

# Proposed Cleaners Certified Agreement 2025

## Frequently Asked Questions

(To be read in conjunction with the proposed Department of Education  
Cleaners' Certified Agreement 2025)

### **Who will be covered by the proposed agreement?**

The proposed agreement will cover all Cleaners who are employed by the Department of Education at the time the proposed agreement is certified by the Queensland Industrial Relations Commission (QIRC) and during the life of the agreement. The proposed agreement has a nominal expiry date of 31 October 2028.

### **What is the guaranteed wage increase?**

The guaranteed wage increases are as follows:

- 3% - 1 November 2025
  - Note: applied to the higher of the award or agreement rate being paid at the nominal expiry of the current agreement on 31 August 2025
- 2.5% - 1 November 2026
- 2.5% - 1 November 2027

### **What is the potential CPI Adjustment (CUA) wage increase?**

In addition to the guaranteed wage increase, there is a potential additional wage increase through a CPI Uplift Adjustment (CUA) designed to respond to inflationary conditions.

Cleaners will receive no less than an 8% (3%, 2.5%, 2.5%) guaranteed increase to their agreement wages, and they may receive up to 10.5% over the life of the proposed agreement where further wage increases attributable to the CUA are payable.

The CUA payment will be payable to employees, if March CPI outcome (All Groups Brisbane) measure ('the CPI measure') exceeds the relevant guaranteed wage increase under the proposed agreement, a CUA will become payable up to the maximum amount of 3.5% for each agreement year.

The CUA will be:

- based on the percentage difference between the guaranteed wage increase under the proposed agreement for the agreement year and the relevant CPI measure as published by the Australian Bureau of Statistics from 2026 onwards;
- paid or payable where that CPI:
  - exceeds the 3% increase in year 1, providing up to a maximum additional 0.5%;
  - exceeds the 2.5% increase in years 2 and 3, providing up to a maximum additional 1%; and
- considered as a wage increase under the proposed agreement and applied to rates payable from the date the guaranteed wage increase was payable.
- Any other financial elements (e.g. allowances) of the proposed agreement that grow in line with the wage increases, will grow in accordance with the increases (including CUA if triggered) outlined above.

Please see **Effect of Terms – Operation and Wages provisions** Fact Sheet for further information.

### **Who will be entitled to the wage increase if the ballot is endorsed by employees?**

The wage increase will be paid to anyone who is employed and covered by the agreement on the date it is certified by the QIRC. The initial wage increase will be back paid to 1 November 2025 as soon as practicable following certification of the agreement.

## **Will I still receive any back pay if my employment terminates or my temporary/casual engagement ends prior to certification of the agreement?**

If your employment ceases prior to certification of the agreement, you are not entitled to back pay. If your employment ceases after certification but prior to the payment of back pay, you will be entitled to back pay to your date of cessation.

## **Where to from here?**

From Tuesday 10 February 2026 to Wednesday 25 February 2026, the department is conducting information sessions about the proposed agreement for Cleaners. The information sessions provide an opportunity to find out about the proposed agreement, what has changed compared to the current agreement, and ask questions. The information sessions will be held online. A link to access to the sessions will be published on the Cleaners OnePortal page along with other written documentation explaining the proposed changes. A recorded information session and slides are available on OnePortal should a Cleaner not be able to attend a session or wishes to review the information at a time that suits them.

## **How do I vote?**

A ballot will open from 8.00am (AEST Qld Time) Thursday 26 February 2026 and close at 5.00pm Thursday 12 March 2026. All Cleaners to be covered by the proposed agreement are eligible to vote. You will be able to vote online or via telephone. Voting instructions will be sent to your work email address. Employees on leave will receive their instructions via post.

If the proposed agreement is supported by a 'yes' vote (i.e. valid majority of employees that vote, vote 'yes'), the next step is certification of the agreement by the QIRC. A 'yes' vote is a vote for improved employment conditions for Cleaners and guaranteed annual wage increases, with the first increase of 3%, applied to the Cleaners' wage rate as of 31 August 2025, back dated to 1 November 2025.

## What happens if the proposed agreement is not 'voted up'?

If the proposed agreement is not supported by a valid majority of employees, the department and United Workers' Union (UWU) will meet and discuss options moving forward.

## Further information

Further information is available on the [Cleaners' Awards and Agreements One-Portal page](#). Documents include:

- Proposed *Department of Education Cleaners' Certified Agreement 2025*
- Explanatory Notes: Conditions of employment – Department of Education Cleaners' Certified Agreement.
  - (Reflects the changes in the proposed agreement compared with the current agreement)
- Effect of Terms – Operation and Wages provisions Fact Sheet
- Frequently Asked Questions (this document)
- Consultation (Information Session) presentation slides

If you are still seeking further information please contact the Industrial Relations Strategy team via a [Service Centre Online enquiry](#) and mark your enquiry 'Proposed Cleaners' Agreement'.