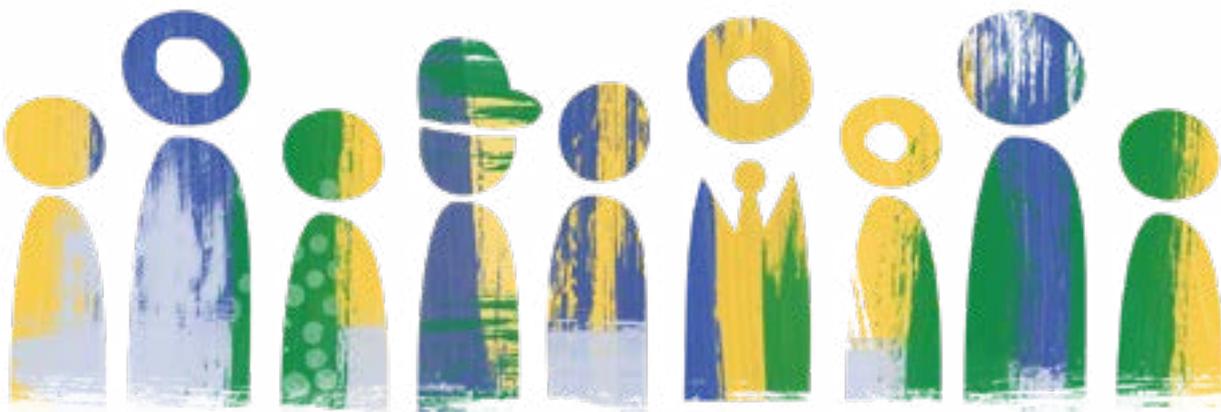




Australian Government

Fair Work OMBUDSMAN

A guide to starting a new job



Starting a new job can be exciting. It can also be a bit scary if you're not sure what you need to do. Every workplace is different, but there are some rights and responsibilities that apply to all workers and bosses. You should know your rights and responsibilities before you start work so you can enjoy your new job.

This guide tells you what you need to know and where you can get more information.





Your rights and entitlements

Before starting a new job make sure you know the answers to these important questions.

What are the National Employment Standards?

The National Employment Standards (NES) are 10 rules about minimum entitlements for your job. All workers get the NES.

The National Minimum Wage and the NES make up the minimum entitlements for workers in Australia.

The NES includes rules about:

- Parental leave and related entitlements
- Annual leave
- Sick leave
- Public holidays
- Notice of termination and redundancy pay
- Compassionate Leave
- Family and domestic violence leave

Are there other rules for my job?

Other rules about minimum pay and conditions for your new job might be written in a registered agreement. For information on agreements or to search for the agreement that applies in your workplace, visit www.fwc.gov.au.

If there's no registered agreement, there might be an award which sets out the other rules for your new job. Your award depends on where you work and what sort of work you do. To find the award that applies to your new job go to www.fairwork.gov.au/awards.

Registered agreements and awards are legal documents.

If your new job doesn't have a registered agreement or an award you still get the NES and National Minimum Wage.

You can also make rules with your boss about other conditions for your new job – this is called an employment contract and can be made in writing or by talking with your boss.

An employment contract cannot give you less than the rules set out in the NES, your registered agreement or your award. Ask your boss or go to www.fairwork.gov.au/awardsandagreements to find out if there is a registered agreement or award for your job.

Find out more

For the full list of NES and more information about the NES go to www.fairwork.gov.au/nes

Am I full-time, part-time or casual?

Workers get different entitlements depending on their type of employment.

You should ask your boss about whether your job is full-time, part-time or casual before you start work. **You should also check whether you're a fixed term worker and/or a junior worker.**

Employment Type	About
Full-time	Work 38 hours plus extra hours that are fair.
Part-time	Work less than 38 hours and usually agree with their boss about their regular work hours.
Casual	No guaranteed work, but given extra pay.
Fixed Term	Full-time or part-time work for a set time, task or season. For example, a fixed term worker may be asked to work on a 12 month project.
Junior Worker	Under 21 years of age. Can be full-time, part-time or casual.

