



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 2016.

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

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# 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	\$715.20	\$18.82	\$23.53	\$37.64	\$47.05	\$28.23	\$37.64	\$37.64
Level 1 - year 2	\$750.60	\$19.75	\$24.69	\$39.50	\$49.38	\$29.63	\$39.50	\$39.50
Level 1 - year 3	\$774.10	\$20.37	\$25.46	\$40.74	\$50.93	\$30.56	\$40.74	\$40.74
Level 2 - year 1	\$783.30	\$20.61	\$25.76	\$41.22	\$51.53	\$30.92	\$41.22	\$41.22
Level 2 - year 2	\$797.80	\$20.99	\$26.24	\$41.98	\$52.48	\$31.49	\$41.98	\$41.98
Level 3	\$827.30	\$21.77	\$27.21	\$43.54	\$54.43	\$32.66	\$43.54	\$43.54
Call centre principal customer contact specialist	\$833.10	\$21.92	\$27.40	\$43.84	\$54.80	\$32.88	\$43.84	\$43.84
Level 4	\$868.70	\$22.86	\$28.58	\$45.72	\$57.15	\$34.29	\$45.72	\$45.72
Level 5	\$904.00	\$23.79	\$29.74	\$47.58	\$59.48	\$35.69	\$47.58	\$47.58
Call centre technical associate	\$990.20	\$26.06	\$32.58	\$52.12	\$65.15	\$39.09	\$52.12	\$52.12

**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	\$21.64	\$24.47	\$21.64	\$28.23	\$28.23	\$28.23	\$37.64	\$37.64
Level 1 - year 2	\$22.71	\$25.68	\$22.71	\$29.63	\$29.63	\$29.63	\$39.50	\$39.50
Level 1 - year 3	\$23.43	\$26.48	\$23.43	\$30.56	\$30.56	\$30.56	\$40.74	\$40.74
Level 2 - year 1	\$23.70	\$26.79	\$23.70	\$30.92	\$30.92	\$30.92	\$41.22	\$41.22
Level 2 - year 2	\$24.14	\$27.29	\$24.14	\$31.49	\$31.49	\$31.49	\$41.98	\$41.98
Level 3	\$25.04	\$28.30	\$25.04	\$32.66	\$32.66	\$32.66	\$43.54	\$43.54
Call centre principal customer contact specialist	\$25.21	\$28.50	\$25.21	\$32.88	\$32.88	\$32.88	\$43.84	\$43.84
Level 4	\$26.29	\$29.72	\$26.29	\$34.29	\$34.29	\$34.29	\$45.72	\$45.72
Level 5	\$27.36	\$30.93	\$27.36	\$35.69	\$35.69	\$35.69	\$47.58	\$47.58
Call centre technical associate	\$29.97	\$33.88	\$29.97	\$39.09	\$39.09	\$39.09	\$52.12	\$52.12

**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	\$37.64	\$28.23	\$37.64	\$28.23	\$37.64	\$37.64	\$37.64
Level 1 - year 2	\$39.50	\$29.63	\$39.50	\$29.63	\$39.50	\$39.50	\$39.50
Level 1 - year 3	\$40.74	\$30.56	\$40.74	\$30.56	\$40.74	\$40.74	\$40.74
Level 2 - year 1	\$41.22	\$30.92	\$41.22	\$30.92	\$41.22	\$41.22	\$41.22
Level 2 - year 2	\$41.98	\$31.49	\$41.98	\$31.49	\$41.98	\$41.98	\$41.98
Level 3	\$43.54	\$32.66	\$43.54	\$32.66	\$43.54	\$43.54	\$43.54
Call centre principal customer contact specialist	\$43.84	\$32.88	\$43.84	\$32.88	\$43.84	\$43.84	\$43.84
Level 4	\$45.72	\$34.29	\$45.72	\$34.29	\$45.72	\$45.72	\$45.72
Level 5	\$47.58	\$35.69	\$47.58	\$35.69	\$47.58	\$47.58	\$47.58
Call centre technical associate	\$52.12	\$39.09	\$52.12	\$39.09	\$52.12	\$52.12	\$52.12

## 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	Working through a meal break	Afternoon shift
Level 1 - year 1	\$23.53	\$28.23	\$42.35	\$51.76	\$32.94	\$42.35	\$42.35	\$26.35
Level 1 - year 2	\$24.69	\$29.63	\$44.44	\$54.31	\$34.56	\$44.44	\$44.44	\$27.65
Level 1 - year 3	\$25.46	\$30.56	\$45.83	\$56.02	\$35.65	\$45.83	\$45.83	\$28.52
Level 2 - year 1	\$25.76	\$30.92	\$46.37	\$56.68	\$36.07	\$46.37	\$46.37	\$28.85
Level 2 - year 2	\$26.24	\$31.49	\$47.23	\$57.72	\$36.73	\$47.23	\$47.23	\$29.39
Level 3	\$27.21	\$32.66	\$48.98	\$59.87	\$38.10	\$48.98	\$48.98	\$30.48
Call centre principal customer contact specialist	\$27.40	\$32.88	\$49.32	\$60.28	\$38.36	\$49.32	\$49.32	\$30.69
Level 4	\$28.58	\$34.29	\$51.44	\$62.87	\$40.01	\$51.44	\$51.44	\$32.00
Level 5	\$29.74	\$35.69	\$53.53	\$65.42	\$41.63	\$53.53	\$53.53	\$33.31
Call centre technical associate	\$32.58	\$39.09	\$58.64	\$71.67	\$45.61	\$58.64	\$58.64	\$36.48

**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	\$29.17	\$26.35	\$32.94	\$32.94	\$32.94	\$42.35	\$42.35	\$42.35
Level 1 - year 2	\$30.61	\$27.65	\$34.56	\$34.56	\$34.56	\$44.44	\$44.44	\$44.44
Level 1 - year 3	\$31.57	\$28.52	\$35.65	\$35.65	\$35.65	\$45.83	\$45.83	\$45.83
Level 2 - year 1	\$31.95	\$28.85	\$36.07	\$36.07	\$36.07	\$46.37	\$46.37	\$46.37
Level 2 - year 2	\$32.53	\$29.39	\$36.73	\$36.73	\$36.73	\$47.23	\$47.23	\$47.23
Level 3	\$33.74	\$30.48	\$38.10	\$38.10	\$38.10	\$48.98	\$48.98	\$48.98
Call centre principal customer contact specialist	\$33.98	\$30.69	\$38.36	\$38.36	\$38.36	\$49.32	\$49.32	\$49.32
Level 4	\$35.43	\$32.00	\$40.01	\$40.01	\$40.01	\$51.44	\$51.44	\$51.44
Level 5	\$36.87	\$33.31	\$41.63	\$41.63	\$41.63	\$53.53	\$53.53	\$53.53
Call centre technical associate	\$40.39	\$36.48	\$45.61	\$45.61	\$45.61	\$58.64	\$58.64	\$58.64

