



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 2017.

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Rates of pay

Adult

Full-time & part-time

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Classification	Weekly pay rate	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker	Working through a meal break
Level 1 - year 1	\$738.80	\$19.44	\$24.30	\$38.88	\$48.60	\$29.16	\$38.88	\$38.88
Level 1 - year 2	\$775.40	\$20.41	\$25.51	\$40.82	\$51.03	\$30.62	\$40.82	\$40.82
Level 1 - year 3	\$799.60	\$21.04	\$26.30	\$42.08	\$52.60	\$31.56	\$42.08	\$42.08
Level 2 - year 1	\$809.10	\$21.29	\$26.61	\$42.58	\$53.23	\$31.94	\$42.58	\$42.58
Level 2 - year 2	\$824.10	\$21.69	\$27.11	\$43.38	\$54.23	\$32.54	\$43.38	\$43.38
Level 3	\$854.60	\$22.49	\$28.11	\$44.98	\$56.23	\$33.74	\$44.98	\$44.98
Call centre principal customer contact specialist	\$860.60	\$22.65	\$28.31	\$45.30	\$56.63	\$33.98	\$45.30	\$45.30
Level 4	\$897.40	\$23.62	\$29.53	\$47.24	\$59.05	\$35.43	\$47.24	\$47.24
Level 5	\$933.80	\$24.57	\$30.71	\$49.14	\$61.43	\$36.86	\$49.14	\$49.14
Call centre technical associate	\$1,022.90	\$26.92	\$33.65	\$53.84	\$67.30	\$40.38	\$53.84	\$53.84

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Classification	Afternoon shift	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker
Level 1 - year 1	\$22.36	\$25.27	\$22.36	\$29.16	\$29.16	\$29.16	\$38.88	\$38.88
Level 1 - year 2	\$23.47	\$26.53	\$23.47	\$30.62	\$30.62	\$30.62	\$40.82	\$40.82
Level 1 - year 3	\$24.20	\$27.35	\$24.20	\$31.56	\$31.56	\$31.56	\$42.08	\$42.08
Level 2 - year 1	\$24.48	\$27.68	\$24.48	\$31.94	\$31.94	\$31.94	\$42.58	\$42.58
Level 2 - year 2	\$24.94	\$28.20	\$24.94	\$32.54	\$32.54	\$32.54	\$43.38	\$43.38
Level 3	\$25.86	\$29.24	\$25.86	\$33.74	\$33.74	\$33.74	\$44.98	\$44.98
Call centre principal customer contact specialist	\$26.05	\$29.45	\$26.05	\$33.98	\$33.98	\$33.98	\$45.30	\$45.30
Level 4	\$27.16	\$30.71	\$27.16	\$35.43	\$35.43	\$35.43	\$47.24	\$47.24
Level 5	\$28.26	\$31.94	\$28.26	\$36.86	\$36.86	\$36.86	\$49.14	\$49.14
Call centre technical associate	\$30.96	\$35.00	\$30.96	\$40.38	\$40.38	\$40.38	\$53.84	\$53.84

Table 3 of 3

Classification	Overtime - public holiday - outside ordinary working period - shiftworker	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours	Less than 10 hour break between shifts	Less than 8 hour break between shifts - change to shift
Level 1 - year 1	\$38.88	\$29.16	\$38.88	\$29.16	\$38.88	\$38.88	\$38.88
Level 1 - year 2	\$40.82	\$30.62	\$40.82	\$30.62	\$40.82	\$40.82	\$40.82
Level 1 - year 3	\$42.08	\$31.56	\$42.08	\$31.56	\$42.08	\$42.08	\$42.08
Level 2 - year 1	\$42.58	\$31.94	\$42.58	\$31.94	\$42.58	\$42.58	\$42.58
Level 2 - year 2	\$43.38	\$32.54	\$43.38	\$32.54	\$43.38	\$43.38	\$43.38
Level 3	\$44.98	\$33.74	\$44.98	\$33.74	\$44.98	\$44.98	\$44.98
Call centre principal customer contact specialist	\$45.30	\$33.98	\$45.30	\$33.98	\$45.30	\$45.30	\$45.30
Level 4	\$47.24	\$35.43	\$47.24	\$35.43	\$47.24	\$47.24	\$47.24
Level 5	\$49.14	\$36.86	\$49.14	\$36.86	\$49.14	\$49.14	\$49.14
Call centre technical associate	\$53.84	\$40.38	\$53.84	\$40.38	\$53.84	\$53.84	\$53.84

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	\$24.30	\$29.16	\$43.74	\$53.46	\$34.02	\$43.74	\$43.74	\$27.22
Level 1 - year 2	\$25.51	\$30.62	\$45.92	\$56.13	\$35.72	\$45.92	\$45.92	\$28.57
Level 1 - year 3	\$26.30	\$31.56	\$47.34	\$57.86	\$36.82	\$47.34	\$47.34	\$29.46
Level 2 - year 1	\$26.61	\$31.94	\$47.90	\$58.55	\$37.26	\$47.90	\$47.90	\$29.81
Level 2 - year 2	\$27.11	\$32.54	\$48.80	\$59.65	\$37.96	\$48.80	\$48.80	\$30.37
Level 3	\$28.11	\$33.74	\$50.60	\$61.85	\$39.36	\$50.60	\$50.60	\$31.49
Call centre principal customer contact specialist	\$28.31	\$33.98	\$50.96	\$62.29	\$39.64	\$50.96	\$50.96	\$31.71
Level 4	\$29.53	\$35.43	\$53.15	\$64.96	\$41.34	\$53.15	\$53.15	\$33.07
Level 5	\$30.71	\$36.86	\$55.28	\$67.57	\$43.00	\$55.28	\$55.28	\$34.40
Call centre technical associate	\$33.65	\$40.38	\$60.57	\$74.03	\$47.11	\$60.57	\$60.57	\$37.69

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker
Level 1 - year 1	\$30.13	\$27.22	\$34.02	\$34.02	\$34.02	\$43.74	\$43.74	\$43.74
Level 1 - year 2	\$31.64	\$28.57	\$35.72	\$35.72	\$35.72	\$45.92	\$45.92	\$45.92
Level 1 - year 3	\$32.61	\$29.46	\$36.82	\$36.82	\$36.82	\$47.34	\$47.34	\$47.34
Level 2 - year 1	\$33.00	\$29.81	\$37.26	\$37.26	\$37.26	\$47.90	\$47.90	\$47.90
Level 2 - year 2	\$33.62	\$30.37	\$37.96	\$37.96	\$37.96	\$48.80	\$48.80	\$48.80
Level 3	\$34.86	\$31.49	\$39.36	\$39.36	\$39.36	\$50.60	\$50.60	\$50.60
Call centre principal customer contact specialist	\$35.11	\$31.71	\$39.64	\$39.64	\$39.64	\$50.96	\$50.96	\$50.96
Level 4	\$36.61	\$33.07	\$41.34	\$41.34	\$41.34	\$53.15	\$53.15	\$53.15
Level 5	\$38.08	\$34.40	\$43.00	\$43.00	\$43.00	\$55.28	\$55.28	\$55.28
Call centre technical associate	\$41.73	\$37.69	\$47.11	\$47.11	\$47.11	\$60.57	\$60.57	\$60.57

