

TRADING HOURS SUMMARY: CHRISTMAS 2020 AND NEW YEAR 2021

As at November 5 2020

This fact sheet provides information about trading hours and public holidays for retail stores during the Christmas and New Year period for 2020/2021.

National Retail Association - [Public Holidays Summary Table](#)

What are the Gazetted Public Holidays?

The following table sets out the days that have been declared and gazetted as public holidays throughout Australia.

State / Territory	Thursday 24 December	Friday 25 December	Saturday 26 December	Monday 28 December	Thursday 31 December	Friday 1 January
VIC		Christmas Day	Boxing Day	Boxing Day (Additional Day)		New Year's Day
NSW		Christmas Day	Boxing Day	Boxing Day (Additional Day)		New Year's Day
ACT		Christmas Day		Boxing Day		New Year's Day
QLD	Christmas Eve from 6:00PM - midnight	Christmas Day	Boxing Day	Boxing Day (Additional Day)		New Year's Day
WA		Christmas Day	Boxing Day	Boxing Day (Additional Day)		New Year's Day
TAS		Christmas Day		Boxing Day		New Year's Day
NT	Christmas Eve from 7:00PM - midnight	Christmas Day		Boxing Day	New Year's Eve from 7:00PM - midnight	New Year's Day
SA	Christmas Eve from 7:00PM - midnight	Christmas Day		Proclamation Day	New Year's Eve from 7:00PM - midnight	New Year's Day

What Public Holiday Entitlements apply to my employees?

Under the *General Retail Industry Award 2010* and the *Fast Food Industry Award 2010* ('the Awards') any work performed on any of the days listed as public holidays above (whether it is the actual, substituted, additional day or part-day) are paid at the appropriate public holiday penalty rate. Please refer to the NRA produced wage summaries for the current rates.

The *General Retail Industry Award 2010* also provides that employees may, by mutual agreement, receive in lieu of the appropriate public holiday penalty either:

- An equivalent day or equivalent time off without loss of pay; or
- An additional day or equivalent time as annual leave.

There is not a similar provision under the *Fast Food Industry Award 2010*.

Under the National Employment Standards ('the NES'), employees are entitled to be absent on a public holiday unless the employer has requested the employee to work and the request is reasonable. An employee can only refuse a reasonable request to work if the employee's refusal is reasonable.

Factors that will be considered in determining whether a request or refusal is reasonable are:

- The nature of the workplace (including its operational requirements) and the nature of the work performed by the employee;
- The employee's personal circumstances, including family responsibilities;
- Whether the employee could reasonably expect to be requested to work on the public holiday;
- Penalty rates payable;
- The type of employment – full time, part time or casual;
- Amount of notice given of the request to work;
- The amount of notice given by an employee in advance in regard to refusing a request to work.

Under the NES, if an employee is absent on a day or part-day that is a public holiday, the employer must pay the employee at the employee's base rate of pay for their ordinary hours of work on that day or part day. This provision does not apply to casual employees or part time employees who are not ordinarily rostered to work. For example, a full-time employee may ordinarily work 8 hours on a particular public holiday but because of the holiday have only been rostered to work 4 hours. In this situation, the employee would be paid at public holiday rates for 4 hours and receive payment for the other 4 hours they would have ordinarily worked at ordinary rates of pay.

Please note that if a public holiday falls on an employee's non-working day, the employee is not entitled to any public holiday benefits under the Awards or the NES. This is a change to the public holiday entitlements under many of the old NAPSAs and pre-reform awards that often provided a day off in lieu or an extra day's wages under these circumstances.

For those employers who employ their employees under a pre-reform certified agreement, AWA, ITEA, workplace agreement or enterprise agreement you will need to refer to the terms of these instruments to determine how these employees need to be paid.

Trading Hours Restrictions

Trading hours restrictions, in part or whole, apply to particular types of shops and in some cases the location of the shops in specified areas of the certain states. For further information or if you need assistance in understanding the classification of your business, and the impact this classification has on trading hours, please contact the NRA for clarification.

