



Fair Work
OMBUDSMAN

Pay Guide - Clerks - Private Sector Award

[MA000002]

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Pay rates change from 1 July each year, the rates in this guide apply from the first full pay period on or after 01 July 2014.

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Rates of pay

Adult

Full-time & part-time

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Classification	Weekly pay rate	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker	Less than 10 hour break between shifts
Level 1 - year 1	\$681.40	\$17.93	\$22.41	\$35.86	\$44.83	\$26.90	\$35.86	\$35.86
Level 1 - year 2	\$715.10	\$18.82	\$23.53	\$37.64	\$47.05	\$28.23	\$37.64	\$37.64
Level 1 - year 3	\$737.60	\$19.41	\$24.26	\$38.82	\$48.53	\$29.12	\$38.82	\$38.82
Level 2 - year 1	\$746.20	\$19.64	\$24.55	\$39.28	\$49.10	\$29.46	\$39.28	\$39.28
Level 2 - year 2	\$760.10	\$20.00	\$25.00	\$40.00	\$50.00	\$30.00	\$40.00	\$40.00
Level 3	\$788.20	\$20.74	\$25.93	\$41.48	\$51.85	\$31.11	\$41.48	\$41.48
Call centre principal customer contact specialist	\$793.80	\$20.89	\$26.11	\$41.78	\$52.23	\$31.34	\$41.78	\$41.78
Level 4	\$827.60	\$21.78	\$27.23	\$43.56	\$54.45	\$32.67	\$43.56	\$43.56
Level 5	\$861.30	\$22.67	\$28.34	\$45.34	\$56.68	\$34.01	\$45.34	\$45.34
Call centre technical associate	\$943.40	\$24.83	\$31.04	\$49.66	\$62.08	\$37.25	\$49.66	\$49.66

Table 2 of 3

Classification	Less than 8 hour break between shifts - change to shift	Working through a meal break	Afternoon shift	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker
Level 1 - year 1	\$35.86	\$35.86	\$20.62	\$23.31	\$20.62	\$26.90	\$26.90	\$26.90
Level 1 - year 2	\$37.64	\$37.64	\$21.64	\$24.47	\$21.64	\$28.23	\$28.23	\$28.23
Level 1 - year 3	\$38.82	\$38.82	\$22.32	\$25.23	\$22.32	\$29.12	\$29.12	\$29.12
Level 2 - year 1	\$39.28	\$39.28	\$22.59	\$25.53	\$22.59	\$29.46	\$29.46	\$29.46
Level 2 - year 2	\$40.00	\$40.00	\$23.00	\$26.00	\$23.00	\$30.00	\$30.00	\$30.00
Level 3	\$41.48	\$41.48	\$23.85	\$26.96	\$23.85	\$31.11	\$31.11	\$31.11
Call centre principal customer contact specialist	\$41.78	\$41.78	\$24.02	\$27.16	\$24.02	\$31.34	\$31.34	\$31.34
Level 4	\$43.56	\$43.56	\$25.05	\$28.31	\$25.05	\$32.67	\$32.67	\$32.67
Level 5	\$45.34	\$45.34	\$26.07	\$29.47	\$26.07	\$34.01	\$34.01	\$34.01
Call centre technical associate	\$49.66	\$49.66	\$28.55	\$32.28	\$28.55	\$37.25	\$37.25	\$37.25

Table 3 of 3

Classification	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$35.86	\$35.86	\$35.86	\$26.90	\$35.86	\$26.90	\$35.86
Level 1 - year 2	\$37.64	\$37.64	\$37.64	\$28.23	\$37.64	\$28.23	\$37.64
Level 1 - year 3	\$38.82	\$38.82	\$38.82	\$29.12	\$38.82	\$29.12	\$38.82
Level 2 - year 1	\$39.28	\$39.28	\$39.28	\$29.46	\$39.28	\$29.46	\$39.28
Level 2 - year 2	\$40.00	\$40.00	\$40.00	\$30.00	\$40.00	\$30.00	\$40.00
Level 3	\$41.48	\$41.48	\$41.48	\$31.11	\$41.48	\$31.11	\$41.48
Call centre principal customer contact specialist	\$41.78	\$41.78	\$41.78	\$31.34	\$41.78	\$31.34	\$41.78
Level 4	\$43.56	\$43.56	\$43.56	\$32.67	\$43.56	\$32.67	\$43.56
Level 5	\$45.34	\$45.34	\$45.34	\$34.01	\$45.34	\$34.01	\$45.34
Call centre technical associate	\$49.66	\$49.66	\$49.66	\$37.25	\$49.66	\$37.25	\$49.66

Casual

Table 1 of 3

Classification	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker
Level 1 - year 1	\$22.41	\$26.90	\$40.34	\$49.31	\$31.38	\$40.34
Level 1 - year 2	\$23.53	\$28.23	\$42.35	\$51.76	\$32.94	\$42.35
Level 1 - year 3	\$24.26	\$29.12	\$43.67	\$53.38	\$33.97	\$43.67
Level 2 - year 1	\$24.55	\$29.46	\$44.19	\$54.01	\$34.37	\$44.19
Level 2 - year 2	\$25.00	\$30.00	\$45.00	\$55.00	\$35.00	\$45.00
Level 3	\$25.93	\$31.11	\$46.67	\$57.04	\$36.30	\$46.67
Call centre principal customer contact specialist	\$26.11	\$31.34	\$47.00	\$57.45	\$36.56	\$47.00
Level 4	\$27.23	\$32.67	\$49.01	\$59.90	\$38.12	\$49.01
Level 5	\$28.34	\$34.01	\$51.01	\$62.34	\$39.67	\$51.01
Call centre technical associate	\$31.04	\$37.25	\$55.87	\$68.28	\$43.45	\$55.87

Table 2 of 3

Classification	Working through a meal break	Afternoon shift	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker
Level 1 - year 1	\$40.34	\$25.10	\$27.79	\$25.10	\$31.38	\$31.38	\$31.38	\$40.34
Level 1 - year 2	\$42.35	\$26.35	\$29.17	\$26.35	\$32.94	\$32.94	\$32.94	\$42.35
Level 1 - year 3	\$43.67	\$27.17	\$30.09	\$27.17	\$33.97	\$33.97	\$33.97	\$43.67
Level 2 - year 1	\$44.19	\$27.50	\$30.44	\$27.50	\$34.37	\$34.37	\$34.37	\$44.19
Level 2 - year 2	\$45.00	\$28.00	\$31.00	\$28.00	\$35.00	\$35.00	\$35.00	\$45.00
Level 3	\$46.67	\$29.04	\$32.15	\$29.04	\$36.30	\$36.30	\$36.30	\$46.67
Call centre principal customer contact specialist	\$47.00	\$29.25	\$32.38	\$29.25	\$36.56	\$36.56	\$36.56	\$47.00
Level 4	\$49.01	\$30.49	\$33.76	\$30.49	\$38.12	\$38.12	\$38.12	\$49.01
Level 5	\$51.01	\$31.74	\$35.14	\$31.74	\$39.67	\$39.67	\$39.67	\$51.01
Call centre technical associate	\$55.87	\$34.76	\$38.49	\$34.76	\$43.45	\$43.45	\$43.45	\$55.87

