



Hourly Work Index

SEPTEMBER 2026 EDITION

A detailed look into the state of hourly work across healthcare, hospitality, retail and services in Australia.

Built from Deputy's world of work and industry insights data, analysing month on month changes in the metrics that matter most.



AUSTRALIAN HOURLY WORK INDEX

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The "Hourly Work Index" by Deputy is a detailed look into the state of hourly work across healthcare, hospitality, retail and services in Australia, built from Deputy's world of work and industry insights data.

THE MONTH IN FOUR NUMBERS

September at a glance

AVERAGE HOURLY PAY • ALL SECTORS

\$37.24 ▼ 0.4% MoM

Hourly pay held steady after the July and August award increases flowed through. Healthcare was the only sector where pay per shift increased (▲ 1.1%).

HOURS WORKED • ALL FOUR SECTORS

34.8M ▼ 1.3% MoM

A second consecutive monthly decrease, but half the size of August's (▼ 2.7%). Healthcare was the only sector where hours increased.

EMPLOYEE TURNOVER • ALL SECTORS

▲ 13.0% Month-on-month

Terminations increased in every sector, reversing most of August's 16.2% decrease. New hires also increased, up 4.6%.

PREDICTABLE SCHEDULING

8.5 days ahead ▲ 24.9% MoM

The most notice recorded this year, up from 5.7 days in January. Every sector and every generation got more notice than in August.

SECTOR • BY THE NUMBERS

Healthcare

AVG SHIFTS / EMPLOYEE

9.5

▲ 0.6%

AVG HOURS / EMPLOYEE

66.8

▲ 2.1%

AVG SHIFT LENGTH (HRS)

7.04

▲ 1.4%

NEW HIRES (% CHANGE)

▲ 0.6%

EXITS (% CHANGE)

▲ 43.1%

PREDICTABILITY (DAYS)

14.3

▲ 28.0%

AVG SHIFT PAY (\$AUD)

\$281.08

▲ 1.1%

AVG HOURLY PAY (\$AUD)

\$41.92

▼ 0.2%

Healthcare was the only sector to work more in September, with hours per employee increasing 2.1% and shifts lengthening to 7.04 hours, the longest in the Index. Turnover was the outlier: terminations increased 43.1% while new hires were effectively flat, so more of the work is falling on the people who stay. At 14.3 days, Healthcare still rosters further ahead than any other sector.

● SECTOR • BY THE NUMBERS

Hospitality

AVG SHIFTS / EMPLOYEE

9.5

▼ 3.0%

AVG HOURS / EMPLOYEE

63.4

▼ 3.2%

AVG SHIFT LENGTH (HRS)

6.67

— 0.1%

NEW HIRES (% CHANGE)

▲ 7.5%

EXITS (% CHANGE)

▲ 7.1%

PREDICTABILITY (DAYS)

6.7

▲ 19.2%

AVG SHIFT PAY (\$AUD)

\$214.69

▼ 0.6%

AVG HOURLY PAY (\$AUD)

\$35.47

▼ 0.2%

Hospitality recorded the largest pullback in work of any sector, with shifts per employee decreasing 3.0% and hours per employee 3.2%. Pay settled after two months of award-driven increases, with hourly pay down 0.2%. Hiring increased 7.5% and turnover 7.1%, the most balanced movement in the Index. Notice increased 19.2% to 6.7 days, but Hospitality still has the shortest planning horizon of any sector.