**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>
Level 1 - year 1	\$32.94	\$42.35	\$32.94	\$42.35
Level 1 - year 2	\$34.56	\$44.44	\$34.56	\$44.44
Level 1 - year 3	\$35.65	\$45.83	\$35.65	\$45.83
Level 2 - year 1	\$36.07	\$46.37	\$36.07	\$46.37
Level 2 - year 2	\$36.73	\$47.23	\$36.73	\$47.23
Level 3	\$38.10	\$48.98	\$38.10	\$48.98
Call centre principal customer contact specialist	\$38.36	\$49.32	\$38.36	\$49.32
Level 4	\$40.01	\$51.44	\$40.01	\$51.44
Level 5	\$41.63	\$53.53	\$41.63	\$53.53
Call centre technical associate	\$45.61	\$58.64	\$45.61	\$58.64

## 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	\$8.47	\$10.59	\$16.94	\$21.18	\$12.71	\$16.94	\$16.94	\$9.74
Level 1 - year 2	\$8.89	\$11.11	\$17.78	\$22.23	\$13.34	\$17.78	\$17.78	\$10.22
Level 1 - year 3	\$9.17	\$11.46	\$18.34	\$22.93	\$13.76	\$18.34	\$18.34	\$10.55
Level 2 - year 1	\$9.27	\$11.59	\$18.54	\$23.18	\$13.91	\$18.54	\$18.54	\$10.66
Level 2 - year 2	\$9.45	\$11.81	\$18.90	\$23.63	\$14.18	\$18.90	\$18.90	\$10.87
Level 3	\$9.80	\$12.25	\$19.60	\$24.50	\$14.70	\$19.60	\$19.60	\$11.27
Call centre principal customer contact specialist	\$9.86	\$12.33	\$19.72	\$24.65	\$14.79	\$19.72	\$19.72	\$11.34
Level 4	\$10.29	\$12.86	\$20.58	\$25.73	\$15.44	\$20.58	\$20.58	\$11.83
Level 5	\$10.71	\$13.39	\$21.42	\$26.78	\$16.07	\$21.42	\$21.42	\$12.32
Call centre technical associate	\$11.73	\$14.66	\$23.46	\$29.33	\$17.60	\$23.46	\$23.46	\$13.49



**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	\$11.01	\$9.74	\$12.71	\$12.71	\$12.71	\$16.94	\$16.94	\$16.94
Level 1 - year 2	\$11.56	\$10.22	\$13.34	\$13.34	\$13.34	\$17.78	\$17.78	\$17.78
Level 1 - year 3	\$11.92	\$10.55	\$13.76	\$13.76	\$13.76	\$18.34	\$18.34	\$18.34
Level 2 - year 1	\$12.05	\$10.66	\$13.91	\$13.91	\$13.91	\$18.54	\$18.54	\$18.54
Level 2 - year 2	\$12.29	\$10.87	\$14.18	\$14.18	\$14.18	\$18.90	\$18.90	\$18.90
Level 3	\$12.74	\$11.27	\$14.70	\$14.70	\$14.70	\$19.60	\$19.60	\$19.60
Call centre principal customer contact specialist	\$12.82	\$11.34	\$14.79	\$14.79	\$14.79	\$19.72	\$19.72	\$19.72
Level 4	\$13.38	\$11.83	\$15.44	\$15.44	\$15.44	\$20.58	\$20.58	\$20.58
Level 5	\$13.92	\$12.32	\$16.07	\$16.07	\$16.07	\$21.42	\$21.42	\$21.42
Call centre technical associate	\$15.25	\$13.49	\$17.60	\$17.60	\$17.60	\$23.46	\$23.46	\$23.46

**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	\$12.71	\$16.94	\$12.71	\$16.94	\$16.94	\$16.94
Level 1 - year 2	\$13.34	\$17.78	\$13.34	\$17.78	\$17.78	\$17.78
Level 1 - year 3	\$13.76	\$18.34	\$13.76	\$18.34	\$18.34	\$18.34
Level 2 - year 1	\$13.91	\$18.54	\$13.91	\$18.54	\$18.54	\$18.54
Level 2 - year 2	\$14.18	\$18.90	\$14.18	\$18.90	\$18.90	\$18.90
Level 3	\$14.70	\$19.60	\$14.70	\$19.60	\$19.60	\$19.60
Call centre principal customer contact specialist	\$14.79	\$19.72	\$14.79	\$19.72	\$19.72	\$19.72
Level 4	\$15.44	\$20.58	\$15.44	\$20.58	\$20.58	\$20.58
Level 5	\$16.07	\$21.42	\$16.07	\$21.42	\$21.42	\$21.42
Call centre technical associate	\$17.60	\$23.46	\$17.60	\$23.46	\$23.46	\$23.46

## 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	\$9.41	\$11.76	\$18.82	\$23.53	\$14.12	\$18.82	\$18.82	\$10.82
Level 1 - year 2	\$9.88	\$12.35	\$19.76	\$24.70	\$14.82	\$19.76	\$19.76	\$11.36
Level 1 - year 3	\$10.19	\$12.74	\$20.38	\$25.48	\$15.29	\$20.38	\$20.38	\$11.72
Level 2 - year 1	\$10.31	\$12.89	\$20.62	\$25.78	\$15.47	\$20.62	\$20.62	\$11.86
Level 2 - year 2	\$10.50	\$13.13	\$21.00	\$26.25	\$15.75	\$21.00	\$21.00	\$12.08
Level 3	\$10.89	\$13.61	\$21.78	\$27.23	\$16.34	\$21.78	\$21.78	\$12.52
Call centre principal customer contact specialist	\$10.96	\$13.70	\$21.92	\$27.40	\$16.44	\$21.92	\$21.92	\$12.60
Level 4	\$11.43	\$14.29	\$22.86	\$28.58	\$17.15	\$22.86	\$22.86	\$13.14
Level 5	\$11.90	\$14.88	\$23.80	\$29.75	\$17.85	\$23.80	\$23.80	\$13.69
Call centre technical associate	\$13.03	\$16.29	\$26.06	\$32.58	\$19.55	\$26.06	\$26.06	\$14.98