Table 3 of 3

Classification	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$40.34	\$40.34	\$31.38	\$40.34	\$31.38	\$40.34
Level 1 - year 2	\$42.35	\$42.35	\$32.94	\$42.35	\$32.94	\$42.35
Level 1 - year 3	\$43.67	\$43.67	\$33.97	\$43.67	\$33.97	\$43.67
Level 2 - year 1	\$44.19	\$44.19	\$34.37	\$44.19	\$34.37	\$44.19
Level 2 - year 2	\$45.00	\$45.00	\$35.00	\$45.00	\$35.00	\$45.00
Level 3	\$46.67	\$46.67	\$36.30	\$46.67	\$36.30	\$46.67
Call centre principal customer contact specialist	\$47.00	\$47.00	\$36.56	\$47.00	\$36.56	\$47.00
Level 4	\$49.01	\$49.01	\$38.12	\$49.01	\$38.12	\$49.01
Level 5	\$51.01	\$51.01	\$39.67	\$51.01	\$39.67	\$51.01
Call centre technical associate	\$55.87	\$55.87	\$43.45	\$55.87	\$43.45	\$55.87

Junior - Full-time & part-time - Under 16 years

Table 1 of 3

Classification	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker	Less than 10 hour break between shifts	Less than 8 hour break between shifts - change to shift
Level 1 - year 1	\$8.07	\$10.09	\$16.14	\$20.18	\$12.11	\$16.14	\$16.14	\$16.14
Level 1 - year 2	\$8.47	\$10.59	\$16.94	\$21.18	\$12.71	\$16.94	\$16.94	\$16.94
Level 1 - year 3	\$8.73	\$10.91	\$17.46	\$21.83	\$13.10	\$17.46	\$17.46	\$17.46
Level 2 - year 1	\$8.84	\$11.05	\$17.68	\$22.10	\$13.26	\$17.68	\$17.68	\$17.68
Level 2 - year 2	\$9.00	\$11.25	\$18.00	\$22.50	\$13.50	\$18.00	\$18.00	\$18.00
Level 3	\$9.33	\$11.66	\$18.66	\$23.33	\$14.00	\$18.66	\$18.66	\$18.66
Call centre principal customer contact specialist	\$9.40	\$11.75	\$18.80	\$23.50	\$14.10	\$18.80	\$18.80	\$18.80
Level 4	\$9.80	\$12.25	\$19.60	\$24.50	\$14.70	\$19.60	\$19.60	\$19.60
Level 5	\$10.20	\$12.75	\$20.40	\$25.50	\$15.30	\$20.40	\$20.40	\$20.40
Call centre technical associate	\$11.17	\$13.96	\$22.34	\$27.93	\$16.76	\$22.34	\$22.34	\$22.34

Table 2 of 3

Classification	Working through a meal break	Afternoon shift	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker
Level 1 - year 1	\$16.14	\$9.28	\$10.49	\$9.28	\$12.11	\$12.11	\$12.11	\$16.14
Level 1 - year 2	\$16.94	\$9.74	\$11.01	\$9.74	\$12.71	\$12.71	\$12.71	\$16.94
Level 1 - year 3	\$17.46	\$10.04	\$11.35	\$10.04	\$13.10	\$13.10	\$13.10	\$17.46
Level 2 - year 1	\$17.68	\$10.17	\$11.49	\$10.17	\$13.26	\$13.26	\$13.26	\$17.68
Level 2 - year 2	\$18.00	\$10.35	\$11.70	\$10.35	\$13.50	\$13.50	\$13.50	\$18.00
Level 3	\$18.66	\$10.73	\$12.13	\$10.73	\$14.00	\$14.00	\$14.00	\$18.66
Call centre principal customer contact specialist	\$18.80	\$10.81	\$12.22	\$10.81	\$14.10	\$14.10	\$14.10	\$18.80
Level 4	\$19.60	\$11.27	\$12.74	\$11.27	\$14.70	\$14.70	\$14.70	\$19.60
Level 5	\$20.40	\$11.73	\$13.26	\$11.73	\$15.30	\$15.30	\$15.30	\$20.40
Call centre technical associate	\$22.34	\$12.85	\$14.52	\$12.85	\$16.76	\$16.76	\$16.76	\$22.34

Table 3 of 3

Classification	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$16.14	\$16.14	\$12.11	\$16.14	\$12.11	\$16.14
Level 1 - year 2	\$16.94	\$16.94	\$12.71	\$16.94	\$12.71	\$16.94
Level 1 - year 3	\$17.46	\$17.46	\$13.10	\$17.46	\$13.10	\$17.46
Level 2 - year 1	\$17.68	\$17.68	\$13.26	\$17.68	\$13.26	\$17.68
Level 2 - year 2	\$18.00	\$18.00	\$13.50	\$18.00	\$13.50	\$18.00
Level 3	\$18.66	\$18.66	\$14.00	\$18.66	\$14.00	\$18.66
Call centre principal customer contact specialist	\$18.80	\$18.80	\$14.10	\$18.80	\$14.10	\$18.80
Level 4	\$19.60	\$19.60	\$14.70	\$19.60	\$14.70	\$19.60
Level 5	\$20.40	\$20.40	\$15.30	\$20.40	\$15.30	\$20.40
Call centre technical associate	\$22.34	\$22.34	\$16.76	\$22.34	\$16.76	\$22.34

Junior - Full-time & part-time - 16 years

Table 1 of 3

Classification	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker	Less than 10 hour break between shifts	Less than 8 hour break between shifts - change to shift
Level 1 - year 1	\$8.97	\$11.21	\$17.94	\$22.43	\$13.46	\$17.94	\$17.94	\$17.94
Level 1 - year 2	\$9.41	\$11.76	\$18.82	\$23.53	\$14.12	\$18.82	\$18.82	\$18.82
Level 1 - year 3	\$9.71	\$12.14	\$19.42	\$24.28	\$14.57	\$19.42	\$19.42	\$19.42
Level 2 - year 1	\$9.82	\$12.28	\$19.64	\$24.55	\$14.73	\$19.64	\$19.64	\$19.64
Level 2 - year 2	\$10.00	\$12.50	\$20.00	\$25.00	\$15.00	\$20.00	\$20.00	\$20.00
Level 3	\$10.37	\$12.96	\$20.74	\$25.93	\$15.56	\$20.74	\$20.74	\$20.74
Call centre principal customer contact specialist	\$10.45	\$13.06	\$20.90	\$26.13	\$15.68	\$20.90	\$20.90	\$20.90
Level 4	\$10.89	\$13.61	\$21.78	\$27.23	\$16.34	\$21.78	\$21.78	\$21.78
Level 5	\$11.34	\$14.18	\$22.68	\$28.35	\$17.01	\$22.68	\$22.68	\$22.68
Call centre technical associate	\$12.42	\$15.53	\$24.84	\$31.05	\$18.63	\$24.84	\$24.84	\$24.84

