



Fair Work  
OMBUDSMAN

## Pay Guide - Clerks - Private Sector Award

**[MA000002]**

Published 19 November 2021

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 2015.

Information about the definition and operation of allowances, penalties and overtime can be found in the [award](#) and the [Pay and Conditions Tool](#).

The best way to get general pay and conditions advice is to register for [My account](#) on our website. Once you have registered you can ask questions and save replies, view tailored information relevant to you and save pages, pay rates and awards.

# Rates of pay

## Adult

### Full-time & part-time

Table 1 of 3

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	Working through a meal break
Level 1 - year 1	\$698.40	\$18.38	\$22.98	\$36.76	\$45.95	\$27.57	\$36.76	\$36.76
Level 1 - year 2	\$733.00	\$19.29	\$24.11	\$38.58	\$48.23	\$28.94	\$38.58	\$38.58
Level 1 - year 3	\$756.00	\$19.89	\$24.86	\$39.78	\$49.73	\$29.84	\$39.78	\$39.78
Level 2 - year 1	\$764.90	\$20.13	\$25.16	\$40.26	\$50.33	\$30.20	\$40.26	\$40.26
Level 2 - year 2	\$779.10	\$20.50	\$25.63	\$41.00	\$51.25	\$30.75	\$41.00	\$41.00
Level 3	\$807.90	\$21.26	\$26.58	\$42.52	\$53.15	\$31.89	\$42.52	\$42.52
Call centre principal customer contact specialist	\$813.60	\$21.41	\$26.76	\$42.82	\$53.53	\$32.12	\$42.82	\$42.82
Level 4	\$848.30	\$22.32	\$27.90	\$44.64	\$55.80	\$33.48	\$44.64	\$44.64
Level 5	\$882.80	\$23.23	\$29.04	\$46.46	\$58.08	\$34.85	\$46.46	\$46.46
Call centre technical associate	\$967.00	\$25.45	\$31.81	\$50.90	\$63.63	\$38.18	\$50.90	\$50.90

**Table 2 of 3**

<b>Classification</b>	<b>Afternoon shift</b>	<b>Permanent night shift</b>	<b>Night shift</b>	<b>Saturday - shiftworker</b>	<b>Sunday - shiftworker</b>	<b>Public holiday - shiftworker</b>	<b>Overtime - Saturday - outside ordinary working period - shiftworker</b>	<b>Overtime - Sunday - outside ordinary working period - shiftworker</b>
Level 1 - year 1	\$21.14	\$23.89	\$21.14	\$27.57	\$27.57	\$27.57	\$36.76	\$36.76
Level 1 - year 2	\$22.18	\$25.08	\$22.18	\$28.94	\$28.94	\$28.94	\$38.58	\$38.58
Level 1 - year 3	\$22.87	\$25.86	\$22.87	\$29.84	\$29.84	\$29.84	\$39.78	\$39.78
Level 2 - year 1	\$23.15	\$26.17	\$23.15	\$30.20	\$30.20	\$30.20	\$40.26	\$40.26
Level 2 - year 2	\$23.58	\$26.65	\$23.58	\$30.75	\$30.75	\$30.75	\$41.00	\$41.00
Level 3	\$24.45	\$27.64	\$24.45	\$31.89	\$31.89	\$31.89	\$42.52	\$42.52
Call centre principal customer contact specialist	\$24.62	\$27.83	\$24.62	\$32.12	\$32.12	\$32.12	\$42.82	\$42.82
Level 4	\$25.67	\$29.02	\$25.67	\$33.48	\$33.48	\$33.48	\$44.64	\$44.64
Level 5	\$26.71	\$30.20	\$26.71	\$34.85	\$34.85	\$34.85	\$46.46	\$46.46
Call centre technical associate	\$29.27	\$33.09	\$29.27	\$38.18	\$38.18	\$38.18	\$50.90	\$50.90

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - public holiday - outside ordinary working period - shiftworker</b>	<b>Overtime - more than the weekly hours - shiftworker - first 3 hours</b>	<b>Overtime - more than the weekly hours - shiftworker - after 3 hours</b>	<b>Overtime - more than the daily hours - shiftworker - first 2 hours</b>	<b>Overtime - more than the daily hours - shiftworker - after 2 hours</b>	<b>Less than 10 hour break between shifts</b>	<b>Less than 8 hour break between shifts - change to shift</b>
Level 1 - year 1	\$36.76	\$27.57	\$36.76	\$27.57	\$36.76	\$36.76	\$36.76
Level 1 - year 2	\$38.58	\$28.94	\$38.58	\$28.94	\$38.58	\$38.58	\$38.58
Level 1 - year 3	\$39.78	\$29.84	\$39.78	\$29.84	\$39.78	\$39.78	\$39.78
Level 2 - year 1	\$40.26	\$30.20	\$40.26	\$30.20	\$40.26	\$40.26	\$40.26
Level 2 - year 2	\$41.00	\$30.75	\$41.00	\$30.75	\$41.00	\$41.00	\$41.00
Level 3	\$42.52	\$31.89	\$42.52	\$31.89	\$42.52	\$42.52	\$42.52
Call centre principal customer contact specialist	\$42.82	\$32.12	\$42.82	\$32.12	\$42.82	\$42.82	\$42.82
Level 4	\$44.64	\$33.48	\$44.64	\$33.48	\$44.64	\$44.64	\$44.64
Level 5	\$46.46	\$34.85	\$46.46	\$34.85	\$46.46	\$46.46	\$46.46
Call centre technical associate	\$50.90	\$38.18	\$50.90	\$38.18	\$50.90	\$50.90	\$50.90

## 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	\$22.98	\$27.57	\$41.36	\$50.55	\$32.17	\$41.36
Level 1 - year 2	\$24.11	\$28.94	\$43.40	\$53.05	\$33.76	\$43.40
Level 1 - year 3	\$24.86	\$29.84	\$44.75	\$54.70	\$34.81	\$44.75
Level 2 - year 1	\$25.16	\$30.20	\$45.29	\$55.36	\$35.23	\$45.29
Level 2 - year 2	\$25.63	\$30.75	\$46.13	\$56.38	\$35.88	\$46.13
Level 3	\$26.58	\$31.89	\$47.84	\$58.47	\$37.21	\$47.84
Call centre principal customer contact specialist	\$26.76	\$32.12	\$48.17	\$58.88	\$37.47	\$48.17
Level 4	\$27.90	\$33.48	\$50.22	\$61.38	\$39.06	\$50.22
Level 5	\$29.04	\$34.85	\$52.27	\$63.88	\$40.65	\$52.27
Call centre technical associate	\$31.81	\$38.18	\$57.26	\$69.99	\$44.54	\$57.26

**Table 2 of 3**

<b>Classification</b>	<b>Working through a meal break</b>	<b>Afternoon shift</b>	<b>Permanent night shift</b>	<b>Night shift</b>	<b>Saturday - shiftworker</b>	<b>Sunday - shiftworker</b>	<b>Public holiday - shiftworker</b>	<b>Overtime - Saturday - outside ordinary working period - shiftworker</b>
Level 1 - year 1	\$41.36	\$25.73	\$28.49	\$25.73	\$32.17	\$32.17	\$32.17	\$41.36
Level 1 - year 2	\$43.40	\$27.01	\$29.90	\$27.01	\$33.76	\$33.76	\$33.76	\$43.40
Level 1 - year 3	\$44.75	\$27.85	\$30.83	\$27.85	\$34.81	\$34.81	\$34.81	\$44.75
Level 2 - year 1	\$45.29	\$28.18	\$31.20	\$28.18	\$35.23	\$35.23	\$35.23	\$45.29
Level 2 - year 2	\$46.13	\$28.70	\$31.78	\$28.70	\$35.88	\$35.88	\$35.88	\$46.13
Level 3	\$47.84	\$29.76	\$32.95	\$29.76	\$37.21	\$37.21	\$37.21	\$47.84
Call centre principal customer contact specialist	\$48.17	\$29.97	\$33.19	\$29.97	\$37.47	\$37.47	\$37.47	\$48.17
Level 4	\$50.22	\$31.25	\$34.60	\$31.25	\$39.06	\$39.06	\$39.06	\$50.22
Level 5	\$52.27	\$32.52	\$36.01	\$32.52	\$40.65	\$40.65	\$40.65	\$52.27
Call centre technical associate	\$57.26	\$35.63	\$39.45	\$35.63	\$44.54	\$44.54	\$44.54	\$57.26