**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	\$12.23	\$10.82	\$14.12	\$14.12	\$14.12	\$18.82	\$18.82	\$18.82
Level 1 - year 2	\$12.84	\$11.36	\$14.82	\$14.82	\$14.82	\$19.76	\$19.76	\$19.76
Level 1 - year 3	\$13.25	\$11.72	\$15.29	\$15.29	\$15.29	\$20.38	\$20.38	\$20.38
Level 2 - year 1	\$13.40	\$11.86	\$15.47	\$15.47	\$15.47	\$20.62	\$20.62	\$20.62
Level 2 - year 2	\$13.65	\$12.08	\$15.75	\$15.75	\$15.75	\$21.00	\$21.00	\$21.00
Level 3	\$14.16	\$12.52	\$16.34	\$16.34	\$16.34	\$21.78	\$21.78	\$21.78
Call centre principal customer contact specialist	\$14.25	\$12.60	\$16.44	\$16.44	\$16.44	\$21.92	\$21.92	\$21.92
Level 4	\$14.86	\$13.14	\$17.15	\$17.15	\$17.15	\$22.86	\$22.86	\$22.86
Level 5	\$15.47	\$13.69	\$17.85	\$17.85	\$17.85	\$23.80	\$23.80	\$23.80
Call centre technical associate	\$16.94	\$14.98	\$19.55	\$19.55	\$19.55	\$26.06	\$26.06	\$26.06

**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	\$14.12	\$18.82	\$14.12	\$18.82	\$18.82	\$18.82
Level 1 - year 2	\$14.82	\$19.76	\$14.82	\$19.76	\$19.76	\$19.76
Level 1 - year 3	\$15.29	\$20.38	\$15.29	\$20.38	\$20.38	\$20.38
Level 2 - year 1	\$15.47	\$20.62	\$15.47	\$20.62	\$20.62	\$20.62
Level 2 - year 2	\$15.75	\$21.00	\$15.75	\$21.00	\$21.00	\$21.00
Level 3	\$16.34	\$21.78	\$16.34	\$21.78	\$21.78	\$21.78
Call centre principal customer contact specialist	\$16.44	\$21.92	\$16.44	\$21.92	\$21.92	\$21.92
Level 4	\$17.15	\$22.86	\$17.15	\$22.86	\$22.86	\$22.86
Level 5	\$17.85	\$23.80	\$17.85	\$23.80	\$23.80	\$23.80
Call centre technical associate	\$19.55	\$26.06	\$19.55	\$26.06	\$26.06	\$26.06

## 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	\$11.29	\$14.11	\$22.58	\$28.23	\$16.94	\$22.58	\$22.58	\$12.98
Level 1 - year 2	\$11.85	\$14.81	\$23.70	\$29.63	\$17.78	\$23.70	\$23.70	\$13.63
Level 1 - year 3	\$12.22	\$15.28	\$24.44	\$30.55	\$18.33	\$24.44	\$24.44	\$14.05
Level 2 - year 1	\$12.37	\$15.46	\$24.74	\$30.93	\$18.56	\$24.74	\$24.74	\$14.23
Level 2 - year 2	\$12.59	\$15.74	\$25.18	\$31.48	\$18.89	\$25.18	\$25.18	\$14.48
Level 3	\$13.06	\$16.33	\$26.12	\$32.65	\$19.59	\$26.12	\$26.12	\$15.02
Call centre principal customer contact specialist	\$13.15	\$16.44	\$26.30	\$32.88	\$19.73	\$26.30	\$26.30	\$15.12
Level 4	\$13.72	\$17.15	\$27.44	\$34.30	\$20.58	\$27.44	\$27.44	\$15.78
Level 5	\$14.27	\$17.84	\$28.54	\$35.68	\$21.41	\$28.54	\$28.54	\$16.41
Call centre technical associate	\$15.64	\$19.55	\$31.28	\$39.10	\$23.46	\$31.28	\$31.28	\$17.99

**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	\$14.68	\$12.98	\$16.94	\$16.94	\$16.94	\$22.58	\$22.58	\$22.58
Level 1 - year 2	\$15.41	\$13.63	\$17.78	\$17.78	\$17.78	\$23.70	\$23.70	\$23.70
Level 1 - year 3	\$15.89	\$14.05	\$18.33	\$18.33	\$18.33	\$24.44	\$24.44	\$24.44
Level 2 - year 1	\$16.08	\$14.23	\$18.56	\$18.56	\$18.56	\$24.74	\$24.74	\$24.74
Level 2 - year 2	\$16.37	\$14.48	\$18.89	\$18.89	\$18.89	\$25.18	\$25.18	\$25.18
Level 3	\$16.98	\$15.02	\$19.59	\$19.59	\$19.59	\$26.12	\$26.12	\$26.12
Call centre principal customer contact specialist	\$17.10	\$15.12	\$19.73	\$19.73	\$19.73	\$26.30	\$26.30	\$26.30
Level 4	\$17.84	\$15.78	\$20.58	\$20.58	\$20.58	\$27.44	\$27.44	\$27.44
Level 5	\$18.55	\$16.41	\$21.41	\$21.41	\$21.41	\$28.54	\$28.54	\$28.54
Call centre technical associate	\$20.33	\$17.99	\$23.46	\$23.46	\$23.46	\$31.28	\$31.28	\$31.28

**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	\$16.94	\$22.58	\$16.94	\$22.58	\$22.58	\$22.58
Level 1 - year 2	\$17.78	\$23.70	\$17.78	\$23.70	\$23.70	\$23.70
Level 1 - year 3	\$18.33	\$24.44	\$18.33	\$24.44	\$24.44	\$24.44
Level 2 - year 1	\$18.56	\$24.74	\$18.56	\$24.74	\$24.74	\$24.74
Level 2 - year 2	\$18.89	\$25.18	\$18.89	\$25.18	\$25.18	\$25.18
Level 3	\$19.59	\$26.12	\$19.59	\$26.12	\$26.12	\$26.12
Call centre principal customer contact specialist	\$19.73	\$26.30	\$19.73	\$26.30	\$26.30	\$26.30
Level 4	\$20.58	\$27.44	\$20.58	\$27.44	\$27.44	\$27.44
Level 5	\$21.41	\$28.54	\$21.41	\$28.54	\$28.54	\$28.54
Call centre technical associate	\$23.46	\$31.28	\$23.46	\$31.28	\$31.28	\$31.28