For more information on the different job types and your rights, go to www.fairwork.gov.au/employment.

What should I be paid?

Your pay is not based on how your boss values your work. You must be paid at least the minimum wages in your registered agreement, award, contract of employment or the National Minimum Wage.

These pay rates will depend on your:

- Duties (what you do at work)
- Age
- Experience
- Qualifications

Your wages must be paid by cash, cheque or electronic funds transfer to your bank account (EFT).

How can I check I am being paid the right amount?

A good way to do this is to check your pay slips and see if it matches the minimum wage in your registered agreement, award, contract of employment or the National Minimum Wage.

If there is an award for your job, use our [Pay and Conditions Tool](#) (PACT) to check your pay, penalties and allowances.

Minimum pay rates are updated every year, so you need to check them regularly. We suggest checking your pay when you first start a new job, and in July every year after.

If online options are not available to you, you can call **13 13 94** to talk to an Infoline adviser.



Tip to remember

You shouldn't rely on your boss to know how much you should be paid, or to pay you the right amount. It is important to check this for yourself.



Do I get leave from my job?

Workers can take leave for lots of reasons, including going on a holiday, because they are sick or for sorry business (compassionate leave) or to do something to deal with family and domestic violence.

All workers (including casual workers) are entitled to compassionate leave. Full-time and part-time workers get paid compassionate leave and casual workers get unpaid compassionate leave. The law says that your boss must let you take 2 days of compassionate leave when someone in your immediate family or household dies or has a life-threatening illness or injury.

All workers (including casual workers) are entitled to 5 days unpaid family and domestic violence leave.

Your leave entitlements are different depending on whether you are full-time, part-time or casual.

	Paid Annual Leave	Paid Sick or Carer's Leave	Paid Compassionate leave	Unpaid Carer's leave and Compassionate leave	Unpaid Family and Domestic Violence Leave
Casual	X	X	X	✓	✓
Part-time	✓	✓	✓	✓	✓
Full-time	✓	✓	✓	✓	✓

Paid leave entitlements depend on how many hours you work. Rules about leave for all workers are in the NES. Your award, registered agreement or contract of employment might have rules about leave but they can't be less than what is in the NES.

Use our [Leave Calculator](#) at to work out your leave.



Tip to remember

It's a good idea to keep your own diary to record:

- The dates you work
- The times you start and finish work
- Your break times
- The name of your supervisor on each shift
- Any leave you take



What paperwork should I get?

You should get a pay slip from your boss no later than one day after pay day. Your boss should also be keeping records about your job, including details about your pay, hours of work, leave entitlements and any agreements that you've made.



Do I have to complete a probation (trial) period?

Some bosses will put new workers on a probation (or trial) period to make sure they're right for the job. Workers on probation should still be paid the correct minimum wage and get their entitlements, including notice of termination if the boss decides to end their job.

For more information on your workplace rights check out our [fact sheets](#).



What about tax and super?

In most cases, your boss should take out tax from your wages. Paying 'cash in hand' without taking out tax is illegal.

Your boss must also pay super if you earn over a certain amount each month. Super is paid on top of your minimum wage. To check whether you are getting paid super, you should check your pay slip (your boss must put the super amount and the name of your super fund on your pay slips). Find out more about tax and super at www.ato.gov.au.



Tip to remember

Make sure you know all of your rights and entitlements, including your rights to the correct amount of pay, leave, tax and super.



What is discrimination?

Discrimination in the workplace is illegal.

Discrimination can happen when a boss ends a worker's job, or changes a worker's job in a bad way, because of things like the worker's race, age, physical or mental disability, family or carer's responsibilities, pregnancy, or for other traits.