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - Sunday - outside ordinary working period - shiftworker</b>	<b>Overtime - public holiday - outside ordinary working period - shiftworker</b>	<b>Overtime - more than the weekly hours - shiftworker - first 3 hours</b>	<b>Overtime - more than the weekly hours - shiftworker - after 3 hours</b>	<b>Overtime - more than the daily hours - shiftworker - first 2 hours</b>	<b>Overtime - more than the daily hours - shiftworker - after 2 hours</b>
Level 1 - year 1	\$41.36	\$41.36	\$32.17	\$41.36	\$32.17	\$41.36
Level 1 - year 2	\$43.40	\$43.40	\$33.76	\$43.40	\$33.76	\$43.40
Level 1 - year 3	\$44.75	\$44.75	\$34.81	\$44.75	\$34.81	\$44.75
Level 2 - year 1	\$45.29	\$45.29	\$35.23	\$45.29	\$35.23	\$45.29
Level 2 - year 2	\$46.13	\$46.13	\$35.88	\$46.13	\$35.88	\$46.13
Level 3	\$47.84	\$47.84	\$37.21	\$47.84	\$37.21	\$47.84
Call centre principal customer contact specialist	\$48.17	\$48.17	\$37.47	\$48.17	\$37.47	\$48.17
Level 4	\$50.22	\$50.22	\$39.06	\$50.22	\$39.06	\$50.22
Level 5	\$52.27	\$52.27	\$40.65	\$52.27	\$40.65	\$52.27
Call centre technical associate	\$57.26	\$57.26	\$44.54	\$57.26	\$44.54	\$57.26

## 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	Working through a meal break	Afternoon shift
Level 1 - year 1	\$8.27	\$10.34	\$16.54	\$20.68	\$12.41	\$16.54	\$16.54	\$9.51
Level 1 - year 2	\$8.68	\$10.85	\$17.36	\$21.70	\$13.02	\$17.36	\$17.36	\$9.98
Level 1 - year 3	\$8.95	\$11.19	\$17.90	\$22.38	\$13.43	\$17.90	\$17.90	\$10.29
Level 2 - year 1	\$9.06	\$11.33	\$18.12	\$22.65	\$13.59	\$18.12	\$18.12	\$10.42
Level 2 - year 2	\$9.23	\$11.54	\$18.46	\$23.08	\$13.85	\$18.46	\$18.46	\$10.61
Level 3	\$9.57	\$11.96	\$19.14	\$23.93	\$14.36	\$19.14	\$19.14	\$11.01
Call centre principal customer contact specialist	\$9.63	\$12.04	\$19.26	\$24.08	\$14.45	\$19.26	\$19.26	\$11.07
Level 4	\$10.04	\$12.55	\$20.08	\$25.10	\$15.06	\$20.08	\$20.08	\$11.55
Level 5	\$10.45	\$13.06	\$20.90	\$26.13	\$15.68	\$20.90	\$20.90	\$12.02
Call centre technical associate	\$11.45	\$14.31	\$22.90	\$28.63	\$17.18	\$22.90	\$22.90	\$13.17



**Table 2 of 3**

<b>Classification</b>	<b>Permanent night shift</b>	<b>Night shift</b>	<b>Saturday - shiftworker</b>	<b>Sunday - shiftworker</b>	<b>Public holiday - shiftworker</b>	<b>Overtime - Saturday - outside ordinary working period - shiftworker</b>	<b>Overtime - Sunday - outside ordinary working period - shiftworker</b>	<b>Overtime - public holiday - outside ordinary working period - shiftworker</b>
Level 1 - year 1	\$10.75	\$9.51	\$12.41	\$12.41	\$12.41	\$16.54	\$16.54	\$16.54
Level 1 - year 2	\$11.28	\$9.98	\$13.02	\$13.02	\$13.02	\$17.36	\$17.36	\$17.36
Level 1 - year 3	\$11.64	\$10.29	\$13.43	\$13.43	\$13.43	\$17.90	\$17.90	\$17.90
Level 2 - year 1	\$11.78	\$10.42	\$13.59	\$13.59	\$13.59	\$18.12	\$18.12	\$18.12
Level 2 - year 2	\$12.00	\$10.61	\$13.85	\$13.85	\$13.85	\$18.46	\$18.46	\$18.46
Level 3	\$12.44	\$11.01	\$14.36	\$14.36	\$14.36	\$19.14	\$19.14	\$19.14
Call centre principal customer contact specialist	\$12.52	\$11.07	\$14.45	\$14.45	\$14.45	\$19.26	\$19.26	\$19.26
Level 4	\$13.05	\$11.55	\$15.06	\$15.06	\$15.06	\$20.08	\$20.08	\$20.08
Level 5	\$13.59	\$12.02	\$15.68	\$15.68	\$15.68	\$20.90	\$20.90	\$20.90
Call centre technical associate	\$14.89	\$13.17	\$17.18	\$17.18	\$17.18	\$22.90	\$22.90	\$22.90

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - more than the weekly hours - shiftworker - first 3 hours</b>	<b>Overtime - more than the weekly hours - shiftworker - after 3 hours</b>	<b>Overtime - more than the daily hours - shiftworker - first 2 hours</b>	<b>Overtime - more than the daily hours - shiftworker - after 2 hours</b>	<b>Less than 10 hour break between shifts</b>	<b>Less than 8 hour break between shifts - change to shift</b>
Level 1 - year 1	\$12.41	\$16.54	\$12.41	\$16.54	\$16.54	\$16.54
Level 1 - year 2	\$13.02	\$17.36	\$13.02	\$17.36	\$17.36	\$17.36
Level 1 - year 3	\$13.43	\$17.90	\$13.43	\$17.90	\$17.90	\$17.90
Level 2 - year 1	\$13.59	\$18.12	\$13.59	\$18.12	\$18.12	\$18.12
Level 2 - year 2	\$13.85	\$18.46	\$13.85	\$18.46	\$18.46	\$18.46
Level 3	\$14.36	\$19.14	\$14.36	\$19.14	\$19.14	\$19.14
Call centre principal customer contact specialist	\$14.45	\$19.26	\$14.45	\$19.26	\$19.26	\$19.26
Level 4	\$15.06	\$20.08	\$15.06	\$20.08	\$20.08	\$20.08
Level 5	\$15.68	\$20.90	\$15.68	\$20.90	\$20.90	\$20.90
Call centre technical associate	\$17.18	\$22.90	\$17.18	\$22.90	\$22.90	\$22.90

## 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	Working through a meal break	Afternoon shift
Level 1 - year 1	\$9.19	\$11.49	\$18.38	\$22.98	\$13.79	\$18.38	\$18.38	\$10.57
Level 1 - year 2	\$9.65	\$12.06	\$19.30	\$24.13	\$14.48	\$19.30	\$19.30	\$11.10
Level 1 - year 3	\$9.95	\$12.44	\$19.90	\$24.88	\$14.93	\$19.90	\$19.90	\$11.44
Level 2 - year 1	\$10.07	\$12.59	\$20.14	\$25.18	\$15.11	\$20.14	\$20.14	\$11.58
Level 2 - year 2	\$10.25	\$12.81	\$20.50	\$25.63	\$15.38	\$20.50	\$20.50	\$11.79
Level 3	\$10.63	\$13.29	\$21.26	\$26.58	\$15.95	\$21.26	\$21.26	\$12.22
Call centre principal customer contact specialist	\$10.71	\$13.39	\$21.42	\$26.78	\$16.07	\$21.42	\$21.42	\$12.32
Level 4	\$11.16	\$13.95	\$22.32	\$27.90	\$16.74	\$22.32	\$22.32	\$12.83
Level 5	\$11.62	\$14.53	\$23.24	\$29.05	\$17.43	\$23.24	\$23.24	\$13.36
Call centre technical associate	\$12.73	\$15.91	\$25.46	\$31.83	\$19.10	\$25.46	\$25.46	\$14.64