Table 2 of 3

Classification	Working through a meal break	Afternoon shift	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker
Level 1 - year 1	\$17.94	\$10.32	\$11.66	\$10.32	\$13.46	\$13.46	\$13.46	\$17.94
Level 1 - year 2	\$18.82	\$10.82	\$12.23	\$10.82	\$14.12	\$14.12	\$14.12	\$18.82
Level 1 - year 3	\$19.42	\$11.17	\$12.62	\$11.17	\$14.57	\$14.57	\$14.57	\$19.42
Level 2 - year 1	\$19.64	\$11.29	\$12.77	\$11.29	\$14.73	\$14.73	\$14.73	\$19.64
Level 2 - year 2	\$20.00	\$11.50	\$13.00	\$11.50	\$15.00	\$15.00	\$15.00	\$20.00
Level 3	\$20.74	\$11.93	\$13.48	\$11.93	\$15.56	\$15.56	\$15.56	\$20.74
Call centre principal customer contact specialist	\$20.90	\$12.02	\$13.59	\$12.02	\$15.68	\$15.68	\$15.68	\$20.90
Level 4	\$21.78	\$12.52	\$14.16	\$12.52	\$16.34	\$16.34	\$16.34	\$21.78
Level 5	\$22.68	\$13.04	\$14.74	\$13.04	\$17.01	\$17.01	\$17.01	\$22.68
Call centre technical associate	\$24.84	\$14.28	\$16.15	\$14.28	\$18.63	\$18.63	\$18.63	\$24.84

Table 3 of 3

Classification	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$17.94	\$17.94	\$13.46	\$17.94	\$13.46	\$17.94
Level 1 - year 2	\$18.82	\$18.82	\$14.12	\$18.82	\$14.12	\$18.82
Level 1 - year 3	\$19.42	\$19.42	\$14.57	\$19.42	\$14.57	\$19.42
Level 2 - year 1	\$19.64	\$19.64	\$14.73	\$19.64	\$14.73	\$19.64
Level 2 - year 2	\$20.00	\$20.00	\$15.00	\$20.00	\$15.00	\$20.00
Level 3	\$20.74	\$20.74	\$15.56	\$20.74	\$15.56	\$20.74
Call centre principal customer contact specialist	\$20.90	\$20.90	\$15.68	\$20.90	\$15.68	\$20.90
Level 4	\$21.78	\$21.78	\$16.34	\$21.78	\$16.34	\$21.78
Level 5	\$22.68	\$22.68	\$17.01	\$22.68	\$17.01	\$22.68
Call centre technical associate	\$24.84	\$24.84	\$18.63	\$24.84	\$18.63	\$24.84

Junior - Full-time & part-time - 17 years

Table 1 of 3

Classification	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker	Less than 10 hour break between shifts	Less than 8 hour break between shifts - change to shift
Level 1 - year 1	\$10.76	\$13.45	\$21.52	\$26.90	\$16.14	\$21.52	\$21.52	\$21.52
Level 1 - year 2	\$11.29	\$14.11	\$22.58	\$28.23	\$16.94	\$22.58	\$22.58	\$22.58
Level 1 - year 3	\$11.65	\$14.56	\$23.30	\$29.13	\$17.48	\$23.30	\$23.30	\$23.30
Level 2 - year 1	\$11.78	\$14.73	\$23.56	\$29.45	\$17.67	\$23.56	\$23.56	\$23.56
Level 2 - year 2	\$12.00	\$15.00	\$24.00	\$30.00	\$18.00	\$24.00	\$24.00	\$24.00
Level 3	\$12.44	\$15.55	\$24.88	\$31.10	\$18.66	\$24.88	\$24.88	\$24.88
Call centre principal customer contact specialist	\$12.53	\$15.66	\$25.06	\$31.33	\$18.80	\$25.06	\$25.06	\$25.06
Level 4	\$13.07	\$16.34	\$26.14	\$32.68	\$19.61	\$26.14	\$26.14	\$26.14
Level 5	\$13.60	\$17.00	\$27.20	\$34.00	\$20.40	\$27.20	\$27.20	\$27.20
Call centre technical associate	\$14.90	\$18.63	\$29.80	\$37.25	\$22.35	\$29.80	\$29.80	\$29.80

Table 2 of 3

Classification	Working through a meal break	Afternoon shift	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker
Level 1 - year 1	\$21.52	\$12.37	\$13.99	\$12.37	\$16.14	\$16.14	\$16.14	\$21.52
Level 1 - year 2	\$22.58	\$12.98	\$14.68	\$12.98	\$16.94	\$16.94	\$16.94	\$22.58
Level 1 - year 3	\$23.30	\$13.40	\$15.15	\$13.40	\$17.48	\$17.48	\$17.48	\$23.30
Level 2 - year 1	\$23.56	\$13.55	\$15.31	\$13.55	\$17.67	\$17.67	\$17.67	\$23.56
Level 2 - year 2	\$24.00	\$13.80	\$15.60	\$13.80	\$18.00	\$18.00	\$18.00	\$24.00
Level 3	\$24.88	\$14.31	\$16.17	\$14.31	\$18.66	\$18.66	\$18.66	\$24.88
Call centre principal customer contact specialist	\$25.06	\$14.41	\$16.29	\$14.41	\$18.80	\$18.80	\$18.80	\$25.06
Level 4	\$26.14	\$15.03	\$16.99	\$15.03	\$19.61	\$19.61	\$19.61	\$26.14
Level 5	\$27.20	\$15.64	\$17.68	\$15.64	\$20.40	\$20.40	\$20.40	\$27.20
Call centre technical associate	\$29.80	\$17.14	\$19.37	\$17.14	\$22.35	\$22.35	\$22.35	\$29.80

Table 3 of 3

Classification	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$21.52	\$21.52	\$16.14	\$21.52	\$16.14	\$21.52
Level 1 - year 2	\$22.58	\$22.58	\$16.94	\$22.58	\$16.94	\$22.58
Level 1 - year 3	\$23.30	\$23.30	\$17.48	\$23.30	\$17.48	\$23.30
Level 2 - year 1	\$23.56	\$23.56	\$17.67	\$23.56	\$17.67	\$23.56
Level 2 - year 2	\$24.00	\$24.00	\$18.00	\$24.00	\$18.00	\$24.00
Level 3	\$24.88	\$24.88	\$18.66	\$24.88	\$18.66	\$24.88
Call centre principal customer contact specialist	\$25.06	\$25.06	\$18.80	\$25.06	\$18.80	\$25.06
Level 4	\$26.14	\$26.14	\$19.61	\$26.14	\$19.61	\$26.14
Level 5	\$27.20	\$27.20	\$20.40	\$27.20	\$20.40	\$27.20
Call centre technical associate	\$29.80	\$29.80	\$22.35	\$29.80	\$22.35	\$29.80