## 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	\$13.17	\$16.46	\$26.34	\$32.93	\$19.76	\$26.34	\$26.34	\$15.15
Level 1 - year 2	\$13.83	\$17.29	\$27.66	\$34.58	\$20.75	\$27.66	\$27.66	\$15.90
Level 1 - year 3	\$14.26	\$17.83	\$28.52	\$35.65	\$21.39	\$28.52	\$28.52	\$16.40
Level 2 - year 1	\$14.43	\$18.04	\$28.86	\$36.08	\$21.65	\$28.86	\$28.86	\$16.59
Level 2 - year 2	\$14.69	\$18.36	\$29.38	\$36.73	\$22.04	\$29.38	\$29.38	\$16.89
Level 3	\$15.24	\$19.05	\$30.48	\$38.10	\$22.86	\$30.48	\$30.48	\$17.53
Call centre principal customer contact specialist	\$15.34	\$19.18	\$30.68	\$38.35	\$23.01	\$30.68	\$30.68	\$17.64
Level 4	\$16.00	\$20.00	\$32.00	\$40.00	\$24.00	\$32.00	\$32.00	\$18.40
Level 5	\$16.65	\$20.81	\$33.30	\$41.63	\$24.98	\$33.30	\$33.30	\$19.15
Call centre technical associate	\$18.24	\$22.80	\$36.48	\$45.60	\$27.36	\$36.48	\$36.48	\$20.98

**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	\$17.12	\$15.15	\$19.76	\$19.76	\$19.76	\$26.34	\$26.34	\$26.34
Level 1 - year 2	\$17.98	\$15.90	\$20.75	\$20.75	\$20.75	\$27.66	\$27.66	\$27.66
Level 1 - year 3	\$18.54	\$16.40	\$21.39	\$21.39	\$21.39	\$28.52	\$28.52	\$28.52
Level 2 - year 1	\$18.76	\$16.59	\$21.65	\$21.65	\$21.65	\$28.86	\$28.86	\$28.86
Level 2 - year 2	\$19.10	\$16.89	\$22.04	\$22.04	\$22.04	\$29.38	\$29.38	\$29.38
Level 3	\$19.81	\$17.53	\$22.86	\$22.86	\$22.86	\$30.48	\$30.48	\$30.48
Call centre principal customer contact specialist	\$19.94	\$17.64	\$23.01	\$23.01	\$23.01	\$30.68	\$30.68	\$30.68
Level 4	\$20.80	\$18.40	\$24.00	\$24.00	\$24.00	\$32.00	\$32.00	\$32.00
Level 5	\$21.65	\$19.15	\$24.98	\$24.98	\$24.98	\$33.30	\$33.30	\$33.30
Call centre technical associate	\$23.71	\$20.98	\$27.36	\$27.36	\$27.36	\$36.48	\$36.48	\$36.48

**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	\$19.76	\$26.34	\$19.76	\$26.34	\$26.34	\$26.34
Level 1 - year 2	\$20.75	\$27.66	\$20.75	\$27.66	\$27.66	\$27.66
Level 1 - year 3	\$21.39	\$28.52	\$21.39	\$28.52	\$28.52	\$28.52
Level 2 - year 1	\$21.65	\$28.86	\$21.65	\$28.86	\$28.86	\$28.86
Level 2 - year 2	\$22.04	\$29.38	\$22.04	\$29.38	\$29.38	\$29.38
Level 3	\$22.86	\$30.48	\$22.86	\$30.48	\$30.48	\$30.48
Call centre principal customer contact specialist	\$23.01	\$30.68	\$23.01	\$30.68	\$30.68	\$30.68
Level 4	\$24.00	\$32.00	\$24.00	\$32.00	\$32.00	\$32.00
Level 5	\$24.98	\$33.30	\$24.98	\$33.30	\$33.30	\$33.30
Call centre technical associate	\$27.36	\$36.48	\$27.36	\$36.48	\$36.48	\$36.48

## 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	\$15.06	\$18.83	\$30.12	\$37.65	\$22.59	\$30.12	\$30.12	\$17.32
Level 1 - year 2	\$15.80	\$19.75	\$31.60	\$39.50	\$23.70	\$31.60	\$31.60	\$18.17
Level 1 - year 3	\$16.30	\$20.38	\$32.60	\$40.75	\$24.45	\$32.60	\$32.60	\$18.75
Level 2 - year 1	\$16.49	\$20.61	\$32.98	\$41.23	\$24.74	\$32.98	\$32.98	\$18.96
Level 2 - year 2	\$16.79	\$20.99	\$33.58	\$41.98	\$25.19	\$33.58	\$33.58	\$19.31
Level 3	\$17.42	\$21.78	\$34.84	\$43.55	\$26.13	\$34.84	\$34.84	\$20.03
Call centre principal customer contact specialist	\$17.54	\$21.93	\$35.08	\$43.85	\$26.31	\$35.08	\$35.08	\$20.17
Level 4	\$18.29	\$22.86	\$36.58	\$45.73	\$27.44	\$36.58	\$36.58	\$21.03
Level 5	\$19.03	\$23.79	\$38.06	\$47.58	\$28.55	\$38.06	\$38.06	\$21.88
Call centre technical associate	\$20.85	\$26.06	\$41.70	\$52.13	\$31.28	\$41.70	\$41.70	\$23.98

**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	\$19.58	\$17.32	\$22.59	\$22.59	\$22.59	\$30.12	\$30.12	\$30.12
Level 1 - year 2	\$20.54	\$18.17	\$23.70	\$23.70	\$23.70	\$31.60	\$31.60	\$31.60
Level 1 - year 3	\$21.19	\$18.75	\$24.45	\$24.45	\$24.45	\$32.60	\$32.60	\$32.60
Level 2 - year 1	\$21.44	\$18.96	\$24.74	\$24.74	\$24.74	\$32.98	\$32.98	\$32.98
Level 2 - year 2	\$21.83	\$19.31	\$25.19	\$25.19	\$25.19	\$33.58	\$33.58	\$33.58
Level 3	\$22.65	\$20.03	\$26.13	\$26.13	\$26.13	\$34.84	\$34.84	\$34.84
Call centre principal customer contact specialist	\$22.80	\$20.17	\$26.31	\$26.31	\$26.31	\$35.08	\$35.08	\$35.08
Level 4	\$23.78	\$21.03	\$27.44	\$27.44	\$27.44	\$36.58	\$36.58	\$36.58
Level 5	\$24.74	\$21.88	\$28.55	\$28.55	\$28.55	\$38.06	\$38.06	\$38.06
Call centre technical associate	\$27.11	\$23.98	\$31.28	\$31.28	\$31.28	\$41.70	\$41.70	\$41.70

**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	\$22.59	\$30.12	\$22.59	\$30.12	\$30.12	\$30.12
Level 1 - year 2	\$23.70	\$31.60	\$23.70	\$31.60	\$31.60	\$31.60
Level 1 - year 3	\$24.45	\$32.60	\$24.45	\$32.60	\$32.60	\$32.60
Level 2 - year 1	\$24.74	\$32.98	\$24.74	\$32.98	\$32.98	\$32.98
Level 2 - year 2	\$25.19	\$33.58	\$25.19	\$33.58	\$33.58	\$33.58
Level 3	\$26.13	\$34.84	\$26.13	\$34.84	\$34.84	\$34.84
Call centre principal customer contact specialist	\$26.31	\$35.08	\$26.31	\$35.08	\$35.08	\$35.08
Level 4	\$27.44	\$36.58	\$27.44	\$36.58	\$36.58	\$36.58
Level 5	\$28.55	\$38.06	\$28.55	\$38.06	\$38.06	\$38.06
Call centre technical associate	\$31.28	\$41.70	\$31.28	\$41.70	\$41.70	\$41.70

