



Fair Work
OMBUDSMAN

Pay Guide - Clerks - Private Sector Award

[MA000002]

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Pay rates for this award will change from 01 November 2020. The rates in this guide apply from the first full pay period on or after 29 May 2020.

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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	\$787.60	\$20.73	\$25.91	\$41.46	\$51.83	\$31.10	\$41.46	\$41.46
Level 1 - year 2	\$826.60	\$21.75	\$27.19	\$43.50	\$54.38	\$32.63	\$43.50	\$43.50
Level 1 - year 3	\$852.40	\$22.43	\$28.04	\$44.86	\$56.08	\$33.65	\$44.86	\$44.86
Level 2 - year 1	\$862.50	\$22.70	\$28.38	\$45.40	\$56.75	\$34.05	\$45.40	\$45.40
Level 2 - year 2	\$878.50	\$23.12	\$28.90	\$46.24	\$57.80	\$34.68	\$46.24	\$46.24
Level 3	\$911.00	\$23.97	\$29.96	\$47.94	\$59.93	\$35.96	\$47.94	\$47.94
Call centre principal customer contact specialist	\$917.40	\$24.14	\$30.18	\$48.28	\$60.35	\$36.21	\$48.28	\$48.28
Level 4	\$956.70	\$25.18	\$31.48	\$50.36	\$62.95	\$37.77	\$50.36	\$50.36
Level 5	\$995.50	\$26.20	\$32.75	\$52.40	\$65.50	\$39.30	\$52.40	\$52.40
Call centre technical associate	\$1,090.50	\$28.70	\$35.88	\$57.40	\$71.75	\$43.05	\$57.40	\$57.40

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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	\$23.84	\$26.95	\$23.84	\$31.10	\$31.10	\$31.10	\$41.46	\$41.46
Level 1 - year 2	\$25.01	\$28.28	\$25.01	\$32.63	\$32.63	\$32.63	\$43.50	\$43.50
Level 1 - year 3	\$25.79	\$29.16	\$25.79	\$33.65	\$33.65	\$33.65	\$44.86	\$44.86
Level 2 - year 1	\$26.11	\$29.51	\$26.11	\$34.05	\$34.05	\$34.05	\$45.40	\$45.40
Level 2 - year 2	\$26.59	\$30.06	\$26.59	\$34.68	\$34.68	\$34.68	\$46.24	\$46.24
Level 3	\$27.57	\$31.16	\$27.57	\$35.96	\$35.96	\$35.96	\$47.94	\$47.94
Call centre principal customer contact specialist	\$27.76	\$31.38	\$27.76	\$36.21	\$36.21	\$36.21	\$48.28	\$48.28
Level 4	\$28.96	\$32.73	\$28.96	\$37.77	\$37.77	\$37.77	\$50.36	\$50.36
Level 5	\$30.13	\$34.06	\$30.13	\$39.30	\$39.30	\$39.30	\$52.40	\$52.40
Call centre technical associate	\$33.01	\$37.31	\$33.01	\$43.05	\$43.05	\$43.05	\$57.40	\$57.40

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	\$41.46	\$31.10	\$41.46	\$31.10	\$41.46	\$41.46	\$41.46
Level 1 - year 2	\$43.50	\$32.63	\$43.50	\$32.63	\$43.50	\$43.50	\$43.50
Level 1 - year 3	\$44.86	\$33.65	\$44.86	\$33.65	\$44.86	\$44.86	\$44.86
Level 2 - year 1	\$45.40	\$34.05	\$45.40	\$34.05	\$45.40	\$45.40	\$45.40
Level 2 - year 2	\$46.24	\$34.68	\$46.24	\$34.68	\$46.24	\$46.24	\$46.24
Level 3	\$47.94	\$35.96	\$47.94	\$35.96	\$47.94	\$47.94	\$47.94
Call centre principal customer contact specialist	\$48.28	\$36.21	\$48.28	\$36.21	\$48.28	\$48.28	\$48.28
Level 4	\$50.36	\$37.77	\$50.36	\$37.77	\$50.36	\$50.36	\$50.36
Level 5	\$52.40	\$39.30	\$52.40	\$39.30	\$52.40	\$52.40	\$52.40
Call centre technical associate	\$57.40	\$43.05	\$57.40	\$43.05	\$57.40	\$57.40	\$57.40

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	\$25.91	\$31.10	\$46.64	\$57.01	\$36.28	\$46.64	\$46.64	\$29.02
Level 1 - year 2	\$27.19	\$32.63	\$48.94	\$59.81	\$38.06	\$48.94	\$48.94	\$30.45
Level 1 - year 3	\$28.04	\$33.65	\$50.47	\$61.68	\$39.25	\$50.47	\$50.47	\$31.40
Level 2 - year 1	\$28.38	\$34.05	\$51.08	\$62.43	\$39.73	\$51.08	\$51.08	\$31.78
Level 2 - year 2	\$28.90	\$34.68	\$52.02	\$63.58	\$40.46	\$52.02	\$52.02	\$32.37
Level 3	\$29.96	\$35.96	\$53.93	\$65.92	\$41.95	\$53.93	\$53.93	\$33.56
Call centre principal customer contact specialist	\$30.18	\$36.21	\$54.32	\$66.39	\$42.25	\$54.32	\$54.32	\$33.80
Level 4	\$31.48	\$37.77	\$56.66	\$69.25	\$44.07	\$56.66	\$56.66	\$35.25
Level 5	\$32.75	\$39.30	\$58.95	\$72.05	\$45.85	\$58.95	\$58.95	\$36.68
Call centre technical associate	\$35.88	\$43.05	\$64.58	\$78.93	\$50.23	\$64.58	\$64.58	\$40.18

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	\$32.13	\$29.02	\$36.28	\$36.28	\$36.28	\$46.64	\$46.64	\$46.64
Level 1 - year 2	\$33.71	\$30.45	\$38.06	\$38.06	\$38.06	\$48.94	\$48.94	\$48.94
Level 1 - year 3	\$34.77	\$31.40	\$39.25	\$39.25	\$39.25	\$50.47	\$50.47	\$50.47
Level 2 - year 1	\$35.19	\$31.78	\$39.73	\$39.73	\$39.73	\$51.08	\$51.08	\$51.08
Level 2 - year 2	\$35.84	\$32.37	\$40.46	\$40.46	\$40.46	\$52.02	\$52.02	\$52.02
Level 3	\$37.15	\$33.56	\$41.95	\$41.95	\$41.95	\$53.93	\$53.93	\$53.93
Call centre principal customer contact specialist	\$37.42	\$33.80	\$42.25	\$42.25	\$42.25	\$54.32	\$54.32	\$54.32
Level 4	\$39.03	\$35.25	\$44.07	\$44.07	\$44.07	\$56.66	\$56.66	\$56.66
Level 5	\$40.61	\$36.68	\$45.85	\$45.85	\$45.85	\$58.95	\$58.95	\$58.95
Call centre technical associate	\$44.49	\$40.18	\$50.23	\$50.23	\$50.23	\$64.58	\$64.58	\$64.58

