



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 from or after 01 July 2021.

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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	\$821.40	\$21.62	\$27.03	\$43.24	\$54.05	\$32.43	\$43.24	\$43.24
Level 1 - year 2	\$862.10	\$22.69	\$28.36	\$45.38	\$56.73	\$34.04	\$45.38	\$45.38
Level 1 - year 3	\$889.00	\$23.39	\$29.24	\$46.78	\$58.48	\$35.09	\$46.78	\$46.78
Level 2 - year 1	\$899.50	\$23.67	\$29.59	\$47.34	\$59.18	\$35.51	\$47.34	\$47.34
Level 2 - year 2	\$916.20	\$24.11	\$30.14	\$48.22	\$60.28	\$36.17	\$48.22	\$48.22
Level 3	\$950.10	\$25.00	\$31.25	\$50.00	\$62.50	\$37.50	\$50.00	\$50.00
Call centre principal customer contact specialist	\$956.80	\$25.18	\$31.48	\$50.36	\$62.95	\$37.77	\$50.36	\$50.36
Level 4	\$997.70	\$26.26	\$32.83	\$52.52	\$65.65	\$39.39	\$52.52	\$52.52
Level 5	\$1,038.20	\$27.32	\$34.15	\$54.64	\$68.30	\$40.98	\$54.64	\$54.64
Call centre technical associate	\$1,137.30	\$29.93	\$37.41	\$59.86	\$74.83	\$44.90	\$59.86	\$59.86

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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	\$24.86	\$28.11	\$24.86	\$32.43	\$32.43	\$32.43	\$43.24	\$43.24
Level 1 - year 2	\$26.09	\$29.50	\$26.09	\$34.04	\$34.04	\$34.04	\$45.38	\$45.38
Level 1 - year 3	\$26.90	\$30.41	\$26.90	\$35.09	\$35.09	\$35.09	\$46.78	\$46.78
Level 2 - year 1	\$27.22	\$30.77	\$27.22	\$35.51	\$35.51	\$35.51	\$47.34	\$47.34
Level 2 - year 2	\$27.73	\$31.34	\$27.73	\$36.17	\$36.17	\$36.17	\$48.22	\$48.22
Level 3	\$28.75	\$32.50	\$28.75	\$37.50	\$37.50	\$37.50	\$50.00	\$50.00
Call centre principal customer contact specialist	\$28.96	\$32.73	\$28.96	\$37.77	\$37.77	\$37.77	\$50.36	\$50.36
Level 4	\$30.20	\$34.14	\$30.20	\$39.39	\$39.39	\$39.39	\$52.52	\$52.52
Level 5	\$31.42	\$35.52	\$31.42	\$40.98	\$40.98	\$40.98	\$54.64	\$54.64
Call centre technical associate	\$34.42	\$38.91	\$34.42	\$44.90	\$44.90	\$44.90	\$59.86	\$59.86

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	\$43.24	\$32.43	\$43.24	\$32.43	\$43.24	\$43.24	\$43.24
Level 1 - year 2	\$45.38	\$34.04	\$45.38	\$34.04	\$45.38	\$45.38	\$45.38
Level 1 - year 3	\$46.78	\$35.09	\$46.78	\$35.09	\$46.78	\$46.78	\$46.78
Level 2 - year 1	\$47.34	\$35.51	\$47.34	\$35.51	\$47.34	\$47.34	\$47.34
Level 2 - year 2	\$48.22	\$36.17	\$48.22	\$36.17	\$48.22	\$48.22	\$48.22
Level 3	\$50.00	\$37.50	\$50.00	\$37.50	\$50.00	\$50.00	\$50.00
Call centre principal customer contact specialist	\$50.36	\$37.77	\$50.36	\$37.77	\$50.36	\$50.36	\$50.36
Level 4	\$52.52	\$39.39	\$52.52	\$39.39	\$52.52	\$52.52	\$52.52
Level 5	\$54.64	\$40.98	\$54.64	\$40.98	\$54.64	\$54.64	\$54.64
Call centre technical associate	\$59.86	\$44.90	\$59.86	\$44.90	\$59.86	\$59.86	\$59.86

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
Level 1 - year 1	\$27.03	\$32.43	\$48.65	\$59.46	\$37.84	\$48.65	\$48.65
Level 1 - year 2	\$28.36	\$34.04	\$51.05	\$62.40	\$39.71	\$51.05	\$51.05
Level 1 - year 3	\$29.24	\$35.09	\$52.63	\$64.32	\$40.93	\$52.63	\$52.63
Level 2 - year 1	\$29.59	\$35.51	\$53.26	\$65.09	\$41.42	\$53.26	\$53.26
Level 2 - year 2	\$30.14	\$36.17	\$54.25	\$66.30	\$42.19	\$54.25	\$54.25
Level 3	\$31.25	\$37.50	\$56.25	\$68.75	\$43.75	\$56.25	\$56.25
Call centre principal customer contact specialist	\$31.48	\$37.77	\$56.66	\$69.25	\$44.07	\$56.66	\$56.66
Level 4	\$32.83	\$39.39	\$59.09	\$72.22	\$45.96	\$59.09	\$59.09
Level 5	\$34.15	\$40.98	\$61.47	\$75.13	\$47.81	\$61.47	\$61.47
Call centre technical associate	\$37.41	\$44.90	\$67.34	\$82.31	\$52.38	\$67.34	\$67.34

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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
Level 1 - year 1	\$30.27	\$33.51	\$30.27	\$37.84	\$37.84	\$37.84	\$48.65
Level 1 - year 2	\$31.77	\$35.17	\$31.77	\$39.71	\$39.71	\$39.71	\$51.05
Level 1 - year 3	\$32.75	\$36.25	\$32.75	\$40.93	\$40.93	\$40.93	\$52.63
Level 2 - year 1	\$33.14	\$36.69	\$33.14	\$41.42	\$41.42	\$41.42	\$53.26
Level 2 - year 2	\$33.75	\$37.37	\$33.75	\$42.19	\$42.19	\$42.19	\$54.25
Level 3	\$35.00	\$38.75	\$35.00	\$43.75	\$43.75	\$43.75	\$56.25
Call centre principal customer contact specialist	\$35.25	\$39.03	\$35.25	\$44.07	\$44.07	\$44.07	\$56.66
Level 4	\$36.76	\$40.70	\$36.76	\$45.96	\$45.96	\$45.96	\$59.09
Level 5	\$38.25	\$42.35	\$38.25	\$47.81	\$47.81	\$47.81	\$61.47
Call centre technical associate	\$41.90	\$46.39	\$41.90	\$52.38	\$52.38	\$52.38	\$67.34