**Table 2 of 3**

<b>Classification</b>	<b>Permanent night shift</b>	<b>Night shift</b>	<b>Saturday - shiftworker</b>	<b>Sunday - shiftworker</b>	<b>Public holiday - shiftworker</b>	<b>Overtime - Saturday - outside ordinary working period - shiftworker</b>	<b>Overtime - Sunday - outside ordinary working period - shiftworker</b>	<b>Overtime - public holiday - outside ordinary working period - shiftworker</b>
Level 1 - year 1	\$11.95	\$10.57	\$13.79	\$13.79	\$13.79	\$18.38	\$18.38	\$18.38
Level 1 - year 2	\$12.55	\$11.10	\$14.48	\$14.48	\$14.48	\$19.30	\$19.30	\$19.30
Level 1 - year 3	\$12.94	\$11.44	\$14.93	\$14.93	\$14.93	\$19.90	\$19.90	\$19.90
Level 2 - year 1	\$13.09	\$11.58	\$15.11	\$15.11	\$15.11	\$20.14	\$20.14	\$20.14
Level 2 - year 2	\$13.33	\$11.79	\$15.38	\$15.38	\$15.38	\$20.50	\$20.50	\$20.50
Level 3	\$13.82	\$12.22	\$15.95	\$15.95	\$15.95	\$21.26	\$21.26	\$21.26
Call centre principal customer contact specialist	\$13.92	\$12.32	\$16.07	\$16.07	\$16.07	\$21.42	\$21.42	\$21.42
Level 4	\$14.51	\$12.83	\$16.74	\$16.74	\$16.74	\$22.32	\$22.32	\$22.32
Level 5	\$15.11	\$13.36	\$17.43	\$17.43	\$17.43	\$23.24	\$23.24	\$23.24
Call centre technical associate	\$16.55	\$14.64	\$19.10	\$19.10	\$19.10	\$25.46	\$25.46	\$25.46

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - more than the weekly hours - shiftworker - first 3 hours</b>	<b>Overtime - more than the weekly hours - shiftworker - after 3 hours</b>	<b>Overtime - more than the daily hours - shiftworker - first 2 hours</b>	<b>Overtime - more than the daily hours - shiftworker - after 2 hours</b>	<b>Less than 10 hour break between shifts</b>	<b>Less than 8 hour break between shifts - change to shift</b>
Level 1 - year 1	\$13.79	\$18.38	\$13.79	\$18.38	\$18.38	\$18.38
Level 1 - year 2	\$14.48	\$19.30	\$14.48	\$19.30	\$19.30	\$19.30
Level 1 - year 3	\$14.93	\$19.90	\$14.93	\$19.90	\$19.90	\$19.90
Level 2 - year 1	\$15.11	\$20.14	\$15.11	\$20.14	\$20.14	\$20.14
Level 2 - year 2	\$15.38	\$20.50	\$15.38	\$20.50	\$20.50	\$20.50
Level 3	\$15.95	\$21.26	\$15.95	\$21.26	\$21.26	\$21.26
Call centre principal customer contact specialist	\$16.07	\$21.42	\$16.07	\$21.42	\$21.42	\$21.42
Level 4	\$16.74	\$22.32	\$16.74	\$22.32	\$22.32	\$22.32
Level 5	\$17.43	\$23.24	\$17.43	\$23.24	\$23.24	\$23.24
Call centre technical associate	\$19.10	\$25.46	\$19.10	\$25.46	\$25.46	\$25.46

## 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	Working through a meal break	Afternoon shift
Level 1 - year 1	\$11.03	\$13.79	\$22.06	\$27.58	\$16.55	\$22.06	\$22.06	\$12.68
Level 1 - year 2	\$11.57	\$14.46	\$23.14	\$28.93	\$17.36	\$23.14	\$23.14	\$13.31
Level 1 - year 3	\$11.93	\$14.91	\$23.86	\$29.83	\$17.90	\$23.86	\$23.86	\$13.72
Level 2 - year 1	\$12.08	\$15.10	\$24.16	\$30.20	\$18.12	\$24.16	\$24.16	\$13.89
Level 2 - year 2	\$12.30	\$15.38	\$24.60	\$30.75	\$18.45	\$24.60	\$24.60	\$14.15
Level 3	\$12.76	\$15.95	\$25.52	\$31.90	\$19.14	\$25.52	\$25.52	\$14.67
Call centre principal customer contact specialist	\$12.85	\$16.06	\$25.70	\$32.13	\$19.28	\$25.70	\$25.70	\$14.78
Level 4	\$13.39	\$16.74	\$26.78	\$33.48	\$20.09	\$26.78	\$26.78	\$15.40
Level 5	\$13.94	\$17.43	\$27.88	\$34.85	\$20.91	\$27.88	\$27.88	\$16.03
Call centre technical associate	\$15.27	\$19.09	\$30.54	\$38.18	\$22.91	\$30.54	\$30.54	\$17.56

**Table 2 of 3**

<b>Classification</b>	<b>Permanent night shift</b>	<b>Night shift</b>	<b>Saturday - shiftworker</b>	<b>Sunday - shiftworker</b>	<b>Public holiday - shiftworker</b>	<b>Overtime - Saturday - outside ordinary working period - shiftworker</b>	<b>Overtime - Sunday - outside ordinary working period - shiftworker</b>	<b>Overtime - public holiday - outside ordinary working period - shiftworker</b>
Level 1 - year 1	\$14.34	\$12.68	\$16.55	\$16.55	\$16.55	\$22.06	\$22.06	\$22.06
Level 1 - year 2	\$15.04	\$13.31	\$17.36	\$17.36	\$17.36	\$23.14	\$23.14	\$23.14
Level 1 - year 3	\$15.51	\$13.72	\$17.90	\$17.90	\$17.90	\$23.86	\$23.86	\$23.86
Level 2 - year 1	\$15.70	\$13.89	\$18.12	\$18.12	\$18.12	\$24.16	\$24.16	\$24.16
Level 2 - year 2	\$15.99	\$14.15	\$18.45	\$18.45	\$18.45	\$24.60	\$24.60	\$24.60
Level 3	\$16.59	\$14.67	\$19.14	\$19.14	\$19.14	\$25.52	\$25.52	\$25.52
Call centre principal customer contact specialist	\$16.71	\$14.78	\$19.28	\$19.28	\$19.28	\$25.70	\$25.70	\$25.70
Level 4	\$17.41	\$15.40	\$20.09	\$20.09	\$20.09	\$26.78	\$26.78	\$26.78
Level 5	\$18.12	\$16.03	\$20.91	\$20.91	\$20.91	\$27.88	\$27.88	\$27.88
Call centre technical associate	\$19.85	\$17.56	\$22.91	\$22.91	\$22.91	\$30.54	\$30.54	\$30.54

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - more than the weekly hours - shiftworker - first 3 hours</b>	<b>Overtime - more than the weekly hours - shiftworker - after 3 hours</b>	<b>Overtime - more than the daily hours - shiftworker - first 2 hours</b>	<b>Overtime - more than the daily hours - shiftworker - after 2 hours</b>	<b>Less than 10 hour break between shifts</b>	<b>Less than 8 hour break between shifts - change to shift</b>
Level 1 - year 1	\$16.55	\$22.06	\$16.55	\$22.06	\$22.06	\$22.06
Level 1 - year 2	\$17.36	\$23.14	\$17.36	\$23.14	\$23.14	\$23.14
Level 1 - year 3	\$17.90	\$23.86	\$17.90	\$23.86	\$23.86	\$23.86
Level 2 - year 1	\$18.12	\$24.16	\$18.12	\$24.16	\$24.16	\$24.16
Level 2 - year 2	\$18.45	\$24.60	\$18.45	\$24.60	\$24.60	\$24.60
Level 3	\$19.14	\$25.52	\$19.14	\$25.52	\$25.52	\$25.52
Call centre principal customer contact specialist	\$19.28	\$25.70	\$19.28	\$25.70	\$25.70	\$25.70
Level 4	\$20.09	\$26.78	\$20.09	\$26.78	\$26.78	\$26.78
Level 5	\$20.91	\$27.88	\$20.91	\$27.88	\$27.88	\$27.88
Call centre technical associate	\$22.91	\$30.54	\$22.91	\$30.54	\$30.54	\$30.54



## 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	Working through a meal break	Afternoon shift
Level 1 - year 1	\$12.87	\$16.09	\$25.74	\$32.18	\$19.31	\$25.74	\$25.74	\$14.80
Level 1 - year 2	\$13.50	\$16.88	\$27.00	\$33.75	\$20.25	\$27.00	\$27.00	\$15.53
Level 1 - year 3	\$13.92	\$17.40	\$27.84	\$34.80	\$20.88	\$27.84	\$27.84	\$16.01
Level 2 - year 1	\$14.09	\$17.61	\$28.18	\$35.23	\$21.14	\$28.18	\$28.18	\$16.20
Level 2 - year 2	\$14.35	\$17.94	\$28.70	\$35.88	\$21.53	\$28.70	\$28.70	\$16.50
Level 3	\$14.88	\$18.60	\$29.76	\$37.20	\$22.32	\$29.76	\$29.76	\$17.11
Call centre principal customer contact specialist	\$14.99	\$18.74	\$29.98	\$37.48	\$22.49	\$29.98	\$29.98	\$17.24
Level 4	\$15.62	\$19.53	\$31.24	\$39.05	\$23.43	\$31.24	\$31.24	\$17.96
Level 5	\$16.26	\$20.33	\$32.52	\$40.65	\$24.39	\$32.52	\$32.52	\$18.70
Call centre technical associate	\$17.82	\$22.28	\$35.64	\$44.55	\$26.73	\$35.64	\$35.64	\$20.49

