

Pay Guide - Contract Call Centres Award

[MA000023]

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Pay rates change from 1 July each year, the rates in this guide apply from 01 July 2016.

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

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Rates of pay

Adult

Full-time & part-time

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| Classification | Weekly pay rate | Hourly pay rate | Monday to Friday - outside of 7am to 7pm - not shiftworkers | Saturday | Sunday - before 7am or after 7pm | Sunday - between 7am & 7pm |
|---|-----------------|-----------------|---|----------|----------------------------------|----------------------------|
| Customer contact trainee | \$718.60 | \$18.91 | \$23.64 | \$23.64 | \$33.09 | \$28.37 |
| Clerical administration officer level 1 | \$718.60 | \$18.91 | \$23.64 | \$23.64 | \$33.09 | \$28.37 |
| Customer contact officer 1 | \$743.30 | \$19.56 | \$24.45 | \$24.45 | \$34.23 | \$29.34 |
| Clerical administration officer level 2 | \$743.30 | \$19.56 | \$24.45 | \$24.45 | \$34.23 | \$29.34 |
| Customer contact officer 2 | \$783.30 | \$20.61 | \$25.76 | \$25.76 | \$36.07 | \$30.92 |
| Clerical administration officer level 3 | \$783.30 | \$20.61 | \$25.76 | \$25.76 | \$36.07 | \$30.92 |
| Principal customer contact specialist | \$833.10 | \$21.92 | \$27.40 | \$27.40 | \$38.36 | \$32.88 |
| Customer contact team leader | \$854.60 | \$22.49 | \$28.11 | \$28.11 | \$39.36 | \$33.74 |
| Clerical administration officer level 4 | \$854.60 | \$22.49 | \$28.11 | \$28.11 | \$39.36 | \$33.74 |
| Principal customer contact leader | \$916.30 | \$24.11 | \$30.14 | \$30.14 | \$42.19 | \$36.17 |
| Clerical administration officer level 5 | \$916.30 | \$24.11 | \$30.14 | \$30.14 | \$42.19 | \$36.17 |
| Contract call centre industry technical associate | \$990.20 | \$26.06 | \$32.58 | \$32.58 | \$45.61 | \$39.09 |

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| Classification | Public holiday | Afternoon shift | Night shift | Permanent night shift | Public holiday - afternoon or night shift | Working though a meal break |
|---|----------------|-----------------|-------------|-----------------------|---|-----------------------------|
| Customer contact trainee | \$47.28 | \$21.75 | \$21.75 | \$24.58 | \$37.82 | \$28.37 |
| Clerical administration officer level 1 | \$47.28 | \$21.75 | \$21.75 | \$24.58 | \$37.82 | \$28.37 |
| Customer contact officer 1 | \$48.90 | \$22.49 | \$22.49 | \$25.43 | \$39.12 | \$29.34 |
| Clerical administration officer level 2 | \$48.90 | \$22.49 | \$22.49 | \$25.43 | \$39.12 | \$29.34 |

| Classification | Public holiday | Afternoon shift | Night shift | Permanent night shift | Public holiday - afternoon or night shift | Working though a meal break |
|---|-----------------------|------------------------|--------------------|------------------------------|--|------------------------------------|
| Customer contact officer 2 | \$51.53 | \$23.70 | \$23.70 | \$26.79 | \$41.22 | \$30.92 |
| Clerical administration officer level 3 | \$51.53 | \$23.70 | \$23.70 | \$26.79 | \$41.22 | \$30.92 |
| Principal customer contact specialist | \$54.80 | \$25.21 | \$25.21 | \$28.50 | \$43.84 | \$32.88 |
| Customer contact team leader | \$56.23 | \$25.86 | \$25.86 | \$29.24 | \$44.98 | \$33.74 |
| Clerical administration officer level 4 | \$56.23 | \$25.86 | \$25.86 | \$29.24 | \$44.98 | \$33.74 |
| Principal customer contact leader | \$60.28 | \$27.73 | \$27.73 | \$31.34 | \$48.22 | \$36.17 |
| Clerical administration officer level 5 | \$60.28 | \$27.73 | \$27.73 | \$31.34 | \$48.22 | \$36.17 |
| Contract call centre industry technical associate | \$65.15 | \$29.97 | \$29.97 | \$33.88 | \$52.12 | \$39.09 |

Table 3 of 3

| Classification | Overtime - Monday to Saturday - first 3 hours | Overtime - Monday to Saturday - after 3 hours | Overtime - Sunday | Less than 10 hour break between shifts - first 3 hours | Less than 10 hour break between shifts - after 3 hours |
|---|--|--|--------------------------|---|---|
| Customer contact trainee | \$28.37 | \$37.82 | \$37.82 | \$28.37 | \$37.82 |
| Clerical administration officer level 1 | \$28.37 | \$37.82 | \$37.82 | \$28.37 | \$37.82 |
| Customer contact officer 1 | \$29.34 | \$39.12 | \$39.12 | \$29.34 | \$39.12 |
| Clerical administration officer level 2 | \$29.34 | \$39.12 | \$39.12 | \$29.34 | \$39.12 |
| Customer contact officer 2 | \$30.92 | \$41.22 | \$41.22 | \$30.92 | \$41.22 |
| Clerical administration officer level 3 | \$30.92 | \$41.22 | \$41.22 | \$30.92 | \$41.22 |
| Principal customer contact specialist | \$32.88 | \$43.84 | \$43.84 | \$32.88 | \$43.84 |
| Customer contact team leader | \$33.74 | \$44.98 | \$44.98 | \$33.74 | \$44.98 |
| Clerical administration officer level 4 | \$33.74 | \$44.98 | \$44.98 | \$33.74 | \$44.98 |
| Principal customer contact leader | \$36.17 | \$48.22 | \$48.22 | \$36.17 | \$48.22 |
| Clerical administration officer level 5 | \$36.17 | \$48.22 | \$48.22 | \$36.17 | \$48.22 |
| Contract call centre industry technical associate | \$39.09 | \$52.12 | \$52.12 | \$39.09 | \$52.12 |

Casual

Table 1 of 3

| Classification | Hourly pay rate | Monday to Friday - outside of 7am to 7pm - not shiftworkers | Saturday | Sunday - before 7am or after 7pm | Sunday - between 7am & 7pm |
|---|-----------------|---|----------|----------------------------------|----------------------------|
| Customer contact trainee | \$23.64 | \$28.37 | \$28.37 | \$37.82 | \$33.09 |
| Clerical administration officer level 1 | \$23.64 | \$28.37 | \$28.37 | \$37.82 | \$33.09 |
| Customer contact officer 1 | \$24.45 | \$29.34 | \$29.34 | \$39.12 | \$34.23 |
| Clerical administration officer level 2 | \$24.45 | \$29.34 | \$29.34 | \$39.12 | \$34.23 |
| Customer contact officer 2 | \$25.76 | \$30.92 | \$30.92 | \$41.22 | \$36.07 |
| Clerical administration officer level 3 | \$25.76 | \$30.92 | \$30.92 | \$41.22 | \$36.07 |
| Principal customer contact specialist | \$27.40 | \$32.88 | \$32.88 | \$43.84 | \$38.36 |
| Customer contact team leader | \$28.11 | \$33.74 | \$33.74 | \$44.98 | \$39.36 |
| Clerical administration officer level 4 | \$28.11 | \$33.74 | \$33.74 | \$44.98 | \$39.36 |
| Principal customer contact leader | \$30.14 | \$36.17 | \$36.17 | \$48.22 | \$42.19 |
| Clerical administration officer level 5 | \$30.14 | \$36.17 | \$36.17 | \$48.22 | \$42.19 |
| Contract call centre industry technical associate | \$32.58 | \$39.09 | \$39.09 | \$52.12 | \$45.61 |