Table 3 of 3

Classification	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$48.65	\$48.65	\$37.84	\$48.65	\$37.84	\$48.65
Level 1 - year 2	\$51.05	\$51.05	\$39.71	\$51.05	\$39.71	\$51.05
Level 1 - year 3	\$52.63	\$52.63	\$40.93	\$52.63	\$40.93	\$52.63
Level 2 - year 1	\$53.26	\$53.26	\$41.42	\$53.26	\$41.42	\$53.26
Level 2 - year 2	\$54.25	\$54.25	\$42.19	\$54.25	\$42.19	\$54.25
Level 3	\$56.25	\$56.25	\$43.75	\$56.25	\$43.75	\$56.25
Call centre principal customer contact specialist	\$56.66	\$56.66	\$44.07	\$56.66	\$44.07	\$56.66
Level 4	\$59.09	\$59.09	\$45.96	\$59.09	\$45.96	\$59.09
Level 5	\$61.47	\$61.47	\$47.81	\$61.47	\$47.81	\$61.47
Call centre technical associate	\$67.34	\$67.34	\$52.38	\$67.34	\$52.38	\$67.34

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	\$9.73	\$12.16	\$19.46	\$24.33	\$14.60	\$19.46	\$19.46	\$11.19
Level 1 - year 2	\$10.21	\$12.76	\$20.42	\$25.53	\$15.32	\$20.42	\$20.42	\$11.74
Level 1 - year 3	\$10.53	\$13.16	\$21.06	\$26.33	\$15.80	\$21.06	\$21.06	\$12.11
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	\$11.82	\$14.78	\$23.64	\$29.55	\$17.73	\$23.64	\$23.64	\$13.59
Level 5	\$12.29	\$15.36	\$24.58	\$30.73	\$18.44	\$24.58	\$24.58	\$14.13
Call centre technical associate	\$13.47	\$16.84	\$26.94	\$33.68	\$20.21	\$26.94	\$26.94	\$15.49

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	\$12.65	\$11.19	\$14.60	\$14.60	\$14.60	\$19.46	\$19.46	\$19.46
Level 1 - year 2	\$13.27	\$11.74	\$15.32	\$15.32	\$15.32	\$20.42	\$20.42	\$20.42
Level 1 - year 3	\$13.69	\$12.11	\$15.80	\$15.80	\$15.80	\$21.06	\$21.06	\$21.06
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	\$15.37	\$13.59	\$17.73	\$17.73	\$17.73	\$23.64	\$23.64	\$23.64
Level 5	\$15.98	\$14.13	\$18.44	\$18.44	\$18.44	\$24.58	\$24.58	\$24.58
Call centre technical associate	\$17.51	\$15.49	\$20.21	\$20.21	\$20.21	\$26.94	\$26.94	\$26.94

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	\$14.60	\$19.46	\$14.60	\$19.46	\$19.46	\$19.46
Level 1 - year 2	\$15.32	\$20.42	\$15.32	\$20.42	\$20.42	\$20.42
Level 1 - year 3	\$15.80	\$21.06	\$15.80	\$21.06	\$21.06	\$21.06
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	\$17.73	\$23.64	\$17.73	\$23.64	\$23.64	\$23.64
Level 5	\$18.44	\$24.58	\$18.44	\$24.58	\$24.58	\$24.58
Call centre technical associate	\$20.21	\$26.94	\$20.21	\$26.94	\$26.94	\$26.94

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	\$10.81	\$13.51	\$21.62	\$27.03	\$16.22	\$21.62	\$21.62	\$12.43
Level 1 - year 2	\$11.34	\$14.18	\$22.68	\$28.35	\$17.01	\$22.68	\$22.68	\$13.04
Level 1 - year 3	\$11.70	\$14.63	\$23.40	\$29.25	\$17.55	\$23.40	\$23.40	\$13.46
Level 2 - year 1	\$11.84	\$14.80	\$23.68	\$29.60	\$17.76	\$23.68	\$23.68	\$13.62
Level 2 - year 2	\$12.06	\$15.08	\$24.12	\$30.15	\$18.09	\$24.12	\$24.12	\$13.87
Level 3	\$12.50	\$15.63	\$25.00	\$31.25	\$18.75	\$25.00	\$25.00	\$14.38
Call centre principal customer contact specialist	\$12.59	\$15.74	\$25.18	\$31.48	\$18.89	\$25.18	\$25.18	\$14.48
Level 4	\$13.13	\$16.41	\$26.26	\$32.83	\$19.70	\$26.26	\$26.26	\$15.10
Level 5	\$13.66	\$17.08	\$27.32	\$34.15	\$20.49	\$27.32	\$27.32	\$15.71
Call centre technical associate	\$14.96	\$18.70	\$29.92	\$37.40	\$22.44	\$29.92	\$29.92	\$17.20

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	\$14.05	\$12.43	\$16.22	\$16.22	\$16.22	\$21.62	\$21.62	\$21.62
Level 1 - year 2	\$14.74	\$13.04	\$17.01	\$17.01	\$17.01	\$22.68	\$22.68	\$22.68
Level 1 - year 3	\$15.21	\$13.46	\$17.55	\$17.55	\$17.55	\$23.40	\$23.40	\$23.40
Level 2 - year 1	\$15.39	\$13.62	\$17.76	\$17.76	\$17.76	\$23.68	\$23.68	\$23.68
Level 2 - year 2	\$15.68	\$13.87	\$18.09	\$18.09	\$18.09	\$24.12	\$24.12	\$24.12
Level 3	\$16.25	\$14.38	\$18.75	\$18.75	\$18.75	\$25.00	\$25.00	\$25.00
Call centre principal customer contact specialist	\$16.37	\$14.48	\$18.89	\$18.89	\$18.89	\$25.18	\$25.18	\$25.18
Level 4	\$17.07	\$15.10	\$19.70	\$19.70	\$19.70	\$26.26	\$26.26	\$26.26
Level 5	\$17.76	\$15.71	\$20.49	\$20.49	\$20.49	\$27.32	\$27.32	\$27.32
Call centre technical associate	\$19.45	\$17.20	\$22.44	\$22.44	\$22.44	\$29.92	\$29.92	\$29.92