● SECTOR • BY THE NUMBERS

Retail

AVG SHIFTS / EMPLOYEE

9.5

▼ 2.5%

AVG HOURS / EMPLOYEE

63.1

▼ 1.9%

AVG SHIFT LENGTH (HRS)

6.67

▲ 0.6%

NEW HIRES (% CHANGE)

▲ 9.4%

EXITS (% CHANGE)

▲ 2.5%

PREDICTABILITY (DAYS)

9.8

▲ 26.0%

AVG SHIFT PAY (\$AUD)

\$218.08

— 0.0%

AVG HOURLY PAY (\$AUD)

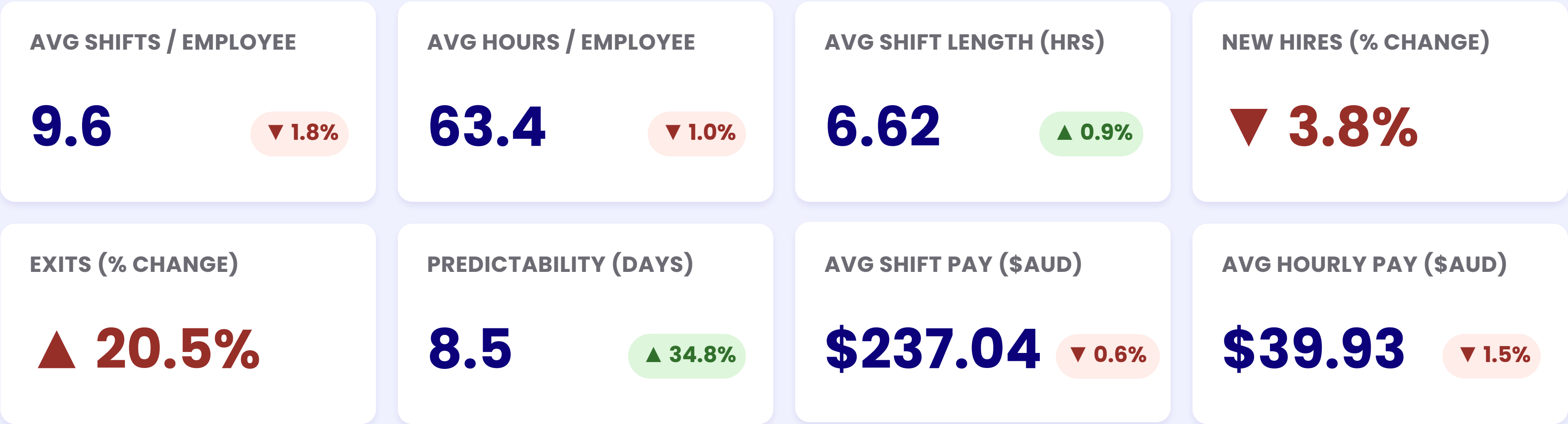
\$35.10

▼ 0.3%

Retail posted the strongest hiring month in the Index, with new hires increasing 9.4% while turnover increased only 2.5%, the smallest increase of any sector. Hours per employee decreased 1.9%, so a similar amount of work is being spread across more people, consistent with an early build toward the Christmas peak. Notice increased 26.0% to 9.8 days, the second-longest planning horizon.

● SECTOR • BY THE NUMBERS

Services



Services again recorded the largest increase in advance scheduling of any sector, with notice increasing 34.8% to 8.5 days. It was also the only sector to hire fewer people, with new hires decreasing 3.8% while turnover increased 20.5%. Hourly pay decreased 1.5%, the largest pay movement in the Index, while shifts got slightly longer.

EMERGING TRENDS

Month-on-month changes

Looking at the run of monthly data since January, three trends stand out in September.

01

The alternating pattern broke

Shift volumes flipped direction every month from February to August. September broke the run with a second consecutive decrease: down 2.2% in August and 1.8% in September. Hours fell 1.3% to 34.8M, with Healthcare the only sector to increase.

02

Turnover returned after August's low

Terminations increased 13.0%, reversing most of August's 16.2% decrease, with every sector increasing and Healthcare up 43.1%. New hires increased 4.6%, following increases of 8.3% in August and 4.7% in July.

