

Shiftworkers

A shiftworker is an employee who works shifts and gets an extra payment for working shift hours.

An award, enterprise agreement or other registered agreement (www.fairwork.gov.au/Dictionary.aspx?TermID=2034) can have a specific definition of what a shiftworker is, and what type of shifts they can work.

Find information about shiftworkers in your award by selecting from the list below.

Based on what you've told us, it looks like you're covered by the General Retail Industry Award [MA000004].

A shiftworker doesn't include a person working extra hours of overtime as part of a day shift.

A shift for a shiftworker:

- must start at or after 6pm and before 5am the following day
- doesn't include a shift that starts and finishes on the same day within the span of ordinary hours in this award.

A baking production shiftworker can work the following shifts:

- early morning shift - starts at or after 2am and before 6am
- night shift - starts before 2am.

A shiftworker's roster can't be changed to avoid paying public holiday entitlements or arranged so that they work shiftwork and non-shiftwork in the same week.

For more information on the:

- ordinary hours of work for shiftworkers, go to [Hours of work](http://www.fairwork.gov.au/Employee-entitlements/hours-of-work-breaks-and-rosters/Hours-of-work/default) (www.fairwork.gov.au/Employee-entitlements/hours-of-work-breaks-and-rosters/Hours-of-work/default)
- meal and rest breaks for shiftworkers, go to [Breaks](http://www.fairwork.gov.au/Employee-entitlements/hours-of-work-breaks-and-rosters/breaks) (www.fairwork.gov.au/Employee-entitlements/hours-of-work-breaks-and-rosters/breaks)
- overtime for shiftworkers, go to [When overtime applies](http://www.fairwork.gov.au/Employee-entitlements/hours-of-work-breaks-and-rosters/Hours-of-work/when-overtime-applies) (www.fairwork.gov.au/Employee-entitlements/hours-of-work-breaks-and-rosters/Hours-of-work/when-overtime-applies)
- shiftworker rates in this award, go to [Penalty rates and allowances](http://www.fairwork.gov.au/pay/penalty-rates-and-allowances/default) (www.fairwork.gov.au/pay/penalty-rates-and-allowances/default)

To find out more about who this award applies to, go to the [Retail Award summary](http://www.fairwork.gov.au/awards-and-agreements/Awards/Award-summary/ma000004-summary) (www.fairwork.gov.au/awards-and-agreements/Awards/Award-summary/ma000004-summary) .

Source reference: [General Retail Industry Award \[MA000004\] clauses 23 and 24](http://awardviewer.fwo.gov.au/award/show/MA000004) ^{PDF} (<http://awardviewer.fwo.gov.au/award/show/MA000004>)

Tools and resources

- [Find an agreement - Fair Work Commission](https://www.fwc.gov.au/awards-and-agreements/agreements) (<https://www.fwc.gov.au/awards-and-agreements/agreements>) ^{PDF}

Related information

- [Penalty rates and allowances](http://www.fairwork.gov.au/pay/penalty-rates-and-allowances/default) (www.fairwork.gov.au/pay/penalty-rates-and-allowances/default)
- [Annual leave](http://www.fairwork.gov.au/leave/annual-leave/default) (www.fairwork.gov.au/leave/annual-leave/default)

Help for small business

Find tools, resources and information you might need in our [Small business showcase](http://www.fairwork.gov.au/small-business-showcase/default) (www.fairwork.gov.au/small-business-showcase/default) .

Think a mistake might have been made?

Mistakes can happen. The best way to fix them usually starts with talking.

Check out our [Fixing a workplace problem](http://www.fairwork.gov.au/workplace-problems/fixing-a-workplace-problem/default) (www.fairwork.gov.au/workplace-problems/fixing-a-workplace-problem/default) section for

practical advice on:

- figuring out if a mistake has been made
- talking to your employer or employee about fixing it
- getting help from us if you can't resolve it.

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Contact us

Fair Work Online: www.fairwork.gov.au

Fair Work Infoline: 13 13 94

Need language help?

Contact the Translating and Interpreting Service (TIS) on 13 14 50

Hearing & speech assistance

Call through the National Relay Service (NRS):

For TTY: 13 36 77. Ask for the Fair Work Infoline 13 13 94

Speak & Listen: 1300 555 727. Ask for the Fair Work Infoline 13 13 94

The Fair Work Ombudsman is committed to providing advice that you can rely on. The information contained on this website is general in nature. If you are unsure about how it applies to your situation you can call our Infoline on 13 13 94 or speak with a union, industry association or workplace relations professional. Visitors are warned that this site may inadvertently contain names or pictures of Aboriginal and Torres Strait Islander people who have recently died.