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	\$36.28	\$46.64	\$36.28	\$46.64
Level 1 - year 2	\$38.06	\$48.94	\$38.06	\$48.94
Level 1 - year 3	\$39.25	\$50.47	\$39.25	\$50.47
Level 2 - year 1	\$39.73	\$51.08	\$39.73	\$51.08
Level 2 - year 2	\$40.46	\$52.02	\$40.46	\$52.02
Level 3	\$41.95	\$53.93	\$41.95	\$53.93
Call centre principal customer contact specialist	\$42.25	\$54.32	\$42.25	\$54.32
Level 4	\$44.07	\$56.66	\$44.07	\$56.66
Level 5	\$45.85	\$58.95	\$45.85	\$58.95
Call centre technical associate	\$50.23	\$64.58	\$50.23	\$64.58

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	\$9.33	\$11.66	\$18.66	\$23.33	\$14.00	\$18.66	\$18.66	\$10.73
Level 1 - year 2	\$9.79	\$12.24	\$19.58	\$24.48	\$14.69	\$19.58	\$19.58	\$11.26
Level 1 - year 3	\$10.09	\$12.61	\$20.18	\$25.23	\$15.14	\$20.18	\$20.18	\$11.60
Level 2 - year 1	\$10.21	\$12.76	\$20.42	\$25.53	\$15.32	\$20.42	\$20.42	\$11.74
Level 2 - year 2	\$10.40	\$13.00	\$20.80	\$26.00	\$15.60	\$20.80	\$20.80	\$11.96
Level 3	\$10.79	\$13.49	\$21.58	\$26.98	\$16.19	\$21.58	\$21.58	\$12.41
Call centre principal customer contact specialist	\$10.86	\$13.58	\$21.72	\$27.15	\$16.29	\$21.72	\$21.72	\$12.49
Level 4	\$11.33	\$14.16	\$22.66	\$28.33	\$17.00	\$22.66	\$22.66	\$13.03
Level 5	\$11.79	\$14.74	\$23.58	\$29.48	\$17.69	\$23.58	\$23.58	\$13.56
Call centre technical associate	\$12.91	\$16.14	\$25.82	\$32.28	\$19.37	\$25.82	\$25.82	\$14.85

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	\$12.13	\$10.73	\$14.00	\$14.00	\$14.00	\$18.66	\$18.66	\$18.66
Level 1 - year 2	\$12.73	\$11.26	\$14.69	\$14.69	\$14.69	\$19.58	\$19.58	\$19.58
Level 1 - year 3	\$13.12	\$11.60	\$15.14	\$15.14	\$15.14	\$20.18	\$20.18	\$20.18
Level 2 - year 1	\$13.27	\$11.74	\$15.32	\$15.32	\$15.32	\$20.42	\$20.42	\$20.42
Level 2 - year 2	\$13.52	\$11.96	\$15.60	\$15.60	\$15.60	\$20.80	\$20.80	\$20.80
Level 3	\$14.03	\$12.41	\$16.19	\$16.19	\$16.19	\$21.58	\$21.58	\$21.58
Call centre principal customer contact specialist	\$14.12	\$12.49	\$16.29	\$16.29	\$16.29	\$21.72	\$21.72	\$21.72
Level 4	\$14.73	\$13.03	\$17.00	\$17.00	\$17.00	\$22.66	\$22.66	\$22.66
Level 5	\$15.33	\$13.56	\$17.69	\$17.69	\$17.69	\$23.58	\$23.58	\$23.58
Call centre technical associate	\$16.78	\$14.85	\$19.37	\$19.37	\$19.37	\$25.82	\$25.82	\$25.82

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	\$14.00	\$18.66	\$14.00	\$18.66	\$18.66	\$18.66
Level 1 - year 2	\$14.69	\$19.58	\$14.69	\$19.58	\$19.58	\$19.58
Level 1 - year 3	\$15.14	\$20.18	\$15.14	\$20.18	\$20.18	\$20.18
Level 2 - year 1	\$15.32	\$20.42	\$15.32	\$20.42	\$20.42	\$20.42
Level 2 - year 2	\$15.60	\$20.80	\$15.60	\$20.80	\$20.80	\$20.80
Level 3	\$16.19	\$21.58	\$16.19	\$21.58	\$21.58	\$21.58
Call centre principal customer contact specialist	\$16.29	\$21.72	\$16.29	\$21.72	\$21.72	\$21.72
Level 4	\$17.00	\$22.66	\$17.00	\$22.66	\$22.66	\$22.66
Level 5	\$17.69	\$23.58	\$17.69	\$23.58	\$23.58	\$23.58
Call centre technical associate	\$19.37	\$25.82	\$19.37	\$25.82	\$25.82	\$25.82

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	\$10.36	\$12.95	\$20.72	\$25.90	\$15.54	\$20.72	\$20.72	\$11.91
Level 1 - year 2	\$10.88	\$13.60	\$21.76	\$27.20	\$16.32	\$21.76	\$21.76	\$12.51
Level 1 - year 3	\$11.22	\$14.03	\$22.44	\$28.05	\$16.83	\$22.44	\$22.44	\$12.90
Level 2 - year 1	\$11.35	\$14.19	\$22.70	\$28.38	\$17.03	\$22.70	\$22.70	\$13.05
Level 2 - year 2	\$11.56	\$14.45	\$23.12	\$28.90	\$17.34	\$23.12	\$23.12	\$13.29
Level 3	\$11.99	\$14.99	\$23.98	\$29.98	\$17.99	\$23.98	\$23.98	\$13.79
Call centre principal customer contact specialist	\$12.07	\$15.09	\$24.14	\$30.18	\$18.11	\$24.14	\$24.14	\$13.88
Level 4	\$12.59	\$15.74	\$25.18	\$31.48	\$18.89	\$25.18	\$25.18	\$14.48
Level 5	\$13.10	\$16.38	\$26.20	\$32.75	\$19.65	\$26.20	\$26.20	\$15.07
Call centre technical associate	\$14.35	\$17.94	\$28.70	\$35.88	\$21.53	\$28.70	\$28.70	\$16.50