## 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	\$16.94	\$21.18	\$33.88	\$42.35	\$25.41	\$33.88	\$33.88	\$19.48
Level 1 - year 2	\$17.78	\$22.23	\$35.56	\$44.45	\$26.67	\$35.56	\$35.56	\$20.45
Level 1 - year 3	\$18.33	\$22.91	\$36.66	\$45.83	\$27.50	\$36.66	\$36.66	\$21.08
Level 2 - year 1	\$18.55	\$23.19	\$37.10	\$46.38	\$27.83	\$37.10	\$37.10	\$21.33
Level 2 - year 2	\$18.89	\$23.61	\$37.78	\$47.23	\$28.34	\$37.78	\$37.78	\$21.72
Level 3	\$19.59	\$24.49	\$39.18	\$48.98	\$29.39	\$39.18	\$39.18	\$22.53
Call centre principal customer contact specialist	\$19.73	\$24.66	\$39.46	\$49.33	\$29.60	\$39.46	\$39.46	\$22.69
Level 4	\$20.57	\$25.71	\$41.14	\$51.43	\$30.86	\$41.14	\$41.14	\$23.66
Level 5	\$21.41	\$26.76	\$42.82	\$53.53	\$32.12	\$42.82	\$42.82	\$24.62
Call centre technical associate	\$23.45	\$29.31	\$46.90	\$58.63	\$35.18	\$46.90	\$46.90	\$26.97

**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	\$22.02	\$19.48	\$25.41	\$25.41	\$25.41	\$33.88	\$33.88	\$33.88
Level 1 - year 2	\$23.11	\$20.45	\$26.67	\$26.67	\$26.67	\$35.56	\$35.56	\$35.56
Level 1 - year 3	\$23.83	\$21.08	\$27.50	\$27.50	\$27.50	\$36.66	\$36.66	\$36.66
Level 2 - year 1	\$24.12	\$21.33	\$27.83	\$27.83	\$27.83	\$37.10	\$37.10	\$37.10
Level 2 - year 2	\$24.56	\$21.72	\$28.34	\$28.34	\$28.34	\$37.78	\$37.78	\$37.78
Level 3	\$25.47	\$22.53	\$29.39	\$29.39	\$29.39	\$39.18	\$39.18	\$39.18
Call centre principal customer contact specialist	\$25.65	\$22.69	\$29.60	\$29.60	\$29.60	\$39.46	\$39.46	\$39.46
Level 4	\$26.74	\$23.66	\$30.86	\$30.86	\$30.86	\$41.14	\$41.14	\$41.14
Level 5	\$27.83	\$24.62	\$32.12	\$32.12	\$32.12	\$42.82	\$42.82	\$42.82
Call centre technical associate	\$30.49	\$26.97	\$35.18	\$35.18	\$35.18	\$46.90	\$46.90	\$46.90



**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	\$25.41	\$33.88	\$25.41	\$33.88	\$33.88	\$33.88
Level 1 - year 2	\$26.67	\$35.56	\$26.67	\$35.56	\$35.56	\$35.56
Level 1 - year 3	\$27.50	\$36.66	\$27.50	\$36.66	\$36.66	\$36.66
Level 2 - year 1	\$27.83	\$37.10	\$27.83	\$37.10	\$37.10	\$37.10
Level 2 - year 2	\$28.34	\$37.78	\$28.34	\$37.78	\$37.78	\$37.78
Level 3	\$29.39	\$39.18	\$29.39	\$39.18	\$39.18	\$39.18
Call centre principal customer contact specialist	\$29.60	\$39.46	\$29.60	\$39.46	\$39.46	\$39.46
Level 4	\$30.86	\$41.14	\$30.86	\$41.14	\$41.14	\$41.14
Level 5	\$32.12	\$42.82	\$32.12	\$42.82	\$42.82	\$42.82
Call centre technical associate	\$35.18	\$46.90	\$35.18	\$46.90	\$46.90	\$46.90

## 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	Working through a meal break	Afternoon shift
Level 1 - year 1	\$10.59	\$12.71	\$19.06	\$23.29	\$14.82	\$19.06	\$19.06	\$11.86
Level 1 - year 2	\$11.11	\$13.34	\$20.00	\$24.45	\$15.56	\$20.00	\$20.00	\$12.45
Level 1 - year 3	\$11.46	\$13.76	\$20.63	\$25.22	\$16.05	\$20.63	\$20.63	\$12.84
Level 2 - year 1	\$11.59	\$13.91	\$20.86	\$25.49	\$16.22	\$20.86	\$20.86	\$12.98
Level 2 - year 2	\$11.81	\$14.18	\$21.26	\$25.99	\$16.54	\$21.26	\$21.26	\$13.23
Level 3	\$12.25	\$14.70	\$22.05	\$26.95	\$17.15	\$22.05	\$22.05	\$13.72
Call centre principal customer contact specialist	\$12.33	\$14.79	\$22.19	\$27.12	\$17.26	\$22.19	\$22.19	\$13.80
Level 4	\$12.86	\$15.44	\$23.15	\$28.30	\$18.01	\$23.15	\$23.15	\$14.41
Level 5	\$13.39	\$16.07	\$24.10	\$29.45	\$18.74	\$24.10	\$24.10	\$14.99
Call centre technical associate	\$14.66	\$17.60	\$26.39	\$32.26	\$20.53	\$26.39	\$26.39	\$16.42

**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	\$13.13	\$11.86	\$14.82	\$14.82	\$14.82	\$19.06	\$19.06	\$19.06
Level 1 - year 2	\$13.78	\$12.45	\$15.56	\$15.56	\$15.56	\$20.00	\$20.00	\$20.00
Level 1 - year 3	\$14.21	\$12.84	\$16.05	\$16.05	\$16.05	\$20.63	\$20.63	\$20.63
Level 2 - year 1	\$14.37	\$12.98	\$16.22	\$16.22	\$16.22	\$20.86	\$20.86	\$20.86
Level 2 - year 2	\$14.65	\$13.23	\$16.54	\$16.54	\$16.54	\$21.26	\$21.26	\$21.26
Level 3	\$15.19	\$13.72	\$17.15	\$17.15	\$17.15	\$22.05	\$22.05	\$22.05
Call centre principal customer contact specialist	\$15.28	\$13.80	\$17.26	\$17.26	\$17.26	\$22.19	\$22.19	\$22.19
Level 4	\$15.95	\$14.41	\$18.01	\$18.01	\$18.01	\$23.15	\$23.15	\$23.15
Level 5	\$16.60	\$14.99	\$18.74	\$18.74	\$18.74	\$24.10	\$24.10	\$24.10
Call centre technical associate	\$18.18	\$16.42	\$20.53	\$20.53	\$20.53	\$26.39	\$26.39	\$26.39

