

# Pay Guide - Contract Call Centres Award

## [MA000023]

Published 13 July 2020

Pay rates change from 1 July each year, the rates in this guide apply from 01 July 2015. If you have any questions about the information in this guide, please email [PACTfeedback@fwo.gov.au](mailto:PACTfeedback@fwo.gov.au)

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

## 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	\$701.80	\$18.47	\$23.09	\$23.09	\$32.32	\$27.71
Clerical administration officer level 1	\$701.80	\$18.47	\$23.09	\$23.09	\$32.32	\$27.71
Customer contact officer 1	\$725.90	\$19.10	\$23.88	\$23.88	\$33.43	\$28.65
Clerical administration officer level 2	\$725.90	\$19.10	\$23.88	\$23.88	\$33.43	\$28.65
Customer contact officer 2	\$764.90	\$20.13	\$25.16	\$25.16	\$35.23	\$30.20
Clerical administration officer level 3	\$764.90	\$20.13	\$25.16	\$25.16	\$35.23	\$30.20
Principal customer contact specialist	\$813.60	\$21.41	\$26.76	\$26.76	\$37.47	\$32.12
Customer contact team leader	\$834.60	\$21.96	\$27.45	\$27.45	\$38.43	\$32.94
Clerical administration officer level 4	\$834.60	\$21.96	\$27.45	\$27.45	\$38.43	\$32.94
Principal customer contact leader	\$894.80	\$23.55	\$29.44	\$29.44	\$41.21	\$35.33
Clerical administration officer level 5	\$894.80	\$23.55	\$29.44	\$29.44	\$41.21	\$35.33
Contract call centre industry technical associate	\$967.00	\$25.45	\$31.81	\$31.81	\$44.54	\$38.18

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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	\$46.18	\$21.24	\$21.24	\$24.01	\$36.94	\$27.71
Clerical administration officer level 1	\$46.18	\$21.24	\$21.24	\$24.01	\$36.94	\$27.71
Customer contact officer 1	\$47.75	\$21.97	\$21.97	\$24.83	\$38.20	\$28.65
Clerical administration officer level 2	\$47.75	\$21.97	\$21.97	\$24.83	\$38.20	\$28.65
Customer contact officer 2	\$50.33	\$23.15	\$23.15	\$26.17	\$40.26	\$30.20

<b>Classification</b>	<b>Public holiday</b>	<b>Afternoon shift</b>	<b>Night shift</b>	<b>Permanent night shift</b>	<b>Public holiday - afternoon or night shift</b>	<b>Working though a meal break</b>
Clerical administration officer level 3	\$50.33	\$23.15	\$23.15	\$26.17	\$40.26	\$30.20
Principal customer contact specialist	\$53.53	\$24.62	\$24.62	\$27.83	\$42.82	\$32.12
Customer contact team leader	\$54.90	\$25.25	\$25.25	\$28.55	\$43.92	\$32.94
Clerical administration officer level 4	\$54.90	\$25.25	\$25.25	\$28.55	\$43.92	\$32.94
Principal customer contact leader	\$58.88	\$27.08	\$27.08	\$30.62	\$47.10	\$35.33
Clerical administration officer level 5	\$58.88	\$27.08	\$27.08	\$30.62	\$47.10	\$35.33
Contract call centre industry technical associate	\$63.63	\$29.27	\$29.27	\$33.09	\$50.90	\$38.18

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - Monday to Saturday - first 3 hours</b>	<b>Overtime - Monday to Saturday - after 3 hours</b>	<b>Overtime - Sunday</b>	<b>Less than 10 hour break between shifts - first 3 hours</b>	<b>Less than 10 hour break between shifts - after 3 hours</b>
Customer contact trainee	\$27.71	\$36.94	\$36.94	\$27.71	\$36.94
Clerical administration officer level 1	\$27.71	\$36.94	\$36.94	\$27.71	\$36.94
Customer contact officer 1	\$28.65	\$38.20	\$38.20	\$28.65	\$38.20
Clerical administration officer level 2	\$28.65	\$38.20	\$38.20	\$28.65	\$38.20
Customer contact officer 2	\$30.20	\$40.26	\$40.26	\$30.20	\$40.26
Clerical administration officer level 3	\$30.20	\$40.26	\$40.26	\$30.20	\$40.26
Principal customer contact specialist	\$32.12	\$42.82	\$42.82	\$32.12	\$42.82
Customer contact team leader	\$32.94	\$43.92	\$43.92	\$32.94	\$43.92
Clerical administration officer level 4	\$32.94	\$43.92	\$43.92	\$32.94	\$43.92
Principal customer contact leader	\$35.33	\$47.10	\$47.10	\$35.33	\$47.10
Clerical administration officer level 5	\$35.33	\$47.10	\$47.10	\$35.33	\$47.10
Contract call centre industry technical associate	\$38.18	\$50.90	\$50.90	\$38.18	\$50.90

