ children under the age of 15 in this industry, except if the child is working as part of a school program or in a family business.
- School aged children must not be employed during school hours, unless participating in a school program.
- Visit the [When children can work in Western Australia](#) page for more information.



Leave entitlements

Quick reference guide

Leave entitlement	Full time	Part time	Casual
Annual leave	✓	✓	✗
Sick and carer's leave	✓	✓	✗
Unpaid carer's leave	✓	✓	✓
Bereavement leave	✓	✓	✓
Unpaid parental leave	✓	✓	✓
Long service leave	✓	✓	✓

This WA Award summary covers the basic leave entitlements for employees covered by the Dental Technicians and Attendant/Receptionists Award but does **not** include all details on leave obligations and entitlements. Full details of conditions are contained in the Dental Technicians and Attendant/Receptionists Award on the WA Industrial Relations Commission website www.wairc.wa.gov.au, the *Minimum Conditions of Employment Act 1993* and the *Long Service Leave Act 1958*.



Parental leave

- Employees, including eligible casual employees, are entitled to the unpaid parental leave entitlements in the National Employment Standards of the *Fair Work Act 2009*, as well as a number of more beneficial conditions contained in the *Minimum Conditions of Employment Act 1993* (a return to work after parental leave on a modified basis and a reversion to pre-parental leave working conditions). Visit the [Parental leave](#) page for further details.



Annual leave

- Full time employees are entitled to a minimum of four weeks of paid annual leave for each year of completed service, up to 152 hours. Part time employees are entitled to a minimum of four weeks of paid annual leave per year paid on a pro rata basis according to the number of hours they are required ordinarily to work in a four week period. Casual employees are not entitled to annual leave.
- Annual leave is a minimum entitlement in the *Minimum Conditions of Employment Act* and the Dental Technicians and Attendant/Receptionists Award sets out additional requirements regarding annual leave and annual leave loading.
- During a period of annual leave an employee must be paid annual leave loading of 17.5%.
- On termination, annual leave loading of 17.5% is paid out on fully accrued annual leave entitlements for completed years of employment. Annual leave loading is not paid on proportionate leave (leave accrued in an incomplete year of employment) on termination.
- The Dental Technicians and Attendant/Receptionists Award also provides for a situation where there is a Christmas closedown – see the award on the [WA Industrial Relations Commission](#) website for details.
- Annual leave accrues on a weekly basis:
 - A full time employee accrues 2.923 hours of annual leave for each completed week of work.
 - A part time employee accrues the relevant proportion of 2.923 hours annual leave for each completed week of work.
- Wageline's [Annual Leave Calculation Guide](#) can assist with calculating annual leave entitlements.
- Wageline's [record keeping templates](#) include an annual leave record template.



Sick and carer's leave

- Sick and carer's leave entitles a full time or part time employee to paid time off work due to either illness or injury to themselves (sick leave), or because they have to care for an ill or injured family or household member (carer's leave).
- Full time and part time employees are entitled to paid sick and carer's leave equal to the number of hours they would ordinarily work in a two week period, up to 76 hours per year. Sick and carer's leave is a cumulative entitlement, and any leave not taken in one year can be carried over to the next year.
- Sick and carer's leave accrues on a weekly basis for full and part time employees.
- In the first year of employment, a full time or part time employee can use any paid sick and carer's leave that they have accrued to date for caring purposes.
- In the second and subsequent years of employment, a full time employee can only use a maximum of 76 hours of their accrued sick leave entitlement for caring purposes, or a part time employee the relevant proportion of 76 hours based on their ordinary hours of work.
- An employee is entitled to up to two days of unpaid carer's leave per occasion if an employee does not have sufficient paid leave accrued or has exceeded the maximum amount of carer's leave that can be taken in any 12 month period.
- Casual employees are not entitled to paid sick leave or paid carer's leave. Casual employees can access up to two day's unpaid carer's leave per occasion.
- Sick and carer's leave is a minimum entitlement from the *Minimum Conditions of Employment Act 1993*.
- Wageline's [Sick Leave Calculation Guide](#) can assist with calculating sick and carer's leave entitlements.
- Wageline's [record keeping templates](#) include a sick and carer's leave record template.



Bereavement leave

- All employees, including casual employees, are entitled to two days paid bereavement leave on the death of a spouse, de facto partner, parent, step-parent, grandparent, child, step-child, grandchild, sibling or any other member of the employee’s household. The two days need not be consecutive.
 - Bereavement leave is a minimum entitlement from the *Minimum Conditions of Employment Act 1993*.



Long service leave

- Full time, part time and casual employees are entitled to long service leave (LSL).
- Long service leave is an entitlement from the *Long Service Leave Act 1958*.
- The length of continuous employment for an employee’s long service leave entitlement is based on the total time with the business, rather than any one employer. An employer who buys a business or part of a business will take on the long service leave obligations for existing employees if there has been a transmission of business. This applies regardless of anything written in the sale contract.