Junior - Full-time & part-time - 18 years

Table 1 of 3

Classification	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker	Less than 10 hour break between shifts	Less than 8 hour break between shifts - change to shift
Level 1 - year 1	\$12.55	\$15.69	\$25.10	\$31.38	\$18.83	\$25.10	\$25.10	\$25.10
Level 1 - year 2	\$13.17	\$16.46	\$26.34	\$32.93	\$19.76	\$26.34	\$26.34	\$26.34
Level 1 - year 3	\$13.59	\$16.99	\$27.18	\$33.98	\$20.39	\$27.18	\$27.18	\$27.18
Level 2 - year 1	\$13.75	\$17.19	\$27.50	\$34.38	\$20.63	\$27.50	\$27.50	\$27.50
Level 2 - year 2	\$14.00	\$17.50	\$28.00	\$35.00	\$21.00	\$28.00	\$28.00	\$28.00
Level 3	\$14.52	\$18.15	\$29.04	\$36.30	\$21.78	\$29.04	\$29.04	\$29.04
Call centre principal customer contact specialist	\$14.62	\$18.28	\$29.24	\$36.55	\$21.93	\$29.24	\$29.24	\$29.24
Level 4	\$15.25	\$19.06	\$30.50	\$38.13	\$22.88	\$30.50	\$30.50	\$30.50
Level 5	\$15.87	\$19.84	\$31.74	\$39.68	\$23.81	\$31.74	\$31.74	\$31.74
Call centre technical associate	\$17.38	\$21.73	\$34.76	\$43.45	\$26.07	\$34.76	\$34.76	\$34.76

Table 2 of 3

Classification	Working through a meal break	Afternoon shift	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker
Level 1 - year 1	\$25.10	\$14.43	\$16.32	\$14.43	\$18.83	\$18.83	\$18.83	\$25.10
Level 1 - year 2	\$26.34	\$15.15	\$17.12	\$15.15	\$19.76	\$19.76	\$19.76	\$26.34
Level 1 - year 3	\$27.18	\$15.63	\$17.67	\$15.63	\$20.39	\$20.39	\$20.39	\$27.18
Level 2 - year 1	\$27.50	\$15.81	\$17.88	\$15.81	\$20.63	\$20.63	\$20.63	\$27.50
Level 2 - year 2	\$28.00	\$16.10	\$18.20	\$16.10	\$21.00	\$21.00	\$21.00	\$28.00
Level 3	\$29.04	\$16.70	\$18.88	\$16.70	\$21.78	\$21.78	\$21.78	\$29.04
Call centre principal customer contact specialist	\$29.24	\$16.81	\$19.01	\$16.81	\$21.93	\$21.93	\$21.93	\$29.24
Level 4	\$30.50	\$17.54	\$19.83	\$17.54	\$22.88	\$22.88	\$22.88	\$30.50
Level 5	\$31.74	\$18.25	\$20.63	\$18.25	\$23.81	\$23.81	\$23.81	\$31.74
Call centre technical associate	\$34.76	\$19.99	\$22.59	\$19.99	\$26.07	\$26.07	\$26.07	\$34.76

Table 3 of 3

Classification	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$25.10	\$25.10	\$18.83	\$25.10	\$18.83	\$25.10
Level 1 - year 2	\$26.34	\$26.34	\$19.76	\$26.34	\$19.76	\$26.34
Level 1 - year 3	\$27.18	\$27.18	\$20.39	\$27.18	\$20.39	\$27.18
Level 2 - year 1	\$27.50	\$27.50	\$20.63	\$27.50	\$20.63	\$27.50
Level 2 - year 2	\$28.00	\$28.00	\$21.00	\$28.00	\$21.00	\$28.00
Level 3	\$29.04	\$29.04	\$21.78	\$29.04	\$21.78	\$29.04
Call centre principal customer contact specialist	\$29.24	\$29.24	\$21.93	\$29.24	\$21.93	\$29.24
Level 4	\$30.50	\$30.50	\$22.88	\$30.50	\$22.88	\$30.50
Level 5	\$31.74	\$31.74	\$23.81	\$31.74	\$23.81	\$31.74
Call centre technical associate	\$34.76	\$34.76	\$26.07	\$34.76	\$26.07	\$34.76

Junior - Full-time & part-time - 19 years

Table 1 of 3

Classification	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker	Less than 10 hour break between shifts	Less than 8 hour break between shifts - change to shift
Level 1 - year 1	\$14.34	\$17.93	\$28.68	\$35.85	\$21.51	\$28.68	\$28.68	\$28.68
Level 1 - year 2	\$15.06	\$18.83	\$30.12	\$37.65	\$22.59	\$30.12	\$30.12	\$30.12
Level 1 - year 3	\$15.53	\$19.41	\$31.06	\$38.83	\$23.30	\$31.06	\$31.06	\$31.06
Level 2 - year 1	\$15.71	\$19.64	\$31.42	\$39.28	\$23.57	\$31.42	\$31.42	\$31.42
Level 2 - year 2	\$16.00	\$20.00	\$32.00	\$40.00	\$24.00	\$32.00	\$32.00	\$32.00
Level 3	\$16.59	\$20.74	\$33.18	\$41.48	\$24.89	\$33.18	\$33.18	\$33.18
Call centre principal customer contact specialist	\$16.71	\$20.89	\$33.42	\$41.78	\$25.07	\$33.42	\$33.42	\$33.42
Level 4	\$17.42	\$21.78	\$34.84	\$43.55	\$26.13	\$34.84	\$34.84	\$34.84
Level 5	\$18.14	\$22.68	\$36.28	\$45.35	\$27.21	\$36.28	\$36.28	\$36.28
Call centre technical associate	\$19.86	\$24.83	\$39.72	\$49.65	\$29.79	\$39.72	\$39.72	\$39.72

Table 2 of 3

Classification	Working through a meal break	Afternoon shift	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker
Level 1 - year 1	\$28.68	\$16.49	\$18.64	\$16.49	\$21.51	\$21.51	\$21.51	\$28.68
Level 1 - year 2	\$30.12	\$17.32	\$19.58	\$17.32	\$22.59	\$22.59	\$22.59	\$30.12
Level 1 - year 3	\$31.06	\$17.86	\$20.19	\$17.86	\$23.30	\$23.30	\$23.30	\$31.06
Level 2 - year 1	\$31.42	\$18.07	\$20.42	\$18.07	\$23.57	\$23.57	\$23.57	\$31.42
Level 2 - year 2	\$32.00	\$18.40	\$20.80	\$18.40	\$24.00	\$24.00	\$24.00	\$32.00
Level 3	\$33.18	\$19.08	\$21.57	\$19.08	\$24.89	\$24.89	\$24.89	\$33.18
Call centre principal customer contact specialist	\$33.42	\$19.22	\$21.72	\$19.22	\$25.07	\$25.07	\$25.07	\$33.42
Level 4	\$34.84	\$20.03	\$22.65	\$20.03	\$26.13	\$26.13	\$26.13	\$34.84
Level 5	\$36.28	\$20.86	\$23.58	\$20.86	\$27.21	\$27.21	\$27.21	\$36.28
Call centre technical associate	\$39.72	\$22.84	\$25.82	\$22.84	\$29.79	\$29.79	\$29.79	\$39.72

Table 3 of 3

Classification	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$28.68	\$28.68	\$21.51	\$28.68	\$21.51	\$28.68
Level 1 - year 2	\$30.12	\$30.12	\$22.59	\$30.12	\$22.59	\$30.12
Level 1 - year 3	\$31.06	\$31.06	\$23.30	\$31.06	\$23.30	\$31.06
Level 2 - year 1	\$31.42	\$31.42	\$23.57	\$31.42	\$23.57	\$31.42
Level 2 - year 2	\$32.00	\$32.00	\$24.00	\$32.00	\$24.00	\$32.00
Level 3	\$33.18	\$33.18	\$24.89	\$33.18	\$24.89	\$33.18
Call centre principal customer contact specialist	\$33.42	\$33.42	\$25.07	\$33.42	\$25.07	\$33.42
Level 4	\$34.84	\$34.84	\$26.13	\$34.84	\$26.13	\$34.84
Level 5	\$36.28	\$36.28	\$27.21	\$36.28	\$27.21	\$36.28
Call centre technical associate	\$39.72	\$39.72	\$29.79	\$39.72	\$29.79	\$39.72