## 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	\$23.09	\$27.71	\$27.71	\$36.94	\$32.32
Clerical administration officer level 1	\$23.09	\$27.71	\$27.71	\$36.94	\$32.32
Customer contact officer 1	\$23.88	\$28.65	\$28.65	\$38.20	\$33.43
Clerical administration officer level 2	\$23.88	\$28.65	\$28.65	\$38.20	\$33.43
Customer contact officer 2	\$25.16	\$30.20	\$30.20	\$40.26	\$35.23
Clerical administration officer level 3	\$25.16	\$30.20	\$30.20	\$40.26	\$35.23
Principal customer contact specialist	\$26.76	\$32.12	\$32.12	\$42.82	\$37.47
Customer contact team leader	\$27.45	\$32.94	\$32.94	\$43.92	\$38.43
Clerical administration officer level 4	\$27.45	\$32.94	\$32.94	\$43.92	\$38.43
Principal customer contact leader	\$29.44	\$35.33	\$35.33	\$47.10	\$41.21
Clerical administration officer level 5	\$29.44	\$35.33	\$35.33	\$47.10	\$41.21
Contract call centre industry technical associate	\$31.81	\$38.18	\$38.18	\$50.90	\$44.54

Table 2 of 3

Classification	Public holiday	Afternoon shift	Night shift	Permanent night shift	Public holiday - afternoon or night shift
Customer contact trainee	\$50.79	\$25.86	\$25.86	\$28.63	\$41.56
Clerical administration officer level 1	\$50.79	\$25.86	\$25.86	\$28.63	\$41.56
Customer contact officer 1	\$52.53	\$26.74	\$26.74	\$29.61	\$42.98
Clerical administration officer level 2	\$52.53	\$26.74	\$26.74	\$29.61	\$42.98
Customer contact officer 2	\$55.36	\$28.18	\$28.18	\$31.20	\$45.29
Clerical administration officer level 3	\$55.36	\$28.18	\$28.18	\$31.20	\$45.29
Principal customer contact specialist	\$58.88	\$29.97	\$29.97	\$33.19	\$48.17
Customer contact team leader	\$60.39	\$30.74	\$30.74	\$34.04	\$49.41
Clerical administration officer level 4	\$60.39	\$30.74	\$30.74	\$34.04	\$49.41
Principal customer contact leader	\$64.76	\$32.97	\$32.97	\$36.50	\$52.99
Clerical administration officer level 5	\$64.76	\$32.97	\$32.97	\$36.50	\$52.99
Contract call centre industry technical associate	\$69.99	\$35.63	\$35.63	\$39.45	\$57.26

**Table 3 of 3**

<b>Classification</b>	<b>Working though a meal break</b>	<b>Overtime - Monday to Saturday - first 3 hours</b>	<b>Overtime - Monday to Saturday - after 3 hours</b>	<b>Overtime - Sunday</b>
Customer contact trainee	\$32.32	\$32.32	\$41.56	\$41.56
Clerical administration officer level 1	\$32.32	\$32.32	\$41.56	\$41.56
Customer contact officer 1	\$33.43	\$33.43	\$42.98	\$42.98
Clerical administration officer level 2	\$33.43	\$33.43	\$42.98	\$42.98
Customer contact officer 2	\$35.23	\$35.23	\$45.29	\$45.29
Clerical administration officer level 3	\$35.23	\$35.23	\$45.29	\$45.29
Principal customer contact specialist	\$37.47	\$37.47	\$48.17	\$48.17
Customer contact team leader	\$38.43	\$38.43	\$49.41	\$49.41
Clerical administration officer level 4	\$38.43	\$38.43	\$49.41	\$49.41
Principal customer contact leader	\$41.21	\$41.21	\$52.99	\$52.99
Clerical administration officer level 5	\$41.21	\$41.21	\$52.99	\$52.99
Contract call centre industry technical associate	\$44.54	\$44.54	\$57.26	\$57.26