AUSTRALIAN CAPITAL TERRITORY – TRADING HOURS

Trading hours are deregulated in the ACT and therefore there are no trading restrictions on these days.

ACT	Friday 25 December	Saturday 26 December	Monday 28 December	Friday 1 January
Public Holidays	Christmas Day	Boxing Day	Boxing Day (Additional Day)	New Year's Day
Trading hours	No restrictions but stores would generally close.	No restrictions	No restrictions	No restrictions

NEW SOUTH WALES – TRADING HOURS

Retail trading hours in New South Wales are predominantly deregulated and during this period, Christmas Day is the only restricted trading day.

NSW	Friday 25 December	Saturday 26 December	Monday 28 December	Friday 1 January
Public Holidays	Christmas Day	Boxing Day	Boxing Day (Additional Day)	New Year's Day
Trading hours	CLOSED except for exempt shops**	Restricted	No restrictions	No restrictions

*** Further information including the definition of an exempt shop is available on the NRA website. If you need further assistance in understanding the classification of your business, and the impact this classification has on trading hours, please contact the NRA for clarification.*

NORTHERN TERRITORY – TRADING HOURS

Trading hours, in Northern Territory, are deregulated however, individual restrictions may apply to certain shopping centres as set by Centre Management. The trading hours for the sale of liquor products, however, are regulated.

NT	Friday 25 December	Monday 28 December	Friday 1 January
Public Holidays	Christmas Day	Boxing Day	New Year's Day
Trading hours	No restrictions but stores would generally close.	No restrictions	No restrictions

QUEENSLAND – TRADING HOURS

Trading hours restrictions in Queensland vary depending on the type of shop and the location of the shop.

Further information in relation to the classifications is available within the NRA National Trading Hours Fact Sheet available through our website. If you need further assistance in understanding the classification of your business, and the impact this classification has on trading hours, please contact the NRA for clarification.

Extended trading hours in the lead-up to Christmas may apply depending on your location and the type of shop you operate. To find out what trading hours apply to your specific circumstances, please contact the NRA for assistance.

QLD	Friday 25 December	Saturday 26 December	Monday 28 December	Friday 1 January
Public Holidays	Christmas Day	Boxing Day	Boxing Day (Additional Day)	New Year's Day
Trading hours Exempt Shops	No restrictions	No Restrictions	No Restrictions	No Restrictions
Trading hours Independent Shops	CLOSED (except independent grocery shops)	No Restrictions	No Restrictions	No Restrictions
Trading hours Non-exempt Shops	CLOSED	Public holiday trading hours in most areas of the state **	Public holiday trading hours in most areas of the state **	Public holiday trading hours in most areas of the state **

18 to 23 December 2020

All non-exempt stores state-wide can trade until 12 midnight, opening times are normal opening times for the day.

24 December 2020

All non-exempt stores state-wide to close for trade at 6pm.

Non Exempt trade - *Sundays Additional Christmas Hours*

ZONE	ABR	Sunday 29 November	Sunday 6 December	Sunday 13 December	Sunday 20 December
SEQ	S	8am - 6pm	8am - 6pm	8am - 6pm	9am - Midnight
Tourist area	T	7am - 9pm	7am - 9pm	7am - 9pm	7am - Midnight
Regional 7 (1ab area)	R	8am - 6pm	8am - 6pm	8am - 6pm	9am - Midnight
Regional 6 (other area)	D	8am - 6pm	8am - 6pm	8am - 6pm	8am - Midnight
Townsville CBD	*	8am - 6pm	8am - 6pm	8am - 6pm	9am - Midnight