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	\$13.47	\$11.91	\$15.54	\$15.54	\$15.54	\$20.72	\$20.72	\$20.72
Level 1 - year 2	\$14.14	\$12.51	\$16.32	\$16.32	\$16.32	\$21.76	\$21.76	\$21.76
Level 1 - year 3	\$14.59	\$12.90	\$16.83	\$16.83	\$16.83	\$22.44	\$22.44	\$22.44
Level 2 - year 1	\$14.76	\$13.05	\$17.03	\$17.03	\$17.03	\$22.70	\$22.70	\$22.70
Level 2 - year 2	\$15.03	\$13.29	\$17.34	\$17.34	\$17.34	\$23.12	\$23.12	\$23.12
Level 3	\$15.59	\$13.79	\$17.99	\$17.99	\$17.99	\$23.98	\$23.98	\$23.98
Call centre principal customer contact specialist	\$15.69	\$13.88	\$18.11	\$18.11	\$18.11	\$24.14	\$24.14	\$24.14
Level 4	\$16.37	\$14.48	\$18.89	\$18.89	\$18.89	\$25.18	\$25.18	\$25.18
Level 5	\$17.03	\$15.07	\$19.65	\$19.65	\$19.65	\$26.20	\$26.20	\$26.20
Call centre technical associate	\$18.66	\$16.50	\$21.53	\$21.53	\$21.53	\$28.70	\$28.70	\$28.70

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	\$15.54	\$20.72	\$15.54	\$20.72	\$20.72	\$20.72
Level 1 - year 2	\$16.32	\$21.76	\$16.32	\$21.76	\$21.76	\$21.76
Level 1 - year 3	\$16.83	\$22.44	\$16.83	\$22.44	\$22.44	\$22.44
Level 2 - year 1	\$17.03	\$22.70	\$17.03	\$22.70	\$22.70	\$22.70
Level 2 - year 2	\$17.34	\$23.12	\$17.34	\$23.12	\$23.12	\$23.12
Level 3	\$17.99	\$23.98	\$17.99	\$23.98	\$23.98	\$23.98
Call centre principal customer contact specialist	\$18.11	\$24.14	\$18.11	\$24.14	\$24.14	\$24.14
Level 4	\$18.89	\$25.18	\$18.89	\$25.18	\$25.18	\$25.18
Level 5	\$19.65	\$26.20	\$19.65	\$26.20	\$26.20	\$26.20
Call centre technical associate	\$21.53	\$28.70	\$21.53	\$28.70	\$28.70	\$28.70

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	\$12.44	\$15.55	\$24.88	\$31.10	\$18.66	\$24.88	\$24.88	\$14.31
Level 1 - year 2	\$13.05	\$16.31	\$26.10	\$32.63	\$19.58	\$26.10	\$26.10	\$15.01
Level 1 - year 3	\$13.46	\$16.83	\$26.92	\$33.65	\$20.19	\$26.92	\$26.92	\$15.48
Level 2 - year 1	\$13.62	\$17.03	\$27.24	\$34.05	\$20.43	\$27.24	\$27.24	\$15.66
Level 2 - year 2	\$13.87	\$17.34	\$27.74	\$34.68	\$20.81	\$27.74	\$27.74	\$15.95
Level 3	\$14.38	\$17.98	\$28.76	\$35.95	\$21.57	\$28.76	\$28.76	\$16.54
Call centre principal customer contact specialist	\$14.49	\$18.11	\$28.98	\$36.23	\$21.74	\$28.98	\$28.98	\$16.66
Level 4	\$15.11	\$18.89	\$30.22	\$37.78	\$22.67	\$30.22	\$30.22	\$17.38
Level 5	\$15.72	\$19.65	\$31.44	\$39.30	\$23.58	\$31.44	\$31.44	\$18.08
Call centre technical associate	\$17.22	\$21.53	\$34.44	\$43.05	\$25.83	\$34.44	\$34.44	\$19.80

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	\$16.17	\$14.31	\$18.66	\$18.66	\$18.66	\$24.88	\$24.88	\$24.88
Level 1 - year 2	\$16.97	\$15.01	\$19.58	\$19.58	\$19.58	\$26.10	\$26.10	\$26.10
Level 1 - year 3	\$17.50	\$15.48	\$20.19	\$20.19	\$20.19	\$26.92	\$26.92	\$26.92
Level 2 - year 1	\$17.71	\$15.66	\$20.43	\$20.43	\$20.43	\$27.24	\$27.24	\$27.24
Level 2 - year 2	\$18.03	\$15.95	\$20.81	\$20.81	\$20.81	\$27.74	\$27.74	\$27.74
Level 3	\$18.69	\$16.54	\$21.57	\$21.57	\$21.57	\$28.76	\$28.76	\$28.76
Call centre principal customer contact specialist	\$18.84	\$16.66	\$21.74	\$21.74	\$21.74	\$28.98	\$28.98	\$28.98
Level 4	\$19.64	\$17.38	\$22.67	\$22.67	\$22.67	\$30.22	\$30.22	\$30.22
Level 5	\$20.44	\$18.08	\$23.58	\$23.58	\$23.58	\$31.44	\$31.44	\$31.44
Call centre technical associate	\$22.39	\$19.80	\$25.83	\$25.83	\$25.83	\$34.44	\$34.44	\$34.44

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	\$18.66	\$24.88	\$18.66	\$24.88	\$24.88	\$24.88
Level 1 - year 2	\$19.58	\$26.10	\$19.58	\$26.10	\$26.10	\$26.10
Level 1 - year 3	\$20.19	\$26.92	\$20.19	\$26.92	\$26.92	\$26.92
Level 2 - year 1	\$20.43	\$27.24	\$20.43	\$27.24	\$27.24	\$27.24
Level 2 - year 2	\$20.81	\$27.74	\$20.81	\$27.74	\$27.74	\$27.74
Level 3	\$21.57	\$28.76	\$21.57	\$28.76	\$28.76	\$28.76
Call centre principal customer contact specialist	\$21.74	\$28.98	\$21.74	\$28.98	\$28.98	\$28.98
Level 4	\$22.67	\$30.22	\$22.67	\$30.22	\$30.22	\$30.22
Level 5	\$23.58	\$31.44	\$23.58	\$31.44	\$31.44	\$31.44
Call centre technical associate	\$25.83	\$34.44	\$25.83	\$34.44	\$34.44	\$34.44