Junior - Full-time & part-time - 20 years

Table 1 of 3

Classification	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker	Less than 10 hour break between shifts	Less than 8 hour break between shifts - change to shift
Level 1 - year 1	\$16.14	\$20.18	\$32.28	\$40.35	\$24.21	\$32.28	\$32.28	\$32.28
Level 1 - year 2	\$16.94	\$21.18	\$33.88	\$42.35	\$25.41	\$33.88	\$33.88	\$33.88
Level 1 - year 3	\$17.47	\$21.84	\$34.94	\$43.68	\$26.21	\$34.94	\$34.94	\$34.94
Level 2 - year 1	\$17.68	\$22.10	\$35.36	\$44.20	\$26.52	\$35.36	\$35.36	\$35.36
Level 2 - year 2	\$18.00	\$22.50	\$36.00	\$45.00	\$27.00	\$36.00	\$36.00	\$36.00
Level 3	\$18.67	\$23.34	\$37.34	\$46.68	\$28.01	\$37.34	\$37.34	\$37.34
Call centre principal customer contact specialist	\$18.80	\$23.50	\$37.60	\$47.00	\$28.20	\$37.60	\$37.60	\$37.60
Level 4	\$19.60	\$24.50	\$39.20	\$49.00	\$29.40	\$39.20	\$39.20	\$39.20
Level 5	\$20.40	\$25.50	\$40.80	\$51.00	\$30.60	\$40.80	\$40.80	\$40.80
Call centre technical associate	\$22.35	\$27.94	\$44.70	\$55.88	\$33.53	\$44.70	\$44.70	\$44.70

Table 2 of 3

Classification	Working through a meal break	Afternoon shift	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker
Level 1 - year 1	\$32.28	\$18.56	\$20.98	\$18.56	\$24.21	\$24.21	\$24.21	\$32.28
Level 1 - year 2	\$33.88	\$19.48	\$22.02	\$19.48	\$25.41	\$25.41	\$25.41	\$33.88
Level 1 - year 3	\$34.94	\$20.09	\$22.71	\$20.09	\$26.21	\$26.21	\$26.21	\$34.94
Level 2 - year 1	\$35.36	\$20.33	\$22.98	\$20.33	\$26.52	\$26.52	\$26.52	\$35.36
Level 2 - year 2	\$36.00	\$20.70	\$23.40	\$20.70	\$27.00	\$27.00	\$27.00	\$36.00
Level 3	\$37.34	\$21.47	\$24.27	\$21.47	\$28.01	\$28.01	\$28.01	\$37.34
Call centre principal customer contact specialist	\$37.60	\$21.62	\$24.44	\$21.62	\$28.20	\$28.20	\$28.20	\$37.60
Level 4	\$39.20	\$22.54	\$25.48	\$22.54	\$29.40	\$29.40	\$29.40	\$39.20
Level 5	\$40.80	\$23.46	\$26.52	\$23.46	\$30.60	\$30.60	\$30.60	\$40.80
Call centre technical associate	\$44.70	\$25.70	\$29.06	\$25.70	\$33.53	\$33.53	\$33.53	\$44.70

Table 3 of 3

Classification	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$32.28	\$32.28	\$24.21	\$32.28	\$24.21	\$32.28
Level 1 - year 2	\$33.88	\$33.88	\$25.41	\$33.88	\$25.41	\$33.88
Level 1 - year 3	\$34.94	\$34.94	\$26.21	\$34.94	\$26.21	\$34.94
Level 2 - year 1	\$35.36	\$35.36	\$26.52	\$35.36	\$26.52	\$35.36
Level 2 - year 2	\$36.00	\$36.00	\$27.00	\$36.00	\$27.00	\$36.00
Level 3	\$37.34	\$37.34	\$28.01	\$37.34	\$28.01	\$37.34
Call centre principal customer contact specialist	\$37.60	\$37.60	\$28.20	\$37.60	\$28.20	\$37.60
Level 4	\$39.20	\$39.20	\$29.40	\$39.20	\$29.40	\$39.20
Level 5	\$40.80	\$40.80	\$30.60	\$40.80	\$30.60	\$40.80
Call centre technical associate	\$44.70	\$44.70	\$33.53	\$44.70	\$33.53	\$44.70

Junior - Casual - Under 16 years

Table 1 of 3

Classification	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker
Level 1 - year 1	\$10.09	\$12.11	\$18.16	\$22.19	\$14.12	\$18.16
Level 1 - year 2	\$10.59	\$12.71	\$19.06	\$23.29	\$14.82	\$19.06
Level 1 - year 3	\$10.91	\$13.10	\$19.64	\$24.01	\$15.28	\$19.64
Level 2 - year 1	\$11.05	\$13.26	\$19.89	\$24.31	\$15.47	\$19.89
Level 2 - year 2	\$11.25	\$13.50	\$20.25	\$24.75	\$15.75	\$20.25
Level 3	\$11.66	\$14.00	\$20.99	\$25.66	\$16.33	\$20.99
Call centre principal customer contact specialist	\$11.75	\$14.10	\$21.15	\$25.85	\$16.45	\$21.15
Level 4	\$12.25	\$14.70	\$22.05	\$26.95	\$17.15	\$22.05
Level 5	\$12.75	\$15.30	\$22.95	\$28.05	\$17.85	\$22.95
Call centre technical associate	\$13.96	\$16.76	\$25.13	\$30.72	\$19.55	\$25.13

Table 2 of 3

Classification	Working through a meal break	Afternoon shift	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker
Level 1 - year 1	\$18.16	\$11.30	\$12.51	\$11.30	\$14.12	\$14.12	\$14.12	\$18.16
Level 1 - year 2	\$19.06	\$11.86	\$13.13	\$11.86	\$14.82	\$14.82	\$14.82	\$19.06
Level 1 - year 3	\$19.64	\$12.22	\$13.53	\$12.22	\$15.28	\$15.28	\$15.28	\$19.64
Level 2 - year 1	\$19.89	\$12.38	\$13.70	\$12.38	\$15.47	\$15.47	\$15.47	\$19.89
Level 2 - year 2	\$20.25	\$12.60	\$13.95	\$12.60	\$15.75	\$15.75	\$15.75	\$20.25
Level 3	\$20.99	\$13.06	\$14.46	\$13.06	\$16.33	\$16.33	\$16.33	\$20.99
Call centre principal customer contact specialist	\$21.15	\$13.16	\$14.57	\$13.16	\$16.45	\$16.45	\$16.45	\$21.15
Level 4	\$22.05	\$13.72	\$15.19	\$13.72	\$17.15	\$17.15	\$17.15	\$22.05
Level 5	\$22.95	\$14.28	\$15.81	\$14.28	\$17.85	\$17.85	\$17.85	\$22.95
Call centre technical associate	\$25.13	\$15.64	\$17.31	\$15.64	\$19.55	\$19.55	\$19.55	\$25.13