03

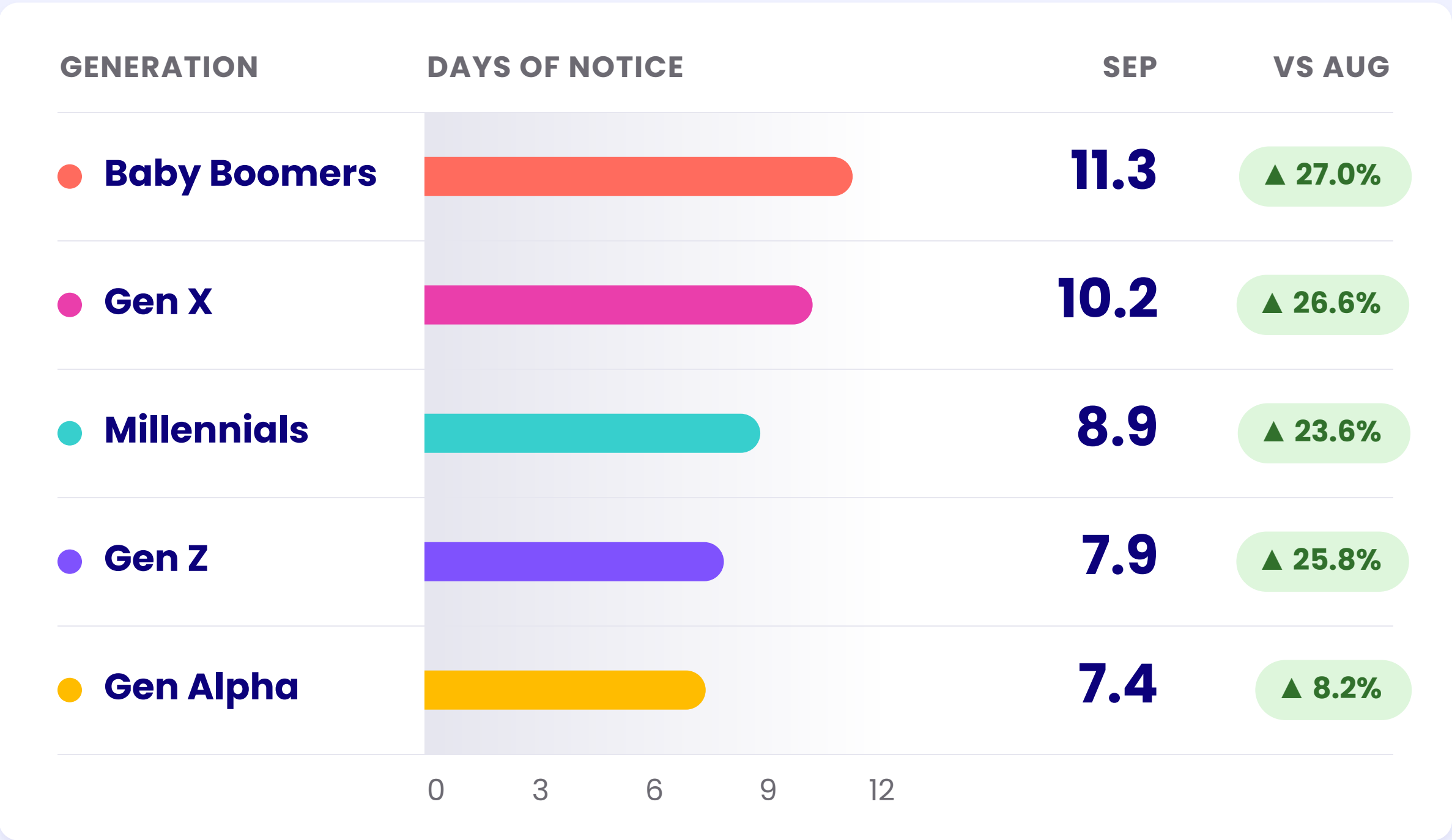
Notice reached a new high

Workers now see their roster 8.5 days before a shift, on average. That's about three days more than in January, and the most notice we've seen this year. It has gone up three months in a row, and every industry and every age group got more notice than in August.

PREDICTABLE SCHEDULING BY GENERATION • SEPTEMBER 2026

Baby Boomers get 3.4 more days' notice than Gen Z

Average days between the last roster being published and the shift starting, across all four sectors.