Table 2 of 3

| Classification | Public holiday | Afternoon shift | Night shift | Permanent night shift | Public holiday - afternoon or night shift |
|---|----------------|-----------------|-------------|-----------------------|---|
| Customer contact trainee | \$52.00 | \$26.47 | \$26.47 | \$29.31 | \$42.55 |
| Clerical administration officer level 1 | \$52.00 | \$26.47 | \$26.47 | \$29.31 | \$42.55 |
| Customer contact officer 1 | \$53.79 | \$27.38 | \$27.38 | \$30.32 | \$44.01 |
| Clerical administration officer level 2 | \$53.79 | \$27.38 | \$27.38 | \$30.32 | \$44.01 |
| Customer contact officer 2 | \$56.68 | \$28.85 | \$28.85 | \$31.95 | \$46.37 |
| Clerical administration officer level 3 | \$56.68 | \$28.85 | \$28.85 | \$31.95 | \$46.37 |
| Principal customer contact specialist | \$60.28 | \$30.69 | \$30.69 | \$33.98 | \$49.32 |
| Customer contact team leader | \$61.85 | \$31.49 | \$31.49 | \$34.86 | \$50.60 |
| Clerical administration officer level 4 | \$61.85 | \$31.49 | \$31.49 | \$34.86 | \$50.60 |
| Principal customer contact leader | \$66.30 | \$33.75 | \$33.75 | \$37.37 | \$54.25 |
| Clerical administration officer level 5 | \$66.30 | \$33.75 | \$33.75 | \$37.37 | \$54.25 |

| Classification | Public holiday | Afternoon shift | Night shift | Permanent night shift | Public holiday - afternoon or night shift |
|---|-----------------------|------------------------|--------------------|------------------------------|--|
| Contract call centre industry technical associate | \$71.67 | \$36.48 | \$36.48 | \$40.39 | \$58.64 |

Table 3 of 3

| Classification | Working though a meal break | Overtime - Monday to Saturday - first 3 hours | Overtime - Monday to Saturday - after 3 hours | Overtime - Sunday |
|---|------------------------------------|--|--|--------------------------|
| Customer contact trainee | \$33.09 | \$33.09 | \$42.55 | \$42.55 |
| Clerical administration officer level 1 | \$33.09 | \$33.09 | \$42.55 | \$42.55 |
| Customer contact officer 1 | \$34.23 | \$34.23 | \$44.01 | \$44.01 |
| Clerical administration officer level 2 | \$34.23 | \$34.23 | \$44.01 | \$44.01 |
| Customer contact officer 2 | \$36.07 | \$36.07 | \$46.37 | \$46.37 |
| Clerical administration officer level 3 | \$36.07 | \$36.07 | \$46.37 | \$46.37 |
| Principal customer contact specialist | \$38.36 | \$38.36 | \$49.32 | \$49.32 |
| Customer contact team leader | \$39.36 | \$39.36 | \$50.60 | \$50.60 |
| Clerical administration officer level 4 | \$39.36 | \$39.36 | \$50.60 | \$50.60 |
| Principal customer contact leader | \$42.19 | \$42.19 | \$54.25 | \$54.25 |
| Clerical administration officer level 5 | \$42.19 | \$42.19 | \$54.25 | \$54.25 |
| Contract call centre industry technical associate | \$45.61 | \$45.61 | \$58.64 | \$58.64 |

Junior - Full-time & part-time - 15 years

Table 1 of 3

| Classification | Hourly pay rate | Monday to Friday - outside of 7am to 7pm - not shiftworkers | Saturday | Sunday - before 7am or after 7pm | Sunday - between 7am & 7pm | Public holiday |
|---|-----------------|---|----------|----------------------------------|----------------------------|----------------|
| Customer contact trainee | \$9.46 | \$11.83 | \$11.83 | \$16.56 | \$14.19 | \$23.65 |
| Clerical administration officer level 1 | \$9.46 | \$11.83 | \$11.83 | \$16.56 | \$14.19 | \$23.65 |
| Customer contact officer 1 | \$9.78 | \$12.23 | \$12.23 | \$17.12 | \$14.67 | \$24.45 |
| Clerical administration officer level 2 | \$9.78 | \$12.23 | \$12.23 | \$17.12 | \$14.67 | \$24.45 |
| Customer contact officer 2 | \$10.31 | \$12.89 | \$12.89 | \$18.04 | \$15.47 | \$25.78 |
| Clerical administration officer level 3 | \$10.31 | \$12.89 | \$12.89 | \$18.04 | \$15.47 | \$25.78 |
| Principal customer contact specialist | \$10.96 | \$13.70 | \$13.70 | \$19.18 | \$16.44 | \$27.40 |
| Clerical administration officer level 4 | \$11.25 | \$14.06 | \$14.06 | \$19.69 | \$16.88 | \$28.13 |
| Clerical administration officer level 5 | \$12.06 | \$15.08 | \$15.08 | \$21.11 | \$18.09 | \$30.15 |
| Contract call centre industry technical associate | \$13.03 | \$16.29 | \$16.29 | \$22.80 | \$19.55 | \$32.58 |
| Customer contact team leader | \$11.25 | \$14.06 | \$14.06 | \$19.69 | \$16.88 | \$28.13 |
| Principal customer contact leader | \$12.06 | \$15.08 | \$15.08 | \$21.11 | \$18.09 | \$30.15 |