Amount of continuous employment with same business	Amount of leave
After 10 years of continuous employment	8 ^{2/3} weeks
For every 5 years of continuous employment after this initial 10 years	4 ^{1/3} weeks
When an employee is terminated (except for serious misconduct) or resigns after they have completed between 7 and 10 years continuous employment	The employee is entitled to be paid out for LSL on a proportionate basis. LSL payment is worked out on a pro-rata basis for the entire period of employment, including years, months and days
When an employee is terminated or resigns after they have worked continuously for 10 or more years	The employee is entitled to be paid out for LSL. LSL payment is worked out on completed years of service only

- An employee who has completed a full qualifying period of service (e.g. 10 years) is entitled to be paid out their full long service leave entitlement (e.g. 8^{2/3} weeks) on termination, regardless of the circumstances of the termination.
- Where an employee has a period of service that is less than the full qualifying period and they were terminated by their employer for serious misconduct, they are not entitled to **pro rata** LSL.
- Wageline’s [Long Service Leave Calculation Guide](#) can assist with calculating long service leave entitlements.
- Wageline’s [record keeping templates](#) include a long service leave record template.



Public holidays

- Full time employees are entitled to public holidays (or days substituted for public holidays) without deduction of pay. Part time employees are entitled to public holidays (or days substituted for public holidays) without deduction of pay if they would ordinarily be required to work on that day if it was not a public holiday.
- Under this award if a public holiday falls on a Saturday or Sunday, the following Monday will be considered to be the public holiday. However, if Boxing Day falls on a Sunday or Monday, the following Tuesday will be considered to be the public holiday. When a public holiday is substituted with another day, the public holiday itself is no longer considered a public holiday for the purposes of the WA award.
- If an employee works on a public holiday or substituted public holiday they must be paid at the rate of double time and a half.
- Visit the [Public Holidays in Western Australia](#) page to view the public holiday dates.



Resignation by the employee

- Full time and part time employees are required to provide the same amount of notice as that outlined below for the employer, except that there is no additional notice based on the age of the employee.

Termination

- An employer is required to give a casual employee one hour's notice of termination.
- Except in cases of serious misconduct, an employer is required to give full time and part time employees the following period of notice of termination (or payment in lieu):

Period of continuous service	Notice period
Not more than 1 year	1 week
More than 1 year but not more than 3 years*	2 weeks
More than 3 years but not more than 5 years*	3 weeks
More than 5 years*	4 weeks

*Employees over 45 years of age with two or more years of continuous service must receive an additional week's notice.

- Prior to terminating an apprentice, an employer must contact the Department of Training and Workforce Development Apprenticeship Office on 13 19 54 to discuss any proposed termination of an apprentice.

Redundancy

- An employee is redundant when their employer has made a definite decision that they no longer wish the job the employee has been doing to be done by anyone.
- An employer has a number of obligations in redundancy situations and may be required to pay severance pay. Visit the [Redundancy](#) page for redundancy obligations.
- The Dental Technicians and Attendant Receptionists Award requires redundancy payments to be made to employees and there is no exclusion for businesses with less than 15 employees. Employers may also be required to provide redundancy payments in accordance with the Termination Change and Redundancy General Order. It is recommended that employers contact **Wageline on 1300 655 266** to discuss redundancy obligations under this award.

Dismissal requirements

- Under State laws, employees cannot be dismissed if to do so would be harsh, unfair or oppressive. There must be a valid and fair reason for dismissal, such as:
 - consistent unsatisfactory work performance (which has been raised with the employee and the employee given further training and an opportunity to improve their work performance)
 - inappropriate behaviour or actions or
 - serious misconduct.
- The [Dismissal Information](#) page outlines obligations and requirements when an employee is terminated.



Classifications

- A **“Senior Dental Technician”** is a Dental Technician who, in addition to ordinary duties, is required by the employer to supervise the work of three or more other Dental Technicians and/or apprentices.
- An **“Advanced Dental Technician”** is an adult employee with at least four years’ experience as a Dental Technician, other than as an apprentice and has qualified at an approved trade school, and who is engaged in all aspects of Crown and Bridge work (including Ceramics) or Cast Metal Dentures or Maxillo facial work on Orthodontics.
- A **“Dental Assistant”** is an employee who performs similar duties to that of a Dental Attendant and/or Receptionist who is undertaking or has concluded a Certificate IV in Dental Clinic Assisting in a dental establishment, or holds a certificate of proficiency as a Dental Assistant issued by the Dental Assistants’ Association as a result of having completed to the satisfaction of the Examiners a training course the standards of which have been approved and accepted by the Australian Dental Association (WA Branch) and the Dental Assistants’ Association of Australia, or who holds a certificate recognised by the Dental Assistants’ Association of Australia as being equivalent to their certificate of proficiency.
- A **“Dental Attendant and/or Receptionist”** is an employee who is required to perform any of the following functions, namely: receive patients, attend patients, make or record appointments or keep patients' records or any work incidental to such functions.
- A **“Senior Dental Assistant”** or **“Senior Dental Attendant and/or Receptionist”** in addition to normal duties, is required to supervise the work of more than one other Dental Assistant or Dental Attendant and/or Receptionist.
- A **“Laboratory Assistant”** is an employee in a Dental Laboratory employed on work other than that work normally performed by a technician or apprentice technician.

Disclaimer

The Department of Mines, Industry Regulation and Safety has prepared this WA award summary to provide information on pay rates and major award provisions. It is provided as a general guide only and is not designed to be comprehensive or to provide legal advice. The Department does not accept liability for any claim which may arise from any person acting on, or refraining from acting on, this information.