Non Exempt trade - All Additional Christmas Hours – SEQ

SEQ			
DATE	TRADING HOURS	DATE	TRADING HOURS
Sunday 29 November	8am - 6pm	Monday 21 December	7am - Midnight
Sunday 6 December	8am - 6pm	Tuesday 22 December	7am - Midnight
Sunday 13 December	8am - 6pm	Wednesday 23 December	7am - Midnight
Monday 14 December	7am - 9pm	Thursday 24 December	7am - 6pm
Tuesday 15 December	7am - 9pm	Friday 25 December	CLOSED
Wednesday 16 December	7am - 9pm	Saturday 26 December	9am - 6pm (Boxing Day)
Thursday 17 December	7am - 9pm	Sunday 27 December	9am - 6pm
Friday 18 December	7am - Midnight	Monday 28 December	9am - 6pm (Boxing Day Additional Day)
Saturday 19 December	7am - Midnight	Thursday 31 December	7am - 9pm
Sunday 20 December	9am - Midnight	Friday 1 January	9am - 6pm (New Years Day)

Non Exempt trade - All Additional Christmas Hours – Regional 7 day traders

REGIONAL			
DATE	TRADING HOURS	DATE	TRADING HOURS
Sunday 29 November	8am - 6pm	Monday 21 December	8am - Midnight
Sunday 6 December	8am - 6pm	Tuesday 22 December	8am - Midnight
Sunday 13 December	8am - 6pm	Wednesday 23 December	8am - Midnight
Monday 14 December	8am - 9pm	Thursday 24 December	8am - 6pm
Tuesday 15 December	8am - 9pm	Friday 25 December	CLOSED
Wednesday 16 December	8am - Midnight	Saturday 26 December	9am - 6pm (Boxing Day)
Thursday 17 December	8am - Midnight	Sunday 27 December	9am - 6pm
Friday 18 December	8am - Midnight	Monday 28 December	9am - 6pm (Boxing Day Additional Day)
Saturday 19 December	8am - Midnight	Thursday 31 December	8am - 9pm
Sunday 20 December	9am - Midnight	Friday 1 January	9am - 6pm (New Years Day)

**If your store or centre is in a Tourist, non-Sunday trade or Townsville CBD areas please call the NRA for further details.*

Non Exempt trade - Public holiday trade

T H ZONE	ABR	Trading	Non-trading
SEQ	S	9am – 6pm	Closed days
Tourist	T	7am – 9pm	Closed days
Regional 7	R	9am – 6pm	Closed days
Regional 6	D	Closed	All public holidays
Townsville CBD	*	9am – 6pm	Closed days
Exempt	E	0am – 0am	Closed days

SOUTH AUSTRALIA – TRADING HOURS

Trading hours restrictions in South Australia vary depending on the type of shop and the location of the shop.

Retail trading hours in South Australia's shopping districts consist of:

1. Greater Adelaide Shopping District, comprising:
 - a. CBD Tourist Precinct;
 - b. Metropolitan Shopping District;
 - c. Glenelg Tourist Precinct
2. [35 Proclaimed Shopping Districts](#) located in country areas;
3. Partially exempt; and
4. Area outside the proclaimed district.

Shops outside the Greater Adelaide Shopping District and also outside a Proclaimed Shopping District are exempt and have no trading restrictions, including on all public holidays.

SOUTH AUSTRALIA	Thu 24 December	Fri 25 December	Sat 26 December	Thu 31 December	Fri 1 January
Public Holidays	7pm- midnight	Christmas Day	Proclamation Day	7pm- midnight	New Year's Day
Trading hours of Shops in the CBD Tourist Precinct – non-exempt	Until 5pm	Closed	Until 9pm	Until 5pm	11am to 5pm
Trading Hours of Shops in the Greater Adelaide Shopping District (excluding CBD Tourist Precinct) & In Proclaimed country shopping districts – non-exempt	Until 5pm	Closed	Closed	Until 5pm	Closed
Trading Hours of Shops in Proclaimed Shopping Districts – non-exempt	Until 5pm	Closed	Closed	Until 5pm	Closed
Partially exempt Shops i.e. the retail sale of hardware and building materials, furniture, floor coverings and motor vehicle parts and accessories	Until 5pm	Closed	9am to 5pm	Until 5pm	9am to 5pm
Exempt Shops and Shops in Regional Districts Where Trading Hours have been Deregulated	Unrestricted	Unrestricted	Unrestricted	Unrestricted	Unrestricted

Additional Christmas Hours – South Australia

The SA Government has declared additional trading hours for non-exempt shops across the Greater Adelaide Shopping District (Central Business District (CBD) Tourist Precinct; the Metropolitan Shopping District; and the Glenelg Tourist Precinct).