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	\$14.51	\$18.14	\$29.02	\$36.28	\$21.77	\$29.02	\$29.02	\$16.69
Level 1 - year 2	\$15.23	\$19.04	\$30.46	\$38.08	\$22.85	\$30.46	\$30.46	\$17.51
Level 1 - year 3	\$15.70	\$19.63	\$31.40	\$39.25	\$23.55	\$31.40	\$31.40	\$18.06
Level 2 - year 1	\$15.89	\$19.86	\$31.78	\$39.73	\$23.84	\$31.78	\$31.78	\$18.27
Level 2 - year 2	\$16.18	\$20.23	\$32.36	\$40.45	\$24.27	\$32.36	\$32.36	\$18.61
Level 3	\$16.78	\$20.98	\$33.56	\$41.95	\$25.17	\$33.56	\$33.56	\$19.30
Call centre principal customer contact specialist	\$16.90	\$21.13	\$33.80	\$42.25	\$25.35	\$33.80	\$33.80	\$19.44
Level 4	\$17.62	\$22.03	\$35.24	\$44.05	\$26.43	\$35.24	\$35.24	\$20.26
Level 5	\$18.34	\$22.93	\$36.68	\$45.85	\$27.51	\$36.68	\$36.68	\$21.09
Call centre technical associate	\$20.09	\$25.11	\$40.18	\$50.23	\$30.14	\$40.18	\$40.18	\$23.10

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	\$18.86	\$16.69	\$21.77	\$21.77	\$21.77	\$29.02	\$29.02	\$29.02
Level 1 - year 2	\$19.80	\$17.51	\$22.85	\$22.85	\$22.85	\$30.46	\$30.46	\$30.46
Level 1 - year 3	\$20.41	\$18.06	\$23.55	\$23.55	\$23.55	\$31.40	\$31.40	\$31.40
Level 2 - year 1	\$20.66	\$18.27	\$23.84	\$23.84	\$23.84	\$31.78	\$31.78	\$31.78
Level 2 - year 2	\$21.03	\$18.61	\$24.27	\$24.27	\$24.27	\$32.36	\$32.36	\$32.36
Level 3	\$21.81	\$19.30	\$25.17	\$25.17	\$25.17	\$33.56	\$33.56	\$33.56
Call centre principal customer contact specialist	\$21.97	\$19.44	\$25.35	\$25.35	\$25.35	\$33.80	\$33.80	\$33.80
Level 4	\$22.91	\$20.26	\$26.43	\$26.43	\$26.43	\$35.24	\$35.24	\$35.24
Level 5	\$23.84	\$21.09	\$27.51	\$27.51	\$27.51	\$36.68	\$36.68	\$36.68
Call centre technical associate	\$26.12	\$23.10	\$30.14	\$30.14	\$30.14	\$40.18	\$40.18	\$40.18

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	\$21.77	\$29.02	\$21.77	\$29.02	\$29.02	\$29.02
Level 1 - year 2	\$22.85	\$30.46	\$22.85	\$30.46	\$30.46	\$30.46
Level 1 - year 3	\$23.55	\$31.40	\$23.55	\$31.40	\$31.40	\$31.40
Level 2 - year 1	\$23.84	\$31.78	\$23.84	\$31.78	\$31.78	\$31.78
Level 2 - year 2	\$24.27	\$32.36	\$24.27	\$32.36	\$32.36	\$32.36
Level 3	\$25.17	\$33.56	\$25.17	\$33.56	\$33.56	\$33.56
Call centre principal customer contact specialist	\$25.35	\$33.80	\$25.35	\$33.80	\$33.80	\$33.80
Level 4	\$26.43	\$35.24	\$26.43	\$35.24	\$35.24	\$35.24
Level 5	\$27.51	\$36.68	\$27.51	\$36.68	\$36.68	\$36.68
Call centre technical associate	\$30.14	\$40.18	\$30.14	\$40.18	\$40.18	\$40.18

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	\$16.58	\$20.73	\$33.16	\$41.45	\$24.87	\$33.16	\$33.16	\$19.07
Level 1 - year 2	\$17.40	\$21.75	\$34.80	\$43.50	\$26.10	\$34.80	\$34.80	\$20.01
Level 1 - year 3	\$17.95	\$22.44	\$35.90	\$44.88	\$26.93	\$35.90	\$35.90	\$20.64
Level 2 - year 1	\$18.16	\$22.70	\$36.32	\$45.40	\$27.24	\$36.32	\$36.32	\$20.88
Level 2 - year 2	\$18.49	\$23.11	\$36.98	\$46.23	\$27.74	\$36.98	\$36.98	\$21.26
Level 3	\$19.18	\$23.98	\$38.36	\$47.95	\$28.77	\$38.36	\$38.36	\$22.06
Call centre principal customer contact specialist	\$19.31	\$24.14	\$38.62	\$48.28	\$28.97	\$38.62	\$38.62	\$22.21
Level 4	\$20.14	\$25.18	\$40.28	\$50.35	\$30.21	\$40.28	\$40.28	\$23.16
Level 5	\$20.96	\$26.20	\$41.92	\$52.40	\$31.44	\$41.92	\$41.92	\$24.10
Call centre technical associate	\$22.96	\$28.70	\$45.92	\$57.40	\$34.44	\$45.92	\$45.92	\$26.40

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	\$21.55	\$19.07	\$24.87	\$24.87	\$24.87	\$33.16	\$33.16	\$33.16
Level 1 - year 2	\$22.62	\$20.01	\$26.10	\$26.10	\$26.10	\$34.80	\$34.80	\$34.80
Level 1 - year 3	\$23.34	\$20.64	\$26.93	\$26.93	\$26.93	\$35.90	\$35.90	\$35.90
Level 2 - year 1	\$23.61	\$20.88	\$27.24	\$27.24	\$27.24	\$36.32	\$36.32	\$36.32
Level 2 - year 2	\$24.04	\$21.26	\$27.74	\$27.74	\$27.74	\$36.98	\$36.98	\$36.98
Level 3	\$24.93	\$22.06	\$28.77	\$28.77	\$28.77	\$38.36	\$38.36	\$38.36
Call centre principal customer contact specialist	\$25.10	\$22.21	\$28.97	\$28.97	\$28.97	\$38.62	\$38.62	\$38.62
Level 4	\$26.18	\$23.16	\$30.21	\$30.21	\$30.21	\$40.28	\$40.28	\$40.28
Level 5	\$27.25	\$24.10	\$31.44	\$31.44	\$31.44	\$41.92	\$41.92	\$41.92
Call centre technical associate	\$29.85	\$26.40	\$34.44	\$34.44	\$34.44	\$45.92	\$45.92	\$45.92