Table 2 of 3

| Classification | Afternoon shift | Night shift | Permanent night shift | Public holiday - afternoon or night shift | Working though a meal break |
|---|-----------------|-------------|-----------------------|---|-----------------------------|
| Customer contact trainee | \$10.88 | \$10.88 | \$12.30 | \$18.92 | \$14.19 |
| Clerical administration officer level 1 | \$10.88 | \$10.88 | \$12.30 | \$18.92 | \$14.19 |
| Customer contact officer 1 | \$11.25 | \$11.25 | \$12.71 | \$19.56 | \$14.67 |
| Clerical administration officer level 2 | \$11.25 | \$11.25 | \$12.71 | \$19.56 | \$14.67 |
| Customer contact officer 2 | \$11.86 | \$11.86 | \$13.40 | \$20.62 | \$15.47 |
| Clerical administration officer level 3 | \$11.86 | \$11.86 | \$13.40 | \$20.62 | \$15.47 |
| Principal customer contact specialist | \$12.60 | \$12.60 | \$14.25 | \$21.92 | \$16.44 |
| Clerical administration officer level 4 | \$12.94 | \$12.94 | \$14.63 | \$22.50 | \$16.88 |
| Clerical administration officer level 5 | \$13.87 | \$13.87 | \$15.68 | \$24.12 | \$18.09 |
| Contract call centre industry technical associate | \$14.98 | \$14.98 | \$16.94 | \$26.06 | \$19.55 |
| Customer contact team leader | \$12.94 | \$12.94 | \$14.63 | \$22.50 | \$16.88 |

| Classification | Afternoon shift | Night shift | Permanent night shift | Public holiday - afternoon or night shift | Working though a meal break |
|-----------------------------------|------------------------|--------------------|------------------------------|--|------------------------------------|
| Principal customer contact leader | \$13.87 | \$13.87 | \$15.68 | \$24.12 | \$18.09 |

Table 3 of 3

| Classification | Overtime - Monday to Saturday - first 3 hours | Overtime - Monday to Saturday - after 3 hours | Overtime - Sunday | Less than 10 hour break between shifts - first 3 hours | Less than 10 hour break between shifts - after 3 hours |
|---|--|--|--------------------------|---|---|
| Customer contact trainee | \$14.19 | \$18.92 | \$18.92 | \$14.19 | \$18.92 |
| Clerical administration officer level 1 | \$14.19 | \$18.92 | \$18.92 | \$14.19 | \$18.92 |
| Customer contact officer 1 | \$14.67 | \$19.56 | \$19.56 | \$14.67 | \$19.56 |
| Clerical administration officer level 2 | \$14.67 | \$19.56 | \$19.56 | \$14.67 | \$19.56 |
| Customer contact officer 2 | \$15.47 | \$20.62 | \$20.62 | \$15.47 | \$20.62 |
| Clerical administration officer level 3 | \$15.47 | \$20.62 | \$20.62 | \$15.47 | \$20.62 |
| Principal customer contact specialist | \$16.44 | \$21.92 | \$21.92 | \$16.44 | \$21.92 |
| Clerical administration officer level 4 | \$16.88 | \$22.50 | \$22.50 | \$16.88 | \$22.50 |
| Clerical administration officer level 5 | \$18.09 | \$24.12 | \$24.12 | \$18.09 | \$24.12 |
| Contract call centre industry technical associate | \$19.55 | \$26.06 | \$26.06 | \$19.55 | \$26.06 |
| Customer contact team leader | \$16.88 | \$22.50 | \$22.50 | \$16.88 | \$22.50 |
| Principal customer contact leader | \$18.09 | \$24.12 | \$24.12 | \$18.09 | \$24.12 |

Junior - Full-time & part-time - 16 years

Table 1 of 3

| Classification | Hourly pay rate | Monday to Friday - outside of 7am to 7pm - not shiftworkers | Saturday | Sunday - before 7am or after 7pm | Sunday - between 7am & 7pm | Public holiday |
|---|-----------------|---|----------|----------------------------------|----------------------------|----------------|
| Customer contact trainee | \$11.35 | \$14.19 | \$14.19 | \$19.86 | \$17.03 | \$28.38 |
| Clerical administration officer level 1 | \$11.35 | \$14.19 | \$14.19 | \$19.86 | \$17.03 | \$28.38 |
| Customer contact officer 1 | \$11.74 | \$14.68 | \$14.68 | \$20.55 | \$17.61 | \$29.35 |
| Clerical administration officer level 2 | \$11.74 | \$14.68 | \$14.68 | \$20.55 | \$17.61 | \$29.35 |
| Customer contact officer 2 | \$12.37 | \$15.46 | \$15.46 | \$21.65 | \$18.56 | \$30.93 |
| Clerical administration officer level 3 | \$12.37 | \$15.46 | \$15.46 | \$21.65 | \$18.56 | \$30.93 |
| Principal customer contact specialist | \$13.15 | \$16.44 | \$16.44 | \$23.01 | \$19.73 | \$32.88 |
| Clerical administration officer level 4 | \$13.49 | \$16.86 | \$16.86 | \$23.61 | \$20.24 | \$33.73 |
| Clerical administration officer level 5 | \$14.47 | \$18.09 | \$18.09 | \$25.32 | \$21.71 | \$36.18 |
| Contract call centre industry technical associate | \$15.64 | \$19.55 | \$19.55 | \$27.37 | \$23.46 | \$39.10 |
| Customer contact team leader | \$13.49 | \$16.86 | \$16.86 | \$23.61 | \$20.24 | \$33.73 |
| Principal customer contact leader | \$14.47 | \$18.09 | \$18.09 | \$25.32 | \$21.71 | \$36.18 |

Table 2 of 3

| Classification | Afternoon shift | Night shift | Permanent night shift | Public holiday - afternoon or night shift | Working though a meal break |
|---|-----------------|-------------|-----------------------|---|-----------------------------|
| Customer contact trainee | \$13.05 | \$13.05 | \$14.76 | \$22.70 | \$17.03 |
| Clerical administration officer level 1 | \$13.05 | \$13.05 | \$14.76 | \$22.70 | \$17.03 |
| Customer contact officer 1 | \$13.50 | \$13.50 | \$15.26 | \$23.48 | \$17.61 |
| Clerical administration officer level 2 | \$13.50 | \$13.50 | \$15.26 | \$23.48 | \$17.61 |
| Customer contact officer 2 | \$14.23 | \$14.23 | \$16.08 | \$24.74 | \$18.56 |
| Clerical administration officer level 3 | \$14.23 | \$14.23 | \$16.08 | \$24.74 | \$18.56 |
| Principal customer contact specialist | \$15.12 | \$15.12 | \$17.10 | \$26.30 | \$19.73 |
| Clerical administration officer level 4 | \$15.51 | \$15.51 | \$17.54 | \$26.98 | \$20.24 |
| Clerical administration officer level 5 | \$16.64 | \$16.64 | \$18.81 | \$28.94 | \$21.71 |

| Classification | Afternoon shift | Night shift | Permanent night shift | Public holiday - afternoon or night shift | Working though a meal break |
|---|------------------------|--------------------|------------------------------|--|------------------------------------|
| Contract call centre industry technical associate | \$17.99 | \$17.99 | \$20.33 | \$31.28 | \$23.46 |
| Customer contact team leader | \$15.51 | \$15.51 | \$17.54 | \$26.98 | \$20.24 |
| Principal customer contact leader | \$16.64 | \$16.64 | \$18.81 | \$28.94 | \$21.71 |