Two Exemption Notices were gazetted. Due to a single notice being restricted to a 30 day period - one notice is specific to “Black Friday” 27 November 2020 and the other is for a range of additional hours commencing Sunday, 29 November 2020.

The Exemptions enable non-exempt shops in the Greater Adelaide Shopping District (which is the combined area of the CBD, Metro, and Glenelg) to open:

- **at 9.00 am** (instead of 11.00 am) **on the Sundays of 29 November and 6, 13, 20, & 27 December 2020;**
- **until 12 midnight** (instead of 9.00 pm) **on Friday 27 November (Black Friday); and Thursday 17 December, Friday 18 December and Wednesday 23 December 2020** (noting that Midnight trading provides shops with the option of trading beyond Midnight into the next day); and
- **until 6.00 pm** (instead of 5.00 pm) **on Saturday 19 December and Sunday 20 December 2020**

The Exemption also enables:

1. Non-exempt shops in the Metropolitan Shopping District and Glenelg Tourist Precinct to open:
 - **from 9.00 am until 5.00 pm on Boxing Day - Saturday, 26 December 2020** (with Boxing Day falling on a Saturday non-exempt shops in the CBD do not require an exemption to open earlier than 11am)
2. Non-exempt shops in the Greater Adelaide Shopping District to open:
 - **from 9.00 am until 5.00 pm on the Proclamation Day public holiday - Monday, 28 December** (instead of being closed in Metro & Glenelg and 11am to 5pm in the CBD)

The Exemption does not alter other public holiday trading arrangements over the Christmas period therefore all non-exempt shops must be closed on Christmas Day and only those in the CBD can trade on New Year’s Day (11.00 am to 5.00 pm).

Please also note that the exemptions are subject to the following conditions:

- Normal trading hours prescribed by section 13 of the Act shall apply at all other times.
- All employees working during these extended hours will do so on a strictly voluntary basis.
- Any and all relevant industrial instruments are to be complied with.
- All work health and safety issues (in particular those relating to extended trading hours) must be appropriately addressed.

Permitted trading hours for non-exempt shops across the Greater Adelaide Shopping District

DATE	Adelaide CBD	Metropolitan (inc. Glenelg)
Friday 27 November	Until 12 midnight	Until 12 midnight
Saturday 28 November	Until 5:00pm	Until 5:00pm
Sunday 29 November	9:00am to 5:00pm	9:00am to 5:00pm
Monday 30 November	Until 9:00pm	Until 9:00pm
Tuesday 1 December	Until 9:00pm	Until 9:00pm
Wednesday 2 December	Until 9:00pm	Until 9:00pm
Thursday 3 December	Until 9:00pm	Until 9:00pm
Friday 4 December	Until 9:00pm	Until 9:00pm
Saturday 5 December	Until 5:00pm	Until 5:00pm
Sunday 6 December	9:00am to 5:00pm	9:00am to 5:00pm
Monday 7 December	Until 9:00pm	Until 9:00pm