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	\$16.22	\$21.62	\$16.22	\$21.62	\$21.62	\$21.62
Level 1 - year 2	\$17.01	\$22.68	\$17.01	\$22.68	\$22.68	\$22.68
Level 1 - year 3	\$17.55	\$23.40	\$17.55	\$23.40	\$23.40	\$23.40
Level 2 - year 1	\$17.76	\$23.68	\$17.76	\$23.68	\$23.68	\$23.68
Level 2 - year 2	\$18.09	\$24.12	\$18.09	\$24.12	\$24.12	\$24.12
Level 3	\$18.75	\$25.00	\$18.75	\$25.00	\$25.00	\$25.00
Call centre principal customer contact specialist	\$18.89	\$25.18	\$18.89	\$25.18	\$25.18	\$25.18
Level 4	\$19.70	\$26.26	\$19.70	\$26.26	\$26.26	\$26.26
Level 5	\$20.49	\$27.32	\$20.49	\$27.32	\$27.32	\$27.32
Call centre technical associate	\$22.44	\$29.92	\$22.44	\$29.92	\$29.92	\$29.92

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	\$12.97	\$16.21	\$25.94	\$32.43	\$19.46	\$25.94	\$25.94	\$14.92
Level 1 - year 2	\$13.61	\$17.01	\$27.22	\$34.03	\$20.42	\$27.22	\$27.22	\$15.65
Level 1 - year 3	\$14.04	\$17.55	\$28.08	\$35.10	\$21.06	\$28.08	\$28.08	\$16.15
Level 2 - year 1	\$14.20	\$17.75	\$28.40	\$35.50	\$21.30	\$28.40	\$28.40	\$16.33
Level 2 - year 2	\$14.47	\$18.09	\$28.94	\$36.18	\$21.71	\$28.94	\$28.94	\$16.64
Level 3	\$15.00	\$18.75	\$30.00	\$37.50	\$22.50	\$30.00	\$30.00	\$17.25
Call centre principal customer contact specialist	\$15.11	\$18.89	\$30.22	\$37.78	\$22.67	\$30.22	\$30.22	\$17.38
Level 4	\$15.75	\$19.69	\$31.50	\$39.38	\$23.63	\$31.50	\$31.50	\$18.11
Level 5	\$16.39	\$20.49	\$32.78	\$40.98	\$24.59	\$32.78	\$32.78	\$18.85
Call centre technical associate	\$17.96	\$22.45	\$35.92	\$44.90	\$26.94	\$35.92	\$35.92	\$20.65

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	\$16.86	\$14.92	\$19.46	\$19.46	\$19.46	\$25.94	\$25.94	\$25.94
Level 1 - year 2	\$17.69	\$15.65	\$20.42	\$20.42	\$20.42	\$27.22	\$27.22	\$27.22
Level 1 - year 3	\$18.25	\$16.15	\$21.06	\$21.06	\$21.06	\$28.08	\$28.08	\$28.08
Level 2 - year 1	\$18.46	\$16.33	\$21.30	\$21.30	\$21.30	\$28.40	\$28.40	\$28.40
Level 2 - year 2	\$18.81	\$16.64	\$21.71	\$21.71	\$21.71	\$28.94	\$28.94	\$28.94
Level 3	\$19.50	\$17.25	\$22.50	\$22.50	\$22.50	\$30.00	\$30.00	\$30.00
Call centre principal customer contact specialist	\$19.64	\$17.38	\$22.67	\$22.67	\$22.67	\$30.22	\$30.22	\$30.22
Level 4	\$20.48	\$18.11	\$23.63	\$23.63	\$23.63	\$31.50	\$31.50	\$31.50
Level 5	\$21.31	\$18.85	\$24.59	\$24.59	\$24.59	\$32.78	\$32.78	\$32.78
Call centre technical associate	\$23.35	\$20.65	\$26.94	\$26.94	\$26.94	\$35.92	\$35.92	\$35.92

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	\$19.46	\$25.94	\$19.46	\$25.94	\$25.94	\$25.94
Level 1 - year 2	\$20.42	\$27.22	\$20.42	\$27.22	\$27.22	\$27.22
Level 1 - year 3	\$21.06	\$28.08	\$21.06	\$28.08	\$28.08	\$28.08
Level 2 - year 1	\$21.30	\$28.40	\$21.30	\$28.40	\$28.40	\$28.40
Level 2 - year 2	\$21.71	\$28.94	\$21.71	\$28.94	\$28.94	\$28.94
Level 3	\$22.50	\$30.00	\$22.50	\$30.00	\$30.00	\$30.00
Call centre principal customer contact specialist	\$22.67	\$30.22	\$22.67	\$30.22	\$30.22	\$30.22
Level 4	\$23.63	\$31.50	\$23.63	\$31.50	\$31.50	\$31.50
Level 5	\$24.59	\$32.78	\$24.59	\$32.78	\$32.78	\$32.78
Call centre technical associate	\$26.94	\$35.92	\$26.94	\$35.92	\$35.92	\$35.92

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	\$15.13	\$18.91	\$30.26	\$37.83	\$22.70	\$30.26	\$30.26	\$17.40
Level 1 - year 2	\$15.88	\$19.85	\$31.76	\$39.70	\$23.82	\$31.76	\$31.76	\$18.26
Level 1 - year 3	\$16.38	\$20.48	\$32.76	\$40.95	\$24.57	\$32.76	\$32.76	\$18.84
Level 2 - year 1	\$16.57	\$20.71	\$33.14	\$41.43	\$24.86	\$33.14	\$33.14	\$19.06
Level 2 - year 2	\$16.88	\$21.10	\$33.76	\$42.20	\$25.32	\$33.76	\$33.76	\$19.41
Level 3	\$17.50	\$21.88	\$35.00	\$43.75	\$26.25	\$35.00	\$35.00	\$20.13
Call centre principal customer contact specialist	\$17.63	\$22.04	\$35.26	\$44.08	\$26.45	\$35.26	\$35.26	\$20.27
Level 4	\$18.38	\$22.98	\$36.76	\$45.95	\$27.57	\$36.76	\$36.76	\$21.14
Level 5	\$19.12	\$23.90	\$38.24	\$47.80	\$28.68	\$38.24	\$38.24	\$21.99
Call centre technical associate	\$20.95	\$26.19	\$41.90	\$52.38	\$31.43	\$41.90	\$41.90	\$24.09