Table 3 of 3

Classification	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$34.02	\$43.74	\$34.02	\$43.74
Level 1 - year 2	\$35.72	\$45.92	\$35.72	\$45.92
Level 1 - year 3	\$36.82	\$47.34	\$36.82	\$47.34
Level 2 - year 1	\$37.26	\$47.90	\$37.26	\$47.90
Level 2 - year 2	\$37.96	\$48.80	\$37.96	\$48.80
Level 3	\$39.36	\$50.60	\$39.36	\$50.60
Call centre principal customer contact specialist	\$39.64	\$50.96	\$39.64	\$50.96
Level 4	\$41.34	\$53.15	\$41.34	\$53.15
Level 5	\$43.00	\$55.28	\$43.00	\$55.28
Call centre technical associate	\$47.11	\$60.57	\$47.11	\$60.57

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	\$8.75	\$10.94	\$17.50	\$21.88	\$13.13	\$17.50	\$17.50	\$10.06
Level 1 - year 2	\$9.18	\$11.48	\$18.36	\$22.95	\$13.77	\$18.36	\$18.36	\$10.56
Level 1 - year 3	\$9.47	\$11.84	\$18.94	\$23.68	\$14.21	\$18.94	\$18.94	\$10.89
Level 2 - year 1	\$9.58	\$11.98	\$19.16	\$23.95	\$14.37	\$19.16	\$19.16	\$11.02
Level 2 - year 2	\$9.76	\$12.20	\$19.52	\$24.40	\$14.64	\$19.52	\$19.52	\$11.22
Level 3	\$10.12	\$12.65	\$20.24	\$25.30	\$15.18	\$20.24	\$20.24	\$11.64
Call centre principal customer contact specialist	\$10.19	\$12.74	\$20.38	\$25.48	\$15.29	\$20.38	\$20.38	\$11.72
Level 4	\$10.63	\$13.29	\$21.26	\$26.58	\$15.95	\$21.26	\$21.26	\$12.22
Level 5	\$11.06	\$13.83	\$22.12	\$27.65	\$16.59	\$22.12	\$22.12	\$12.72
Call centre technical associate	\$12.11	\$15.14	\$24.22	\$30.28	\$18.17	\$24.22	\$24.22	\$13.93

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker
Level 1 - year 1	\$11.38	\$10.06	\$13.13	\$13.13	\$13.13	\$17.50	\$17.50	\$17.50
Level 1 - year 2	\$11.93	\$10.56	\$13.77	\$13.77	\$13.77	\$18.36	\$18.36	\$18.36
Level 1 - year 3	\$12.31	\$10.89	\$14.21	\$14.21	\$14.21	\$18.94	\$18.94	\$18.94
Level 2 - year 1	\$12.45	\$11.02	\$14.37	\$14.37	\$14.37	\$19.16	\$19.16	\$19.16
Level 2 - year 2	\$12.69	\$11.22	\$14.64	\$14.64	\$14.64	\$19.52	\$19.52	\$19.52
Level 3	\$13.16	\$11.64	\$15.18	\$15.18	\$15.18	\$20.24	\$20.24	\$20.24
Call centre principal customer contact specialist	\$13.25	\$11.72	\$15.29	\$15.29	\$15.29	\$20.38	\$20.38	\$20.38
Level 4	\$13.82	\$12.22	\$15.95	\$15.95	\$15.95	\$21.26	\$21.26	\$21.26
Level 5	\$14.38	\$12.72	\$16.59	\$16.59	\$16.59	\$22.12	\$22.12	\$22.12
Call centre technical associate	\$15.74	\$13.93	\$18.17	\$18.17	\$18.17	\$24.22	\$24.22	\$24.22

Table 3 of 3

Classification	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours	Less than 10 hour break between shifts	Less than 8 hour break between shifts - change to shift
Level 1 - year 1	\$13.13	\$17.50	\$13.13	\$17.50	\$17.50	\$17.50
Level 1 - year 2	\$13.77	\$18.36	\$13.77	\$18.36	\$18.36	\$18.36
Level 1 - year 3	\$14.21	\$18.94	\$14.21	\$18.94	\$18.94	\$18.94
Level 2 - year 1	\$14.37	\$19.16	\$14.37	\$19.16	\$19.16	\$19.16
Level 2 - year 2	\$14.64	\$19.52	\$14.64	\$19.52	\$19.52	\$19.52
Level 3	\$15.18	\$20.24	\$15.18	\$20.24	\$20.24	\$20.24
Call centre principal customer contact specialist	\$15.29	\$20.38	\$15.29	\$20.38	\$20.38	\$20.38
Level 4	\$15.95	\$21.26	\$15.95	\$21.26	\$21.26	\$21.26
Level 5	\$16.59	\$22.12	\$16.59	\$22.12	\$22.12	\$22.12
Call centre technical associate	\$18.17	\$24.22	\$18.17	\$24.22	\$24.22	\$24.22

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	\$9.72	\$12.15	\$19.44	\$24.30	\$14.58	\$19.44	\$19.44	\$11.18
Level 1 - year 2	\$10.21	\$12.76	\$20.42	\$25.53	\$15.32	\$20.42	\$20.42	\$11.74
Level 1 - year 3	\$10.52	\$13.15	\$21.04	\$26.30	\$15.78	\$21.04	\$21.04	\$12.10
Level 2 - year 1	\$10.65	\$13.31	\$21.30	\$26.63	\$15.98	\$21.30	\$21.30	\$12.25
Level 2 - year 2	\$10.85	\$13.56	\$21.70	\$27.13	\$16.28	\$21.70	\$21.70	\$12.48
Level 3	\$11.25	\$14.06	\$22.50	\$28.13	\$16.88	\$22.50	\$22.50	\$12.94
Call centre principal customer contact specialist	\$11.33	\$14.16	\$22.66	\$28.33	\$17.00	\$22.66	\$22.66	\$13.03
Level 4	\$11.81	\$14.76	\$23.62	\$29.53	\$17.72	\$23.62	\$23.62	\$13.58
Level 5	\$12.29	\$15.36	\$24.58	\$30.73	\$18.44	\$24.58	\$24.58	\$14.13
Call centre technical associate	\$13.46	\$16.83	\$26.92	\$33.65	\$20.19	\$26.92	\$26.92	\$15.48