**Table 2 of 3**

<b>Classification</b>	<b>Permanent night shift</b>	<b>Night shift</b>	<b>Saturday - shiftworker</b>	<b>Sunday - shiftworker</b>	<b>Public holiday - shiftworker</b>	<b>Overtime - Saturday - outside ordinary working period - shiftworker</b>	<b>Overtime - Sunday - outside ordinary working period - shiftworker</b>	<b>Overtime - public holiday - outside ordinary working period - shiftworker</b>
Level 1 - year 1	\$16.73	\$14.80	\$19.31	\$19.31	\$19.31	\$25.74	\$25.74	\$25.74
Level 1 - year 2	\$17.55	\$15.53	\$20.25	\$20.25	\$20.25	\$27.00	\$27.00	\$27.00
Level 1 - year 3	\$18.10	\$16.01	\$20.88	\$20.88	\$20.88	\$27.84	\$27.84	\$27.84
Level 2 - year 1	\$18.32	\$16.20	\$21.14	\$21.14	\$21.14	\$28.18	\$28.18	\$28.18
Level 2 - year 2	\$18.66	\$16.50	\$21.53	\$21.53	\$21.53	\$28.70	\$28.70	\$28.70
Level 3	\$19.34	\$17.11	\$22.32	\$22.32	\$22.32	\$29.76	\$29.76	\$29.76
Call centre principal customer contact specialist	\$19.49	\$17.24	\$22.49	\$22.49	\$22.49	\$29.98	\$29.98	\$29.98
Level 4	\$20.31	\$17.96	\$23.43	\$23.43	\$23.43	\$31.24	\$31.24	\$31.24
Level 5	\$21.14	\$18.70	\$24.39	\$24.39	\$24.39	\$32.52	\$32.52	\$32.52
Call centre technical associate	\$23.17	\$20.49	\$26.73	\$26.73	\$26.73	\$35.64	\$35.64	\$35.64

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - more than the weekly hours - shiftworker - first 3 hours</b>	<b>Overtime - more than the weekly hours - shiftworker - after 3 hours</b>	<b>Overtime - more than the daily hours - shiftworker - first 2 hours</b>	<b>Overtime - more than the daily hours - shiftworker - after 2 hours</b>	<b>Less than 10 hour break between shifts</b>	<b>Less than 8 hour break between shifts - change to shift</b>
Level 1 - year 1	\$19.31	\$25.74	\$19.31	\$25.74	\$25.74	\$25.74
Level 1 - year 2	\$20.25	\$27.00	\$20.25	\$27.00	\$27.00	\$27.00
Level 1 - year 3	\$20.88	\$27.84	\$20.88	\$27.84	\$27.84	\$27.84
Level 2 - year 1	\$21.14	\$28.18	\$21.14	\$28.18	\$28.18	\$28.18
Level 2 - year 2	\$21.53	\$28.70	\$21.53	\$28.70	\$28.70	\$28.70
Level 3	\$22.32	\$29.76	\$22.32	\$29.76	\$29.76	\$29.76
Call centre principal customer contact specialist	\$22.49	\$29.98	\$22.49	\$29.98	\$29.98	\$29.98
Level 4	\$23.43	\$31.24	\$23.43	\$31.24	\$31.24	\$31.24
Level 5	\$24.39	\$32.52	\$24.39	\$32.52	\$32.52	\$32.52
Call centre technical associate	\$26.73	\$35.64	\$26.73	\$35.64	\$35.64	\$35.64

## 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	Working through a meal break	Afternoon shift
Level 1 - year 1	\$14.70	\$18.38	\$29.40	\$36.75	\$22.05	\$29.40	\$29.40	\$16.91
Level 1 - year 2	\$15.43	\$19.29	\$30.86	\$38.58	\$23.15	\$30.86	\$30.86	\$17.74
Level 1 - year 3	\$15.91	\$19.89	\$31.82	\$39.78	\$23.87	\$31.82	\$31.82	\$18.30
Level 2 - year 1	\$16.10	\$20.13	\$32.20	\$40.25	\$24.15	\$32.20	\$32.20	\$18.52
Level 2 - year 2	\$16.40	\$20.50	\$32.80	\$41.00	\$24.60	\$32.80	\$32.80	\$18.86
Level 3	\$17.01	\$21.26	\$34.02	\$42.53	\$25.52	\$34.02	\$34.02	\$19.56
Call centre principal customer contact specialist	\$17.13	\$21.41	\$34.26	\$42.83	\$25.70	\$34.26	\$34.26	\$19.70
Level 4	\$17.86	\$22.33	\$35.72	\$44.65	\$26.79	\$35.72	\$35.72	\$20.54
Level 5	\$18.58	\$23.23	\$37.16	\$46.45	\$27.87	\$37.16	\$37.16	\$21.37
Call centre technical associate	\$20.36	\$25.45	\$40.72	\$50.90	\$30.54	\$40.72	\$40.72	\$23.41

**Table 2 of 3**

<b>Classification</b>	<b>Permanent night shift</b>	<b>Night shift</b>	<b>Saturday - shiftworker</b>	<b>Sunday - shiftworker</b>	<b>Public holiday - shiftworker</b>	<b>Overtime - Saturday - outside ordinary working period - shiftworker</b>	<b>Overtime - Sunday - outside ordinary working period - shiftworker</b>	<b>Overtime - public holiday - outside ordinary working period - shiftworker</b>
Level 1 - year 1	\$19.11	\$16.91	\$22.05	\$22.05	\$22.05	\$29.40	\$29.40	\$29.40
Level 1 - year 2	\$20.06	\$17.74	\$23.15	\$23.15	\$23.15	\$30.86	\$30.86	\$30.86
Level 1 - year 3	\$20.68	\$18.30	\$23.87	\$23.87	\$23.87	\$31.82	\$31.82	\$31.82
Level 2 - year 1	\$20.93	\$18.52	\$24.15	\$24.15	\$24.15	\$32.20	\$32.20	\$32.20
Level 2 - year 2	\$21.32	\$18.86	\$24.60	\$24.60	\$24.60	\$32.80	\$32.80	\$32.80
Level 3	\$22.11	\$19.56	\$25.52	\$25.52	\$25.52	\$34.02	\$34.02	\$34.02
Call centre principal customer contact specialist	\$22.27	\$19.70	\$25.70	\$25.70	\$25.70	\$34.26	\$34.26	\$34.26
Level 4	\$23.22	\$20.54	\$26.79	\$26.79	\$26.79	\$35.72	\$35.72	\$35.72
Level 5	\$24.15	\$21.37	\$27.87	\$27.87	\$27.87	\$37.16	\$37.16	\$37.16
Call centre technical associate	\$26.47	\$23.41	\$30.54	\$30.54	\$30.54	\$40.72	\$40.72	\$40.72

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - more than the weekly hours - shiftworker - first 3 hours</b>	<b>Overtime - more than the weekly hours - shiftworker - after 3 hours</b>	<b>Overtime - more than the daily hours - shiftworker - first 2 hours</b>	<b>Overtime - more than the daily hours - shiftworker - after 2 hours</b>	<b>Less than 10 hour break between shifts</b>	<b>Less than 8 hour break between shifts - change to shift</b>
Level 1 - year 1	\$22.05	\$29.40	\$22.05	\$29.40	\$29.40	\$29.40
Level 1 - year 2	\$23.15	\$30.86	\$23.15	\$30.86	\$30.86	\$30.86
Level 1 - year 3	\$23.87	\$31.82	\$23.87	\$31.82	\$31.82	\$31.82
Level 2 - year 1	\$24.15	\$32.20	\$24.15	\$32.20	\$32.20	\$32.20
Level 2 - year 2	\$24.60	\$32.80	\$24.60	\$32.80	\$32.80	\$32.80
Level 3	\$25.52	\$34.02	\$25.52	\$34.02	\$34.02	\$34.02
Call centre principal customer contact specialist	\$25.70	\$34.26	\$25.70	\$34.26	\$34.26	\$34.26
Level 4	\$26.79	\$35.72	\$26.79	\$35.72	\$35.72	\$35.72
Level 5	\$27.87	\$37.16	\$27.87	\$37.16	\$37.16	\$37.16
Call centre technical associate	\$30.54	\$40.72	\$30.54	\$40.72	\$40.72	\$40.72