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	\$24.87	\$33.16	\$24.87	\$33.16	\$33.16	\$33.16
Level 1 - year 2	\$26.10	\$34.80	\$26.10	\$34.80	\$34.80	\$34.80
Level 1 - year 3	\$26.93	\$35.90	\$26.93	\$35.90	\$35.90	\$35.90
Level 2 - year 1	\$27.24	\$36.32	\$27.24	\$36.32	\$36.32	\$36.32
Level 2 - year 2	\$27.74	\$36.98	\$27.74	\$36.98	\$36.98	\$36.98
Level 3	\$28.77	\$38.36	\$28.77	\$38.36	\$38.36	\$38.36
Call centre principal customer contact specialist	\$28.97	\$38.62	\$28.97	\$38.62	\$38.62	\$38.62
Level 4	\$30.21	\$40.28	\$30.21	\$40.28	\$40.28	\$40.28
Level 5	\$31.44	\$41.92	\$31.44	\$41.92	\$41.92	\$41.92
Call centre technical associate	\$34.44	\$45.92	\$34.44	\$45.92	\$45.92	\$45.92

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	\$18.65	\$23.31	\$37.30	\$46.63	\$27.98	\$37.30	\$37.30	\$21.45
Level 1 - year 2	\$19.58	\$24.48	\$39.16	\$48.95	\$29.37	\$39.16	\$39.16	\$22.52
Level 1 - year 3	\$20.19	\$25.24	\$40.38	\$50.48	\$30.29	\$40.38	\$40.38	\$23.22
Level 2 - year 1	\$20.43	\$25.54	\$40.86	\$51.08	\$30.65	\$40.86	\$40.86	\$23.49
Level 2 - year 2	\$20.81	\$26.01	\$41.62	\$52.03	\$31.22	\$41.62	\$41.62	\$23.93
Level 3	\$21.58	\$26.98	\$43.16	\$53.95	\$32.37	\$43.16	\$43.16	\$24.82
Call centre principal customer contact specialist	\$21.73	\$27.16	\$43.46	\$54.33	\$32.60	\$43.46	\$43.46	\$24.99
Level 4	\$22.66	\$28.33	\$45.32	\$56.65	\$33.99	\$45.32	\$45.32	\$26.06
Level 5	\$23.58	\$29.48	\$47.16	\$58.95	\$35.37	\$47.16	\$47.16	\$27.12
Call centre technical associate	\$25.83	\$32.29	\$51.66	\$64.58	\$38.75	\$51.66	\$51.66	\$29.70

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	\$24.25	\$21.45	\$27.98	\$27.98	\$27.98	\$37.30	\$37.30	\$37.30
Level 1 - year 2	\$25.45	\$22.52	\$29.37	\$29.37	\$29.37	\$39.16	\$39.16	\$39.16
Level 1 - year 3	\$26.25	\$23.22	\$30.29	\$30.29	\$30.29	\$40.38	\$40.38	\$40.38
Level 2 - year 1	\$26.56	\$23.49	\$30.65	\$30.65	\$30.65	\$40.86	\$40.86	\$40.86
Level 2 - year 2	\$27.05	\$23.93	\$31.22	\$31.22	\$31.22	\$41.62	\$41.62	\$41.62
Level 3	\$28.05	\$24.82	\$32.37	\$32.37	\$32.37	\$43.16	\$43.16	\$43.16
Call centre principal customer contact specialist	\$28.25	\$24.99	\$32.60	\$32.60	\$32.60	\$43.46	\$43.46	\$43.46
Level 4	\$29.46	\$26.06	\$33.99	\$33.99	\$33.99	\$45.32	\$45.32	\$45.32
Level 5	\$30.65	\$27.12	\$35.37	\$35.37	\$35.37	\$47.16	\$47.16	\$47.16
Call centre technical associate	\$33.58	\$29.70	\$38.75	\$38.75	\$38.75	\$51.66	\$51.66	\$51.66

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	\$27.98	\$37.30	\$27.98	\$37.30	\$37.30	\$37.30
Level 1 - year 2	\$29.37	\$39.16	\$29.37	\$39.16	\$39.16	\$39.16
Level 1 - year 3	\$30.29	\$40.38	\$30.29	\$40.38	\$40.38	\$40.38
Level 2 - year 1	\$30.65	\$40.86	\$30.65	\$40.86	\$40.86	\$40.86
Level 2 - year 2	\$31.22	\$41.62	\$31.22	\$41.62	\$41.62	\$41.62
Level 3	\$32.37	\$43.16	\$32.37	\$43.16	\$43.16	\$43.16
Call centre principal customer contact specialist	\$32.60	\$43.46	\$32.60	\$43.46	\$43.46	\$43.46
Level 4	\$33.99	\$45.32	\$33.99	\$45.32	\$45.32	\$45.32
Level 5	\$35.37	\$47.16	\$35.37	\$47.16	\$47.16	\$47.16
Call centre technical associate	\$38.75	\$51.66	\$38.75	\$51.66	\$51.66	\$51.66

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	\$11.66	\$14.00	\$20.99	\$25.66	\$16.33	\$20.99	\$20.99	\$13.06
Level 1 - year 2	\$12.24	\$14.69	\$22.03	\$26.92	\$17.13	\$22.03	\$22.03	\$13.71
Level 1 - year 3	\$12.61	\$15.14	\$22.70	\$27.75	\$17.66	\$22.70	\$22.70	\$14.13
Level 2 - year 1	\$12.76	\$15.32	\$22.97	\$28.08	\$17.87	\$22.97	\$22.97	\$14.29
Level 2 - year 2	\$13.00	\$15.60	\$23.40	\$28.60	\$18.20	\$23.40	\$23.40	\$14.56
Level 3	\$13.49	\$16.19	\$24.28	\$29.67	\$18.88	\$24.28	\$24.28	\$15.11
Call centre principal customer contact specialist	\$13.58	\$16.29	\$24.44	\$29.87	\$19.01	\$24.44	\$24.44	\$15.20
Level 4	\$14.16	\$17.00	\$25.49	\$31.16	\$19.83	\$25.49	\$25.49	\$15.86
Level 5	\$14.74	\$17.69	\$26.53	\$32.42	\$20.63	\$26.53	\$26.53	\$16.51
Call centre technical associate	\$16.14	\$19.37	\$29.05	\$35.50	\$22.59	\$29.05	\$29.05	\$18.07