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker
Level 1 - year 1	\$12.64	\$11.18	\$14.58	\$14.58	\$14.58	\$19.44	\$19.44	\$19.44
Level 1 - year 2	\$13.27	\$11.74	\$15.32	\$15.32	\$15.32	\$20.42	\$20.42	\$20.42
Level 1 - year 3	\$13.68	\$12.10	\$15.78	\$15.78	\$15.78	\$21.04	\$21.04	\$21.04
Level 2 - year 1	\$13.85	\$12.25	\$15.98	\$15.98	\$15.98	\$21.30	\$21.30	\$21.30
Level 2 - year 2	\$14.11	\$12.48	\$16.28	\$16.28	\$16.28	\$21.70	\$21.70	\$21.70
Level 3	\$14.63	\$12.94	\$16.88	\$16.88	\$16.88	\$22.50	\$22.50	\$22.50
Call centre principal customer contact specialist	\$14.73	\$13.03	\$17.00	\$17.00	\$17.00	\$22.66	\$22.66	\$22.66
Level 4	\$15.35	\$13.58	\$17.72	\$17.72	\$17.72	\$23.62	\$23.62	\$23.62
Level 5	\$15.98	\$14.13	\$18.44	\$18.44	\$18.44	\$24.58	\$24.58	\$24.58
Call centre technical associate	\$17.50	\$15.48	\$20.19	\$20.19	\$20.19	\$26.92	\$26.92	\$26.92

Table 3 of 3

Classification	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours	Less than 10 hour break between shifts	Less than 8 hour break between shifts - change to shift
Level 1 - year 1	\$14.58	\$19.44	\$14.58	\$19.44	\$19.44	\$19.44
Level 1 - year 2	\$15.32	\$20.42	\$15.32	\$20.42	\$20.42	\$20.42
Level 1 - year 3	\$15.78	\$21.04	\$15.78	\$21.04	\$21.04	\$21.04
Level 2 - year 1	\$15.98	\$21.30	\$15.98	\$21.30	\$21.30	\$21.30
Level 2 - year 2	\$16.28	\$21.70	\$16.28	\$21.70	\$21.70	\$21.70
Level 3	\$16.88	\$22.50	\$16.88	\$22.50	\$22.50	\$22.50
Call centre principal customer contact specialist	\$17.00	\$22.66	\$17.00	\$22.66	\$22.66	\$22.66
Level 4	\$17.72	\$23.62	\$17.72	\$23.62	\$23.62	\$23.62
Level 5	\$18.44	\$24.58	\$18.44	\$24.58	\$24.58	\$24.58
Call centre technical associate	\$20.19	\$26.92	\$20.19	\$26.92	\$26.92	\$26.92

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	\$11.66	\$14.58	\$23.32	\$29.15	\$17.49	\$23.32	\$23.32	\$13.41
Level 1 - year 2	\$12.25	\$15.31	\$24.50	\$30.63	\$18.38	\$24.50	\$24.50	\$14.09
Level 1 - year 3	\$12.62	\$15.78	\$25.24	\$31.55	\$18.93	\$25.24	\$25.24	\$14.51
Level 2 - year 1	\$12.77	\$15.96	\$25.54	\$31.93	\$19.16	\$25.54	\$25.54	\$14.69
Level 2 - year 2	\$13.01	\$16.26	\$26.02	\$32.53	\$19.52	\$26.02	\$26.02	\$14.96
Level 3	\$13.49	\$16.86	\$26.98	\$33.73	\$20.24	\$26.98	\$26.98	\$15.51
Call centre principal customer contact specialist	\$13.59	\$16.99	\$27.18	\$33.98	\$20.39	\$27.18	\$27.18	\$15.63
Level 4	\$14.17	\$17.71	\$28.34	\$35.43	\$21.26	\$28.34	\$28.34	\$16.30
Level 5	\$14.74	\$18.43	\$29.48	\$36.85	\$22.11	\$29.48	\$29.48	\$16.95
Call centre technical associate	\$16.15	\$20.19	\$32.30	\$40.38	\$24.23	\$32.30	\$32.30	\$18.57

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker
Level 1 - year 1	\$15.16	\$13.41	\$17.49	\$17.49	\$17.49	\$23.32	\$23.32	\$23.32
Level 1 - year 2	\$15.93	\$14.09	\$18.38	\$18.38	\$18.38	\$24.50	\$24.50	\$24.50
Level 1 - year 3	\$16.41	\$14.51	\$18.93	\$18.93	\$18.93	\$25.24	\$25.24	\$25.24
Level 2 - year 1	\$16.60	\$14.69	\$19.16	\$19.16	\$19.16	\$25.54	\$25.54	\$25.54
Level 2 - year 2	\$16.91	\$14.96	\$19.52	\$19.52	\$19.52	\$26.02	\$26.02	\$26.02
Level 3	\$17.54	\$15.51	\$20.24	\$20.24	\$20.24	\$26.98	\$26.98	\$26.98
Call centre principal customer contact specialist	\$17.67	\$15.63	\$20.39	\$20.39	\$20.39	\$27.18	\$27.18	\$27.18
Level 4	\$18.42	\$16.30	\$21.26	\$21.26	\$21.26	\$28.34	\$28.34	\$28.34
Level 5	\$19.16	\$16.95	\$22.11	\$22.11	\$22.11	\$29.48	\$29.48	\$29.48
Call centre technical associate	\$21.00	\$18.57	\$24.23	\$24.23	\$24.23	\$32.30	\$32.30	\$32.30

Table 3 of 3

Classification	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours	Less than 10 hour break between shifts	Less than 8 hour break between shifts - change to shift
Level 1 - year 1	\$17.49	\$23.32	\$17.49	\$23.32	\$23.32	\$23.32
Level 1 - year 2	\$18.38	\$24.50	\$18.38	\$24.50	\$24.50	\$24.50
Level 1 - year 3	\$18.93	\$25.24	\$18.93	\$25.24	\$25.24	\$25.24
Level 2 - year 1	\$19.16	\$25.54	\$19.16	\$25.54	\$25.54	\$25.54
Level 2 - year 2	\$19.52	\$26.02	\$19.52	\$26.02	\$26.02	\$26.02
Level 3	\$20.24	\$26.98	\$20.24	\$26.98	\$26.98	\$26.98
Call centre principal customer contact specialist	\$20.39	\$27.18	\$20.39	\$27.18	\$27.18	\$27.18
Level 4	\$21.26	\$28.34	\$21.26	\$28.34	\$28.34	\$28.34
Level 5	\$22.11	\$29.48	\$22.11	\$29.48	\$29.48	\$29.48
Call centre technical associate	\$24.23	\$32.30	\$24.23	\$32.30	\$32.30	\$32.30