**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>
Level 1 - year 1	\$14.82	\$19.06	\$14.82	\$19.06
Level 1 - year 2	\$15.56	\$20.00	\$15.56	\$20.00
Level 1 - year 3	\$16.05	\$20.63	\$16.05	\$20.63
Level 2 - year 1	\$16.22	\$20.86	\$16.22	\$20.86
Level 2 - year 2	\$16.54	\$21.26	\$16.54	\$21.26
Level 3	\$17.15	\$22.05	\$17.15	\$22.05
Call centre principal customer contact specialist	\$17.26	\$22.19	\$17.26	\$22.19
Level 4	\$18.01	\$23.15	\$18.01	\$23.15
Level 5	\$18.74	\$24.10	\$18.74	\$24.10
Call centre technical associate	\$20.53	\$26.39	\$20.53	\$26.39

## 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	Working through a meal break	Afternoon shift
Level 1 - year 1	\$11.76	\$14.12	\$21.17	\$25.88	\$16.47	\$21.17	\$21.17	\$13.17
Level 1 - year 2	\$12.35	\$14.82	\$22.23	\$27.17	\$17.29	\$22.23	\$22.23	\$13.83
Level 1 - year 3	\$12.74	\$15.29	\$22.93	\$28.02	\$17.83	\$22.93	\$22.93	\$14.27
Level 2 - year 1	\$12.89	\$15.47	\$23.20	\$28.35	\$18.04	\$23.20	\$23.20	\$14.43
Level 2 - year 2	\$13.13	\$15.75	\$23.63	\$28.88	\$18.38	\$23.63	\$23.63	\$14.70
Level 3	\$13.61	\$16.34	\$24.50	\$29.95	\$19.06	\$24.50	\$24.50	\$15.25
Call centre principal customer contact specialist	\$13.70	\$16.44	\$24.66	\$30.14	\$19.18	\$24.66	\$24.66	\$15.34
Level 4	\$14.29	\$17.15	\$25.72	\$31.43	\$20.00	\$25.72	\$25.72	\$16.00
Level 5	\$14.88	\$17.85	\$26.78	\$32.73	\$20.83	\$26.78	\$26.78	\$16.66
Call centre technical associate	\$16.29	\$19.55	\$29.32	\$35.83	\$22.80	\$29.32	\$29.32	\$18.24

**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	\$14.59	\$13.17	\$16.47	\$16.47	\$16.47	\$21.17	\$21.17	\$21.17
Level 1 - year 2	\$15.31	\$13.83	\$17.29	\$17.29	\$17.29	\$22.23	\$22.23	\$22.23
Level 1 - year 3	\$15.79	\$14.27	\$17.83	\$17.83	\$17.83	\$22.93	\$22.93	\$22.93
Level 2 - year 1	\$15.98	\$14.43	\$18.04	\$18.04	\$18.04	\$23.20	\$23.20	\$23.20
Level 2 - year 2	\$16.28	\$14.70	\$18.38	\$18.38	\$18.38	\$23.63	\$23.63	\$23.63
Level 3	\$16.88	\$15.25	\$19.06	\$19.06	\$19.06	\$24.50	\$24.50	\$24.50
Call centre principal customer contact specialist	\$16.99	\$15.34	\$19.18	\$19.18	\$19.18	\$24.66	\$24.66	\$24.66
Level 4	\$17.72	\$16.00	\$20.00	\$20.00	\$20.00	\$25.72	\$25.72	\$25.72
Level 5	\$18.45	\$16.66	\$20.83	\$20.83	\$20.83	\$26.78	\$26.78	\$26.78
Call centre technical associate	\$20.20	\$18.24	\$22.80	\$22.80	\$22.80	\$29.32	\$29.32	\$29.32

**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>
Level 1 - year 1	\$16.47	\$21.17	\$16.47	\$21.17
Level 1 - year 2	\$17.29	\$22.23	\$17.29	\$22.23
Level 1 - year 3	\$17.83	\$22.93	\$17.83	\$22.93
Level 2 - year 1	\$18.04	\$23.20	\$18.04	\$23.20
Level 2 - year 2	\$18.38	\$23.63	\$18.38	\$23.63
Level 3	\$19.06	\$24.50	\$19.06	\$24.50
Call centre principal customer contact specialist	\$19.18	\$24.66	\$19.18	\$24.66
Level 4	\$20.00	\$25.72	\$20.00	\$25.72
Level 5	\$20.83	\$26.78	\$20.83	\$26.78
Call centre technical associate	\$22.80	\$29.32	\$22.80	\$29.32

## 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	Working through a meal break	Afternoon shift
Level 1 - year 1	\$14.11	\$16.94	\$25.40	\$31.05	\$19.76	\$25.40	\$25.40	\$15.81
Level 1 - year 2	\$14.81	\$17.78	\$26.66	\$32.59	\$20.74	\$26.66	\$26.66	\$16.59
Level 1 - year 3	\$15.28	\$18.33	\$27.50	\$33.61	\$21.39	\$27.50	\$27.50	\$17.11
Level 2 - year 1	\$15.46	\$18.56	\$27.83	\$34.02	\$21.65	\$27.83	\$27.83	\$17.32
Level 2 - year 2	\$15.74	\$18.89	\$28.33	\$34.62	\$22.03	\$28.33	\$28.33	\$17.63
Level 3	\$16.33	\$19.59	\$29.39	\$35.92	\$22.86	\$29.39	\$29.39	\$18.28
Call centre principal customer contact specialist	\$16.44	\$19.73	\$29.59	\$36.16	\$23.01	\$29.59	\$29.59	\$18.41
Level 4	\$17.15	\$20.58	\$30.87	\$37.73	\$24.01	\$30.87	\$30.87	\$19.21
Level 5	\$17.84	\$21.41	\$32.11	\$39.24	\$24.97	\$32.11	\$32.11	\$19.98
Call centre technical associate	\$19.55	\$23.46	\$35.19	\$43.01	\$27.37	\$35.19	\$35.19	\$21.90