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	\$19.67	\$17.40	\$22.70	\$22.70	\$22.70	\$30.26	\$30.26	\$30.26
Level 1 - year 2	\$20.64	\$18.26	\$23.82	\$23.82	\$23.82	\$31.76	\$31.76	\$31.76
Level 1 - year 3	\$21.29	\$18.84	\$24.57	\$24.57	\$24.57	\$32.76	\$32.76	\$32.76
Level 2 - year 1	\$21.54	\$19.06	\$24.86	\$24.86	\$24.86	\$33.14	\$33.14	\$33.14
Level 2 - year 2	\$21.94	\$19.41	\$25.32	\$25.32	\$25.32	\$33.76	\$33.76	\$33.76
Level 3	\$22.75	\$20.13	\$26.25	\$26.25	\$26.25	\$35.00	\$35.00	\$35.00
Call centre principal customer contact specialist	\$22.92	\$20.27	\$26.45	\$26.45	\$26.45	\$35.26	\$35.26	\$35.26
Level 4	\$23.89	\$21.14	\$27.57	\$27.57	\$27.57	\$36.76	\$36.76	\$36.76
Level 5	\$24.86	\$21.99	\$28.68	\$28.68	\$28.68	\$38.24	\$38.24	\$38.24
Call centre technical associate	\$27.24	\$24.09	\$31.43	\$31.43	\$31.43	\$41.90	\$41.90	\$41.90

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	\$22.70	\$30.26	\$22.70	\$30.26	\$30.26	\$30.26
Level 1 - year 2	\$23.82	\$31.76	\$23.82	\$31.76	\$31.76	\$31.76
Level 1 - year 3	\$24.57	\$32.76	\$24.57	\$32.76	\$32.76	\$32.76
Level 2 - year 1	\$24.86	\$33.14	\$24.86	\$33.14	\$33.14	\$33.14
Level 2 - year 2	\$25.32	\$33.76	\$25.32	\$33.76	\$33.76	\$33.76
Level 3	\$26.25	\$35.00	\$26.25	\$35.00	\$35.00	\$35.00
Call centre principal customer contact specialist	\$26.45	\$35.26	\$26.45	\$35.26	\$35.26	\$35.26
Level 4	\$27.57	\$36.76	\$27.57	\$36.76	\$36.76	\$36.76
Level 5	\$28.68	\$38.24	\$28.68	\$38.24	\$38.24	\$38.24
Call centre technical associate	\$31.43	\$41.90	\$31.43	\$41.90	\$41.90	\$41.90

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	\$17.29	\$21.61	\$34.58	\$43.23	\$25.94	\$34.58	\$34.58	\$19.88
Level 1 - year 2	\$18.15	\$22.69	\$36.30	\$45.38	\$27.23	\$36.30	\$36.30	\$20.87
Level 1 - year 3	\$18.72	\$23.40	\$37.44	\$46.80	\$28.08	\$37.44	\$37.44	\$21.53
Level 2 - year 1	\$18.94	\$23.68	\$37.88	\$47.35	\$28.41	\$37.88	\$37.88	\$21.78
Level 2 - year 2	\$19.29	\$24.11	\$38.58	\$48.23	\$28.94	\$38.58	\$38.58	\$22.18
Level 3	\$20.00	\$25.00	\$40.00	\$50.00	\$30.00	\$40.00	\$40.00	\$23.00
Call centre principal customer contact specialist	\$20.14	\$25.18	\$40.28	\$50.35	\$30.21	\$40.28	\$40.28	\$23.16
Level 4	\$21.00	\$26.25	\$42.00	\$52.50	\$31.50	\$42.00	\$42.00	\$24.15
Level 5	\$21.86	\$27.33	\$43.72	\$54.65	\$32.79	\$43.72	\$43.72	\$25.14
Call centre technical associate	\$23.94	\$29.93	\$47.88	\$59.85	\$35.91	\$47.88	\$47.88	\$27.53

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	\$22.48	\$19.88	\$25.94	\$25.94	\$25.94	\$34.58	\$34.58	\$34.58
Level 1 - year 2	\$23.60	\$20.87	\$27.23	\$27.23	\$27.23	\$36.30	\$36.30	\$36.30
Level 1 - year 3	\$24.34	\$21.53	\$28.08	\$28.08	\$28.08	\$37.44	\$37.44	\$37.44
Level 2 - year 1	\$24.62	\$21.78	\$28.41	\$28.41	\$28.41	\$37.88	\$37.88	\$37.88
Level 2 - year 2	\$25.08	\$22.18	\$28.94	\$28.94	\$28.94	\$38.58	\$38.58	\$38.58
Level 3	\$26.00	\$23.00	\$30.00	\$30.00	\$30.00	\$40.00	\$40.00	\$40.00
Call centre principal customer contact specialist	\$26.18	\$23.16	\$30.21	\$30.21	\$30.21	\$40.28	\$40.28	\$40.28
Level 4	\$27.30	\$24.15	\$31.50	\$31.50	\$31.50	\$42.00	\$42.00	\$42.00
Level 5	\$28.42	\$25.14	\$32.79	\$32.79	\$32.79	\$43.72	\$43.72	\$43.72
Call centre technical associate	\$31.12	\$27.53	\$35.91	\$35.91	\$35.91	\$47.88	\$47.88	\$47.88

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	\$25.94	\$34.58	\$25.94	\$34.58	\$34.58	\$34.58
Level 1 - year 2	\$27.23	\$36.30	\$27.23	\$36.30	\$36.30	\$36.30
Level 1 - year 3	\$28.08	\$37.44	\$28.08	\$37.44	\$37.44	\$37.44
Level 2 - year 1	\$28.41	\$37.88	\$28.41	\$37.88	\$37.88	\$37.88
Level 2 - year 2	\$28.94	\$38.58	\$28.94	\$38.58	\$38.58	\$38.58
Level 3	\$30.00	\$40.00	\$30.00	\$40.00	\$40.00	\$40.00
Call centre principal customer contact specialist	\$30.21	\$40.28	\$30.21	\$40.28	\$40.28	\$40.28
Level 4	\$31.50	\$42.00	\$31.50	\$42.00	\$42.00	\$42.00
Level 5	\$32.79	\$43.72	\$32.79	\$43.72	\$43.72	\$43.72
Call centre technical associate	\$35.91	\$47.88	\$35.91	\$47.88	\$47.88	\$47.88