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	\$13.61	\$17.01	\$27.22	\$34.03	\$20.42	\$27.22	\$27.22	\$15.65
Level 1 - year 2	\$14.29	\$17.86	\$28.58	\$35.73	\$21.44	\$28.58	\$28.58	\$16.43
Level 1 - year 3	\$14.73	\$18.41	\$29.46	\$36.83	\$22.10	\$29.46	\$29.46	\$16.94
Level 2 - year 1	\$14.90	\$18.63	\$29.80	\$37.25	\$22.35	\$29.80	\$29.80	\$17.14
Level 2 - year 2	\$15.18	\$18.98	\$30.36	\$37.95	\$22.77	\$30.36	\$30.36	\$17.46
Level 3	\$15.74	\$19.68	\$31.48	\$39.35	\$23.61	\$31.48	\$31.48	\$18.10
Call centre principal customer contact specialist	\$15.86	\$19.83	\$31.72	\$39.65	\$23.79	\$31.72	\$31.72	\$18.24
Level 4	\$16.53	\$20.66	\$33.06	\$41.33	\$24.80	\$33.06	\$33.06	\$19.01
Level 5	\$17.20	\$21.50	\$34.40	\$43.00	\$25.80	\$34.40	\$34.40	\$19.78
Call centre technical associate	\$18.84	\$23.55	\$37.68	\$47.10	\$28.26	\$37.68	\$37.68	\$21.67

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker
Level 1 - year 1	\$17.69	\$15.65	\$20.42	\$20.42	\$20.42	\$27.22	\$27.22	\$27.22
Level 1 - year 2	\$18.58	\$16.43	\$21.44	\$21.44	\$21.44	\$28.58	\$28.58	\$28.58
Level 1 - year 3	\$19.15	\$16.94	\$22.10	\$22.10	\$22.10	\$29.46	\$29.46	\$29.46
Level 2 - year 1	\$19.37	\$17.14	\$22.35	\$22.35	\$22.35	\$29.80	\$29.80	\$29.80
Level 2 - year 2	\$19.73	\$17.46	\$22.77	\$22.77	\$22.77	\$30.36	\$30.36	\$30.36
Level 3	\$20.46	\$18.10	\$23.61	\$23.61	\$23.61	\$31.48	\$31.48	\$31.48
Call centre principal customer contact specialist	\$20.62	\$18.24	\$23.79	\$23.79	\$23.79	\$31.72	\$31.72	\$31.72
Level 4	\$21.49	\$19.01	\$24.80	\$24.80	\$24.80	\$33.06	\$33.06	\$33.06
Level 5	\$22.36	\$19.78	\$25.80	\$25.80	\$25.80	\$34.40	\$34.40	\$34.40
Call centre technical associate	\$24.49	\$21.67	\$28.26	\$28.26	\$28.26	\$37.68	\$37.68	\$37.68

Table 3 of 3

Classification	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours	Less than 10 hour break between shifts	Less than 8 hour break between shifts - change to shift
Level 1 - year 1	\$20.42	\$27.22	\$20.42	\$27.22	\$27.22	\$27.22
Level 1 - year 2	\$21.44	\$28.58	\$21.44	\$28.58	\$28.58	\$28.58
Level 1 - year 3	\$22.10	\$29.46	\$22.10	\$29.46	\$29.46	\$29.46
Level 2 - year 1	\$22.35	\$29.80	\$22.35	\$29.80	\$29.80	\$29.80
Level 2 - year 2	\$22.77	\$30.36	\$22.77	\$30.36	\$30.36	\$30.36
Level 3	\$23.61	\$31.48	\$23.61	\$31.48	\$31.48	\$31.48
Call centre principal customer contact specialist	\$23.79	\$31.72	\$23.79	\$31.72	\$31.72	\$31.72
Level 4	\$24.80	\$33.06	\$24.80	\$33.06	\$33.06	\$33.06
Level 5	\$25.80	\$34.40	\$25.80	\$34.40	\$34.40	\$34.40
Call centre technical associate	\$28.26	\$37.68	\$28.26	\$37.68	\$37.68	\$37.68

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	\$15.55	\$19.44	\$31.10	\$38.88	\$23.33	\$31.10	\$31.10	\$17.88
Level 1 - year 2	\$16.33	\$20.41	\$32.66	\$40.83	\$24.50	\$32.66	\$32.66	\$18.78
Level 1 - year 3	\$16.83	\$21.04	\$33.66	\$42.08	\$25.25	\$33.66	\$33.66	\$19.35
Level 2 - year 1	\$17.03	\$21.29	\$34.06	\$42.58	\$25.55	\$34.06	\$34.06	\$19.58
Level 2 - year 2	\$17.35	\$21.69	\$34.70	\$43.38	\$26.03	\$34.70	\$34.70	\$19.95
Level 3	\$17.99	\$22.49	\$35.98	\$44.98	\$26.99	\$35.98	\$35.98	\$20.69
Call centre principal customer contact specialist	\$18.12	\$22.65	\$36.24	\$45.30	\$27.18	\$36.24	\$36.24	\$20.84
Level 4	\$18.90	\$23.63	\$37.80	\$47.25	\$28.35	\$37.80	\$37.80	\$21.74
Level 5	\$19.66	\$24.58	\$39.32	\$49.15	\$29.49	\$39.32	\$39.32	\$22.61
Call centre technical associate	\$21.54	\$26.93	\$43.08	\$53.85	\$32.31	\$43.08	\$43.08	\$24.77

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker
Level 1 - year 1	\$20.22	\$17.88	\$23.33	\$23.33	\$23.33	\$31.10	\$31.10	\$31.10
Level 1 - year 2	\$21.23	\$18.78	\$24.50	\$24.50	\$24.50	\$32.66	\$32.66	\$32.66
Level 1 - year 3	\$21.88	\$19.35	\$25.25	\$25.25	\$25.25	\$33.66	\$33.66	\$33.66
Level 2 - year 1	\$22.14	\$19.58	\$25.55	\$25.55	\$25.55	\$34.06	\$34.06	\$34.06
Level 2 - year 2	\$22.56	\$19.95	\$26.03	\$26.03	\$26.03	\$34.70	\$34.70	\$34.70
Level 3	\$23.39	\$20.69	\$26.99	\$26.99	\$26.99	\$35.98	\$35.98	\$35.98
Call centre principal customer contact specialist	\$23.56	\$20.84	\$27.18	\$27.18	\$27.18	\$36.24	\$36.24	\$36.24
Level 4	\$24.57	\$21.74	\$28.35	\$28.35	\$28.35	\$37.80	\$37.80	\$37.80
Level 5	\$25.56	\$22.61	\$29.49	\$29.49	\$29.49	\$39.32	\$39.32	\$39.32
Call centre technical associate	\$28.00	\$24.77	\$32.31	\$32.31	\$32.31	\$43.08	\$43.08	\$43.08