**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	\$17.50	\$15.81	\$19.76	\$19.76	\$19.76	\$25.40	\$25.40	\$25.40
Level 1 - year 2	\$18.37	\$16.59	\$20.74	\$20.74	\$20.74	\$26.66	\$26.66	\$26.66
Level 1 - year 3	\$18.94	\$17.11	\$21.39	\$21.39	\$21.39	\$27.50	\$27.50	\$27.50
Level 2 - year 1	\$19.17	\$17.32	\$21.65	\$21.65	\$21.65	\$27.83	\$27.83	\$27.83
Level 2 - year 2	\$19.51	\$17.63	\$22.03	\$22.03	\$22.03	\$28.33	\$28.33	\$28.33
Level 3	\$20.24	\$18.28	\$22.86	\$22.86	\$22.86	\$29.39	\$29.39	\$29.39
Call centre principal customer contact specialist	\$20.38	\$18.41	\$23.01	\$23.01	\$23.01	\$29.59	\$29.59	\$29.59
Level 4	\$21.27	\$19.21	\$24.01	\$24.01	\$24.01	\$30.87	\$30.87	\$30.87
Level 5	\$22.12	\$19.98	\$24.97	\$24.97	\$24.97	\$32.11	\$32.11	\$32.11
Call centre technical associate	\$24.24	\$21.90	\$27.37	\$27.37	\$27.37	\$35.19	\$35.19	\$35.19

**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>
Level 1 - year 1	\$19.76	\$25.40	\$19.76	\$25.40
Level 1 - year 2	\$20.74	\$26.66	\$20.74	\$26.66
Level 1 - year 3	\$21.39	\$27.50	\$21.39	\$27.50
Level 2 - year 1	\$21.65	\$27.83	\$21.65	\$27.83
Level 2 - year 2	\$22.03	\$28.33	\$22.03	\$28.33
Level 3	\$22.86	\$29.39	\$22.86	\$29.39
Call centre principal customer contact specialist	\$23.01	\$29.59	\$23.01	\$29.59
Level 4	\$24.01	\$30.87	\$24.01	\$30.87
Level 5	\$24.97	\$32.11	\$24.97	\$32.11
Call centre technical associate	\$27.37	\$35.19	\$27.37	\$35.19

## 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	Working through a meal break	Afternoon shift
Level 1 - year 1	\$16.46	\$19.76	\$29.63	\$36.22	\$23.05	\$29.63	\$29.63	\$18.44
Level 1 - year 2	\$17.29	\$20.75	\$31.12	\$38.03	\$24.20	\$31.12	\$31.12	\$19.36
Level 1 - year 3	\$17.83	\$21.39	\$32.09	\$39.22	\$24.96	\$32.09	\$32.09	\$19.96
Level 2 - year 1	\$18.04	\$21.65	\$32.47	\$39.68	\$25.25	\$32.47	\$32.47	\$20.20
Level 2 - year 2	\$18.36	\$22.04	\$33.05	\$40.40	\$25.71	\$33.05	\$33.05	\$20.57
Level 3	\$19.05	\$22.86	\$34.29	\$41.91	\$26.67	\$34.29	\$34.29	\$21.34
Call centre principal customer contact specialist	\$19.18	\$23.01	\$34.52	\$42.19	\$26.85	\$34.52	\$34.52	\$21.48
Level 4	\$20.00	\$24.00	\$36.00	\$44.00	\$28.00	\$36.00	\$36.00	\$22.40
Level 5	\$20.81	\$24.98	\$37.46	\$45.79	\$29.14	\$37.46	\$37.46	\$23.31
Call centre technical associate	\$22.80	\$27.36	\$41.04	\$50.16	\$31.92	\$41.04	\$41.04	\$25.54

**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	\$20.41	\$18.44	\$23.05	\$23.05	\$23.05	\$29.63	\$29.63	\$29.63
Level 1 - year 2	\$21.44	\$19.36	\$24.20	\$24.20	\$24.20	\$31.12	\$31.12	\$31.12
Level 1 - year 3	\$22.10	\$19.96	\$24.96	\$24.96	\$24.96	\$32.09	\$32.09	\$32.09
Level 2 - year 1	\$22.37	\$20.20	\$25.25	\$25.25	\$25.25	\$32.47	\$32.47	\$32.47
Level 2 - year 2	\$22.77	\$20.57	\$25.71	\$25.71	\$25.71	\$33.05	\$33.05	\$33.05
Level 3	\$23.62	\$21.34	\$26.67	\$26.67	\$26.67	\$34.29	\$34.29	\$34.29
Call centre principal customer contact specialist	\$23.78	\$21.48	\$26.85	\$26.85	\$26.85	\$34.52	\$34.52	\$34.52
Level 4	\$24.80	\$22.40	\$28.00	\$28.00	\$28.00	\$36.00	\$36.00	\$36.00
Level 5	\$25.81	\$23.31	\$29.14	\$29.14	\$29.14	\$37.46	\$37.46	\$37.46
Call centre technical associate	\$28.27	\$25.54	\$31.92	\$31.92	\$31.92	\$41.04	\$41.04	\$41.04

**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>
Level 1 - year 1	\$23.05	\$29.63	\$23.05	\$29.63
Level 1 - year 2	\$24.20	\$31.12	\$24.20	\$31.12
Level 1 - year 3	\$24.96	\$32.09	\$24.96	\$32.09
Level 2 - year 1	\$25.25	\$32.47	\$25.25	\$32.47
Level 2 - year 2	\$25.71	\$33.05	\$25.71	\$33.05
Level 3	\$26.67	\$34.29	\$26.67	\$34.29
Call centre principal customer contact specialist	\$26.85	\$34.52	\$26.85	\$34.52
Level 4	\$28.00	\$36.00	\$28.00	\$36.00
Level 5	\$29.14	\$37.46	\$29.14	\$37.46
Call centre technical associate	\$31.92	\$41.04	\$31.92	\$41.04

## 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	\$18.83	\$22.59	\$33.89	\$41.42	\$26.36	\$33.89	\$33.89	\$21.08
Level 1 - year 2	\$19.75	\$23.70	\$35.55	\$43.45	\$27.65	\$35.55	\$35.55	\$22.12
Level 1 - year 3	\$20.38	\$24.45	\$36.68	\$44.83	\$28.53	\$36.68	\$36.68	\$22.82
Level 2 - year 1	\$20.61	\$24.74	\$37.10	\$45.35	\$28.86	\$37.10	\$37.10	\$23.09
Level 2 - year 2	\$20.99	\$25.19	\$37.78	\$46.17	\$29.38	\$37.78	\$37.78	\$23.51
Level 3	\$21.78	\$26.13	\$39.20	\$47.91	\$30.49	\$39.20	\$39.20	\$24.39
Call centre principal customer contact specialist	\$21.93	\$26.31	\$39.47	\$48.24	\$30.70	\$39.47	\$39.47	\$24.56
Level 4	\$22.86	\$27.44	\$41.15	\$50.30	\$32.01	\$41.15	\$41.15	\$25.61
Level 5	\$23.79	\$28.55	\$42.82	\$52.33	\$33.30	\$42.82	\$42.82	\$26.64
Call centre technical associate	\$26.06	\$31.28	\$46.91	\$57.34	\$36.49	\$46.91	\$46.91	\$29.19