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	\$14.46	\$13.06	\$16.33	\$16.33	\$16.33	\$20.99	\$20.99	\$20.99
Level 1 - year 2	\$15.17	\$13.71	\$17.13	\$17.13	\$17.13	\$22.03	\$22.03	\$22.03
Level 1 - year 3	\$15.64	\$14.13	\$17.66	\$17.66	\$17.66	\$22.70	\$22.70	\$22.70
Level 2 - year 1	\$15.83	\$14.29	\$17.87	\$17.87	\$17.87	\$22.97	\$22.97	\$22.97
Level 2 - year 2	\$16.12	\$14.56	\$18.20	\$18.20	\$18.20	\$23.40	\$23.40	\$23.40
Level 3	\$16.72	\$15.11	\$18.88	\$18.88	\$18.88	\$24.28	\$24.28	\$24.28
Call centre principal customer contact specialist	\$16.83	\$15.20	\$19.01	\$19.01	\$19.01	\$24.44	\$24.44	\$24.44
Level 4	\$17.56	\$15.86	\$19.83	\$19.83	\$19.83	\$25.49	\$25.49	\$25.49
Level 5	\$18.27	\$16.51	\$20.63	\$20.63	\$20.63	\$26.53	\$26.53	\$26.53
Call centre technical associate	\$20.01	\$18.07	\$22.59	\$22.59	\$22.59	\$29.05	\$29.05	\$29.05

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	\$16.33	\$20.99	\$16.33	\$20.99
Level 1 - year 2	\$17.13	\$22.03	\$17.13	\$22.03
Level 1 - year 3	\$17.66	\$22.70	\$17.66	\$22.70
Level 2 - year 1	\$17.87	\$22.97	\$17.87	\$22.97
Level 2 - year 2	\$18.20	\$23.40	\$18.20	\$23.40
Level 3	\$18.88	\$24.28	\$18.88	\$24.28
Call centre principal customer contact specialist	\$19.01	\$24.44	\$19.01	\$24.44
Level 4	\$19.83	\$25.49	\$19.83	\$25.49
Level 5	\$20.63	\$26.53	\$20.63	\$26.53
Call centre technical associate	\$22.59	\$29.05	\$22.59	\$29.05

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	\$12.95	\$15.54	\$23.31	\$28.49	\$18.13	\$23.31	\$23.31	\$14.50
Level 1 - year 2	\$13.60	\$16.32	\$24.48	\$29.92	\$19.04	\$24.48	\$24.48	\$15.23
Level 1 - year 3	\$14.03	\$16.83	\$25.25	\$30.86	\$19.64	\$25.25	\$25.25	\$15.71
Level 2 - year 1	\$14.19	\$17.03	\$25.54	\$31.21	\$19.86	\$25.54	\$25.54	\$15.89
Level 2 - year 2	\$14.45	\$17.34	\$26.01	\$31.79	\$20.23	\$26.01	\$26.01	\$16.18
Level 3	\$14.99	\$17.99	\$26.98	\$32.97	\$20.98	\$26.98	\$26.98	\$16.79
Call centre principal customer contact specialist	\$15.09	\$18.11	\$27.16	\$33.19	\$21.12	\$27.16	\$27.16	\$16.90
Level 4	\$15.74	\$18.89	\$28.33	\$34.62	\$22.03	\$28.33	\$28.33	\$17.63
Level 5	\$16.38	\$19.65	\$29.48	\$36.03	\$22.93	\$29.48	\$29.48	\$18.34
Call centre technical associate	\$17.94	\$21.53	\$32.29	\$39.46	\$25.11	\$32.29	\$32.29	\$20.09

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	\$16.06	\$14.50	\$18.13	\$18.13	\$18.13	\$23.31	\$23.31	\$23.31
Level 1 - year 2	\$16.86	\$15.23	\$19.04	\$19.04	\$19.04	\$24.48	\$24.48	\$24.48
Level 1 - year 3	\$17.39	\$15.71	\$19.64	\$19.64	\$19.64	\$25.25	\$25.25	\$25.25
Level 2 - year 1	\$17.59	\$15.89	\$19.86	\$19.86	\$19.86	\$25.54	\$25.54	\$25.54
Level 2 - year 2	\$17.92	\$16.18	\$20.23	\$20.23	\$20.23	\$26.01	\$26.01	\$26.01
Level 3	\$18.58	\$16.79	\$20.98	\$20.98	\$20.98	\$26.98	\$26.98	\$26.98
Call centre principal customer contact specialist	\$18.71	\$16.90	\$21.12	\$21.12	\$21.12	\$27.16	\$27.16	\$27.16
Level 4	\$19.51	\$17.63	\$22.03	\$22.03	\$22.03	\$28.33	\$28.33	\$28.33
Level 5	\$20.31	\$18.34	\$22.93	\$22.93	\$22.93	\$29.48	\$29.48	\$29.48
Call centre technical associate	\$22.24	\$20.09	\$25.11	\$25.11	\$25.11	\$32.29	\$32.29	\$32.29

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	\$18.13	\$23.31	\$18.13	\$23.31
Level 1 - year 2	\$19.04	\$24.48	\$19.04	\$24.48
Level 1 - year 3	\$19.64	\$25.25	\$19.64	\$25.25
Level 2 - year 1	\$19.86	\$25.54	\$19.86	\$25.54
Level 2 - year 2	\$20.23	\$26.01	\$20.23	\$26.01
Level 3	\$20.98	\$26.98	\$20.98	\$26.98
Call centre principal customer contact specialist	\$21.12	\$27.16	\$21.12	\$27.16
Level 4	\$22.03	\$28.33	\$22.03	\$28.33
Level 5	\$22.93	\$29.48	\$22.93	\$29.48
Call centre technical associate	\$25.11	\$32.29	\$25.11	\$32.29

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	\$15.55	\$18.66	\$27.99	\$34.21	\$21.77	\$27.99	\$27.99	\$17.42
Level 1 - year 2	\$16.31	\$19.58	\$29.36	\$35.89	\$22.84	\$29.36	\$29.36	\$18.27
Level 1 - year 3	\$16.83	\$20.19	\$30.29	\$37.02	\$23.56	\$30.29	\$30.29	\$18.84
Level 2 - year 1	\$17.03	\$20.43	\$30.65	\$37.46	\$23.84	\$30.65	\$30.65	\$19.07
Level 2 - year 2	\$17.34	\$20.81	\$31.21	\$38.14	\$24.27	\$31.21	\$31.21	\$19.42
Level 3	\$17.98	\$21.57	\$32.36	\$39.55	\$25.17	\$32.36	\$32.36	\$20.13
Call centre principal customer contact specialist	\$18.11	\$21.74	\$32.60	\$39.85	\$25.36	\$32.60	\$32.60	\$20.29
Level 4	\$18.89	\$22.67	\$34.00	\$41.55	\$26.44	\$34.00	\$34.00	\$21.15
Level 5	\$19.65	\$23.58	\$35.37	\$43.23	\$27.51	\$35.37	\$35.37	\$22.01
Call centre technical associate	\$21.53	\$25.83	\$38.75	\$47.36	\$30.14	\$38.75	\$38.75	\$24.11