If you think you are being discriminated against in your new workplace, more information to help you deal with this problem is available at

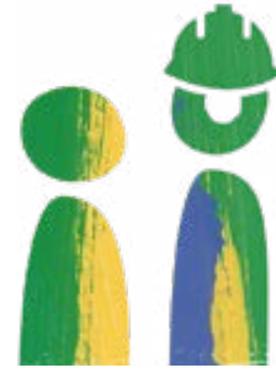
www.fairwork.gov.au/discrimination.



Your responsibilities

As a worker there are rules you need to follow and things you should do. Your work will be helping your boss to run their business so you should make sure that you're working as best you can.

You should do all the duties of your new job and let your boss know if there is anything in the workplace that worries you. If you find it hard to talk to your boss, you can complete our ['Difficult Conversations in the Workplace – employee course'](#).



Some things to think about on your first day

Don't be afraid to ask any questions you might have before starting.



Do I know where to go?

- Where you were interviewed might not be where you'll be working so check where you need to go on your first day.



How will I get to and from work?

- In some jobs your boss will provide you with transport to work; otherwise you should work out how you'll get to work and how long it will take.



Do I know who my supervisor will be?

- Make sure you know who you need to talk to when you arrive on your first day.



What should I wear?

- Ask your boss what you should wear. If the business has a uniform you should pick it up in time for your first day and make sure you wear it.



Do I know my hours of work?

- Make sure you know when you need to arrive on the first day and what hours you'll work.



What facilities will be at my workplace?

- Find out if the business has a kitchen or meals area and what shops are available for you to buy food.



Tahlia's new job

Tahlia is starting her new part-time job as a waitress in a local restaurant next week. Tahlia's boss Janet called her today to talk about her first day. During this phone call, Tahlia was told what her duties will be, what time she needs to start work on her first day and her roster for the first week.

Janet also said that rules for Tahlia's job are in the Restaurant Industry Award, which states how much she will be paid, when she gets a meal break and how much extra pay she will get if she works on a weekend. Janet also tells Tahlia that she should call her if she has any more questions about the job. Tahlia feels happy about starting her new job.



Laurie needs time off

Laurie needs to ask his boss Lucinda for some time off each week so he can take his elderly aunt to the doctors for a check-up. Laurie tells Lucinda that he wants to make a time to talk about something important and private to him.

Lucinda checks her diary and tells Laurie that she can meet at 2pm that day.

At their meeting Laurie tells Lucinda that he is very close to his aunt and that it means a lot to him to be able to support her. He offers to work a few more hours each day to make up for the time that he is with his aunt.

Lucinda is happy that Laurie has also thought about the needs of the business and agrees to his plan. Lucinda organises another meeting with Laurie in a few weeks' time to talk about how the plan is going.



Tip to remember

Knowing everything you need to before you start work will help make your first days and weeks easier.



Sorting out problems at work

The best way to fix a problem at work is to talk with your boss as soon as you can. Your boss might not know that there is a problem and sorting it out quickly means both of you can get on with the job.

Some people avoid talking about problems because it makes them feel shame or discomfort, but most problems at work won't go away by themselves.

It might be hard, but talking about problems when they come up will help you to keep a good relationship with your boss and stop the problem from getting worse.

Our [Online Learning Centre](#) has a free online course to prepare you for a difficult talk with your boss. The course will show you how to yarn to your boss about getting the right pay, taking leave for things like sorry business and changing your hours at work.



\$ Be MoneySmart

Now that you're earning money you want to be smart about what you do with it.

The Australian Securities and Investments Commission (ASIC) have free [Be MoneySmart](#) online training modules to help young workers, including apprentices and VET school students, manage their money.

↑ Getting the most out of your new job

Starting a new job can be new and exciting. To enjoy and be good at your new job you can:

- yarn to your boss about how you are going with your duties
- build your skills by learning on the job or doing training
- be positive, do team work and help other workers where you can
- work on your own when you need to
- think about how to solve problems
- communicate clearly.

You can get better at some of these skills by doing our '[Starting a new job](#)' online learning course.



Tip to remember

Developing new skills in communicating, problem solving or working in a team will help you enjoy your job and will ensure you are a valued worker.