Table 3 of 3

| Classification | Overtime - Monday to Saturday - first 3 hours | Overtime - Monday to Saturday - after 3 hours | Overtime - Sunday | Less than 10 hour break between shifts - first 3 hours | Less than 10 hour break between shifts - after 3 hours |
|---|--|--|--------------------------|---|---|
| Customer contact trainee | \$17.03 | \$22.70 | \$22.70 | \$17.03 | \$22.70 |
| Clerical administration officer level 1 | \$17.03 | \$22.70 | \$22.70 | \$17.03 | \$22.70 |
| Customer contact officer 1 | \$17.61 | \$23.48 | \$23.48 | \$17.61 | \$23.48 |
| Clerical administration officer level 2 | \$17.61 | \$23.48 | \$23.48 | \$17.61 | \$23.48 |
| Customer contact officer 2 | \$18.56 | \$24.74 | \$24.74 | \$18.56 | \$24.74 |
| Clerical administration officer level 3 | \$18.56 | \$24.74 | \$24.74 | \$18.56 | \$24.74 |
| Principal customer contact specialist | \$19.73 | \$26.30 | \$26.30 | \$19.73 | \$26.30 |
| Clerical administration officer level 4 | \$20.24 | \$26.98 | \$26.98 | \$20.24 | \$26.98 |
| Clerical administration officer level 5 | \$21.71 | \$28.94 | \$28.94 | \$21.71 | \$28.94 |
| Contract call centre industry technical associate | \$23.46 | \$31.28 | \$31.28 | \$23.46 | \$31.28 |
| Customer contact team leader | \$20.24 | \$26.98 | \$26.98 | \$20.24 | \$26.98 |
| Principal customer contact leader | \$21.71 | \$28.94 | \$28.94 | \$21.71 | \$28.94 |

Junior - Full-time & part-time - 17 years

Table 1 of 3

| Classification | Hourly pay rate | Monday to Friday - outside of 7am to 7pm - not shiftworkers | Saturday | Sunday - before 7am or after 7pm | Sunday - between 7am & 7pm | Public holiday |
|---|-----------------|---|----------|----------------------------------|----------------------------|----------------|
| Customer contact trainee | \$13.24 | \$16.55 | \$16.55 | \$23.17 | \$19.86 | \$33.10 |
| Clerical administration officer level 1 | \$13.24 | \$16.55 | \$16.55 | \$23.17 | \$19.86 | \$33.10 |
| Customer contact officer 1 | \$13.69 | \$17.11 | \$17.11 | \$23.96 | \$20.54 | \$34.23 |
| Clerical administration officer level 2 | \$13.69 | \$17.11 | \$17.11 | \$23.96 | \$20.54 | \$34.23 |
| Customer contact officer 2 | \$14.43 | \$18.04 | \$18.04 | \$25.25 | \$21.65 | \$36.08 |
| Clerical administration officer level 3 | \$14.43 | \$18.04 | \$18.04 | \$25.25 | \$21.65 | \$36.08 |
| Principal customer contact specialist | \$15.34 | \$19.18 | \$19.18 | \$26.85 | \$23.01 | \$38.35 |
| Clerical administration officer level 4 | \$15.74 | \$19.68 | \$19.68 | \$27.55 | \$23.61 | \$39.35 |
| Clerical administration officer level 5 | \$16.88 | \$21.10 | \$21.10 | \$29.54 | \$25.32 | \$42.20 |
| Contract call centre industry technical associate | \$18.24 | \$22.80 | \$22.80 | \$31.92 | \$27.36 | \$45.60 |
| Customer contact team leader | \$15.74 | \$19.68 | \$19.68 | \$27.55 | \$23.61 | \$39.35 |
| Principal customer contact leader | \$16.88 | \$21.10 | \$21.10 | \$29.54 | \$25.32 | \$42.20 |

Table 2 of 3

| Classification | Afternoon shift | Night shift | Permanent night shift | Public holiday - afternoon or night shift | Working though a meal break |
|---|-----------------|-------------|-----------------------|---|-----------------------------|
| Customer contact trainee | \$15.23 | \$15.23 | \$17.21 | \$26.48 | \$19.86 |
| Clerical administration officer level 1 | \$15.23 | \$15.23 | \$17.21 | \$26.48 | \$19.86 |
| Customer contact officer 1 | \$15.74 | \$15.74 | \$17.80 | \$27.38 | \$20.54 |
| Clerical administration officer level 2 | \$15.74 | \$15.74 | \$17.80 | \$27.38 | \$20.54 |
| Customer contact officer 2 | \$16.59 | \$16.59 | \$18.76 | \$28.86 | \$21.65 |
| Clerical administration officer level 3 | \$16.59 | \$16.59 | \$18.76 | \$28.86 | \$21.65 |
| Principal customer contact specialist | \$17.64 | \$17.64 | \$19.94 | \$30.68 | \$23.01 |
| Clerical administration officer level 4 | \$18.10 | \$18.10 | \$20.46 | \$31.48 | \$23.61 |
| Clerical administration officer level 5 | \$19.41 | \$19.41 | \$21.94 | \$33.76 | \$25.32 |
| Contract call centre industry technical associate | \$20.98 | \$20.98 | \$23.71 | \$36.48 | \$27.36 |
| Customer contact team leader | \$18.10 | \$18.10 | \$20.46 | \$31.48 | \$23.61 |

| Classification | Afternoon shift | Night shift | Permanent night shift | Public holiday - afternoon or night shift | Working though a meal break |
|-----------------------------------|------------------------|--------------------|------------------------------|--|------------------------------------|
| Principal customer contact leader | \$19.41 | \$19.41 | \$21.94 | \$33.76 | \$25.32 |

Table 3 of 3

| Classification | Overtime - Monday to Saturday - first 3 hours | Overtime - Monday to Saturday - after 3 hours | Overtime - Sunday | Less than 10 hour break between shifts - first 3 hours | Less than 10 hour break between shifts - after 3 hours |
|---|--|--|--------------------------|---|---|
| Customer contact trainee | \$19.86 | \$26.48 | \$26.48 | \$19.86 | \$26.48 |
| Clerical administration officer level 1 | \$19.86 | \$26.48 | \$26.48 | \$19.86 | \$26.48 |
| Customer contact officer 1 | \$20.54 | \$27.38 | \$27.38 | \$20.54 | \$27.38 |
| Clerical administration officer level 2 | \$20.54 | \$27.38 | \$27.38 | \$20.54 | \$27.38 |
| Customer contact officer 2 | \$21.65 | \$28.86 | \$28.86 | \$21.65 | \$28.86 |
| Clerical administration officer level 3 | \$21.65 | \$28.86 | \$28.86 | \$21.65 | \$28.86 |
| Principal customer contact specialist | \$23.01 | \$30.68 | \$30.68 | \$23.01 | \$30.68 |
| Clerical administration officer level 4 | \$23.61 | \$31.48 | \$31.48 | \$23.61 | \$31.48 |
| Clerical administration officer level 5 | \$25.32 | \$33.76 | \$33.76 | \$25.32 | \$33.76 |
| Contract call centre industry technical associate | \$27.36 | \$36.48 | \$36.48 | \$27.36 | \$36.48 |
| Customer contact team leader | \$23.61 | \$31.48 | \$31.48 | \$23.61 | \$31.48 |
| Principal customer contact leader | \$25.32 | \$33.76 | \$33.76 | \$25.32 | \$33.76 |