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	\$19.45	\$24.31	\$38.90	\$48.63	\$29.18	\$38.90	\$38.90	\$22.37
Level 1 - year 2	\$20.42	\$25.53	\$40.84	\$51.05	\$30.63	\$40.84	\$40.84	\$23.48
Level 1 - year 3	\$21.06	\$26.33	\$42.12	\$52.65	\$31.59	\$42.12	\$42.12	\$24.22
Level 2 - year 1	\$21.30	\$26.63	\$42.60	\$53.25	\$31.95	\$42.60	\$42.60	\$24.50
Level 2 - year 2	\$21.70	\$27.13	\$43.40	\$54.25	\$32.55	\$43.40	\$43.40	\$24.96
Level 3	\$22.50	\$28.13	\$45.00	\$56.25	\$33.75	\$45.00	\$45.00	\$25.88
Call centre principal customer contact specialist	\$22.66	\$28.33	\$45.32	\$56.65	\$33.99	\$45.32	\$45.32	\$26.06
Level 4	\$23.63	\$29.54	\$47.26	\$59.08	\$35.45	\$47.26	\$47.26	\$27.17
Level 5	\$24.59	\$30.74	\$49.18	\$61.48	\$36.89	\$49.18	\$49.18	\$28.28
Call centre technical associate	\$26.94	\$33.68	\$53.88	\$67.35	\$40.41	\$53.88	\$53.88	\$30.98

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	\$25.29	\$22.37	\$29.18	\$29.18	\$29.18	\$38.90	\$38.90	\$38.90
Level 1 - year 2	\$26.55	\$23.48	\$30.63	\$30.63	\$30.63	\$40.84	\$40.84	\$40.84
Level 1 - year 3	\$27.38	\$24.22	\$31.59	\$31.59	\$31.59	\$42.12	\$42.12	\$42.12
Level 2 - year 1	\$27.69	\$24.50	\$31.95	\$31.95	\$31.95	\$42.60	\$42.60	\$42.60
Level 2 - year 2	\$28.21	\$24.96	\$32.55	\$32.55	\$32.55	\$43.40	\$43.40	\$43.40
Level 3	\$29.25	\$25.88	\$33.75	\$33.75	\$33.75	\$45.00	\$45.00	\$45.00
Call centre principal customer contact specialist	\$29.46	\$26.06	\$33.99	\$33.99	\$33.99	\$45.32	\$45.32	\$45.32
Level 4	\$30.72	\$27.17	\$35.45	\$35.45	\$35.45	\$47.26	\$47.26	\$47.26
Level 5	\$31.97	\$28.28	\$36.89	\$36.89	\$36.89	\$49.18	\$49.18	\$49.18
Call centre technical associate	\$35.02	\$30.98	\$40.41	\$40.41	\$40.41	\$53.88	\$53.88	\$53.88

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	\$29.18	\$38.90	\$29.18	\$38.90	\$38.90	\$38.90
Level 1 - year 2	\$30.63	\$40.84	\$30.63	\$40.84	\$40.84	\$40.84
Level 1 - year 3	\$31.59	\$42.12	\$31.59	\$42.12	\$42.12	\$42.12
Level 2 - year 1	\$31.95	\$42.60	\$31.95	\$42.60	\$42.60	\$42.60
Level 2 - year 2	\$32.55	\$43.40	\$32.55	\$43.40	\$43.40	\$43.40
Level 3	\$33.75	\$45.00	\$33.75	\$45.00	\$45.00	\$45.00
Call centre principal customer contact specialist	\$33.99	\$45.32	\$33.99	\$45.32	\$45.32	\$45.32
Level 4	\$35.45	\$47.26	\$35.45	\$47.26	\$47.26	\$47.26
Level 5	\$36.89	\$49.18	\$36.89	\$49.18	\$49.18	\$49.18
Call centre technical associate	\$40.41	\$53.88	\$40.41	\$53.88	\$53.88	\$53.88

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	\$12.16	\$14.60	\$21.89	\$26.76	\$17.03	\$21.89	\$21.89	\$13.62
Level 1 - year 2	\$12.76	\$15.32	\$22.97	\$28.08	\$17.87	\$22.97	\$22.97	\$14.29
Level 1 - year 3	\$13.16	\$15.80	\$23.69	\$28.96	\$18.43	\$23.69	\$23.69	\$14.74
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	\$14.78	\$17.73	\$26.60	\$32.51	\$20.69	\$26.60	\$26.60	\$16.55
Level 5	\$15.36	\$18.44	\$27.65	\$33.80	\$21.51	\$27.65	\$27.65	\$17.21
Call centre technical associate	\$16.84	\$20.21	\$30.31	\$37.04	\$23.57	\$30.31	\$30.31	\$18.86

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker
Level 1 - year 1	\$15.08	\$13.62	\$17.03	\$17.03	\$17.03	\$21.89
Level 1 - year 2	\$15.83	\$14.29	\$17.87	\$17.87	\$17.87	\$22.97
Level 1 - year 3	\$16.32	\$14.74	\$18.43	\$18.43	\$18.43	\$23.69
Level 2 - year 1	\$16.51	\$14.91	\$18.64	\$18.64	\$18.64	\$23.96
Level 2 - year 2	\$16.82	\$15.19	\$18.99	\$18.99	\$18.99	\$24.41
Level 3	\$17.44	\$15.75	\$19.69	\$19.69	\$19.69	\$25.31
Call centre principal customer contact specialist	\$17.56	\$15.86	\$19.83	\$19.83	\$19.83	\$25.49
Level 4	\$18.32	\$16.55	\$20.69	\$20.69	\$20.69	\$26.60
Level 5	\$19.05	\$17.21	\$21.51	\$21.51	\$21.51	\$27.65
Call centre technical associate	\$20.88	\$18.86	\$23.57	\$23.57	\$23.57	\$30.31