Table 3 of 3

Classification	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$18.16	\$18.16	\$14.12	\$18.16	\$14.12	\$18.16
Level 1 - year 2	\$19.06	\$19.06	\$14.82	\$19.06	\$14.82	\$19.06
Level 1 - year 3	\$19.64	\$19.64	\$15.28	\$19.64	\$15.28	\$19.64
Level 2 - year 1	\$19.89	\$19.89	\$15.47	\$19.89	\$15.47	\$19.89
Level 2 - year 2	\$20.25	\$20.25	\$15.75	\$20.25	\$15.75	\$20.25
Level 3	\$20.99	\$20.99	\$16.33	\$20.99	\$16.33	\$20.99
Call centre principal customer contact specialist	\$21.15	\$21.15	\$16.45	\$21.15	\$16.45	\$21.15
Level 4	\$22.05	\$22.05	\$17.15	\$22.05	\$17.15	\$22.05
Level 5	\$22.95	\$22.95	\$17.85	\$22.95	\$17.85	\$22.95
Call centre technical associate	\$25.13	\$25.13	\$19.55	\$25.13	\$19.55	\$25.13

Junior - Casual - 16 years

Table 1 of 3

Classification	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker
Level 1 - year 1	\$11.21	\$13.46	\$20.18	\$24.67	\$15.70	\$20.18
Level 1 - year 2	\$11.76	\$14.12	\$21.17	\$25.88	\$16.47	\$21.17
Level 1 - year 3	\$12.14	\$14.57	\$21.85	\$26.70	\$16.99	\$21.85
Level 2 - year 1	\$12.28	\$14.73	\$22.10	\$27.01	\$17.19	\$22.10
Level 2 - year 2	\$12.50	\$15.00	\$22.50	\$27.50	\$17.50	\$22.50
Level 3	\$12.96	\$15.56	\$23.33	\$28.52	\$18.15	\$23.33
Call centre principal customer contact specialist	\$13.06	\$15.68	\$23.51	\$28.74	\$18.29	\$23.51
Level 4	\$13.61	\$16.34	\$24.50	\$29.95	\$19.06	\$24.50
Level 5	\$14.18	\$17.01	\$25.52	\$31.19	\$19.85	\$25.52
Call centre technical associate	\$15.53	\$18.63	\$27.95	\$34.16	\$21.74	\$27.95

Table 2 of 3

Classification	Working through a meal break	Afternoon shift	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker
Level 1 - year 1	\$20.18	\$12.56	\$13.90	\$12.56	\$15.70	\$15.70	\$15.70	\$20.18
Level 1 - year 2	\$21.17	\$13.17	\$14.59	\$13.17	\$16.47	\$16.47	\$16.47	\$21.17
Level 1 - year 3	\$21.85	\$13.59	\$15.05	\$13.59	\$16.99	\$16.99	\$16.99	\$21.85
Level 2 - year 1	\$22.10	\$13.75	\$15.22	\$13.75	\$17.19	\$17.19	\$17.19	\$22.10
Level 2 - year 2	\$22.50	\$14.00	\$15.50	\$14.00	\$17.50	\$17.50	\$17.50	\$22.50
Level 3	\$23.33	\$14.52	\$16.07	\$14.52	\$18.15	\$18.15	\$18.15	\$23.33
Call centre principal customer contact specialist	\$23.51	\$14.63	\$16.20	\$14.63	\$18.29	\$18.29	\$18.29	\$23.51
Level 4	\$24.50	\$15.25	\$16.88	\$15.25	\$19.06	\$19.06	\$19.06	\$24.50
Level 5	\$25.52	\$15.88	\$17.58	\$15.88	\$19.85	\$19.85	\$19.85	\$25.52
Call centre technical associate	\$27.95	\$17.39	\$19.25	\$17.39	\$21.74	\$21.74	\$21.74	\$27.95

Table 3 of 3

Classification	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$20.18	\$20.18	\$15.70	\$20.18	\$15.70	\$20.18
Level 1 - year 2	\$21.17	\$21.17	\$16.47	\$21.17	\$16.47	\$21.17
Level 1 - year 3	\$21.85	\$21.85	\$16.99	\$21.85	\$16.99	\$21.85
Level 2 - year 1	\$22.10	\$22.10	\$17.19	\$22.10	\$17.19	\$22.10
Level 2 - year 2	\$22.50	\$22.50	\$17.50	\$22.50	\$17.50	\$22.50
Level 3	\$23.33	\$23.33	\$18.15	\$23.33	\$18.15	\$23.33
Call centre principal customer contact specialist	\$23.51	\$23.51	\$18.29	\$23.51	\$18.29	\$23.51
Level 4	\$24.50	\$24.50	\$19.06	\$24.50	\$19.06	\$24.50
Level 5	\$25.52	\$25.52	\$19.85	\$25.52	\$19.85	\$25.52
Call centre technical associate	\$27.95	\$27.95	\$21.74	\$27.95	\$21.74	\$27.95

Junior - Casual - 17 years

Table 1 of 3

Classification	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker
Level 1 - year 1	\$13.45	\$16.14	\$24.21	\$29.59	\$18.83	\$24.21
Level 1 - year 2	\$14.11	\$16.94	\$25.40	\$31.05	\$19.76	\$25.40
Level 1 - year 3	\$14.56	\$17.48	\$26.21	\$32.04	\$20.39	\$26.21
Level 2 - year 1	\$14.73	\$17.67	\$26.51	\$32.40	\$20.62	\$26.51
Level 2 - year 2	\$15.00	\$18.00	\$27.00	\$33.00	\$21.00	\$27.00
Level 3	\$15.55	\$18.66	\$27.99	\$34.21	\$21.77	\$27.99
Call centre principal customer contact specialist	\$15.66	\$18.80	\$28.19	\$34.46	\$21.93	\$28.19
Level 4	\$16.34	\$19.61	\$29.41	\$35.94	\$22.87	\$29.41
Level 5	\$17.00	\$20.40	\$30.60	\$37.40	\$23.80	\$30.60
Call centre technical associate	\$18.63	\$22.35	\$33.53	\$40.98	\$26.08	\$33.53

Table 2 of 3

Classification	Working through a meal break	Afternoon shift	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker
Level 1 - year 1	\$24.21	\$15.06	\$16.68	\$15.06	\$18.83	\$18.83	\$18.83	\$24.21
Level 1 - year 2	\$25.40	\$15.81	\$17.50	\$15.81	\$19.76	\$19.76	\$19.76	\$25.40
Level 1 - year 3	\$26.21	\$16.31	\$18.06	\$16.31	\$20.39	\$20.39	\$20.39	\$26.21
Level 2 - year 1	\$26.51	\$16.49	\$18.26	\$16.49	\$20.62	\$20.62	\$20.62	\$26.51
Level 2 - year 2	\$27.00	\$16.80	\$18.60	\$16.80	\$21.00	\$21.00	\$21.00	\$27.00
Level 3	\$27.99	\$17.42	\$19.28	\$17.42	\$21.77	\$21.77	\$21.77	\$27.99
Call centre principal customer contact specialist	\$28.19	\$17.54	\$19.42	\$17.54	\$21.93	\$21.93	\$21.93	\$28.19
Level 4	\$29.41	\$18.30	\$20.26	\$18.30	\$22.87	\$22.87	\$22.87	\$29.41
Level 5	\$30.60	\$19.04	\$21.08	\$19.04	\$23.80	\$23.80	\$23.80	\$30.60
Call centre technical associate	\$33.53	\$20.86	\$23.10	\$20.86	\$26.08	\$26.08	\$26.08	\$33.53