Junior - Full-time & part-time - 18 years

Table 1 of 3

| Classification | Hourly pay rate | Monday to Friday - outside of 7am to 7pm - not shiftworkers | Saturday | Sunday - before 7am or after 7pm | Sunday - between 7am & 7pm | Public holiday |
|---|-----------------|---|----------|----------------------------------|----------------------------|----------------|
| Customer contact trainee | \$18.91 | \$23.64 | \$23.64 | \$33.09 | \$28.37 | \$47.28 |
| Clerical administration officer level 1 | \$18.91 | \$23.64 | \$23.64 | \$33.09 | \$28.37 | \$47.28 |
| Customer contact officer 1 | \$19.56 | \$24.45 | \$24.45 | \$34.23 | \$29.34 | \$48.90 |
| Clerical administration officer level 2 | \$19.56 | \$24.45 | \$24.45 | \$34.23 | \$29.34 | \$48.90 |
| Customer contact officer 2 | \$20.61 | \$25.76 | \$25.76 | \$36.07 | \$30.92 | \$51.53 |
| Clerical administration officer level 3 | \$20.61 | \$25.76 | \$25.76 | \$36.07 | \$30.92 | \$51.53 |
| Principal customer contact specialist | \$21.92 | \$27.40 | \$27.40 | \$38.36 | \$32.88 | \$54.80 |
| Clerical administration officer level 4 | \$22.49 | \$28.11 | \$28.11 | \$39.36 | \$33.74 | \$56.23 |
| Clerical administration officer level 5 | \$24.11 | \$30.14 | \$30.14 | \$42.19 | \$36.17 | \$60.28 |
| Contract call centre industry technical associate | \$26.06 | \$32.58 | \$32.58 | \$45.61 | \$39.09 | \$65.15 |
| Customer contact team leader | \$22.49 | \$28.11 | \$28.11 | \$39.36 | \$33.74 | \$56.23 |
| Principal customer contact leader | \$24.11 | \$30.14 | \$30.14 | \$42.19 | \$36.17 | \$60.28 |

Table 2 of 3

| Classification | Afternoon shift | Night shift | Permanent night shift | Public holiday - afternoon or night shift | Working though a meal break |
|---|-----------------|-------------|-----------------------|---|-----------------------------|
| Customer contact trainee | \$21.75 | \$21.75 | \$24.58 | \$37.82 | \$28.37 |
| Clerical administration officer level 1 | \$21.75 | \$21.75 | \$24.58 | \$37.82 | \$28.37 |
| Customer contact officer 1 | \$22.49 | \$22.49 | \$25.43 | \$39.12 | \$29.34 |
| Clerical administration officer level 2 | \$22.49 | \$22.49 | \$25.43 | \$39.12 | \$29.34 |
| Customer contact officer 2 | \$23.70 | \$23.70 | \$26.79 | \$41.22 | \$30.92 |
| Clerical administration officer level 3 | \$23.70 | \$23.70 | \$26.79 | \$41.22 | \$30.92 |
| Principal customer contact specialist | \$25.21 | \$25.21 | \$28.50 | \$43.84 | \$32.88 |
| Clerical administration officer level 4 | \$25.86 | \$25.86 | \$29.24 | \$44.98 | \$33.74 |
| Clerical administration officer level 5 | \$27.73 | \$27.73 | \$31.34 | \$48.22 | \$36.17 |

| Classification | Afternoon shift | Night shift | Permanent night shift | Public holiday - afternoon or night shift | Working though a meal break |
|---|------------------------|--------------------|------------------------------|--|------------------------------------|
| Contract call centre industry technical associate | \$29.97 | \$29.97 | \$33.88 | \$52.12 | \$39.09 |
| Customer contact team leader | \$25.86 | \$25.86 | \$29.24 | \$44.98 | \$33.74 |
| Principal customer contact leader | \$27.73 | \$27.73 | \$31.34 | \$48.22 | \$36.17 |

Table 3 of 3

| Classification | Overtime - Monday to Saturday - first 3 hours | Overtime - Monday to Saturday - after 3 hours | Overtime - Sunday | Less than 10 hour break between shifts - first 3 hours | Less than 10 hour break between shifts - after 3 hours |
|---|--|--|--------------------------|---|---|
| Customer contact trainee | \$28.37 | \$37.82 | \$37.82 | \$28.37 | \$37.82 |
| Clerical administration officer level 1 | \$28.37 | \$37.82 | \$37.82 | \$28.37 | \$37.82 |
| Customer contact officer 1 | \$29.34 | \$39.12 | \$39.12 | \$29.34 | \$39.12 |
| Clerical administration officer level 2 | \$29.34 | \$39.12 | \$39.12 | \$29.34 | \$39.12 |
| Customer contact officer 2 | \$30.92 | \$41.22 | \$41.22 | \$30.92 | \$41.22 |
| Clerical administration officer level 3 | \$30.92 | \$41.22 | \$41.22 | \$30.92 | \$41.22 |
| Principal customer contact specialist | \$32.88 | \$43.84 | \$43.84 | \$32.88 | \$43.84 |
| Clerical administration officer level 4 | \$33.74 | \$44.98 | \$44.98 | \$33.74 | \$44.98 |
| Clerical administration officer level 5 | \$36.17 | \$48.22 | \$48.22 | \$36.17 | \$48.22 |
| Contract call centre industry technical associate | \$39.09 | \$52.12 | \$52.12 | \$39.09 | \$52.12 |
| Customer contact team leader | \$33.74 | \$44.98 | \$44.98 | \$33.74 | \$44.98 |
| Principal customer contact leader | \$36.17 | \$48.22 | \$48.22 | \$36.17 | \$48.22 |

Junior - Casual - 15 years

Table 1 of 3

| Classification | Hourly pay rate | Monday to Friday - outside of 7am to 7pm - not shiftworkers | Saturday | Sunday - before 7am or after 7pm | Sunday - between 7am & 7pm |
|---|-----------------|---|----------|----------------------------------|----------------------------|
| Customer contact trainee | \$11.83 | \$14.19 | \$14.19 | \$18.92 | \$16.56 |
| Clerical administration officer level 1 | \$11.83 | \$14.19 | \$14.19 | \$18.92 | \$16.56 |
| Customer contact officer 1 | \$12.23 | \$14.67 | \$14.67 | \$19.56 | \$17.12 |
| Clerical administration officer level 2 | \$12.23 | \$14.67 | \$14.67 | \$19.56 | \$17.12 |
| Customer contact officer 2 | \$12.89 | \$15.47 | \$15.47 | \$20.62 | \$18.04 |
| Clerical administration officer level 3 | \$12.89 | \$15.47 | \$15.47 | \$20.62 | \$18.04 |
| Principal customer contact specialist | \$13.70 | \$16.44 | \$16.44 | \$21.92 | \$19.18 |
| Clerical administration officer level 4 | \$14.06 | \$16.88 | \$16.88 | \$22.50 | \$19.69 |
| Clerical administration officer level 5 | \$15.08 | \$18.09 | \$18.09 | \$24.12 | \$21.11 |
| Contract call centre industry technical associate | \$16.29 | \$19.55 | \$19.55 | \$26.06 | \$22.80 |
| Customer contact team leader | \$14.06 | \$16.88 | \$16.88 | \$22.50 | \$19.69 |
| Principal customer contact leader | \$15.08 | \$18.09 | \$18.09 | \$24.12 | \$21.11 |