## 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	Working through a meal break	Afternoon shift
Level 1 - year 1	\$16.54	\$20.68	\$33.08	\$41.35	\$24.81	\$33.08	\$33.08	\$19.02
Level 1 - year 2	\$17.36	\$21.70	\$34.72	\$43.40	\$26.04	\$34.72	\$34.72	\$19.96
Level 1 - year 3	\$17.90	\$22.38	\$35.80	\$44.75	\$26.85	\$35.80	\$35.80	\$20.59
Level 2 - year 1	\$18.12	\$22.65	\$36.24	\$45.30	\$27.18	\$36.24	\$36.24	\$20.84
Level 2 - year 2	\$18.45	\$23.06	\$36.90	\$46.13	\$27.68	\$36.90	\$36.90	\$21.22
Level 3	\$19.13	\$23.91	\$38.26	\$47.83	\$28.70	\$38.26	\$38.26	\$22.00
Call centre principal customer contact specialist	\$19.27	\$24.09	\$38.54	\$48.18	\$28.91	\$38.54	\$38.54	\$22.16
Level 4	\$20.09	\$25.11	\$40.18	\$50.23	\$30.14	\$40.18	\$40.18	\$23.10
Level 5	\$20.91	\$26.14	\$41.82	\$52.28	\$31.37	\$41.82	\$41.82	\$24.05
Call centre technical associate	\$22.91	\$28.64	\$45.82	\$57.28	\$34.37	\$45.82	\$45.82	\$26.35

**Table 2 of 3**

<b>Classification</b>	<b>Permanent night shift</b>	<b>Night shift</b>	<b>Saturday - shiftworker</b>	<b>Sunday - shiftworker</b>	<b>Public holiday - shiftworker</b>	<b>Overtime - Saturday - outside ordinary working period - shiftworker</b>	<b>Overtime - Sunday - outside ordinary working period - shiftworker</b>	<b>Overtime - public holiday - outside ordinary working period - shiftworker</b>
Level 1 - year 1	\$21.50	\$19.02	\$24.81	\$24.81	\$24.81	\$33.08	\$33.08	\$33.08
Level 1 - year 2	\$22.57	\$19.96	\$26.04	\$26.04	\$26.04	\$34.72	\$34.72	\$34.72
Level 1 - year 3	\$23.27	\$20.59	\$26.85	\$26.85	\$26.85	\$35.80	\$35.80	\$35.80
Level 2 - year 1	\$23.56	\$20.84	\$27.18	\$27.18	\$27.18	\$36.24	\$36.24	\$36.24
Level 2 - year 2	\$23.99	\$21.22	\$27.68	\$27.68	\$27.68	\$36.90	\$36.90	\$36.90
Level 3	\$24.87	\$22.00	\$28.70	\$28.70	\$28.70	\$38.26	\$38.26	\$38.26
Call centre principal customer contact specialist	\$25.05	\$22.16	\$28.91	\$28.91	\$28.91	\$38.54	\$38.54	\$38.54
Level 4	\$26.12	\$23.10	\$30.14	\$30.14	\$30.14	\$40.18	\$40.18	\$40.18
Level 5	\$27.18	\$24.05	\$31.37	\$31.37	\$31.37	\$41.82	\$41.82	\$41.82
Call centre technical associate	\$29.78	\$26.35	\$34.37	\$34.37	\$34.37	\$45.82	\$45.82	\$45.82



**Table 3 of 3**

<b>Classification</b>	<b>Overtime - more than the weekly hours - shiftworker - first 3 hours</b>	<b>Overtime - more than the weekly hours - shiftworker - after 3 hours</b>	<b>Overtime - more than the daily hours - shiftworker - first 2 hours</b>	<b>Overtime - more than the daily hours - shiftworker - after 2 hours</b>	<b>Less than 10 hour break between shifts</b>	<b>Less than 8 hour break between shifts - change to shift</b>
Level 1 - year 1	\$24.81	\$33.08	\$24.81	\$33.08	\$33.08	\$33.08
Level 1 - year 2	\$26.04	\$34.72	\$26.04	\$34.72	\$34.72	\$34.72
Level 1 - year 3	\$26.85	\$35.80	\$26.85	\$35.80	\$35.80	\$35.80
Level 2 - year 1	\$27.18	\$36.24	\$27.18	\$36.24	\$36.24	\$36.24
Level 2 - year 2	\$27.68	\$36.90	\$27.68	\$36.90	\$36.90	\$36.90
Level 3	\$28.70	\$38.26	\$28.70	\$38.26	\$38.26	\$38.26
Call centre principal customer contact specialist	\$28.91	\$38.54	\$28.91	\$38.54	\$38.54	\$38.54
Level 4	\$30.14	\$40.18	\$30.14	\$40.18	\$40.18	\$40.18
Level 5	\$31.37	\$41.82	\$31.37	\$41.82	\$41.82	\$41.82
Call centre technical associate	\$34.37	\$45.82	\$34.37	\$45.82	\$45.82	\$45.82

## 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	\$10.34	\$12.41	\$18.61	\$22.74	\$14.47	\$18.61
Level 1 - year 2	\$10.85	\$13.02	\$19.53	\$23.87	\$15.19	\$19.53
Level 1 - year 3	\$11.19	\$13.43	\$20.14	\$24.61	\$15.66	\$20.14
Level 2 - year 1	\$11.33	\$13.59	\$20.39	\$24.92	\$15.86	\$20.39
Level 2 - year 2	\$11.54	\$13.85	\$20.77	\$25.38	\$16.15	\$20.77
Level 3	\$11.96	\$14.36	\$21.53	\$26.32	\$16.75	\$21.53
Call centre principal customer contact specialist	\$12.04	\$14.45	\$21.67	\$26.48	\$16.85	\$21.67
Level 4	\$12.55	\$15.06	\$22.59	\$27.61	\$17.57	\$22.59
Level 5	\$13.06	\$15.68	\$23.51	\$28.74	\$18.29	\$23.51
Call centre technical associate	\$14.31	\$17.18	\$25.76	\$31.49	\$20.04	\$25.76

**Table 2 of 3**

<b>Classification</b>	<b>Working through a meal break</b>	<b>Afternoon shift</b>	<b>Permanent night shift</b>	<b>Night shift</b>	<b>Saturday - shiftworker</b>	<b>Sunday - shiftworker</b>	<b>Public holiday - shiftworker</b>	<b>Overtime - Saturday - outside ordinary working period - shiftworker</b>
Level 1 - year 1	\$18.61	\$11.58	\$12.82	\$11.58	\$14.47	\$14.47	\$14.47	\$18.61
Level 1 - year 2	\$19.53	\$12.15	\$13.45	\$12.15	\$15.19	\$15.19	\$15.19	\$19.53
Level 1 - year 3	\$20.14	\$12.53	\$13.87	\$12.53	\$15.66	\$15.66	\$15.66	\$20.14
Level 2 - year 1	\$20.39	\$12.68	\$14.04	\$12.68	\$15.86	\$15.86	\$15.86	\$20.39
Level 2 - year 2	\$20.77	\$12.92	\$14.31	\$12.92	\$16.15	\$16.15	\$16.15	\$20.77
Level 3	\$21.53	\$13.40	\$14.83	\$13.40	\$16.75	\$16.75	\$16.75	\$21.53
Call centre principal customer contact specialist	\$21.67	\$13.48	\$14.93	\$13.48	\$16.85	\$16.85	\$16.85	\$21.67
Level 4	\$22.59	\$14.06	\$15.56	\$14.06	\$17.57	\$17.57	\$17.57	\$22.59
Level 5	\$23.51	\$14.63	\$16.20	\$14.63	\$18.29	\$18.29	\$18.29	\$23.51
Call centre technical associate	\$25.76	\$16.03	\$17.75	\$16.03	\$20.04	\$20.04	\$20.04	\$25.76