Table 3 of 3

Classification	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$24.21	\$24.21	\$18.83	\$24.21	\$18.83	\$24.21
Level 1 - year 2	\$25.40	\$25.40	\$19.76	\$25.40	\$19.76	\$25.40
Level 1 - year 3	\$26.21	\$26.21	\$20.39	\$26.21	\$20.39	\$26.21
Level 2 - year 1	\$26.51	\$26.51	\$20.62	\$26.51	\$20.62	\$26.51
Level 2 - year 2	\$27.00	\$27.00	\$21.00	\$27.00	\$21.00	\$27.00
Level 3	\$27.99	\$27.99	\$21.77	\$27.99	\$21.77	\$27.99
Call centre principal customer contact specialist	\$28.19	\$28.19	\$21.93	\$28.19	\$21.93	\$28.19
Level 4	\$29.41	\$29.41	\$22.87	\$29.41	\$22.87	\$29.41
Level 5	\$30.60	\$30.60	\$23.80	\$30.60	\$23.80	\$30.60
Call centre technical associate	\$33.53	\$33.53	\$26.08	\$33.53	\$26.08	\$33.53

Junior - Casual - 18 years

Table 1 of 3

Classification	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker
Level 1 - year 1	\$15.69	\$18.83	\$28.24	\$34.51	\$21.96	\$28.24
Level 1 - year 2	\$16.46	\$19.76	\$29.63	\$36.22	\$23.05	\$29.63
Level 1 - year 3	\$16.99	\$20.39	\$30.58	\$37.37	\$23.78	\$30.58
Level 2 - year 1	\$17.19	\$20.63	\$30.94	\$37.81	\$24.06	\$30.94
Level 2 - year 2	\$17.50	\$21.00	\$31.50	\$38.50	\$24.50	\$31.50
Level 3	\$18.15	\$21.78	\$32.67	\$39.93	\$25.41	\$32.67
Call centre principal customer contact specialist	\$18.28	\$21.93	\$32.90	\$40.21	\$25.59	\$32.90
Level 4	\$19.06	\$22.88	\$34.31	\$41.94	\$26.69	\$34.31
Level 5	\$19.84	\$23.81	\$35.71	\$43.64	\$27.77	\$35.71
Call centre technical associate	\$21.73	\$26.07	\$39.11	\$47.80	\$30.42	\$39.11

Table 2 of 3

Classification	Working through a meal break	Afternoon shift	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker
Level 1 - year 1	\$28.24	\$17.57	\$19.45	\$17.57	\$21.96	\$21.96	\$21.96	\$28.24
Level 1 - year 2	\$29.63	\$18.44	\$20.41	\$18.44	\$23.05	\$23.05	\$23.05	\$29.63
Level 1 - year 3	\$30.58	\$19.03	\$21.06	\$19.03	\$23.78	\$23.78	\$23.78	\$30.58
Level 2 - year 1	\$30.94	\$19.25	\$21.31	\$19.25	\$24.06	\$24.06	\$24.06	\$30.94
Level 2 - year 2	\$31.50	\$19.60	\$21.70	\$19.60	\$24.50	\$24.50	\$24.50	\$31.50
Level 3	\$32.67	\$20.33	\$22.51	\$20.33	\$25.41	\$25.41	\$25.41	\$32.67
Call centre principal customer contact specialist	\$32.90	\$20.47	\$22.66	\$20.47	\$25.59	\$25.59	\$25.59	\$32.90
Level 4	\$34.31	\$21.35	\$23.64	\$21.35	\$26.69	\$26.69	\$26.69	\$34.31
Level 5	\$35.71	\$22.22	\$24.60	\$22.22	\$27.77	\$27.77	\$27.77	\$35.71
Call centre technical associate	\$39.11	\$24.33	\$26.94	\$24.33	\$30.42	\$30.42	\$30.42	\$39.11

Table 3 of 3

Classification	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$28.24	\$28.24	\$21.96	\$28.24	\$21.96	\$28.24
Level 1 - year 2	\$29.63	\$29.63	\$23.05	\$29.63	\$23.05	\$29.63
Level 1 - year 3	\$30.58	\$30.58	\$23.78	\$30.58	\$23.78	\$30.58
Level 2 - year 1	\$30.94	\$30.94	\$24.06	\$30.94	\$24.06	\$30.94
Level 2 - year 2	\$31.50	\$31.50	\$24.50	\$31.50	\$24.50	\$31.50
Level 3	\$32.67	\$32.67	\$25.41	\$32.67	\$25.41	\$32.67
Call centre principal customer contact specialist	\$32.90	\$32.90	\$25.59	\$32.90	\$25.59	\$32.90
Level 4	\$34.31	\$34.31	\$26.69	\$34.31	\$26.69	\$34.31
Level 5	\$35.71	\$35.71	\$27.77	\$35.71	\$27.77	\$35.71
Call centre technical associate	\$39.11	\$39.11	\$30.42	\$39.11	\$30.42	\$39.11

Junior - Casual - 19 years

Table 1 of 3

Classification	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker
Level 1 - year 1	\$17.93	\$21.51	\$32.27	\$39.44	\$25.10	\$32.27
Level 1 - year 2	\$18.83	\$22.59	\$33.89	\$41.42	\$26.36	\$33.89
Level 1 - year 3	\$19.41	\$23.30	\$34.94	\$42.71	\$27.18	\$34.94
Level 2 - year 1	\$19.64	\$23.57	\$35.35	\$43.20	\$27.49	\$35.35
Level 2 - year 2	\$20.00	\$24.00	\$36.00	\$44.00	\$28.00	\$36.00
Level 3	\$20.74	\$24.89	\$37.33	\$45.62	\$29.03	\$37.33
Call centre principal customer contact specialist	\$20.89	\$25.07	\$37.60	\$45.95	\$29.24	\$37.60
Level 4	\$21.78	\$26.13	\$39.20	\$47.91	\$30.49	\$39.20
Level 5	\$22.68	\$27.21	\$40.82	\$49.89	\$31.75	\$40.82
Call centre technical associate	\$24.83	\$29.79	\$44.69	\$54.62	\$34.76	\$44.69