Table 2 of 3

| Classification | Public holiday | Afternoon shift | Night shift | Permanent night shift | Public holiday - afternoon or night shift |
|---|----------------|-----------------|-------------|-----------------------|---|
| Customer contact trainee | \$26.02 | \$13.24 | \$13.24 | \$14.66 | \$21.29 |
| Clerical administration officer level 1 | \$26.02 | \$13.24 | \$13.24 | \$14.66 | \$21.29 |
| Customer contact officer 1 | \$26.90 | \$13.69 | \$13.69 | \$15.16 | \$22.01 |
| Clerical administration officer level 2 | \$26.90 | \$13.69 | \$13.69 | \$15.16 | \$22.01 |
| Customer contact officer 2 | \$28.35 | \$14.43 | \$14.43 | \$15.98 | \$23.20 |
| Clerical administration officer level 3 | \$28.35 | \$14.43 | \$14.43 | \$15.98 | \$23.20 |
| Principal customer contact specialist | \$30.14 | \$15.34 | \$15.34 | \$16.99 | \$24.66 |
| Clerical administration officer level 4 | \$30.94 | \$15.75 | \$15.75 | \$17.44 | \$25.31 |
| Clerical administration officer level 5 | \$33.17 | \$16.88 | \$16.88 | \$18.69 | \$27.14 |
| Contract call centre industry technical associate | \$35.83 | \$18.24 | \$18.24 | \$20.20 | \$29.32 |
| Customer contact team leader | \$30.94 | \$15.75 | \$15.75 | \$17.44 | \$25.31 |

| Classification | Public holiday | Afternoon shift | Night shift | Permanent night shift | Public holiday - afternoon or night shift |
|-----------------------------------|-----------------------|------------------------|--------------------|------------------------------|--|
| Principal customer contact leader | \$33.17 | \$16.88 | \$16.88 | \$18.69 | \$27.14 |

Table 3 of 3

| Classification | Working though a meal break | Overtime - Monday to Saturday - first 3 hours | Overtime - Monday to Saturday - after 3 hours | Overtime - Sunday |
|---|------------------------------------|--|--|--------------------------|
| Customer contact trainee | \$16.56 | \$16.56 | \$21.29 | \$21.29 |
| Clerical administration officer level 1 | \$16.56 | \$16.56 | \$21.29 | \$21.29 |
| Customer contact officer 1 | \$17.12 | \$17.12 | \$22.01 | \$22.01 |
| Clerical administration officer level 2 | \$17.12 | \$17.12 | \$22.01 | \$22.01 |
| Customer contact officer 2 | \$18.04 | \$18.04 | \$23.20 | \$23.20 |
| Clerical administration officer level 3 | \$18.04 | \$18.04 | \$23.20 | \$23.20 |
| Principal customer contact specialist | \$19.18 | \$19.18 | \$24.66 | \$24.66 |
| Clerical administration officer level 4 | \$19.69 | \$19.69 | \$25.31 | \$25.31 |
| Clerical administration officer level 5 | \$21.11 | \$21.11 | \$27.14 | \$27.14 |
| Contract call centre industry technical associate | \$22.80 | \$22.80 | \$29.32 | \$29.32 |
| Customer contact team leader | \$19.69 | \$19.69 | \$25.31 | \$25.31 |
| Principal customer contact leader | \$21.11 | \$21.11 | \$27.14 | \$27.14 |

Junior - Casual - 16 years

Table 1 of 3

| Classification | Hourly pay rate | Monday to Friday - outside of 7am to 7pm - not shiftworkers | Saturday | Sunday - before 7am or after 7pm | Sunday - between 7am & 7pm |
|---|-----------------|---|----------|----------------------------------|----------------------------|
| Customer contact trainee | \$14.19 | \$17.03 | \$17.03 | \$22.70 | \$19.86 |
| Clerical administration officer level 1 | \$14.19 | \$17.03 | \$17.03 | \$22.70 | \$19.86 |
| Customer contact officer 1 | \$14.68 | \$17.61 | \$17.61 | \$23.48 | \$20.55 |
| Clerical administration officer level 2 | \$14.68 | \$17.61 | \$17.61 | \$23.48 | \$20.55 |
| Customer contact officer 2 | \$15.46 | \$18.56 | \$18.56 | \$24.74 | \$21.65 |
| Clerical administration officer level 3 | \$15.46 | \$18.56 | \$18.56 | \$24.74 | \$21.65 |
| Principal customer contact specialist | \$16.44 | \$19.73 | \$19.73 | \$26.30 | \$23.01 |
| Clerical administration officer level 4 | \$16.86 | \$20.24 | \$20.24 | \$26.98 | \$23.61 |
| Clerical administration officer level 5 | \$18.09 | \$21.71 | \$21.71 | \$28.94 | \$25.32 |
| Contract call centre industry technical associate | \$19.55 | \$23.46 | \$23.46 | \$31.28 | \$27.37 |
| Customer contact team leader | \$16.86 | \$20.24 | \$20.24 | \$26.98 | \$23.61 |
| Principal customer contact leader | \$18.09 | \$21.71 | \$21.71 | \$28.94 | \$25.32 |

Table 2 of 3

| Classification | Public holiday | Afternoon shift | Night shift | Permanent night shift | Public holiday - afternoon or night shift |
|---|----------------|-----------------|-------------|-----------------------|---|
| Customer contact trainee | \$31.21 | \$15.89 | \$15.89 | \$17.59 | \$25.54 |
| Clerical administration officer level 1 | \$31.21 | \$15.89 | \$15.89 | \$17.59 | \$25.54 |
| Customer contact officer 1 | \$32.29 | \$16.44 | \$16.44 | \$18.20 | \$26.42 |
| Clerical administration officer level 2 | \$32.29 | \$16.44 | \$16.44 | \$18.20 | \$26.42 |
| Customer contact officer 2 | \$34.02 | \$17.32 | \$17.32 | \$19.17 | \$27.83 |
| Clerical administration officer level 3 | \$34.02 | \$17.32 | \$17.32 | \$19.17 | \$27.83 |
| Principal customer contact specialist | \$36.16 | \$18.41 | \$18.41 | \$20.38 | \$29.59 |
| Clerical administration officer level 4 | \$37.10 | \$18.89 | \$18.89 | \$20.91 | \$30.35 |
| Clerical administration officer level 5 | \$39.79 | \$20.26 | \$20.26 | \$22.43 | \$32.56 |
| Contract call centre industry technical associate | \$43.01 | \$21.90 | \$21.90 | \$24.24 | \$35.19 |
| Customer contact team leader | \$37.10 | \$18.89 | \$18.89 | \$20.91 | \$30.35 |

| Classification | Public holiday | Afternoon shift | Night shift | Permanent night shift | Public holiday - afternoon or night shift |
|-----------------------------------|-----------------------|------------------------|--------------------|------------------------------|--|
| Principal customer contact leader | \$39.79 | \$20.26 | \$20.26 | \$22.43 | \$32.56 |