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - Sunday - outside ordinary working period - shiftworker</b>	<b>Overtime - public holiday - outside ordinary working period - shiftworker</b>	<b>Overtime - more than the weekly hours - shiftworker - first 3 hours</b>	<b>Overtime - more than the weekly hours - shiftworker - after 3 hours</b>	<b>Overtime - more than the daily hours - shiftworker - first 2 hours</b>	<b>Overtime - more than the daily hours - shiftworker - after 2 hours</b>
Level 1 - year 1	\$18.61	\$18.61	\$14.47	\$18.61	\$14.47	\$18.61
Level 1 - year 2	\$19.53	\$19.53	\$15.19	\$19.53	\$15.19	\$19.53
Level 1 - year 3	\$20.14	\$20.14	\$15.66	\$20.14	\$15.66	\$20.14
Level 2 - year 1	\$20.39	\$20.39	\$15.86	\$20.39	\$15.86	\$20.39
Level 2 - year 2	\$20.77	\$20.77	\$16.15	\$20.77	\$16.15	\$20.77
Level 3	\$21.53	\$21.53	\$16.75	\$21.53	\$16.75	\$21.53
Call centre principal customer contact specialist	\$21.67	\$21.67	\$16.85	\$21.67	\$16.85	\$21.67
Level 4	\$22.59	\$22.59	\$17.57	\$22.59	\$17.57	\$22.59
Level 5	\$23.51	\$23.51	\$18.29	\$23.51	\$18.29	\$23.51
Call centre technical associate	\$25.76	\$25.76	\$20.04	\$25.76	\$20.04	\$25.76

## 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	\$11.49	\$13.79	\$20.68	\$25.27	\$16.08	\$20.68
Level 1 - year 2	\$12.06	\$14.48	\$21.71	\$26.54	\$16.89	\$21.71
Level 1 - year 3	\$12.44	\$14.93	\$22.39	\$27.36	\$17.41	\$22.39
Level 2 - year 1	\$12.59	\$15.11	\$22.66	\$27.69	\$17.62	\$22.66
Level 2 - year 2	\$12.81	\$15.38	\$23.06	\$28.19	\$17.94	\$23.06
Level 3	\$13.29	\$15.95	\$23.92	\$29.23	\$18.60	\$23.92
Call centre principal customer contact specialist	\$13.39	\$16.07	\$24.10	\$29.45	\$18.74	\$24.10
Level 4	\$13.95	\$16.74	\$25.11	\$30.69	\$19.53	\$25.11
Level 5	\$14.53	\$17.43	\$26.15	\$31.96	\$20.34	\$26.15
Call centre technical associate	\$15.91	\$19.10	\$28.64	\$35.01	\$22.28	\$28.64

**Table 2 of 3**

<b>Classification</b>	<b>Working through a meal break</b>	<b>Afternoon shift</b>	<b>Permanent night shift</b>	<b>Night shift</b>	<b>Saturday - shiftworker</b>	<b>Sunday - shiftworker</b>	<b>Public holiday - shiftworker</b>	<b>Overtime - Saturday - outside ordinary working period - shiftworker</b>
Level 1 - year 1	\$20.68	\$12.87	\$14.24	\$12.87	\$16.08	\$16.08	\$16.08	\$20.68
Level 1 - year 2	\$21.71	\$13.51	\$14.96	\$13.51	\$16.89	\$16.89	\$16.89	\$21.71
Level 1 - year 3	\$22.39	\$13.93	\$15.42	\$13.93	\$17.41	\$17.41	\$17.41	\$22.39
Level 2 - year 1	\$22.66	\$14.10	\$15.61	\$14.10	\$17.62	\$17.62	\$17.62	\$22.66
Level 2 - year 2	\$23.06	\$14.35	\$15.89	\$14.35	\$17.94	\$17.94	\$17.94	\$23.06
Level 3	\$23.92	\$14.88	\$16.48	\$14.88	\$18.60	\$18.60	\$18.60	\$23.92
Call centre principal customer contact specialist	\$24.10	\$14.99	\$16.60	\$14.99	\$18.74	\$18.74	\$18.74	\$24.10
Level 4	\$25.11	\$15.62	\$17.30	\$15.62	\$19.53	\$19.53	\$19.53	\$25.11
Level 5	\$26.15	\$16.27	\$18.01	\$16.27	\$20.34	\$20.34	\$20.34	\$26.15
Call centre technical associate	\$28.64	\$17.82	\$19.73	\$17.82	\$22.28	\$22.28	\$22.28	\$28.64

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - Sunday - outside ordinary working period - shiftworker</b>	<b>Overtime - public holiday - outside ordinary working period - shiftworker</b>	<b>Overtime - more than the weekly hours - shiftworker - first 3 hours</b>	<b>Overtime - more than the weekly hours - shiftworker - after 3 hours</b>	<b>Overtime - more than the daily hours - shiftworker - first 2 hours</b>	<b>Overtime - more than the daily hours - shiftworker - after 2 hours</b>
Level 1 - year 1	\$20.68	\$20.68	\$16.08	\$20.68	\$16.08	\$20.68
Level 1 - year 2	\$21.71	\$21.71	\$16.89	\$21.71	\$16.89	\$21.71
Level 1 - year 3	\$22.39	\$22.39	\$17.41	\$22.39	\$17.41	\$22.39
Level 2 - year 1	\$22.66	\$22.66	\$17.62	\$22.66	\$17.62	\$22.66
Level 2 - year 2	\$23.06	\$23.06	\$17.94	\$23.06	\$17.94	\$23.06
Level 3	\$23.92	\$23.92	\$18.60	\$23.92	\$18.60	\$23.92
Call centre principal customer contact specialist	\$24.10	\$24.10	\$18.74	\$24.10	\$18.74	\$24.10
Level 4	\$25.11	\$25.11	\$19.53	\$25.11	\$19.53	\$25.11
Level 5	\$26.15	\$26.15	\$20.34	\$26.15	\$20.34	\$26.15
Call centre technical associate	\$28.64	\$28.64	\$22.28	\$28.64	\$22.28	\$28.64

## 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	\$13.79	\$16.55	\$24.82	\$30.33	\$19.30	\$24.82
Level 1 - year 2	\$14.46	\$17.36	\$26.03	\$31.82	\$20.25	\$26.03
Level 1 - year 3	\$14.91	\$17.90	\$26.84	\$32.81	\$20.88	\$26.84
Level 2 - year 1	\$15.10	\$18.12	\$27.18	\$33.22	\$21.14	\$27.18
Level 2 - year 2	\$15.38	\$18.45	\$27.68	\$33.83	\$21.53	\$27.68
Level 3	\$15.95	\$19.14	\$28.71	\$35.09	\$22.33	\$28.71
Call centre principal customer contact specialist	\$16.06	\$19.28	\$28.91	\$35.34	\$22.49	\$28.91
Level 4	\$16.74	\$20.09	\$30.13	\$36.82	\$23.43	\$30.13
Level 5	\$17.43	\$20.91	\$31.37	\$38.34	\$24.40	\$31.37
Call centre technical associate	\$19.09	\$22.91	\$34.36	\$41.99	\$26.72	\$34.36



**Table 2 of 3**

<b>Classification</b>	<b>Working through a meal break</b>	<b>Afternoon shift</b>	<b>Permanent night shift</b>	<b>Night shift</b>	<b>Saturday - shiftworker</b>	<b>Sunday - shiftworker</b>	<b>Public holiday - shiftworker</b>	<b>Overtime - Saturday - outside ordinary working period - shiftworker</b>
Level 1 - year 1	\$24.82	\$15.44	\$17.10	\$15.44	\$19.30	\$19.30	\$19.30	\$24.82
Level 1 - year 2	\$26.03	\$16.20	\$17.93	\$16.20	\$20.25	\$20.25	\$20.25	\$26.03
Level 1 - year 3	\$26.84	\$16.70	\$18.49	\$16.70	\$20.88	\$20.88	\$20.88	\$26.84
Level 2 - year 1	\$27.18	\$16.91	\$18.72	\$16.91	\$21.14	\$21.14	\$21.14	\$27.18
Level 2 - year 2	\$27.68	\$17.22	\$19.07	\$17.22	\$21.53	\$21.53	\$21.53	\$27.68
Level 3	\$28.71	\$17.86	\$19.78	\$17.86	\$22.33	\$22.33	\$22.33	\$28.71
Call centre principal customer contact specialist	\$28.91	\$17.99	\$19.92	\$17.99	\$22.49	\$22.49	\$22.49	\$28.91
Level 4	\$30.13	\$18.75	\$20.75	\$18.75	\$23.43	\$23.43	\$23.43	\$30.13
Level 5	\$31.37	\$19.52	\$21.61	\$19.52	\$24.40	\$24.40	\$24.40	\$31.37
Call centre technical associate	\$34.36	\$21.38	\$23.67	\$21.38	\$26.72	\$26.72	\$26.72	\$34.36