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	\$19.28	\$17.42	\$21.77	\$21.77	\$21.77	\$27.99	\$27.99	\$27.99
Level 1 - year 2	\$20.23	\$18.27	\$22.84	\$22.84	\$22.84	\$29.36	\$29.36	\$29.36
Level 1 - year 3	\$20.86	\$18.84	\$23.56	\$23.56	\$23.56	\$30.29	\$30.29	\$30.29
Level 2 - year 1	\$21.11	\$19.07	\$23.84	\$23.84	\$23.84	\$30.65	\$30.65	\$30.65
Level 2 - year 2	\$21.50	\$19.42	\$24.27	\$24.27	\$24.27	\$31.21	\$31.21	\$31.21
Level 3	\$22.29	\$20.13	\$25.17	\$25.17	\$25.17	\$32.36	\$32.36	\$32.36
Call centre principal customer contact specialist	\$22.46	\$20.29	\$25.36	\$25.36	\$25.36	\$32.60	\$32.60	\$32.60
Level 4	\$23.42	\$21.15	\$26.44	\$26.44	\$26.44	\$34.00	\$34.00	\$34.00
Level 5	\$24.37	\$22.01	\$27.51	\$27.51	\$27.51	\$35.37	\$35.37	\$35.37
Call centre technical associate	\$26.69	\$24.11	\$30.14	\$30.14	\$30.14	\$38.75	\$38.75	\$38.75

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	\$21.77	\$27.99	\$21.77	\$27.99
Level 1 - year 2	\$22.84	\$29.36	\$22.84	\$29.36
Level 1 - year 3	\$23.56	\$30.29	\$23.56	\$30.29
Level 2 - year 1	\$23.84	\$30.65	\$23.84	\$30.65
Level 2 - year 2	\$24.27	\$31.21	\$24.27	\$31.21
Level 3	\$25.17	\$32.36	\$25.17	\$32.36
Call centre principal customer contact specialist	\$25.36	\$32.60	\$25.36	\$32.60
Level 4	\$26.44	\$34.00	\$26.44	\$34.00
Level 5	\$27.51	\$35.37	\$27.51	\$35.37
Call centre technical associate	\$30.14	\$38.75	\$30.14	\$38.75

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	\$18.14	\$21.77	\$32.65	\$39.90	\$25.39	\$32.65	\$32.65	\$20.31
Level 1 - year 2	\$19.04	\$22.85	\$34.27	\$41.88	\$26.65	\$34.27	\$34.27	\$21.32
Level 1 - year 3	\$19.63	\$23.55	\$35.33	\$43.18	\$27.48	\$35.33	\$35.33	\$21.98
Level 2 - year 1	\$19.86	\$23.84	\$35.75	\$43.70	\$27.81	\$35.75	\$35.75	\$22.25
Level 2 - year 2	\$20.23	\$24.27	\$36.41	\$44.50	\$28.32	\$36.41	\$36.41	\$22.65
Level 3	\$20.98	\$25.17	\$37.76	\$46.15	\$29.37	\$37.76	\$37.76	\$23.49
Call centre principal customer contact specialist	\$21.13	\$25.35	\$38.03	\$46.48	\$29.58	\$38.03	\$38.03	\$23.66
Level 4	\$22.03	\$26.43	\$39.65	\$48.46	\$30.84	\$39.65	\$39.65	\$24.67
Level 5	\$22.93	\$27.51	\$41.27	\$50.44	\$32.10	\$41.27	\$41.27	\$25.68
Call centre technical associate	\$25.11	\$30.14	\$45.20	\$55.25	\$35.16	\$45.20	\$45.20	\$28.13

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	\$22.49	\$20.31	\$25.39	\$25.39	\$25.39	\$32.65	\$32.65	\$32.65
Level 1 - year 2	\$23.61	\$21.32	\$26.65	\$26.65	\$26.65	\$34.27	\$34.27	\$34.27
Level 1 - year 3	\$24.34	\$21.98	\$27.48	\$27.48	\$27.48	\$35.33	\$35.33	\$35.33
Level 2 - year 1	\$24.63	\$22.25	\$27.81	\$27.81	\$27.81	\$35.75	\$35.75	\$35.75
Level 2 - year 2	\$25.08	\$22.65	\$28.32	\$28.32	\$28.32	\$36.41	\$36.41	\$36.41
Level 3	\$26.01	\$23.49	\$29.37	\$29.37	\$29.37	\$37.76	\$37.76	\$37.76
Call centre principal customer contact specialist	\$26.20	\$23.66	\$29.58	\$29.58	\$29.58	\$38.03	\$38.03	\$38.03
Level 4	\$27.31	\$24.67	\$30.84	\$30.84	\$30.84	\$39.65	\$39.65	\$39.65
Level 5	\$28.43	\$25.68	\$32.10	\$32.10	\$32.10	\$41.27	\$41.27	\$41.27
Call centre technical associate	\$31.14	\$28.13	\$35.16	\$35.16	\$35.16	\$45.20	\$45.20	\$45.20

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	\$25.39	\$32.65	\$25.39	\$32.65
Level 1 - year 2	\$26.65	\$34.27	\$26.65	\$34.27
Level 1 - year 3	\$27.48	\$35.33	\$27.48	\$35.33
Level 2 - year 1	\$27.81	\$35.75	\$27.81	\$35.75
Level 2 - year 2	\$28.32	\$36.41	\$28.32	\$36.41
Level 3	\$29.37	\$37.76	\$29.37	\$37.76
Call centre principal customer contact specialist	\$29.58	\$38.03	\$29.58	\$38.03
Level 4	\$30.84	\$39.65	\$30.84	\$39.65
Level 5	\$32.10	\$41.27	\$32.10	\$41.27
Call centre technical associate	\$35.16	\$45.20	\$35.16	\$45.20

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	\$20.73	\$24.87	\$37.31	\$45.60	\$29.02	\$37.31	\$37.31	\$23.21
Level 1 - year 2	\$21.75	\$26.10	\$39.15	\$47.85	\$30.45	\$39.15	\$39.15	\$24.36
Level 1 - year 3	\$22.44	\$26.93	\$40.39	\$49.36	\$31.41	\$40.39	\$40.39	\$25.13
Level 2 - year 1	\$22.70	\$27.24	\$40.86	\$49.94	\$31.78	\$40.86	\$40.86	\$25.42
Level 2 - year 2	\$23.11	\$27.74	\$41.60	\$50.85	\$32.36	\$41.60	\$41.60	\$25.89
Level 3	\$23.98	\$28.77	\$43.16	\$52.75	\$33.57	\$43.16	\$43.16	\$26.85
Call centre principal customer contact specialist	\$24.14	\$28.97	\$43.45	\$53.10	\$33.79	\$43.45	\$43.45	\$27.03
Level 4	\$25.18	\$30.21	\$45.32	\$55.39	\$35.25	\$45.32	\$45.32	\$28.20
Level 5	\$26.20	\$31.44	\$47.16	\$57.64	\$36.68	\$47.16	\$47.16	\$29.34
Call centre technical associate	\$28.70	\$34.44	\$51.66	\$63.14	\$40.18	\$51.66	\$51.66	\$32.14