Table 3 of 3

Classification	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$21.89	\$21.89	\$17.03	\$21.89	\$17.03	\$21.89
Level 1 - year 2	\$22.97	\$22.97	\$17.87	\$22.97	\$17.87	\$22.97
Level 1 - year 3	\$23.69	\$23.69	\$18.43	\$23.69	\$18.43	\$23.69
Level 2 - year 1	\$23.96	\$23.96	\$18.64	\$23.96	\$18.64	\$23.96
Level 2 - year 2	\$24.41	\$24.41	\$18.99	\$24.41	\$18.99	\$24.41
Level 3	\$25.31	\$25.31	\$19.69	\$25.31	\$19.69	\$25.31
Call centre principal customer contact specialist	\$25.49	\$25.49	\$19.83	\$25.49	\$19.83	\$25.49
Level 4	\$26.60	\$26.60	\$20.69	\$26.60	\$20.69	\$26.60
Level 5	\$27.65	\$27.65	\$21.51	\$27.65	\$21.51	\$27.65
Call centre technical associate	\$30.31	\$30.31	\$23.57	\$30.31	\$23.57	\$30.31

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	\$13.51	\$16.22	\$24.32	\$29.73	\$18.92	\$24.32	\$24.32	\$15.13
Level 1 - year 2	\$14.18	\$17.01	\$25.52	\$31.19	\$19.85	\$25.52	\$25.52	\$15.88
Level 1 - year 3	\$14.63	\$17.55	\$26.33	\$32.18	\$20.48	\$26.33	\$26.33	\$16.38
Level 2 - year 1	\$14.80	\$17.76	\$26.64	\$32.56	\$20.72	\$26.64	\$26.64	\$16.58
Level 2 - year 2	\$15.08	\$18.09	\$27.14	\$33.17	\$21.11	\$27.14	\$27.14	\$16.88
Level 3	\$15.63	\$18.75	\$28.13	\$34.38	\$21.88	\$28.13	\$28.13	\$17.50
Call centre principal customer contact specialist	\$15.74	\$18.89	\$28.33	\$34.62	\$22.03	\$28.33	\$28.33	\$17.63
Level 4	\$16.41	\$19.70	\$29.54	\$36.11	\$22.98	\$29.54	\$29.54	\$18.38
Level 5	\$17.08	\$20.49	\$30.74	\$37.57	\$23.91	\$30.74	\$30.74	\$19.12
Call centre technical associate	\$18.70	\$22.44	\$33.66	\$41.14	\$26.18	\$33.66	\$33.66	\$20.94

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker
Level 1 - year 1	\$16.76	\$15.13	\$18.92	\$18.92	\$18.92	\$24.32
Level 1 - year 2	\$17.58	\$15.88	\$19.85	\$19.85	\$19.85	\$25.52
Level 1 - year 3	\$18.14	\$16.38	\$20.48	\$20.48	\$20.48	\$26.33
Level 2 - year 1	\$18.35	\$16.58	\$20.72	\$20.72	\$20.72	\$26.64
Level 2 - year 2	\$18.69	\$16.88	\$21.11	\$21.11	\$21.11	\$27.14
Level 3	\$19.38	\$17.50	\$21.88	\$21.88	\$21.88	\$28.13
Call centre principal customer contact specialist	\$19.51	\$17.63	\$22.03	\$22.03	\$22.03	\$28.33
Level 4	\$20.35	\$18.38	\$22.98	\$22.98	\$22.98	\$29.54
Level 5	\$21.17	\$19.12	\$23.91	\$23.91	\$23.91	\$30.74
Call centre technical associate	\$23.19	\$20.94	\$26.18	\$26.18	\$26.18	\$33.66

Table 3 of 3

Classification	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$24.32	\$24.32	\$18.92	\$24.32	\$18.92	\$24.32
Level 1 - year 2	\$25.52	\$25.52	\$19.85	\$25.52	\$19.85	\$25.52
Level 1 - year 3	\$26.33	\$26.33	\$20.48	\$26.33	\$20.48	\$26.33
Level 2 - year 1	\$26.64	\$26.64	\$20.72	\$26.64	\$20.72	\$26.64
Level 2 - year 2	\$27.14	\$27.14	\$21.11	\$27.14	\$21.11	\$27.14
Level 3	\$28.13	\$28.13	\$21.88	\$28.13	\$21.88	\$28.13
Call centre principal customer contact specialist	\$28.33	\$28.33	\$22.03	\$28.33	\$22.03	\$28.33
Level 4	\$29.54	\$29.54	\$22.98	\$29.54	\$22.98	\$29.54
Level 5	\$30.74	\$30.74	\$23.91	\$30.74	\$23.91	\$30.74
Call centre technical associate	\$33.66	\$33.66	\$26.18	\$33.66	\$26.18	\$33.66

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	\$16.21	\$19.46	\$29.18	\$35.67	\$22.70	\$29.18	\$29.18	\$18.16
Level 1 - year 2	\$17.01	\$20.42	\$30.62	\$37.43	\$23.82	\$30.62	\$30.62	\$19.05
Level 1 - year 3	\$17.55	\$21.06	\$31.59	\$38.61	\$24.57	\$31.59	\$31.59	\$19.66
Level 2 - year 1	\$17.75	\$21.30	\$31.95	\$39.05	\$24.85	\$31.95	\$31.95	\$19.88
Level 2 - year 2	\$18.09	\$21.71	\$32.56	\$39.79	\$25.32	\$32.56	\$32.56	\$20.26
Level 3	\$18.75	\$22.50	\$33.75	\$41.25	\$26.25	\$33.75	\$33.75	\$21.00
Call centre principal customer contact specialist	\$18.89	\$22.67	\$34.00	\$41.55	\$26.44	\$34.00	\$34.00	\$21.15
Level 4	\$19.69	\$23.63	\$35.44	\$43.31	\$27.56	\$35.44	\$35.44	\$22.05
Level 5	\$20.49	\$24.59	\$36.88	\$45.07	\$28.68	\$36.88	\$36.88	\$22.95
Call centre technical associate	\$22.45	\$26.94	\$40.41	\$49.39	\$31.43	\$40.41	\$40.41	\$25.14

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker
Level 1 - year 1	\$20.10	\$18.16	\$22.70	\$22.70	\$22.70	\$29.18
Level 1 - year 2	\$21.10	\$19.05	\$23.82	\$23.82	\$23.82	\$30.62
Level 1 - year 3	\$21.76	\$19.66	\$24.57	\$24.57	\$24.57	\$31.59
Level 2 - year 1	\$22.01	\$19.88	\$24.85	\$24.85	\$24.85	\$31.95
Level 2 - year 2	\$22.43	\$20.26	\$25.32	\$25.32	\$25.32	\$32.56
Level 3	\$23.25	\$21.00	\$26.25	\$26.25	\$26.25	\$33.75
Call centre principal customer contact specialist	\$23.42	\$21.15	\$26.44	\$26.44	\$26.44	\$34.00
Level 4	\$24.41	\$22.05	\$27.56	\$27.56	\$27.56	\$35.44
Level 5	\$25.40	\$22.95	\$28.68	\$28.68	\$28.68	\$36.88
Call centre technical associate	\$27.84	\$25.14	\$31.43	\$31.43	\$31.43	\$40.41