Table 3 of 3

| Classification | Working though a meal break | Overtime - Monday to Saturday - first 3 hours | Overtime - Monday to Saturday - after 3 hours | Overtime - Sunday |
|---|------------------------------------|--|--|--------------------------|
| Customer contact trainee | \$19.86 | \$19.86 | \$25.54 | \$25.54 |
| Clerical administration officer level 1 | \$19.86 | \$19.86 | \$25.54 | \$25.54 |
| Customer contact officer 1 | \$20.55 | \$20.55 | \$26.42 | \$26.42 |
| Clerical administration officer level 2 | \$20.55 | \$20.55 | \$26.42 | \$26.42 |
| Customer contact officer 2 | \$21.65 | \$21.65 | \$27.83 | \$27.83 |
| Clerical administration officer level 3 | \$21.65 | \$21.65 | \$27.83 | \$27.83 |
| Principal customer contact specialist | \$23.01 | \$23.01 | \$29.59 | \$29.59 |
| Clerical administration officer level 4 | \$23.61 | \$23.61 | \$30.35 | \$30.35 |
| Clerical administration officer level 5 | \$25.32 | \$25.32 | \$32.56 | \$32.56 |
| Contract call centre industry technical associate | \$27.37 | \$27.37 | \$35.19 | \$35.19 |
| Customer contact team leader | \$23.61 | \$23.61 | \$30.35 | \$30.35 |
| Principal customer contact leader | \$25.32 | \$25.32 | \$32.56 | \$32.56 |

Junior - Casual - 17 years

Table 1 of 3

| Classification | Hourly pay rate | Monday to Friday - outside of 7am to 7pm - not shiftworkers | Saturday | Sunday - before 7am or after 7pm | Sunday - between 7am & 7pm |
|---|-----------------|---|----------|----------------------------------|----------------------------|
| Customer contact trainee | \$16.55 | \$19.86 | \$19.86 | \$26.48 | \$23.17 |
| Clerical administration officer level 1 | \$16.55 | \$19.86 | \$19.86 | \$26.48 | \$23.17 |
| Customer contact officer 1 | \$17.11 | \$20.54 | \$20.54 | \$27.38 | \$23.96 |
| Clerical administration officer level 2 | \$17.11 | \$20.54 | \$20.54 | \$27.38 | \$23.96 |
| Customer contact officer 2 | \$18.04 | \$21.65 | \$21.65 | \$28.86 | \$25.25 |
| Clerical administration officer level 3 | \$18.04 | \$21.65 | \$21.65 | \$28.86 | \$25.25 |
| Principal customer contact specialist | \$19.18 | \$23.01 | \$23.01 | \$30.68 | \$26.85 |
| Clerical administration officer level 4 | \$19.68 | \$23.61 | \$23.61 | \$31.48 | \$27.55 |
| Clerical administration officer level 5 | \$21.10 | \$25.32 | \$25.32 | \$33.76 | \$29.54 |
| Contract call centre industry technical associate | \$22.80 | \$27.36 | \$27.36 | \$36.48 | \$31.92 |
| Customer contact team leader | \$19.68 | \$23.61 | \$23.61 | \$31.48 | \$27.55 |
| Principal customer contact leader | \$21.10 | \$25.32 | \$25.32 | \$33.76 | \$29.54 |

Table 2 of 3

| Classification | Public holiday | Afternoon shift | Night shift | Permanent night shift | Public holiday - afternoon or night shift |
|---|----------------|-----------------|-------------|-----------------------|---|
| Customer contact trainee | \$36.41 | \$18.54 | \$18.54 | \$20.52 | \$29.79 |
| Clerical administration officer level 1 | \$36.41 | \$18.54 | \$18.54 | \$20.52 | \$29.79 |
| Customer contact officer 1 | \$37.65 | \$19.17 | \$19.17 | \$21.22 | \$30.80 |
| Clerical administration officer level 2 | \$37.65 | \$19.17 | \$19.17 | \$21.22 | \$30.80 |
| Customer contact officer 2 | \$39.68 | \$20.20 | \$20.20 | \$22.37 | \$32.47 |
| Clerical administration officer level 3 | \$39.68 | \$20.20 | \$20.20 | \$22.37 | \$32.47 |
| Principal customer contact specialist | \$42.19 | \$21.48 | \$21.48 | \$23.78 | \$34.52 |
| Clerical administration officer level 4 | \$43.29 | \$22.04 | \$22.04 | \$24.40 | \$35.42 |
| Clerical administration officer level 5 | \$46.42 | \$23.63 | \$23.63 | \$26.16 | \$37.98 |
| Contract call centre industry technical associate | \$50.16 | \$25.54 | \$25.54 | \$28.27 | \$41.04 |
| Customer contact team leader | \$43.29 | \$22.04 | \$22.04 | \$24.40 | \$35.42 |

| Classification | Public holiday | Afternoon shift | Night shift | Permanent night shift | Public holiday - afternoon or night shift |
|-----------------------------------|-----------------------|------------------------|--------------------|------------------------------|--|
| Principal customer contact leader | \$46.42 | \$23.63 | \$23.63 | \$26.16 | \$37.98 |

Table 3 of 3

| Classification | Working though a meal break | Overtime - Monday to Saturday - first 3 hours | Overtime - Monday to Saturday - after 3 hours | Overtime - Sunday |
|---|------------------------------------|--|--|--------------------------|
| Customer contact trainee | \$23.17 | \$23.17 | \$29.79 | \$29.79 |
| Clerical administration officer level 1 | \$23.17 | \$23.17 | \$29.79 | \$29.79 |
| Customer contact officer 1 | \$23.96 | \$23.96 | \$30.80 | \$30.80 |
| Clerical administration officer level 2 | \$23.96 | \$23.96 | \$30.80 | \$30.80 |
| Customer contact officer 2 | \$25.25 | \$25.25 | \$32.47 | \$32.47 |
| Clerical administration officer level 3 | \$25.25 | \$25.25 | \$32.47 | \$32.47 |
| Principal customer contact specialist | \$26.85 | \$26.85 | \$34.52 | \$34.52 |
| Clerical administration officer level 4 | \$27.55 | \$27.55 | \$35.42 | \$35.42 |
| Clerical administration officer level 5 | \$29.54 | \$29.54 | \$37.98 | \$37.98 |
| Contract call centre industry technical associate | \$31.92 | \$31.92 | \$41.04 | \$41.04 |
| Customer contact team leader | \$27.55 | \$27.55 | \$35.42 | \$35.42 |
| Principal customer contact leader | \$29.54 | \$29.54 | \$37.98 | \$37.98 |