What you need to know when starting a new job

This list of questions will help you make sure you have all the information you need when you are starting a new job. If you're not sure of the answer, speak to your new boss or contact the Fair Work Infoline on 13 13 94.

First day

Do you know:

- Where you need to go on your first day?
- What time you start on your first day?
- Who you need to report to (talk to when you get to work) on your first day?

Paperwork

Have you signed and completed all of the paperwork you need to give your employer?

- Letter of offer/employment contract
- Tax File Number declaration form
- Superannuation choice form

The [ATO](#) can provide you with more information about tax and super

What information do you need to take on your first day? This could include:

- Bank account details
- Tax File Number
- Licences (eg. driver's licence)
- Passport and visa (if you're visiting and working in Australia)
- Proof of age (if you're under 21)
- Qualifications and/or school records
- Apprenticeship or traineeship papers
- Emergency contact details

Uniform

Do you have to wear a uniform for work?

- Yes, my boss will give me one
- Yes, I need to buy a uniform
- No, but I know what I should wear to work

Tools

Do you need tools for work?

- Yes, my boss has given me/will give me tools
- Yes, I need to buy/bring my own tools
- No, I don't need tools

Award/Agreement

Do you know your award/agreement?

Yes, my award/agreement is:

- No, I am award/agreement free
- To find out more about awards go to www.fairwork.gov.au/awards

Employment type

Are you:

- Full-time
- Part-time
- Casual

Are you:

- Ongoing (permanent)
- Fixed term (only for a while)

Are you:

- A junior
- An apprentice/trainee

Probation

Do you have to complete a probation (trial) period?

- Yes, my probation period is from _____ to _____
- No

Duties

Do you know what your main duties will be?

- Yes
- No, I need to talk to my boss about this

Pay

My rate of pay is \$_____

How you will be paid?

- Direct deposit/EFT
- Cheque
- Cash

How often will you be paid?

- Weekly
- Fortnightly
- Monthly

How will you be given your pay slip?

- Hard copy
- Email
- Mail

Hours and shifts

What are the minimum (lowest) hours you will work each week?

_____ hours per week

Do you know what your roster will be (what hours and shifts you will work)?

- Yes
- No, I need to talk to my boss about this

Meal and rest breaks

- What meal and rest breaks are you entitled to?

Fair Work Information Statement

Have you received a Fair Work Information Statement from your boss?

- Yes
- No, I need to talk to my boss about this

Leave

Do you know what you leave you can take? Check those that apply to you:

- Annual leave
- Sick/carer's leave
- Compassionate leave (time off for Sorry Business)
- Family and domestic violence leave
- Community service leave

Other things to find out on your first day at work

- Where should you store your personal items?
- What do I do if there is an emergency?
- What are the rules about making personal calls, using social media or having visitors at work?
- Who should I contact if you're sick or running late?
- Who should I ask if I have questions about my job?

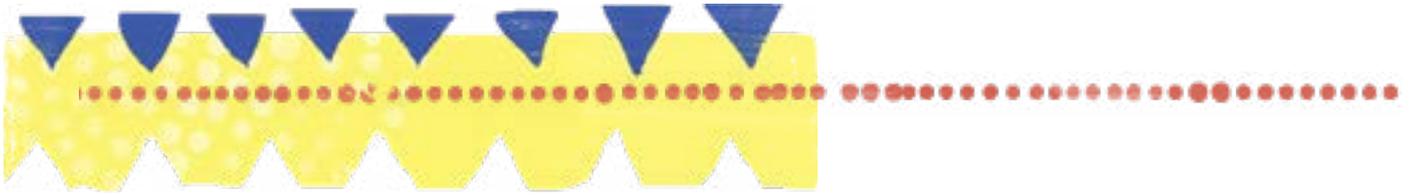


Find out more

For more information about starting a new job, see our '[Starting a new job](#)' online learning course

If you need more support locally, consider talking to with someone from a community organisation or community legal centre, an HR officer, an Indigenous liaison or employment officer, or union representative.





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