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	\$25.70	\$23.21	\$29.02	\$29.02	\$29.02	\$37.31	\$37.31	\$37.31
Level 1 - year 2	\$26.97	\$24.36	\$30.45	\$30.45	\$30.45	\$39.15	\$39.15	\$39.15
Level 1 - year 3	\$27.82	\$25.13	\$31.41	\$31.41	\$31.41	\$40.39	\$40.39	\$40.39
Level 2 - year 1	\$28.15	\$25.42	\$31.78	\$31.78	\$31.78	\$40.86	\$40.86	\$40.86
Level 2 - year 2	\$28.66	\$25.89	\$32.36	\$32.36	\$32.36	\$41.60	\$41.60	\$41.60
Level 3	\$29.73	\$26.85	\$33.57	\$33.57	\$33.57	\$43.16	\$43.16	\$43.16
Call centre principal customer contact specialist	\$29.93	\$27.03	\$33.79	\$33.79	\$33.79	\$43.45	\$43.45	\$43.45
Level 4	\$31.22	\$28.20	\$35.25	\$35.25	\$35.25	\$45.32	\$45.32	\$45.32
Level 5	\$32.49	\$29.34	\$36.68	\$36.68	\$36.68	\$47.16	\$47.16	\$47.16
Call centre technical associate	\$35.59	\$32.14	\$40.18	\$40.18	\$40.18	\$51.66	\$51.66	\$51.66

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	\$29.02	\$37.31	\$29.02	\$37.31
Level 1 - year 2	\$30.45	\$39.15	\$30.45	\$39.15
Level 1 - year 3	\$31.41	\$40.39	\$31.41	\$40.39
Level 2 - year 1	\$31.78	\$40.86	\$31.78	\$40.86
Level 2 - year 2	\$32.36	\$41.60	\$32.36	\$41.60
Level 3	\$33.57	\$43.16	\$33.57	\$43.16
Call centre principal customer contact specialist	\$33.79	\$43.45	\$33.79	\$43.45
Level 4	\$35.25	\$45.32	\$35.25	\$45.32
Level 5	\$36.68	\$47.16	\$36.68	\$47.16
Call centre technical associate	\$40.18	\$51.66	\$40.18	\$51.66

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	\$23.31	\$27.98	\$41.96	\$51.29	\$32.64	\$41.96	\$41.96	\$26.11
Level 1 - year 2	\$24.48	\$29.37	\$44.06	\$53.85	\$34.27	\$44.06	\$44.06	\$27.41
Level 1 - year 3	\$25.24	\$30.29	\$45.43	\$55.52	\$35.33	\$45.43	\$45.43	\$28.27
Level 2 - year 1	\$25.54	\$30.65	\$45.97	\$56.18	\$35.75	\$45.97	\$45.97	\$28.60
Level 2 - year 2	\$26.01	\$31.22	\$46.82	\$57.23	\$36.42	\$46.82	\$46.82	\$29.13
Level 3	\$26.98	\$32.37	\$48.56	\$59.35	\$37.77	\$48.56	\$48.56	\$30.21
Call centre principal customer contact specialist	\$27.16	\$32.60	\$48.89	\$59.76	\$38.03	\$48.89	\$48.89	\$30.42
Level 4	\$28.33	\$33.99	\$50.99	\$62.32	\$39.66	\$50.99	\$50.99	\$31.72
Level 5	\$29.48	\$35.37	\$53.06	\$64.85	\$41.27	\$53.06	\$53.06	\$33.01
Call centre technical associate	\$32.29	\$38.75	\$58.12	\$71.03	\$45.20	\$58.12	\$58.12	\$36.16

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	\$28.91	\$26.11	\$32.64	\$32.64	\$32.64	\$41.96	\$41.96	\$41.96
Level 1 - year 2	\$30.35	\$27.41	\$34.27	\$34.27	\$34.27	\$44.06	\$44.06	\$44.06
Level 1 - year 3	\$31.29	\$28.27	\$35.33	\$35.33	\$35.33	\$45.43	\$45.43	\$45.43
Level 2 - year 1	\$31.67	\$28.60	\$35.75	\$35.75	\$35.75	\$45.97	\$45.97	\$45.97
Level 2 - year 2	\$32.26	\$29.13	\$36.42	\$36.42	\$36.42	\$46.82	\$46.82	\$46.82
Level 3	\$33.45	\$30.21	\$37.77	\$37.77	\$37.77	\$48.56	\$48.56	\$48.56
Call centre principal customer contact specialist	\$33.68	\$30.42	\$38.03	\$38.03	\$38.03	\$48.89	\$48.89	\$48.89
Level 4	\$35.12	\$31.72	\$39.66	\$39.66	\$39.66	\$50.99	\$50.99	\$50.99
Level 5	\$36.55	\$33.01	\$41.27	\$41.27	\$41.27	\$53.06	\$53.06	\$53.06
Call centre technical associate	\$40.04	\$36.16	\$45.20	\$45.20	\$45.20	\$58.12	\$58.12	\$58.12

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	\$32.64	\$41.96	\$32.64	\$41.96
Level 1 - year 2	\$34.27	\$44.06	\$34.27	\$44.06
Level 1 - year 3	\$35.33	\$45.43	\$35.33	\$45.43
Level 2 - year 1	\$35.75	\$45.97	\$35.75	\$45.97
Level 2 - year 2	\$36.42	\$46.82	\$36.42	\$46.82
Level 3	\$37.77	\$48.56	\$37.77	\$48.56
Call centre principal customer contact specialist	\$38.03	\$48.89	\$38.03	\$48.89
Level 4	\$39.66	\$50.99	\$39.66	\$50.99
Level 5	\$41.27	\$53.06	\$41.27	\$53.06
Call centre technical associate	\$45.20	\$58.12	\$45.20	\$58.12

Allowances

Allowances	Rate
First aid allowance	\$12.94 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 - meals & accommodation	an allowance to cover all reasonable expenses for meals and accommodation
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 in 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	\$15.94 for a meal and \$12.76 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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