Junior - Casual - 18 years

Table 1 of 3

| Classification | Hourly pay rate | Monday to Friday - outside of 7am to 7pm - not shiftworkers | Saturday | Sunday - before 7am or after 7pm | Sunday - between 7am & 7pm |
|---|-----------------|---|----------|----------------------------------|----------------------------|
| Customer contact trainee | \$23.64 | \$28.37 | \$28.37 | \$37.82 | \$33.09 |
| Clerical administration officer level 1 | \$23.64 | \$28.37 | \$28.37 | \$37.82 | \$33.09 |
| Customer contact officer 1 | \$24.45 | \$29.34 | \$29.34 | \$39.12 | \$34.23 |
| Clerical administration officer level 2 | \$24.45 | \$29.34 | \$29.34 | \$39.12 | \$34.23 |
| Customer contact officer 2 | \$25.76 | \$30.92 | \$30.92 | \$41.22 | \$36.07 |
| Clerical administration officer level 3 | \$25.76 | \$30.92 | \$30.92 | \$41.22 | \$36.07 |
| Principal customer contact specialist | \$27.40 | \$32.88 | \$32.88 | \$43.84 | \$38.36 |
| Clerical administration officer level 4 | \$28.11 | \$33.74 | \$33.74 | \$44.98 | \$39.36 |
| Clerical administration officer level 5 | \$30.14 | \$36.17 | \$36.17 | \$48.22 | \$42.19 |
| Contract call centre industry technical associate | \$32.58 | \$39.09 | \$39.09 | \$52.12 | \$45.61 |
| Customer contact team leader | \$28.11 | \$33.74 | \$33.74 | \$44.98 | \$39.36 |
| Principal customer contact leader | \$30.14 | \$36.17 | \$36.17 | \$48.22 | \$42.19 |

Table 2 of 3

| Classification | Public holiday | Afternoon shift | Night shift | Permanent night shift | Public holiday - afternoon or night shift |
|---|----------------|-----------------|-------------|-----------------------|---|
| Customer contact trainee | \$52.00 | \$26.47 | \$26.47 | \$29.31 | \$42.55 |
| Clerical administration officer level 1 | \$52.00 | \$26.47 | \$26.47 | \$29.31 | \$42.55 |
| Customer contact officer 1 | \$53.79 | \$27.38 | \$27.38 | \$30.32 | \$44.01 |
| Clerical administration officer level 2 | \$53.79 | \$27.38 | \$27.38 | \$30.32 | \$44.01 |
| Customer contact officer 2 | \$56.68 | \$28.85 | \$28.85 | \$31.95 | \$46.37 |
| Clerical administration officer level 3 | \$56.68 | \$28.85 | \$28.85 | \$31.95 | \$46.37 |
| Principal customer contact specialist | \$60.28 | \$30.69 | \$30.69 | \$33.98 | \$49.32 |
| Clerical administration officer level 4 | \$61.85 | \$31.49 | \$31.49 | \$34.86 | \$50.60 |
| Clerical administration officer level 5 | \$66.30 | \$33.75 | \$33.75 | \$37.37 | \$54.25 |
| Contract call centre industry technical associate | \$71.67 | \$36.48 | \$36.48 | \$40.39 | \$58.64 |

| Classification | Public holiday | Afternoon shift | Night shift | Permanent night shift | Public holiday - afternoon or night shift |
|-----------------------------------|-----------------------|------------------------|--------------------|------------------------------|--|
| Customer contact team leader | \$61.85 | \$31.49 | \$31.49 | \$34.86 | \$50.60 |
| Principal customer contact leader | \$66.30 | \$33.75 | \$33.75 | \$37.37 | \$54.25 |

Table 3 of 3

| Classification | Working though a meal break | Overtime - Monday to Saturday - first 3 hours | Overtime - Monday to Saturday - after 3 hours | Overtime - Sunday |
|---|------------------------------------|--|--|--------------------------|
| Customer contact trainee | \$33.09 | \$33.09 | \$42.55 | \$42.55 |
| Clerical administration officer level 1 | \$33.09 | \$33.09 | \$42.55 | \$42.55 |
| Customer contact officer 1 | \$34.23 | \$34.23 | \$44.01 | \$44.01 |
| Clerical administration officer level 2 | \$34.23 | \$34.23 | \$44.01 | \$44.01 |
| Customer contact officer 2 | \$36.07 | \$36.07 | \$46.37 | \$46.37 |
| Clerical administration officer level 3 | \$36.07 | \$36.07 | \$46.37 | \$46.37 |
| Principal customer contact specialist | \$38.36 | \$38.36 | \$49.32 | \$49.32 |
| Clerical administration officer level 4 | \$39.36 | \$39.36 | \$50.60 | \$50.60 |
| Clerical administration officer level 5 | \$42.19 | \$42.19 | \$54.25 | \$54.25 |
| Contract call centre industry technical associate | \$45.61 | \$45.61 | \$58.64 | \$58.64 |
| Customer contact team leader | \$39.36 | \$39.36 | \$50.60 | \$50.60 |
| Principal customer contact leader | \$42.19 | \$42.19 | \$54.25 | \$54.25 |

Allowances

| Allowances | Rate |
|--|--|
| First aid allowance | \$0.40 per hour up to a maximum of \$15.20 per week |
| Meal allowance - travelling expenses | \$13.47 per meal |
| Meal allowance - rest break during overtime | \$13.47 per rest break |
| Safe travel allowance - after overtime or irregular shift - reasonable means of transport are not available | \$18.91 for time reasonably spent getting home |
| Stand-by allowance | 20% of the minimum hourly rate of pay per hour for each hour required to stand-by |
| Telephone reimbursement | reimbursement for the cost of business calls |
| Telephone reimbursement - employee does not have telephone, modem or broadband connection and is required to | reimbursement for the cost of purchase, installation and rental |
| Travelling time allowance - sleeping berth provided | payment at the minimum hourly rate per hour up to a maximum of 8 hours out of each 24 hours |
| Travelling time allowance - sleeping berth not provided | payment at the minimum hourly rate per hour up to a maximum of 12 hours out of each 24 hours |
| Travel expenses reimbursement | reimbursement for the cost of reasonable out of pocket expenses |
| Travel accommodation reimbursement | reimbursement for the cost accommodation of a reasonable standard |
| Transfer to another location reimbursement - relocation costs | reimbursement for cost of removal expenses |
| Vehicle allowance | \$0.78 per km |

Disclaimer

The Fair Work Ombudsman is committed to providing advice that you can rely on.

The information contained in this guide is general in nature. If you are unsure about how it applies to your situation you can call our Infoline on 13 13 94 or speak with a union, industry association or workplace relations professional.