Table 3 of 3

Classification	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours	Less than 10 hour break between shifts	Less than 8 hour break between shifts - change to shift
Level 1 - year 1	\$23.33	\$31.10	\$23.33	\$31.10	\$31.10	\$31.10
Level 1 - year 2	\$24.50	\$32.66	\$24.50	\$32.66	\$32.66	\$32.66
Level 1 - year 3	\$25.25	\$33.66	\$25.25	\$33.66	\$33.66	\$33.66
Level 2 - year 1	\$25.55	\$34.06	\$25.55	\$34.06	\$34.06	\$34.06
Level 2 - year 2	\$26.03	\$34.70	\$26.03	\$34.70	\$34.70	\$34.70
Level 3	\$26.99	\$35.98	\$26.99	\$35.98	\$35.98	\$35.98
Call centre principal customer contact specialist	\$27.18	\$36.24	\$27.18	\$36.24	\$36.24	\$36.24
Level 4	\$28.35	\$37.80	\$28.35	\$37.80	\$37.80	\$37.80
Level 5	\$29.49	\$39.32	\$29.49	\$39.32	\$39.32	\$39.32
Call centre technical associate	\$32.31	\$43.08	\$32.31	\$43.08	\$43.08	\$43.08

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	\$17.50	\$21.88	\$35.00	\$43.75	\$26.25	\$35.00	\$35.00	\$20.13
Level 1 - year 2	\$18.37	\$22.96	\$36.74	\$45.93	\$27.56	\$36.74	\$36.74	\$21.13
Level 1 - year 3	\$18.94	\$23.68	\$37.88	\$47.35	\$28.41	\$37.88	\$37.88	\$21.78
Level 2 - year 1	\$19.16	\$23.95	\$38.32	\$47.90	\$28.74	\$38.32	\$38.32	\$22.03
Level 2 - year 2	\$19.52	\$24.40	\$39.04	\$48.80	\$29.28	\$39.04	\$39.04	\$22.45
Level 3	\$20.24	\$25.30	\$40.48	\$50.60	\$30.36	\$40.48	\$40.48	\$23.28
Call centre principal customer contact specialist	\$20.39	\$25.49	\$40.78	\$50.98	\$30.59	\$40.78	\$40.78	\$23.45
Level 4	\$21.26	\$26.58	\$42.52	\$53.15	\$31.89	\$42.52	\$42.52	\$24.45
Level 5	\$22.11	\$27.64	\$44.22	\$55.28	\$33.17	\$44.22	\$44.22	\$25.43
Call centre technical associate	\$24.23	\$30.29	\$48.46	\$60.58	\$36.35	\$48.46	\$48.46	\$27.86

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker
Level 1 - year 1	\$22.75	\$20.13	\$26.25	\$26.25	\$26.25	\$35.00	\$35.00	\$35.00
Level 1 - year 2	\$23.88	\$21.13	\$27.56	\$27.56	\$27.56	\$36.74	\$36.74	\$36.74
Level 1 - year 3	\$24.62	\$21.78	\$28.41	\$28.41	\$28.41	\$37.88	\$37.88	\$37.88
Level 2 - year 1	\$24.91	\$22.03	\$28.74	\$28.74	\$28.74	\$38.32	\$38.32	\$38.32
Level 2 - year 2	\$25.38	\$22.45	\$29.28	\$29.28	\$29.28	\$39.04	\$39.04	\$39.04
Level 3	\$26.31	\$23.28	\$30.36	\$30.36	\$30.36	\$40.48	\$40.48	\$40.48
Call centre principal customer contact specialist	\$26.51	\$23.45	\$30.59	\$30.59	\$30.59	\$40.78	\$40.78	\$40.78
Level 4	\$27.64	\$24.45	\$31.89	\$31.89	\$31.89	\$42.52	\$42.52	\$42.52
Level 5	\$28.74	\$25.43	\$33.17	\$33.17	\$33.17	\$44.22	\$44.22	\$44.22
Call centre technical associate	\$31.50	\$27.86	\$36.35	\$36.35	\$36.35	\$48.46	\$48.46	\$48.46

Table 3 of 3

Classification	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours	Less than 10 hour break between shifts	Less than 8 hour break between shifts - change to shift
Level 1 - year 1	\$26.25	\$35.00	\$26.25	\$35.00	\$35.00	\$35.00
Level 1 - year 2	\$27.56	\$36.74	\$27.56	\$36.74	\$36.74	\$36.74
Level 1 - year 3	\$28.41	\$37.88	\$28.41	\$37.88	\$37.88	\$37.88
Level 2 - year 1	\$28.74	\$38.32	\$28.74	\$38.32	\$38.32	\$38.32
Level 2 - year 2	\$29.28	\$39.04	\$29.28	\$39.04	\$39.04	\$39.04
Level 3	\$30.36	\$40.48	\$30.36	\$40.48	\$40.48	\$40.48
Call centre principal customer contact specialist	\$30.59	\$40.78	\$30.59	\$40.78	\$40.78	\$40.78
Level 4	\$31.89	\$42.52	\$31.89	\$42.52	\$42.52	\$42.52
Level 5	\$33.17	\$44.22	\$33.17	\$44.22	\$44.22	\$44.22
Call centre technical associate	\$36.35	\$48.46	\$36.35	\$48.46	\$48.46	\$48.46

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	\$10.94	\$13.13	\$19.69	\$24.06	\$15.31	\$19.69	\$19.69	\$12.25
Level 1 - year 2	\$11.48	\$13.77	\$20.66	\$25.25	\$16.07	\$20.66	\$20.66	\$12.85
Level 1 - year 3	\$11.84	\$14.21	\$21.31	\$26.04	\$16.57	\$21.31	\$21.31	\$13.26
Level 2 - year 1	\$11.98	\$14.37	\$21.56	\$26.35	\$16.77	\$21.56	\$21.56	\$13.41
Level 2 - year 2	\$12.20	\$14.64	\$21.96	\$26.84	\$17.08	\$21.96	\$21.96	\$13.66
Level 3	\$12.65	\$15.18	\$22.77	\$27.83	\$17.71	\$22.77	\$22.77	\$14.17
Call centre principal customer contact specialist	\$12.74	\$15.29	\$22.93	\$28.02	\$17.83	\$22.93	\$22.93	\$14.27
Level 4	\$13.29	\$15.95	\$23.92	\$29.23	\$18.60	\$23.92	\$23.92	\$14.88
Level 5	\$13.83	\$16.59	\$24.89	\$30.42	\$19.36	\$24.89	\$24.89	\$15.48
Call centre technical associate	\$15.14	\$18.17	\$27.25	\$33.30	\$21.19	\$27.25	\$27.25	\$16.95