43%

MORE NOTICE FOR
BOOMERS THAN GEN Z

Why it matters: notice rises with age at every step. Every generation got more notice than in August, but the Boomer–Gen Z gap widened from 2.6 to 3.4 days. Workers juggling study or a second job are still the last to know.

PREDICTABLE SCHEDULING BY GENERATION • SEPTEMBER 2026

Gen Z gets the least notice in three of four industries, Boomers the most

DAYS NOTICE	HEALTH	HOSP.	RETAIL	SERVICES	ALL
Baby Boomers	15 days	9 days	13 days	11 days	11 days
Gen X	15 days	8 days	12 days	9 days	10 days
Millennials	15 days	7 days	10 days	9 days	9 days
Gen Z	13 days	6 days	9 days	8 days	8 days
Gen Alpha	16 days	7 days	9 days	9 days	7 days

Average days between last roster published and shift start. Darker cells mean more notice.

It isn't just where younger people work.

Gen Z receives the least notice in Healthcare, Hospitality and Services. Even in Hospitality, Boomers were rostered 9 days out and Gen Z 6.

Retail shows the widest spread. Boomers received 13 days and Gen Alpha 9, a gap of about four days, the largest of any sector.

Healthcare is the exception at the youngest end. Gen Alpha workers in Healthcare received 16 days, the highest figure in the table, though from a small base.

Who is rostering furthest ahead

#	SUB-SECTOR	SECTOR	AUG	SEP	CHANGE
1	Vets & Animal Health	Healthcare	20.8	24.5	▲ 18%
2	Home & Garden	Retail	12.9	17.9	▲ 38%
3	Medical Clinics	Healthcare	12.1	14.7	▲ 21%
4	Dentists	Healthcare	11.8	14.7	▲ 24%
5	Pharmacies & Chemists	Retail	10.5	13.7	▲ 31%
6	Personal & Beauty	Services	8.9	13.7	▲ 53%

SHORTEST NOTICE

Security Services	Services	4.8	4.8	▲ 2%
Delivery & Postal	Services	1.2	1.2	— 0%

Average days between a shift's last roster update and the shift starting. Sub-sectors with 8,000+ shifts.

8.5

days, all sectors
▲ 24.9% on August

Vets lead by a wide margin

At 24.5 days, animal health rosters nearly a week further ahead than any other sub-sector.

Appointment-based care fills top

Medical clinics and dentists both sit near 15 days.

Home and garden is retail's standout

Increased 38% to 17.9 days heading into spring.

QUOTE • COMMENTARY

Younger workers are still the last to know their roster

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3.4

Days less notice

The gap between a Gen Z and a Baby Boomer worker's roster notice in September.

8.5 days

All-sector average, up from 5.7 in January

"Rosters are being finalised earlier than at any other point this year, with workers receiving an average of 8.5 days' notice in September, up from 5.7 days in January. But that certainty is not being shared evenly. Baby Boomers received 11.3 days' notice on average, compared with 7.9 days for Gen Z workers.

That matters because Gen Z are the generation most likely to be juggling multiple jobs, often with the least financial buffer. When someone is coordinating two or three rosters to make rent, advance notice is not simply convenient. It is what allows them to make the week work.

Giving younger workers greater certainty does not add to a business's wage bill. It is one of the simplest, most practical ways to support retention."



Emma Seymour

Chief Financial Officer (CFO), Deputy

ABOUT THE INDEX

Australian Hourly Work Index

The data methodology and processing standards powering Australia's premier index for hourly workforce insights.



Data Foundations

Utilises high-fidelity, anonymised, and aggregated customer and user data directly from Deputy, the leading global people platform for hourly work.



Statistical Normalisation

The raw data has been mathematically normalised to accurately account for seasonality and the natural demand fluctuations of workforces throughout the week (e.g. weekdays vs. weekends).



**Thriving workplaces
in every community**