DATE	Adelaide CBD	Metropolitan (inc. Glenelg)
Tuesday 8 December	Until 9:00pm	Until 9:00pm
Wednesday 9 December	Until 9:00pm	Until 9:00pm
Thursday 10 December	Until 9:00pm	Until 9:00pm
Friday 11 December	Until 9:00pm	Until 9:00pm
Saturday 12 December	Until 5:00pm	Until 5:00pm
Sunday 13 December	9:00am to 5:00pm	9:00am to 5:00pm
Monday 14 December	Until 9:00pm	Until 9:00pm
Tuesday 15 December	Until 9:00pm	Until 9:00pm
Wednesday 16 December	Until 9:00pm	Until 9:00pm
Thursday 17 December	Until 12 midnight	Until 12 midnight
Friday 18 December	Until 12 midnight	Until 12 midnight
Saturday 19 December	Until 6:00pm	Until 6:00pm
Sunday 20 December	9:00am to 6:00pm	9:00am to 6:00pm
Monday 21 December	Until 9:00pm	Until 9:00pm
Tuesday 22 December	Until 9:00pm	Until 9:00pm
Wednesday 23 December	Until 12 midnight	Until 12 midnight
Thursday 24 December **	Until 9:00pm	Until 9:00pm
Friday 25 December *	CLOSED	CLOSED
Saturday 26 December	Until 5:00pm	9:00am to 5:00pm
Sunday 27 December	9:00am to 5:00pm	9:00am to 5:00pm
Monday 28 December *	9:00am to 5:00pm	9:00am to 5:00pm
Tuesday 29 December	Until 9:00pm	Until 9:00pm
Wednesday 30 December	Until 9:00pm	Until 9:00pm
Thursday 31 December **	Until 9:00pm	Until 9:00pm
Friday 1 January *	11:00am to 5:00pm	CLOSED

Times highlighted in green are those that are relevant to the exemptions
 * denotes public holiday ** denotes part-day public holiday (7:00pm to 12 midnight)

Although they are non-trading days for the wider metropolitan area, non-exempt shops in the CBD Tourist Precinct can trade from 11am to 5pm on:

- TBA

Regional Shopping Districts

Local government authorities in SA can request that the Minister deregulate trading hours in their particular district.

As a result, trading hours in almost all of South Australia's regional centres have been deregulated and all shops can trade whichever hours they wish. Towns where shopping hours have been deregulated include:

Angaston, Port Pirie, Pt Augusta, Gawler, Quorn, Hawker, Murray Bridge, Berri, Mt Barker, Renmark, Waikerie, Jamestown, Loxton, Clare, Victor Harbour and Mt Gambier. A full list of deregulated shopping districts is available from the National Retail Association.

TASMANIA – TRADING HOURS

Trading hours, in Tasmania, are predominantly deregulated and during this period, 25 December 2020 is the only closed day for major retailers or franchise groups.

TAS	Friday 25 December	Monday 28 December	Friday 1 January
Public Holidays	Christmas Day	Boxing Day	New Year's Day
Trading hours	Closed for major retailers or franchise groups employing more than 250 employees. Other retailers have no restrictions	No restrictions	No restrictions

VICTORIA – TRADING HOURS

Trading hours in Victoria are predominantly deregulated and during this period Christmas Day is the only closed day.

VICTORIA	Friday 25 December	Saturday 26 December	Monday 28 December	Friday 1 January
Public Holidays	Christmas Day	Boxing Day	Boxing Day (Additional Day)	New Year's Day
Trading hours	CLOSED except for exempt shops***	No restrictions	No restrictions	No restrictions

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WESTERN AUSTRALIA – TRADING HOURS

Trading hours restrictions in Western Australia vary depending on the type of shop and the location of the shop.

The *Retail Trading Hours Act* applies to retail shops in Western Australia, south of the 26th parallel (Shark Bay region). The trading hours of shops located north of the [26th parallel](#) are not regulated and there are no restrictions on trading hours.

Unless special arrangements apply in particular local government areas south of the 26th parallel (excluding Perth), *general retail shops* are not permitted to open on Sundays and public holidays. Special trading hours have been set down by the WA Government for the 2020/2021 Christmas/ New Year period as outlined below.

Local government authorities outside the Perth metropolitan area can apply to Consumer Protection to extend the trading hours for general retail shops in their district beyond those stipulated in the Act.