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker
Level 1 - year 1	\$13.56	\$12.25	\$15.31	\$15.31	\$15.31	\$19.69	\$19.69	\$19.69
Level 1 - year 2	\$14.23	\$12.85	\$16.07	\$16.07	\$16.07	\$20.66	\$20.66	\$20.66
Level 1 - year 3	\$14.68	\$13.26	\$16.57	\$16.57	\$16.57	\$21.31	\$21.31	\$21.31
Level 2 - year 1	\$14.85	\$13.41	\$16.77	\$16.77	\$16.77	\$21.56	\$21.56	\$21.56
Level 2 - year 2	\$15.13	\$13.66	\$17.08	\$17.08	\$17.08	\$21.96	\$21.96	\$21.96
Level 3	\$15.69	\$14.17	\$17.71	\$17.71	\$17.71	\$22.77	\$22.77	\$22.77
Call centre principal customer contact specialist	\$15.79	\$14.27	\$17.83	\$17.83	\$17.83	\$22.93	\$22.93	\$22.93
Level 4	\$16.48	\$14.88	\$18.60	\$18.60	\$18.60	\$23.92	\$23.92	\$23.92
Level 5	\$17.14	\$15.48	\$19.36	\$19.36	\$19.36	\$24.89	\$24.89	\$24.89
Call centre technical associate	\$18.77	\$16.95	\$21.19	\$21.19	\$21.19	\$27.25	\$27.25	\$27.25

Table 3 of 3

Classification	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$15.31	\$19.69	\$15.31	\$19.69
Level 1 - year 2	\$16.07	\$20.66	\$16.07	\$20.66
Level 1 - year 3	\$16.57	\$21.31	\$16.57	\$21.31
Level 2 - year 1	\$16.77	\$21.56	\$16.77	\$21.56
Level 2 - year 2	\$17.08	\$21.96	\$17.08	\$21.96
Level 3	\$17.71	\$22.77	\$17.71	\$22.77
Call centre principal customer contact specialist	\$17.83	\$22.93	\$17.83	\$22.93
Level 4	\$18.60	\$23.92	\$18.60	\$23.92
Level 5	\$19.36	\$24.89	\$19.36	\$24.89
Call centre technical associate	\$21.19	\$27.25	\$21.19	\$27.25

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	\$12.15	\$14.58	\$21.87	\$26.73	\$17.01	\$21.87	\$21.87	\$13.61
Level 1 - year 2	\$12.76	\$15.32	\$22.97	\$28.08	\$17.87	\$22.97	\$22.97	\$14.29
Level 1 - year 3	\$13.15	\$15.78	\$23.67	\$28.93	\$18.41	\$23.67	\$23.67	\$14.73
Level 2 - year 1	\$13.31	\$15.98	\$23.96	\$29.29	\$18.64	\$23.96	\$23.96	\$14.91
Level 2 - year 2	\$13.56	\$16.28	\$24.41	\$29.84	\$18.99	\$24.41	\$24.41	\$15.19
Level 3	\$14.06	\$16.88	\$25.31	\$30.94	\$19.69	\$25.31	\$25.31	\$15.75
Call centre principal customer contact specialist	\$14.16	\$17.00	\$25.49	\$31.16	\$19.83	\$25.49	\$25.49	\$15.86
Level 4	\$14.76	\$17.72	\$26.57	\$32.48	\$20.67	\$26.57	\$26.57	\$16.53
Level 5	\$15.36	\$18.44	\$27.65	\$33.80	\$21.51	\$27.65	\$27.65	\$17.21
Call centre technical associate	\$16.83	\$20.19	\$30.29	\$37.02	\$23.56	\$30.29	\$30.29	\$18.84

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker
Level 1 - year 1	\$15.07	\$13.61	\$17.01	\$17.01	\$17.01	\$21.87	\$21.87	\$21.87
Level 1 - year 2	\$15.83	\$14.29	\$17.87	\$17.87	\$17.87	\$22.97	\$22.97	\$22.97
Level 1 - year 3	\$16.31	\$14.73	\$18.41	\$18.41	\$18.41	\$23.67	\$23.67	\$23.67
Level 2 - year 1	\$16.51	\$14.91	\$18.64	\$18.64	\$18.64	\$23.96	\$23.96	\$23.96
Level 2 - year 2	\$16.82	\$15.19	\$18.99	\$18.99	\$18.99	\$24.41	\$24.41	\$24.41
Level 3	\$17.44	\$15.75	\$19.69	\$19.69	\$19.69	\$25.31	\$25.31	\$25.31
Call centre principal customer contact specialist	\$17.56	\$15.86	\$19.83	\$19.83	\$19.83	\$25.49	\$25.49	\$25.49
Level 4	\$18.31	\$16.53	\$20.67	\$20.67	\$20.67	\$26.57	\$26.57	\$26.57
Level 5	\$19.05	\$17.21	\$21.51	\$21.51	\$21.51	\$27.65	\$27.65	\$27.65
Call centre technical associate	\$20.86	\$18.84	\$23.56	\$23.56	\$23.56	\$30.29	\$30.29	\$30.29

Table 3 of 3

Classification	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$17.01	\$21.87	\$17.01	\$21.87
Level 1 - year 2	\$17.87	\$22.97	\$17.87	\$22.97
Level 1 - year 3	\$18.41	\$23.67	\$18.41	\$23.67
Level 2 - year 1	\$18.64	\$23.96	\$18.64	\$23.96
Level 2 - year 2	\$18.99	\$24.41	\$18.99	\$24.41
Level 3	\$19.69	\$25.31	\$19.69	\$25.31
Call centre principal customer contact specialist	\$19.83	\$25.49	\$19.83	\$25.49
Level 4	\$20.67	\$26.57	\$20.67	\$26.57
Level 5	\$21.51	\$27.65	\$21.51	\$27.65
Call centre technical associate	\$23.56	\$30.29	\$23.56	\$30.29

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	\$14.58	\$17.49	\$26.24	\$32.07	\$20.41	\$26.24	\$26.24	\$16.32
Level 1 - year 2	\$15.31	\$18.38	\$27.56	\$33.69	\$21.44	\$27.56	\$27.56	\$17.15
Level 1 - year 3	\$15.78	\$18.93	\$28.40	\$34.71	\$22.09	\$28.40	\$28.40	\$17.67
Level 2 - year 1	\$15.96	\$19.16	\$28.73	\$35.12	\$22.35	\$28.73	\$28.73	\$17.88
Level 2 - year 2	\$16.26	\$19.52	\$29.27	\$35.78	\$22.77	\$29.27	\$29.27	\$18.21
Level 3	\$16.86	\$20.24	\$30.35	\$37.10	\$23.61	\$30.35	\$30.35	\$18.89
Call centre principal customer contact specialist	\$16.99	\$20.39	\$30.58	\$37.37	\$23.78	\$30.58	\$30.58	\$19.03
Level 4	\$17.71	\$21.26	\$31.88	\$38.97	\$24.80	\$31.88	\$31.88	\$19.84
Level 5	\$18.43	\$22.11	\$33.17	\$40.54	\$25.80	\$33.17	\$33.17	\$20.64
Call centre technical associate	\$20.19	\$24.23	\$36.34	\$44.41	\$28.26	\$36.34	\$36.34	\$22.61