Table 2 of 3

Classification	Working through a meal break	Afternoon shift	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker
Level 1 - year 1	\$32.27	\$20.08	\$22.23	\$20.08	\$25.10	\$25.10	\$25.10	\$32.27
Level 1 - year 2	\$33.89	\$21.08	\$23.34	\$21.08	\$26.36	\$26.36	\$26.36	\$33.89
Level 1 - year 3	\$34.94	\$21.74	\$24.07	\$21.74	\$27.18	\$27.18	\$27.18	\$34.94
Level 2 - year 1	\$35.35	\$21.99	\$24.35	\$21.99	\$27.49	\$27.49	\$27.49	\$35.35
Level 2 - year 2	\$36.00	\$22.40	\$24.80	\$22.40	\$28.00	\$28.00	\$28.00	\$36.00
Level 3	\$37.33	\$23.23	\$25.71	\$23.23	\$29.03	\$29.03	\$29.03	\$37.33
Call centre principal customer contact specialist	\$37.60	\$23.39	\$25.90	\$23.39	\$29.24	\$29.24	\$29.24	\$37.60
Level 4	\$39.20	\$24.39	\$27.00	\$24.39	\$30.49	\$30.49	\$30.49	\$39.20
Level 5	\$40.82	\$25.40	\$28.12	\$25.40	\$31.75	\$31.75	\$31.75	\$40.82
Call centre technical associate	\$44.69	\$27.80	\$30.78	\$27.80	\$34.76	\$34.76	\$34.76	\$44.69

Table 3 of 3

Classification	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$32.27	\$32.27	\$25.10	\$32.27	\$25.10	\$32.27
Level 1 - year 2	\$33.89	\$33.89	\$26.36	\$33.89	\$26.36	\$33.89
Level 1 - year 3	\$34.94	\$34.94	\$27.18	\$34.94	\$27.18	\$34.94
Level 2 - year 1	\$35.35	\$35.35	\$27.49	\$35.35	\$27.49	\$35.35
Level 2 - year 2	\$36.00	\$36.00	\$28.00	\$36.00	\$28.00	\$36.00
Level 3	\$37.33	\$37.33	\$29.03	\$37.33	\$29.03	\$37.33
Call centre principal customer contact specialist	\$37.60	\$37.60	\$29.24	\$37.60	\$29.24	\$37.60
Level 4	\$39.20	\$39.20	\$30.49	\$39.20	\$30.49	\$39.20
Level 5	\$40.82	\$40.82	\$31.75	\$40.82	\$31.75	\$40.82
Call centre technical associate	\$44.69	\$44.69	\$34.76	\$44.69	\$34.76	\$44.69

Junior - Casual - 20 years

Table 1 of 3

Classification	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker
Level 1 - year 1	\$20.18	\$24.21	\$36.32	\$44.39	\$28.25	\$36.32
Level 1 - year 2	\$21.18	\$25.41	\$38.12	\$46.59	\$29.65	\$38.12
Level 1 - year 3	\$21.84	\$26.21	\$39.31	\$48.04	\$30.57	\$39.31
Level 2 - year 1	\$22.10	\$26.52	\$39.78	\$48.62	\$30.94	\$39.78
Level 2 - year 2	\$22.50	\$27.00	\$40.50	\$49.50	\$31.50	\$40.50
Level 3	\$23.34	\$28.01	\$42.01	\$51.34	\$32.67	\$42.01
Call centre principal customer contact specialist	\$23.50	\$28.20	\$42.30	\$51.70	\$32.90	\$42.30
Level 4	\$24.50	\$29.40	\$44.10	\$53.90	\$34.30	\$44.10
Level 5	\$25.50	\$30.60	\$45.90	\$56.10	\$35.70	\$45.90
Call centre technical associate	\$27.94	\$33.53	\$50.29	\$61.46	\$39.11	\$50.29

Table 2 of 3

Classification	Working through a meal break	Afternoon shift	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker
Level 1 - year 1	\$36.32	\$22.60	\$25.02	\$22.60	\$28.25	\$28.25	\$28.25	\$36.32
Level 1 - year 2	\$38.12	\$23.72	\$26.26	\$23.72	\$29.65	\$29.65	\$29.65	\$38.12
Level 1 - year 3	\$39.31	\$24.46	\$27.08	\$24.46	\$30.57	\$30.57	\$30.57	\$39.31
Level 2 - year 1	\$39.78	\$24.75	\$27.40	\$24.75	\$30.94	\$30.94	\$30.94	\$39.78
Level 2 - year 2	\$40.50	\$25.20	\$27.90	\$25.20	\$31.50	\$31.50	\$31.50	\$40.50
Level 3	\$42.01	\$26.14	\$28.94	\$26.14	\$32.67	\$32.67	\$32.67	\$42.01
Call centre principal customer contact specialist	\$42.30	\$26.32	\$29.14	\$26.32	\$32.90	\$32.90	\$32.90	\$42.30
Level 4	\$44.10	\$27.44	\$30.38	\$27.44	\$34.30	\$34.30	\$34.30	\$44.10
Level 5	\$45.90	\$28.56	\$31.62	\$28.56	\$35.70	\$35.70	\$35.70	\$45.90
Call centre technical associate	\$50.29	\$31.29	\$34.64	\$31.29	\$39.11	\$39.11	\$39.11	\$50.29

Table 3 of 3

Classification	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$36.32	\$36.32	\$28.25	\$36.32	\$28.25	\$36.32
Level 1 - year 2	\$38.12	\$38.12	\$29.65	\$38.12	\$29.65	\$38.12
Level 1 - year 3	\$39.31	\$39.31	\$30.57	\$39.31	\$30.57	\$39.31
Level 2 - year 1	\$39.78	\$39.78	\$30.94	\$39.78	\$30.94	\$39.78
Level 2 - year 2	\$40.50	\$40.50	\$31.50	\$40.50	\$31.50	\$40.50
Level 3	\$42.01	\$42.01	\$32.67	\$42.01	\$32.67	\$42.01
Call centre principal customer contact specialist	\$42.30	\$42.30	\$32.90	\$42.30	\$32.90	\$42.30
Level 4	\$44.10	\$44.10	\$34.30	\$44.10	\$34.30	\$44.10
Level 5	\$45.90	\$45.90	\$35.70	\$45.90	\$35.70	\$45.90
Call centre technical associate	\$50.29	\$50.29	\$39.11	\$50.29	\$39.11	\$50.29

Allowances

Allowances	Rate
First aid allowance	\$11.19 per week
Laundry allowance – full-time	\$3.55 per week
Laundry allowance – part-time and casual	\$0.71 per shift
Living away from home allowance - board & lodging	an allowance to cover all reasonable expenses for board and lodging
Living away from home - travel fares	an allowance to cover all fares to and from the temporary workplace
Living away from home - travel time allowance	payment at the minimum hourly rate for all time spent travelling between the employee's usual place of employment and the temporary location - up to 8 hours in a 24 hour period
Meal allowance - overtime	\$14.35 for a meal and \$11.49 for an extra meal after 4 hours of overtime
Protective footwear reimbursement	reimbursement for the cost of appropriate protective footwear
Transport of employees reimbursement - starting or finishing outside employees normal hours - shiftworker	reimbursement for the cost of transport
Uniform & protective clothing reimbursement	reimbursement for the cost of purchasing the uniform or protective clothing
Vehicle allowance - expenses	reimbursement for all cost including registration, running and maintenance of the motor vehicle
Vehicle allowance – motor car	\$0.26 per km with a maximum of 400 kms per week
Vehicle allowance – motorcycle	\$0.78 per km with a maximum of 400 kms per week

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