Table 3 of 3

Classification	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$29.18	\$29.18	\$22.70	\$29.18	\$22.70	\$29.18
Level 1 - year 2	\$30.62	\$30.62	\$23.82	\$30.62	\$23.82	\$30.62
Level 1 - year 3	\$31.59	\$31.59	\$24.57	\$31.59	\$24.57	\$31.59
Level 2 - year 1	\$31.95	\$31.95	\$24.85	\$31.95	\$24.85	\$31.95
Level 2 - year 2	\$32.56	\$32.56	\$25.32	\$32.56	\$25.32	\$32.56
Level 3	\$33.75	\$33.75	\$26.25	\$33.75	\$26.25	\$33.75
Call centre principal customer contact specialist	\$34.00	\$34.00	\$26.44	\$34.00	\$26.44	\$34.00
Level 4	\$35.44	\$35.44	\$27.56	\$35.44	\$27.56	\$35.44
Level 5	\$36.88	\$36.88	\$28.68	\$36.88	\$28.68	\$36.88
Call centre technical associate	\$40.41	\$40.41	\$31.43	\$40.41	\$31.43	\$40.41

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	\$18.91	\$22.70	\$34.04	\$41.61	\$26.48	\$34.04	\$34.04	\$21.18
Level 1 - year 2	\$19.85	\$23.82	\$35.73	\$43.67	\$27.79	\$35.73	\$35.73	\$22.23
Level 1 - year 3	\$20.48	\$24.57	\$36.86	\$45.05	\$28.67	\$36.86	\$36.86	\$22.93
Level 2 - year 1	\$20.71	\$24.86	\$37.28	\$45.57	\$29.00	\$37.28	\$37.28	\$23.20
Level 2 - year 2	\$21.10	\$25.32	\$37.98	\$46.42	\$29.54	\$37.98	\$37.98	\$23.63
Level 3	\$21.88	\$26.25	\$39.38	\$48.13	\$30.63	\$39.38	\$39.38	\$24.50
Call centre principal customer contact specialist	\$22.04	\$26.45	\$39.67	\$48.48	\$30.85	\$39.67	\$39.67	\$24.68
Level 4	\$22.98	\$27.57	\$41.36	\$50.55	\$32.17	\$41.36	\$41.36	\$25.73
Level 5	\$23.90	\$28.68	\$43.02	\$52.58	\$33.46	\$43.02	\$43.02	\$26.77
Call centre technical associate	\$26.19	\$31.43	\$47.14	\$57.61	\$36.66	\$47.14	\$47.14	\$29.33

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker
Level 1 - year 1	\$23.45	\$21.18	\$26.48	\$26.48	\$26.48	\$34.04
Level 1 - year 2	\$24.61	\$22.23	\$27.79	\$27.79	\$27.79	\$35.73
Level 1 - year 3	\$25.39	\$22.93	\$28.67	\$28.67	\$28.67	\$36.86
Level 2 - year 1	\$25.68	\$23.20	\$29.00	\$29.00	\$29.00	\$37.28
Level 2 - year 2	\$26.16	\$23.63	\$29.54	\$29.54	\$29.54	\$37.98
Level 3	\$27.13	\$24.50	\$30.63	\$30.63	\$30.63	\$39.38
Call centre principal customer contact specialist	\$27.33	\$24.68	\$30.85	\$30.85	\$30.85	\$39.67
Level 4	\$28.49	\$25.73	\$32.17	\$32.17	\$32.17	\$41.36
Level 5	\$29.64	\$26.77	\$33.46	\$33.46	\$33.46	\$43.02
Call centre technical associate	\$32.47	\$29.33	\$36.66	\$36.66	\$36.66	\$47.14

Table 3 of 3

Classification	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$34.04	\$34.04	\$26.48	\$34.04	\$26.48	\$34.04
Level 1 - year 2	\$35.73	\$35.73	\$27.79	\$35.73	\$27.79	\$35.73
Level 1 - year 3	\$36.86	\$36.86	\$28.67	\$36.86	\$28.67	\$36.86
Level 2 - year 1	\$37.28	\$37.28	\$29.00	\$37.28	\$29.00	\$37.28
Level 2 - year 2	\$37.98	\$37.98	\$29.54	\$37.98	\$29.54	\$37.98
Level 3	\$39.38	\$39.38	\$30.63	\$39.38	\$30.63	\$39.38
Call centre principal customer contact specialist	\$39.67	\$39.67	\$30.85	\$39.67	\$30.85	\$39.67
Level 4	\$41.36	\$41.36	\$32.17	\$41.36	\$32.17	\$41.36
Level 5	\$43.02	\$43.02	\$33.46	\$43.02	\$33.46	\$43.02
Call centre technical associate	\$47.14	\$47.14	\$36.66	\$47.14	\$36.66	\$47.14

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	\$21.61	\$25.94	\$38.90	\$47.55	\$30.26	\$38.90	\$38.90	\$24.21
Level 1 - year 2	\$22.69	\$27.23	\$40.84	\$49.91	\$31.76	\$40.84	\$40.84	\$25.41
Level 1 - year 3	\$23.40	\$28.08	\$42.12	\$51.48	\$32.76	\$42.12	\$42.12	\$26.21
Level 2 - year 1	\$23.68	\$28.41	\$42.62	\$52.09	\$33.15	\$42.62	\$42.62	\$26.52
Level 2 - year 2	\$24.11	\$28.94	\$43.40	\$53.05	\$33.76	\$43.40	\$43.40	\$27.01
Level 3	\$25.00	\$30.00	\$45.00	\$55.00	\$35.00	\$45.00	\$45.00	\$28.00
Call centre principal customer contact specialist	\$25.18	\$30.21	\$45.32	\$55.39	\$35.25	\$45.32	\$45.32	\$28.20
Level 4	\$26.25	\$31.50	\$47.25	\$57.75	\$36.75	\$47.25	\$47.25	\$29.40
Level 5	\$27.33	\$32.79	\$49.19	\$60.12	\$38.26	\$49.19	\$49.19	\$30.60
Call centre technical associate	\$29.93	\$35.91	\$53.87	\$65.84	\$41.90	\$53.87	\$53.87	\$33.52