WESTERN AUSTRALIA	Friday 25 December	Saturday 26 December	Monday 28 December	Friday 1 January
Public Holidays	Christmas Day	Boxing Day	Boxing Day (Additional Day)	New Year's Day
Trading hours - <i>General Retail Shops in the Perth Metropolitan Area</i>	Closed	8am to 6pm	8am to 6pm	8am to 6pm
Trading hours - <i>Special Retail Shops</i>	6am to 11:30pm	6am to 11:30pm	6am to 11:30pm	6am to 11:30pm
Trading hours - <i>Small Retail Shops; All Shops located north of the 26th parallel</i>	No restrictions	No restrictions	No restrictions	No restrictions
Trading hours - <i>Regional and Local Government Areas</i>	TBA	TBA	TBA	TBA

Local Government Areas – Western Australia

Area	Area	Area
City of Mandurah	Shire of Dardanup	Shire of Gingin
City of Bunbury	Shire of Denmark	Shire of Harvey
Shire of August-Margaret River	Shire of Donnybrook-Balingup	City of Kalgoorlie-Boulder
Shire of Busselton	Shire of Dundas	Shire of Mingenew
Rottenest Island	Shire of Northam	Shire of Narembeen
Shire of Dandaragan	Shire of York	Shire of Northampton

Contact the NRA for details of allowable trading hours of the Christmas/New year period in any of these regions.

Additional Christmas Hours – Western Australia - 2020

Every year the WA Government gazettes extended trading hours for non-exempt shops, it is anticipated that affected retailers will be able to trade extra hours. The WA Government in late October approved the following extended trading hours over the Christmas/New Year period:

2020 Trading Hours <i>General Retail Shops in the Perth Metropolitan Area, WA</i>			
DATE	TRADING HOURS	DATE	TRADING HOURS
Saturday 5 December	8am-6pm	Sunday 20 December	8am-6pm
Sunday 6 December	8am-6pm	Monday 21 December	7am-9pm
Monday 7 December	8am-9pm (Normal Trade)	Tuesday 22 December	7am-9pm
Tuesday 8 December	8am-9pm (Normal Trade)	Wednesday 23 December	7am-9pm
Wednesday 9 December	8am-9pm (Normal Trade)	Thursday 24 December	7am-9pm
Thursday 10 December	8am-9pm (Normal Trade)	Friday 25 December	CLOSED (Christmas Day)
Friday 11 December	8am-9pm (Normal Trade)	Saturday 26 December	8am-6pm (Boxing Day)
Saturday 12 December	8am-6pm	Sunday 27 December	8am-6pm

2020 Trading Hours General Retail Shops in the Perth Metropolitan Area, WA			
Sunday 13 December	8am-6pm	Monday 28 December	8am-6pm (Boxing Day Public Holiday)
Monday 14 December	7am-9pm	Tuesday 29 December	8am-9pm (Normal Trade)
Tuesday 15 December	7am-9pm	Wednesday 30 December	8am-9pm (Normal Trade)
Wednesday 16 December	7am-9pm	Thursday 31 December	8am-9pm (Normal Trade)
Thursday 17 December	7am-9pm	Friday 1 January 2021	8am-6pm (New Year's Day)
Friday 18 December	7am-9pm	Tuesday 26 January 2021	8am-6pm (Australia Day Public Holiday)
Saturday 19 December	8am-6pm		

For more information

Phone: 1800 RETAIL (738 245) | Email: policy@nra.net.au

IMPORTANT INFORMATION

The information contained in this fact sheet is accurate at the time of distribution to you. Award conditions and industrial relations laws change regularly, however, and you should ensure that you maintain your copy of this fact sheet in an up to date form. Any revised fact sheets issued will be available at www.nra.net.au. The information contained in this fact sheet is not a substitute for independent professional advice. You should obtain any appropriate professional advice relevant to your particular circumstances.