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - Sunday - outside ordinary working period - shiftworker</b>	<b>Overtime - public holiday - outside ordinary working period - shiftworker</b>	<b>Overtime - more than the weekly hours - shiftworker - first 3 hours</b>	<b>Overtime - more than the weekly hours - shiftworker - after 3 hours</b>	<b>Overtime - more than the daily hours - shiftworker - first 2 hours</b>	<b>Overtime - more than the daily hours - shiftworker - after 2 hours</b>
Level 1 - year 1	\$24.82	\$24.82	\$19.30	\$24.82	\$19.30	\$24.82
Level 1 - year 2	\$26.03	\$26.03	\$20.25	\$26.03	\$20.25	\$26.03
Level 1 - year 3	\$26.84	\$26.84	\$20.88	\$26.84	\$20.88	\$26.84
Level 2 - year 1	\$27.18	\$27.18	\$21.14	\$27.18	\$21.14	\$27.18
Level 2 - year 2	\$27.68	\$27.68	\$21.53	\$27.68	\$21.53	\$27.68
Level 3	\$28.71	\$28.71	\$22.33	\$28.71	\$22.33	\$28.71
Call centre principal customer contact specialist	\$28.91	\$28.91	\$22.49	\$28.91	\$22.49	\$28.91
Level 4	\$30.13	\$30.13	\$23.43	\$30.13	\$23.43	\$30.13
Level 5	\$31.37	\$31.37	\$24.40	\$31.37	\$24.40	\$31.37
Call centre technical associate	\$34.36	\$34.36	\$26.72	\$34.36	\$26.72	\$34.36

## 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	\$16.09	\$19.31	\$28.96	\$35.39	\$22.52	\$28.96
Level 1 - year 2	\$16.88	\$20.25	\$30.38	\$37.13	\$23.63	\$30.38
Level 1 - year 3	\$17.40	\$20.88	\$31.32	\$38.28	\$24.36	\$31.32
Level 2 - year 1	\$17.61	\$21.14	\$31.70	\$38.75	\$24.66	\$31.70
Level 2 - year 2	\$17.94	\$21.53	\$32.29	\$39.46	\$25.11	\$32.29
Level 3	\$18.60	\$22.32	\$33.48	\$40.92	\$26.04	\$33.48
Call centre principal customer contact specialist	\$18.74	\$22.49	\$33.73	\$41.22	\$26.23	\$33.73
Level 4	\$19.53	\$23.43	\$35.15	\$42.96	\$27.34	\$35.15
Level 5	\$20.33	\$24.39	\$36.59	\$44.72	\$28.46	\$36.59
Call centre technical associate	\$22.28	\$26.73	\$40.10	\$49.01	\$31.19	\$40.10

**Table 2 of 3**

<b>Classification</b>	<b>Working through a meal break</b>	<b>Afternoon shift</b>	<b>Permanent night shift</b>	<b>Night shift</b>	<b>Saturday - shiftworker</b>	<b>Sunday - shiftworker</b>	<b>Public holiday - shiftworker</b>	<b>Overtime - Saturday - outside ordinary working period - shiftworker</b>
Level 1 - year 1	\$28.96	\$18.02	\$19.95	\$18.02	\$22.52	\$22.52	\$22.52	\$28.96
Level 1 - year 2	\$30.38	\$18.90	\$20.93	\$18.90	\$23.63	\$23.63	\$23.63	\$30.38
Level 1 - year 3	\$31.32	\$19.49	\$21.58	\$19.49	\$24.36	\$24.36	\$24.36	\$31.32
Level 2 - year 1	\$31.70	\$19.73	\$21.84	\$19.73	\$24.66	\$24.66	\$24.66	\$31.70
Level 2 - year 2	\$32.29	\$20.09	\$22.24	\$20.09	\$25.11	\$25.11	\$25.11	\$32.29
Level 3	\$33.48	\$20.83	\$23.06	\$20.83	\$26.04	\$26.04	\$26.04	\$33.48
Call centre principal customer contact specialist	\$33.73	\$20.99	\$23.23	\$20.99	\$26.23	\$26.23	\$26.23	\$33.73
Level 4	\$35.15	\$21.87	\$24.21	\$21.87	\$27.34	\$27.34	\$27.34	\$35.15
Level 5	\$36.59	\$22.76	\$25.20	\$22.76	\$28.46	\$28.46	\$28.46	\$36.59
Call centre technical associate	\$40.10	\$24.95	\$27.62	\$24.95	\$31.19	\$31.19	\$31.19	\$40.10

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - Sunday - outside ordinary working period - shiftworker</b>	<b>Overtime - public holiday - outside ordinary working period - shiftworker</b>	<b>Overtime - more than the weekly hours - shiftworker - first 3 hours</b>	<b>Overtime - more than the weekly hours - shiftworker - after 3 hours</b>	<b>Overtime - more than the daily hours - shiftworker - first 2 hours</b>	<b>Overtime - more than the daily hours - shiftworker - after 2 hours</b>
Level 1 - year 1	\$28.96	\$28.96	\$22.52	\$28.96	\$22.52	\$28.96
Level 1 - year 2	\$30.38	\$30.38	\$23.63	\$30.38	\$23.63	\$30.38
Level 1 - year 3	\$31.32	\$31.32	\$24.36	\$31.32	\$24.36	\$31.32
Level 2 - year 1	\$31.70	\$31.70	\$24.66	\$31.70	\$24.66	\$31.70
Level 2 - year 2	\$32.29	\$32.29	\$25.11	\$32.29	\$25.11	\$32.29
Level 3	\$33.48	\$33.48	\$26.04	\$33.48	\$26.04	\$33.48
Call centre principal customer contact specialist	\$33.73	\$33.73	\$26.23	\$33.73	\$26.23	\$33.73
Level 4	\$35.15	\$35.15	\$27.34	\$35.15	\$27.34	\$35.15
Level 5	\$36.59	\$36.59	\$28.46	\$36.59	\$28.46	\$36.59
Call centre technical associate	\$40.10	\$40.10	\$31.19	\$40.10	\$31.19	\$40.10

## 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	Working through a meal break	Afternoon shift
Level 1 - year 1	\$18.38	\$22.05	\$33.08	\$40.43	\$25.73	\$33.08	\$33.08	\$20.58
Level 1 - year 2	\$19.29	\$23.15	\$34.72	\$42.43	\$27.00	\$34.72	\$34.72	\$21.60
Level 1 - year 3	\$19.89	\$23.87	\$35.80	\$43.75	\$27.84	\$35.80	\$35.80	\$22.27
Level 2 - year 1	\$20.13	\$24.15	\$36.23	\$44.28	\$28.18	\$36.23	\$36.23	\$22.54
Level 2 - year 2	\$20.50	\$24.60	\$36.90	\$45.10	\$28.70	\$36.90	\$36.90	\$22.96
Level 3	\$21.26	\$25.52	\$38.27	\$46.78	\$29.77	\$38.27	\$38.27	\$23.81
Call centre principal customer contact specialist	\$21.41	\$25.70	\$38.54	\$47.11	\$29.98	\$38.54	\$38.54	\$23.98
Level 4	\$22.33	\$26.79	\$40.19	\$49.12	\$31.26	\$40.19	\$40.19	\$25.00
Level 5	\$23.23	\$27.87	\$41.81	\$51.10	\$32.52	\$41.81	\$41.81	\$26.01
Call centre technical associate	\$25.45	\$30.54	\$45.81	\$55.99	\$35.63	\$45.81	\$45.81	\$28.50

**Table 2 of 3**

<b>Classification</b>	<b>Permanent night shift</b>	<b>Night shift</b>	<b>Saturday - shiftworker</b>	<b>Sunday - shiftworker</b>	<b>Public holiday - shiftworker</b>	<b>Overtime - Saturday - outside ordinary working period - shiftworker</b>
Level 1 - year 1	\$22.79	\$20.58	\$25.73	\$25.73	\$25.73	\$33.08
Level 1 - year 2	\$23.92	\$21.60	\$27.00	\$27.00	\$27.00	\$34.72
Level 1 - year 3	\$24.66	\$22.27	\$27.84	\$27.84	\$27.84	\$35.80
Level 2 - year 1	\$24.96	\$22.54	\$28.18	\$28.18	\$28.18	\$36.23
Level 2 - year 2	\$25.42	\$22.96	\$28.70	\$28.70	\$28.70	\$36.90
Level 3	\$26.37	\$23.81	\$29.77	\$29.77	\$29.77	\$38.27
Call centre principal customer contact specialist	\$26.55	\$23.98	\$29.98	\$29.98	\$29.98	\$38.54
Level 4	\$27.68	\$25.00	\$31.26	\$31.26	\$31.26	\$40.19
Level 5	\$28.80	\$26.01	\$32.52	\$32.52	\$32.52	\$41.81
Call centre technical associate	\$31.56	\$28.50	\$35.63	\$35.63	\$35.63	\$45.81