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker
Level 1 - year 1	\$18.07	\$16.32	\$20.41	\$20.41	\$20.41	\$26.24	\$26.24	\$26.24
Level 1 - year 2	\$18.99	\$17.15	\$21.44	\$21.44	\$21.44	\$27.56	\$27.56	\$27.56
Level 1 - year 3	\$19.56	\$17.67	\$22.09	\$22.09	\$22.09	\$28.40	\$28.40	\$28.40
Level 2 - year 1	\$19.79	\$17.88	\$22.35	\$22.35	\$22.35	\$28.73	\$28.73	\$28.73
Level 2 - year 2	\$20.17	\$18.21	\$22.77	\$22.77	\$22.77	\$29.27	\$29.27	\$29.27
Level 3	\$20.91	\$18.89	\$23.61	\$23.61	\$23.61	\$30.35	\$30.35	\$30.35
Call centre principal customer contact specialist	\$21.06	\$19.03	\$23.78	\$23.78	\$23.78	\$30.58	\$30.58	\$30.58
Level 4	\$21.96	\$19.84	\$24.80	\$24.80	\$24.80	\$31.88	\$31.88	\$31.88
Level 5	\$22.85	\$20.64	\$25.80	\$25.80	\$25.80	\$33.17	\$33.17	\$33.17
Call centre technical associate	\$25.03	\$22.61	\$28.26	\$28.26	\$28.26	\$36.34	\$36.34	\$36.34

Table 3 of 3

Classification	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$20.41	\$26.24	\$20.41	\$26.24
Level 1 - year 2	\$21.44	\$27.56	\$21.44	\$27.56
Level 1 - year 3	\$22.09	\$28.40	\$22.09	\$28.40
Level 2 - year 1	\$22.35	\$28.73	\$22.35	\$28.73
Level 2 - year 2	\$22.77	\$29.27	\$22.77	\$29.27
Level 3	\$23.61	\$30.35	\$23.61	\$30.35
Call centre principal customer contact specialist	\$23.78	\$30.58	\$23.78	\$30.58
Level 4	\$24.80	\$31.88	\$24.80	\$31.88
Level 5	\$25.80	\$33.17	\$25.80	\$33.17
Call centre technical associate	\$28.26	\$36.34	\$28.26	\$36.34

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	\$17.01	\$20.42	\$30.62	\$37.43	\$23.82	\$30.62	\$30.62	\$19.05
Level 1 - year 2	\$17.86	\$21.44	\$32.15	\$39.30	\$25.01	\$32.15	\$32.15	\$20.01
Level 1 - year 3	\$18.41	\$22.10	\$33.14	\$40.51	\$25.78	\$33.14	\$33.14	\$20.62
Level 2 - year 1	\$18.63	\$22.35	\$33.53	\$40.98	\$26.08	\$33.53	\$33.53	\$20.86
Level 2 - year 2	\$18.98	\$22.77	\$34.16	\$41.75	\$26.57	\$34.16	\$34.16	\$21.25
Level 3	\$19.68	\$23.61	\$35.42	\$43.29	\$27.55	\$35.42	\$35.42	\$22.04
Call centre principal customer contact specialist	\$19.83	\$23.79	\$35.69	\$43.62	\$27.76	\$35.69	\$35.69	\$22.20
Level 4	\$20.66	\$24.80	\$37.19	\$45.46	\$28.93	\$37.19	\$37.19	\$23.14
Level 5	\$21.50	\$25.80	\$38.70	\$47.30	\$30.10	\$38.70	\$38.70	\$24.08
Call centre technical associate	\$23.55	\$28.26	\$42.39	\$51.81	\$32.97	\$42.39	\$42.39	\$26.38

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker
Level 1 - year 1	\$21.10	\$19.05	\$23.82	\$23.82	\$23.82	\$30.62	\$30.62	\$30.62
Level 1 - year 2	\$22.15	\$20.01	\$25.01	\$25.01	\$25.01	\$32.15	\$32.15	\$32.15
Level 1 - year 3	\$22.83	\$20.62	\$25.78	\$25.78	\$25.78	\$33.14	\$33.14	\$33.14
Level 2 - year 1	\$23.10	\$20.86	\$26.08	\$26.08	\$26.08	\$33.53	\$33.53	\$33.53
Level 2 - year 2	\$23.53	\$21.25	\$26.57	\$26.57	\$26.57	\$34.16	\$34.16	\$34.16
Level 3	\$24.40	\$22.04	\$27.55	\$27.55	\$27.55	\$35.42	\$35.42	\$35.42
Call centre principal customer contact specialist	\$24.58	\$22.20	\$27.76	\$27.76	\$27.76	\$35.69	\$35.69	\$35.69
Level 4	\$25.62	\$23.14	\$28.93	\$28.93	\$28.93	\$37.19	\$37.19	\$37.19
Level 5	\$26.66	\$24.08	\$30.10	\$30.10	\$30.10	\$38.70	\$38.70	\$38.70
Call centre technical associate	\$29.20	\$26.38	\$32.97	\$32.97	\$32.97	\$42.39	\$42.39	\$42.39

Table 3 of 3

Classification	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$23.82	\$30.62	\$23.82	\$30.62
Level 1 - year 2	\$25.01	\$32.15	\$25.01	\$32.15
Level 1 - year 3	\$25.78	\$33.14	\$25.78	\$33.14
Level 2 - year 1	\$26.08	\$33.53	\$26.08	\$33.53
Level 2 - year 2	\$26.57	\$34.16	\$26.57	\$34.16
Level 3	\$27.55	\$35.42	\$27.55	\$35.42
Call centre principal customer contact specialist	\$27.76	\$35.69	\$27.76	\$35.69
Level 4	\$28.93	\$37.19	\$28.93	\$37.19
Level 5	\$30.10	\$38.70	\$30.10	\$38.70
Call centre technical associate	\$32.97	\$42.39	\$32.97	\$42.39