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker
Level 1 - year 1	\$26.80	\$24.21	\$30.26	\$30.26	\$30.26	\$38.90
Level 1 - year 2	\$28.13	\$25.41	\$31.76	\$31.76	\$31.76	\$40.84
Level 1 - year 3	\$29.02	\$26.21	\$32.76	\$32.76	\$32.76	\$42.12
Level 2 - year 1	\$29.36	\$26.52	\$33.15	\$33.15	\$33.15	\$42.62
Level 2 - year 2	\$29.90	\$27.01	\$33.76	\$33.76	\$33.76	\$43.40
Level 3	\$31.00	\$28.00	\$35.00	\$35.00	\$35.00	\$45.00
Call centre principal customer contact specialist	\$31.22	\$28.20	\$35.25	\$35.25	\$35.25	\$45.32
Level 4	\$32.55	\$29.40	\$36.75	\$36.75	\$36.75	\$47.25
Level 5	\$33.88	\$30.60	\$38.26	\$38.26	\$38.26	\$49.19
Call centre technical associate	\$37.11	\$33.52	\$41.90	\$41.90	\$41.90	\$53.87

Table 3 of 3

Classification	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$38.90	\$38.90	\$30.26	\$38.90	\$30.26	\$38.90
Level 1 - year 2	\$40.84	\$40.84	\$31.76	\$40.84	\$31.76	\$40.84
Level 1 - year 3	\$42.12	\$42.12	\$32.76	\$42.12	\$32.76	\$42.12
Level 2 - year 1	\$42.62	\$42.62	\$33.15	\$42.62	\$33.15	\$42.62
Level 2 - year 2	\$43.40	\$43.40	\$33.76	\$43.40	\$33.76	\$43.40
Level 3	\$45.00	\$45.00	\$35.00	\$45.00	\$35.00	\$45.00
Call centre principal customer contact specialist	\$45.32	\$45.32	\$35.25	\$45.32	\$35.25	\$45.32
Level 4	\$47.25	\$47.25	\$36.75	\$47.25	\$36.75	\$47.25
Level 5	\$49.19	\$49.19	\$38.26	\$49.19	\$38.26	\$49.19
Call centre technical associate	\$53.87	\$53.87	\$41.90	\$53.87	\$41.90	\$53.87

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	\$24.31	\$29.18	\$43.76	\$53.49	\$34.04	\$43.76	\$43.76	\$27.23
Level 1 - year 2	\$25.53	\$30.63	\$45.95	\$56.16	\$35.74	\$45.95	\$45.95	\$28.59
Level 1 - year 3	\$26.33	\$31.59	\$47.39	\$57.92	\$36.86	\$47.39	\$47.39	\$29.48
Level 2 - year 1	\$26.63	\$31.95	\$47.93	\$58.58	\$37.28	\$47.93	\$47.93	\$29.82
Level 2 - year 2	\$27.13	\$32.55	\$48.83	\$59.68	\$37.98	\$48.83	\$48.83	\$30.38
Level 3	\$28.13	\$33.75	\$50.63	\$61.88	\$39.38	\$50.63	\$50.63	\$31.50
Call centre principal customer contact specialist	\$28.33	\$33.99	\$50.99	\$62.32	\$39.66	\$50.99	\$50.99	\$31.72
Level 4	\$29.54	\$35.45	\$53.17	\$64.98	\$41.35	\$53.17	\$53.17	\$33.08
Level 5	\$30.74	\$36.89	\$55.33	\$67.62	\$43.03	\$55.33	\$55.33	\$34.43
Call centre technical associate	\$33.68	\$40.41	\$60.62	\$74.09	\$47.15	\$60.62	\$60.62	\$37.72

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker
Level 1 - year 1	\$30.15	\$27.23	\$34.04	\$34.04	\$34.04	\$43.76
Level 1 - year 2	\$31.65	\$28.59	\$35.74	\$35.74	\$35.74	\$45.95
Level 1 - year 3	\$32.64	\$29.48	\$36.86	\$36.86	\$36.86	\$47.39
Level 2 - year 1	\$33.02	\$29.82	\$37.28	\$37.28	\$37.28	\$47.93
Level 2 - year 2	\$33.64	\$30.38	\$37.98	\$37.98	\$37.98	\$48.83
Level 3	\$34.88	\$31.50	\$39.38	\$39.38	\$39.38	\$50.63
Call centre principal customer contact specialist	\$35.12	\$31.72	\$39.66	\$39.66	\$39.66	\$50.99
Level 4	\$36.63	\$33.08	\$41.35	\$41.35	\$41.35	\$53.17
Level 5	\$38.11	\$34.43	\$43.03	\$43.03	\$43.03	\$55.33
Call centre technical associate	\$41.76	\$37.72	\$47.15	\$47.15	\$47.15	\$60.62

Table 3 of 3

Classification	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$43.76	\$43.76	\$34.04	\$43.76	\$34.04	\$43.76
Level 1 - year 2	\$45.95	\$45.95	\$35.74	\$45.95	\$35.74	\$45.95
Level 1 - year 3	\$47.39	\$47.39	\$36.86	\$47.39	\$36.86	\$47.39
Level 2 - year 1	\$47.93	\$47.93	\$37.28	\$47.93	\$37.28	\$47.93
Level 2 - year 2	\$48.83	\$48.83	\$37.98	\$48.83	\$37.98	\$48.83
Level 3	\$50.63	\$50.63	\$39.38	\$50.63	\$39.38	\$50.63
Call centre principal customer contact specialist	\$50.99	\$50.99	\$39.66	\$50.99	\$39.66	\$50.99
Level 4	\$53.17	\$53.17	\$41.35	\$53.17	\$41.35	\$53.17
Level 5	\$55.33	\$55.33	\$43.03	\$55.33	\$43.03	\$55.33
Call centre technical associate	\$60.62	\$60.62	\$47.15	\$60.62	\$47.15	\$60.62

Allowances

Allowances	Rate
First aid allowance	\$13.49 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	\$16.53 for a meal and \$13.23 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	\$0.27 per km with a maximum of 400 kms per week
Vehicle allowance - motor car	\$0.80 per km with a maximum of 400 kms per week

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