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - Sunday - outside ordinary working period - shiftworker</b>	<b>Overtime - public holiday - outside ordinary working period - shiftworker</b>	<b>Overtime - more than the weekly hours - shiftworker - first 3 hours</b>	<b>Overtime - more than the weekly hours - shiftworker - after 3 hours</b>	<b>Overtime - more than the daily hours - shiftworker - first 2 hours</b>	<b>Overtime - more than the daily hours - shiftworker - after 2 hours</b>
Level 1 - year 1	\$33.08	\$33.08	\$25.73	\$33.08	\$25.73	\$33.08
Level 1 - year 2	\$34.72	\$34.72	\$27.00	\$34.72	\$27.00	\$34.72
Level 1 - year 3	\$35.80	\$35.80	\$27.84	\$35.80	\$27.84	\$35.80
Level 2 - year 1	\$36.23	\$36.23	\$28.18	\$36.23	\$28.18	\$36.23
Level 2 - year 2	\$36.90	\$36.90	\$28.70	\$36.90	\$28.70	\$36.90
Level 3	\$38.27	\$38.27	\$29.77	\$38.27	\$29.77	\$38.27
Call centre principal customer contact specialist	\$38.54	\$38.54	\$29.98	\$38.54	\$29.98	\$38.54
Level 4	\$40.19	\$40.19	\$31.26	\$40.19	\$31.26	\$40.19
Level 5	\$41.81	\$41.81	\$32.52	\$41.81	\$32.52	\$41.81
Call centre technical associate	\$45.81	\$45.81	\$35.63	\$45.81	\$35.63	\$45.81



## 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	\$20.68	\$24.81	\$37.22	\$45.49	\$28.95	\$37.22
Level 1 - year 2	\$21.70	\$26.04	\$39.06	\$47.74	\$30.38	\$39.06
Level 1 - year 3	\$22.38	\$26.85	\$40.28	\$49.23	\$31.33	\$40.28
Level 2 - year 1	\$22.65	\$27.18	\$40.77	\$49.83	\$31.71	\$40.77
Level 2 - year 2	\$23.06	\$27.68	\$41.51	\$50.74	\$32.29	\$41.51
Level 3	\$23.91	\$28.70	\$43.04	\$52.61	\$33.48	\$43.04
Call centre principal customer contact specialist	\$24.09	\$28.91	\$43.36	\$52.99	\$33.72	\$43.36
Level 4	\$25.11	\$30.14	\$45.20	\$55.25	\$35.16	\$45.20
Level 5	\$26.14	\$31.37	\$47.05	\$57.50	\$36.59	\$47.05
Call centre technical associate	\$28.64	\$34.37	\$51.55	\$63.00	\$40.09	\$51.55

**Table 2 of 3**

<b>Classification</b>	<b>Working through a meal break</b>	<b>Afternoon shift</b>	<b>Permanent night shift</b>	<b>Night shift</b>	<b>Saturday - shiftworker</b>	<b>Sunday - shiftworker</b>	<b>Public holiday - shiftworker</b>	<b>Overtime - Saturday - outside ordinary working period - shiftworker</b>
Level 1 - year 1	\$37.22	\$23.16	\$25.64	\$23.16	\$28.95	\$28.95	\$28.95	\$37.22
Level 1 - year 2	\$39.06	\$24.30	\$26.91	\$24.30	\$30.38	\$30.38	\$30.38	\$39.06
Level 1 - year 3	\$40.28	\$25.06	\$27.75	\$25.06	\$31.33	\$31.33	\$31.33	\$40.28
Level 2 - year 1	\$40.77	\$25.37	\$28.09	\$25.37	\$31.71	\$31.71	\$31.71	\$40.77
Level 2 - year 2	\$41.51	\$25.83	\$28.60	\$25.83	\$32.29	\$32.29	\$32.29	\$41.51
Level 3	\$43.04	\$26.78	\$29.65	\$26.78	\$33.48	\$33.48	\$33.48	\$43.04
Call centre principal customer contact specialist	\$43.36	\$26.98	\$29.87	\$26.98	\$33.72	\$33.72	\$33.72	\$43.36
Level 4	\$45.20	\$28.13	\$31.14	\$28.13	\$35.16	\$35.16	\$35.16	\$45.20
Level 5	\$47.05	\$29.27	\$32.41	\$29.27	\$36.59	\$36.59	\$36.59	\$47.05
Call centre technical associate	\$51.55	\$32.07	\$35.51	\$32.07	\$40.09	\$40.09	\$40.09	\$51.55

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - Sunday - outside ordinary working period - shiftworker</b>	<b>Overtime - public holiday - outside ordinary working period - shiftworker</b>	<b>Overtime - more than the weekly hours - shiftworker - first 3 hours</b>	<b>Overtime - more than the weekly hours - shiftworker - after 3 hours</b>	<b>Overtime - more than the daily hours - shiftworker - first 2 hours</b>	<b>Overtime - more than the daily hours - shiftworker - after 2 hours</b>
Level 1 - year 1	\$37.22	\$37.22	\$28.95	\$37.22	\$28.95	\$37.22
Level 1 - year 2	\$39.06	\$39.06	\$30.38	\$39.06	\$30.38	\$39.06
Level 1 - year 3	\$40.28	\$40.28	\$31.33	\$40.28	\$31.33	\$40.28
Level 2 - year 1	\$40.77	\$40.77	\$31.71	\$40.77	\$31.71	\$40.77
Level 2 - year 2	\$41.51	\$41.51	\$32.29	\$41.51	\$32.29	\$41.51
Level 3	\$43.04	\$43.04	\$33.48	\$43.04	\$33.48	\$43.04
Call centre principal customer contact specialist	\$43.36	\$43.36	\$33.72	\$43.36	\$33.72	\$43.36
Level 4	\$45.20	\$45.20	\$35.16	\$45.20	\$35.16	\$45.20
Level 5	\$47.05	\$47.05	\$36.59	\$47.05	\$36.59	\$47.05
Call centre technical associate	\$51.55	\$51.55	\$40.09	\$51.55	\$40.09	\$51.55

## Allowances

Allowances	Rate
First aid allowance	\$11.47 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	\$14.65 for a meal and \$11.73 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 - Motorcycles	\$0.26 per km with a maximum of 400 kms per week
Vehicle allowance - Motor cars	\$0.78 per km with a maximum of 400 kms per week

## Disclaimer

The Fair Work Ombudsman is committed to providing advice that you can rely on. You can find out more about accountability and what you can expect from us in our [Customer service charter](http://www.fairwork.gov.au/our-commitment-to-you) at [www.fairwork.gov.au/our-commitment-to-you](http://www.fairwork.gov.au/our-commitment-to-you).

We take care to ensure that data in this pay guide is accurate and incorporates changes to minimum rates of pay, allowances and penalty rates in awards as soon as they come into effect.

However, there may be a delay between when a change takes effect and when the data in this pay guide is updated. This means we cannot guarantee the accuracy, reliability, currency or completeness of the data in this pay guide.

When considering data in this pay guide you should also have regard to the relevant award, which can be found through our [Awards page](http://www.fairwork.gov.au/awards) at [www.fairwork.gov.au/awards](http://www.fairwork.gov.au/awards). If our data is inconsistent with the award, then the award applies.

If you need further assistance with this pay guide you can [contact us](http://www.fairwork.gov.au/contact-us) by visiting [www.fairwork.gov.au/contact-us](http://www.fairwork.gov.au/contact-us) or by calling us on 13 13 94. Alternatively, you may wish to get independent advice from a union, employer association or lawyer.

We encourage you to [subscribe to email updates](http://www.fairwork.gov.au/emailupdates) at [www.fairwork.gov.au/emailupdates](http://www.fairwork.gov.au/emailupdates) to receive alerts when pay rates and entitlements change in this pay guide.