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	\$19.44	\$23.33	\$34.99	\$42.76	\$27.21	\$34.99	\$34.99	\$21.77
Level 1 - year 2	\$20.41	\$24.50	\$36.74	\$44.91	\$28.58	\$36.74	\$36.74	\$22.86
Level 1 - year 3	\$21.04	\$25.25	\$37.87	\$46.28	\$29.45	\$37.87	\$37.87	\$23.56
Level 2 - year 1	\$21.29	\$25.55	\$38.32	\$46.83	\$29.80	\$38.32	\$38.32	\$23.84
Level 2 - year 2	\$21.69	\$26.03	\$39.04	\$47.71	\$30.36	\$39.04	\$39.04	\$24.29
Level 3	\$22.49	\$26.99	\$40.48	\$49.47	\$31.48	\$40.48	\$40.48	\$25.19
Call centre principal customer contact specialist	\$22.65	\$27.18	\$40.77	\$49.83	\$31.71	\$40.77	\$40.77	\$25.37
Level 4	\$23.63	\$28.35	\$42.53	\$51.98	\$33.08	\$42.53	\$42.53	\$26.46
Level 5	\$24.58	\$29.49	\$44.24	\$54.07	\$34.41	\$44.24	\$44.24	\$27.52
Call centre technical associate	\$26.93	\$32.31	\$48.47	\$59.24	\$37.70	\$48.47	\$48.47	\$30.16

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker
Level 1 - year 1	\$24.10	\$21.77	\$27.21	\$27.21	\$27.21	\$34.99	\$34.99	\$34.99
Level 1 - year 2	\$25.31	\$22.86	\$28.58	\$28.58	\$28.58	\$36.74	\$36.74	\$36.74
Level 1 - year 3	\$26.09	\$23.56	\$29.45	\$29.45	\$29.45	\$37.87	\$37.87	\$37.87
Level 2 - year 1	\$26.40	\$23.84	\$29.80	\$29.80	\$29.80	\$38.32	\$38.32	\$38.32
Level 2 - year 2	\$26.89	\$24.29	\$30.36	\$30.36	\$30.36	\$39.04	\$39.04	\$39.04
Level 3	\$27.88	\$25.19	\$31.48	\$31.48	\$31.48	\$40.48	\$40.48	\$40.48
Call centre principal customer contact specialist	\$28.09	\$25.37	\$31.71	\$31.71	\$31.71	\$40.77	\$40.77	\$40.77
Level 4	\$29.30	\$26.46	\$33.08	\$33.08	\$33.08	\$42.53	\$42.53	\$42.53
Level 5	\$30.47	\$27.52	\$34.41	\$34.41	\$34.41	\$44.24	\$44.24	\$44.24
Call centre technical associate	\$33.39	\$30.16	\$37.70	\$37.70	\$37.70	\$48.47	\$48.47	\$48.47

Table 3 of 3

Classification	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$27.21	\$34.99	\$27.21	\$34.99
Level 1 - year 2	\$28.58	\$36.74	\$28.58	\$36.74
Level 1 - year 3	\$29.45	\$37.87	\$29.45	\$37.87
Level 2 - year 1	\$29.80	\$38.32	\$29.80	\$38.32
Level 2 - year 2	\$30.36	\$39.04	\$30.36	\$39.04
Level 3	\$31.48	\$40.48	\$31.48	\$40.48
Call centre principal customer contact specialist	\$31.71	\$40.77	\$31.71	\$40.77
Level 4	\$33.08	\$42.53	\$33.08	\$42.53
Level 5	\$34.41	\$44.24	\$34.41	\$44.24
Call centre technical associate	\$37.70	\$48.47	\$37.70	\$48.47

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	\$21.88	\$26.25	\$39.38	\$48.13	\$30.63	\$39.38	\$39.38	\$24.50
Level 1 - year 2	\$22.96	\$27.56	\$41.33	\$50.52	\$32.15	\$41.33	\$41.33	\$25.72
Level 1 - year 3	\$23.68	\$28.41	\$42.62	\$52.09	\$33.15	\$42.62	\$42.62	\$26.52
Level 2 - year 1	\$23.95	\$28.74	\$43.11	\$52.69	\$33.53	\$43.11	\$43.11	\$26.82
Level 2 - year 2	\$24.40	\$29.28	\$43.92	\$53.68	\$34.16	\$43.92	\$43.92	\$27.33
Level 3	\$25.30	\$30.36	\$45.54	\$55.66	\$35.42	\$45.54	\$45.54	\$28.34
Call centre principal customer contact specialist	\$25.49	\$30.59	\$45.88	\$56.07	\$35.68	\$45.88	\$45.88	\$28.55
Level 4	\$26.58	\$31.89	\$47.84	\$58.47	\$37.21	\$47.84	\$47.84	\$29.76
Level 5	\$27.64	\$33.17	\$49.75	\$60.80	\$38.69	\$49.75	\$49.75	\$30.95
Call centre technical associate	\$30.29	\$36.35	\$54.52	\$66.63	\$42.40	\$54.52	\$54.52	\$33.92

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker
Level 1 - year 1	\$27.13	\$24.50	\$30.63	\$30.63	\$30.63	\$39.38	\$39.38	\$39.38
Level 1 - year 2	\$28.47	\$25.72	\$32.15	\$32.15	\$32.15	\$41.33	\$41.33	\$41.33
Level 1 - year 3	\$29.36	\$26.52	\$33.15	\$33.15	\$33.15	\$42.62	\$42.62	\$42.62
Level 2 - year 1	\$29.70	\$26.82	\$33.53	\$33.53	\$33.53	\$43.11	\$43.11	\$43.11
Level 2 - year 2	\$30.26	\$27.33	\$34.16	\$34.16	\$34.16	\$43.92	\$43.92	\$43.92
Level 3	\$31.37	\$28.34	\$35.42	\$35.42	\$35.42	\$45.54	\$45.54	\$45.54
Call centre principal customer contact specialist	\$31.60	\$28.55	\$35.68	\$35.68	\$35.68	\$45.88	\$45.88	\$45.88
Level 4	\$32.95	\$29.76	\$37.21	\$37.21	\$37.21	\$47.84	\$47.84	\$47.84
Level 5	\$34.27	\$30.95	\$38.69	\$38.69	\$38.69	\$49.75	\$49.75	\$49.75
Call centre technical associate	\$37.56	\$33.92	\$42.40	\$42.40	\$42.40	\$54.52	\$54.52	\$54.52

Table 3 of 3

Classification	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$30.63	\$39.38	\$30.63	\$39.38
Level 1 - year 2	\$32.15	\$41.33	\$32.15	\$41.33
Level 1 - year 3	\$33.15	\$42.62	\$33.15	\$42.62
Level 2 - year 1	\$33.53	\$43.11	\$33.53	\$43.11
Level 2 - year 2	\$34.16	\$43.92	\$34.16	\$43.92
Level 3	\$35.42	\$45.54	\$35.42	\$45.54
Call centre principal customer contact specialist	\$35.68	\$45.88	\$35.68	\$45.88
Level 4	\$37.21	\$47.84	\$37.21	\$47.84
Level 5	\$38.69	\$49.75	\$38.69	\$49.75
Call centre technical associate	\$42.40	\$54.52	\$42.40	\$54.52

Allowances

Allowances	Rate
First aid allowance	\$12.14 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	\$15.14 for a meal and \$12.12 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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