**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	\$23.34	\$21.08	\$26.36	\$26.36	\$26.36	\$33.89	\$33.89	\$33.89
Level 1 - year 2	\$24.49	\$22.12	\$27.65	\$27.65	\$27.65	\$35.55	\$35.55	\$35.55
Level 1 - year 3	\$25.27	\$22.82	\$28.53	\$28.53	\$28.53	\$36.68	\$36.68	\$36.68
Level 2 - year 1	\$25.56	\$23.09	\$28.86	\$28.86	\$28.86	\$37.10	\$37.10	\$37.10
Level 2 - year 2	\$26.02	\$23.51	\$29.38	\$29.38	\$29.38	\$37.78	\$37.78	\$37.78
Level 3	\$27.00	\$24.39	\$30.49	\$30.49	\$30.49	\$39.20	\$39.20	\$39.20
Call centre principal customer contact specialist	\$27.19	\$24.56	\$30.70	\$30.70	\$30.70	\$39.47	\$39.47	\$39.47
Level 4	\$28.35	\$25.61	\$32.01	\$32.01	\$32.01	\$41.15	\$41.15	\$41.15
Level 5	\$29.50	\$26.64	\$33.30	\$33.30	\$33.30	\$42.82	\$42.82	\$42.82
Call centre technical associate	\$32.32	\$29.19	\$36.49	\$36.49	\$36.49	\$46.91	\$46.91	\$46.91

**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>
Level 1 - year 1	\$26.36	\$33.89	\$26.36	\$33.89
Level 1 - year 2	\$27.65	\$35.55	\$27.65	\$35.55
Level 1 - year 3	\$28.53	\$36.68	\$28.53	\$36.68
Level 2 - year 1	\$28.86	\$37.10	\$28.86	\$37.10
Level 2 - year 2	\$29.38	\$37.78	\$29.38	\$37.78
Level 3	\$30.49	\$39.20	\$30.49	\$39.20
Call centre principal customer contact specialist	\$30.70	\$39.47	\$30.70	\$39.47
Level 4	\$32.01	\$41.15	\$32.01	\$41.15
Level 5	\$33.30	\$42.82	\$33.30	\$42.82
Call centre technical associate	\$36.49	\$46.91	\$36.49	\$46.91



## 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	Working through a meal break	Afternoon shift
Level 1 - year 1	\$21.18	\$25.41	\$38.12	\$46.59	\$29.65	\$38.12	\$38.12	\$23.72
Level 1 - year 2	\$22.23	\$26.67	\$40.01	\$48.90	\$31.12	\$40.01	\$40.01	\$24.89
Level 1 - year 3	\$22.91	\$27.50	\$41.24	\$50.41	\$32.08	\$41.24	\$41.24	\$25.66
Level 2 - year 1	\$23.19	\$27.83	\$41.74	\$51.01	\$32.46	\$41.74	\$41.74	\$25.97
Level 2 - year 2	\$23.61	\$28.34	\$42.50	\$51.95	\$33.06	\$42.50	\$42.50	\$26.45
Level 3	\$24.49	\$29.39	\$44.08	\$53.87	\$34.28	\$44.08	\$44.08	\$27.43
Call centre principal customer contact specialist	\$24.66	\$29.60	\$44.39	\$54.26	\$34.53	\$44.39	\$44.39	\$27.62
Level 4	\$25.71	\$30.86	\$46.28	\$56.57	\$36.00	\$46.28	\$46.28	\$28.80
Level 5	\$26.76	\$32.12	\$48.17	\$58.88	\$37.47	\$48.17	\$48.17	\$29.97
Call centre technical associate	\$29.31	\$35.18	\$52.76	\$64.49	\$41.04	\$52.76	\$52.76	\$32.83

**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	\$26.26	\$23.72	\$29.65	\$29.65	\$29.65	\$38.12	\$38.12	\$38.12
Level 1 - year 2	\$27.56	\$24.89	\$31.12	\$31.12	\$31.12	\$40.01	\$40.01	\$40.01
Level 1 - year 3	\$28.41	\$25.66	\$32.08	\$32.08	\$32.08	\$41.24	\$41.24	\$41.24
Level 2 - year 1	\$28.75	\$25.97	\$32.46	\$32.46	\$32.46	\$41.74	\$41.74	\$41.74
Level 2 - year 2	\$29.28	\$26.45	\$33.06	\$33.06	\$33.06	\$42.50	\$42.50	\$42.50
Level 3	\$30.36	\$27.43	\$34.28	\$34.28	\$34.28	\$44.08	\$44.08	\$44.08
Call centre principal customer contact specialist	\$30.58	\$27.62	\$34.53	\$34.53	\$34.53	\$44.39	\$44.39	\$44.39
Level 4	\$31.88	\$28.80	\$36.00	\$36.00	\$36.00	\$46.28	\$46.28	\$46.28
Level 5	\$33.19	\$29.97	\$37.47	\$37.47	\$37.47	\$48.17	\$48.17	\$48.17
Call centre technical associate	\$36.35	\$32.83	\$41.04	\$41.04	\$41.04	\$52.76	\$52.76	\$52.76

**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>
Level 1 - year 1	\$29.65	\$38.12	\$29.65	\$38.12
Level 1 - year 2	\$31.12	\$40.01	\$31.12	\$40.01
Level 1 - year 3	\$32.08	\$41.24	\$32.08	\$41.24
Level 2 - year 1	\$32.46	\$41.74	\$32.46	\$41.74
Level 2 - year 2	\$33.06	\$42.50	\$33.06	\$42.50
Level 3	\$34.28	\$44.08	\$34.28	\$44.08
Call centre principal customer contact specialist	\$34.53	\$44.39	\$34.53	\$44.39
Level 4	\$36.00	\$46.28	\$36.00	\$46.28
Level 5	\$37.47	\$48.17	\$37.47	\$48.17
Call centre technical associate	\$41.04	\$52.76	\$41.04	\$52.76

## Allowances

Allowances	Rate
First aid allowance	\$11.75 per week
Laundry allowance – full-time	\$3.55 per week
Laundry allowance – part-time or 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	\$14.98 for a meal and \$11.99 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 - motorcycle	\$0.26 per km with a maximum of 400 kms per week
Vehicle allowance – motor car	\$0.78 per km with a maximum of 400 kms per week

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