## 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	\$9.24	\$11.55	\$11.55	\$16.17	\$13.86	\$23.10
Clerical administration officer level 1	\$9.24	\$11.55	\$11.55	\$16.17	\$13.86	\$23.10
Customer contact officer 1	\$9.55	\$11.94	\$11.94	\$16.71	\$14.33	\$23.88
Clerical administration officer level 2	\$9.55	\$11.94	\$11.94	\$16.71	\$14.33	\$23.88
Customer contact officer 2	\$10.07	\$12.59	\$12.59	\$17.62	\$15.11	\$25.18
Clerical administration officer level 3	\$10.07	\$12.59	\$12.59	\$17.62	\$15.11	\$25.18
Principal customer contact specialist	\$10.71	\$13.39	\$13.39	\$18.74	\$16.07	\$26.78
Clerical administration officer level 4	\$10.98	\$13.73	\$13.73	\$19.22	\$16.47	\$27.45
Clerical administration officer level 5	\$11.78	\$14.73	\$14.73	\$20.62	\$17.67	\$29.45
Contract call centre industry technical associate	\$12.73	\$15.91	\$15.91	\$22.28	\$19.10	\$31.83
Customer contact team leader	\$10.98	\$13.73	\$13.73	\$19.22	\$16.47	\$27.45
Principal customer contact leader	\$11.78	\$14.73	\$14.73	\$20.62	\$17.67	\$29.45

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	\$10.63	\$10.63	\$12.01	\$18.48	\$13.86
Clerical administration officer level 1	\$10.63	\$10.63	\$12.01	\$18.48	\$13.86
Customer contact officer 1	\$10.98	\$10.98	\$12.42	\$19.10	\$14.33
Clerical administration officer level 2	\$10.98	\$10.98	\$12.42	\$19.10	\$14.33
Customer contact officer 2	\$11.58	\$11.58	\$13.09	\$20.14	\$15.11
Clerical administration officer level 3	\$11.58	\$11.58	\$13.09	\$20.14	\$15.11
Principal customer contact specialist	\$12.32	\$12.32	\$13.92	\$21.42	\$16.07
Clerical administration officer level 4	\$12.63	\$12.63	\$14.27	\$21.96	\$16.47
Clerical administration officer level 5	\$13.55	\$13.55	\$15.31	\$23.56	\$17.67
Contract call centre industry technical associate	\$14.64	\$14.64	\$16.55	\$25.46	\$19.10
Customer contact team leader	\$12.63	\$12.63	\$14.27	\$21.96	\$16.47

<b>Classification</b>	<b>Afternoon shift</b>	<b>Night shift</b>	<b>Permanent night shift</b>	<b>Public holiday - afternoon or night shift</b>	<b>Working though a meal break</b>
Principal customer contact leader	\$13.55	\$13.55	\$15.31	\$23.56	\$17.67

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - Monday to Saturday - first 3 hours</b>	<b>Overtime - Monday to Saturday - after 3 hours</b>	<b>Overtime - Sunday</b>	<b>Less than 10 hour break between shifts - first 3 hours</b>	<b>Less than 10 hour break between shifts - after 3 hours</b>
Customer contact trainee	\$13.86	\$18.48	\$18.48	\$13.86	\$18.48
Clerical administration officer level 1	\$13.86	\$18.48	\$18.48	\$13.86	\$18.48
Customer contact officer 1	\$14.33	\$19.10	\$19.10	\$14.33	\$19.10
Clerical administration officer level 2	\$14.33	\$19.10	\$19.10	\$14.33	\$19.10
Customer contact officer 2	\$15.11	\$20.14	\$20.14	\$15.11	\$20.14
Clerical administration officer level 3	\$15.11	\$20.14	\$20.14	\$15.11	\$20.14
Principal customer contact specialist	\$16.07	\$21.42	\$21.42	\$16.07	\$21.42
Clerical administration officer level 4	\$16.47	\$21.96	\$21.96	\$16.47	\$21.96
Clerical administration officer level 5	\$17.67	\$23.56	\$23.56	\$17.67	\$23.56
Contract call centre industry technical associate	\$19.10	\$25.46	\$25.46	\$19.10	\$25.46
Customer contact team leader	\$16.47	\$21.96	\$21.96	\$16.47	\$21.96
Principal customer contact leader	\$17.67	\$23.56	\$23.56	\$17.67	\$23.56

## 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	\$11.08	\$13.85	\$13.85	\$19.39	\$16.62	\$27.70
Clerical administration officer level 1	\$11.08	\$13.85	\$13.85	\$19.39	\$16.62	\$27.70
Customer contact officer 1	\$11.46	\$14.33	\$14.33	\$20.06	\$17.19	\$28.65
Clerical administration officer level 2	\$11.46	\$14.33	\$14.33	\$20.06	\$17.19	\$28.65
Customer contact officer 2	\$12.08	\$15.10	\$15.10	\$21.14	\$18.12	\$30.20
Clerical administration officer level 3	\$12.08	\$15.10	\$15.10	\$21.14	\$18.12	\$30.20
Principal customer contact specialist	\$12.85	\$16.06	\$16.06	\$22.49	\$19.28	\$32.13
Clerical administration officer level 4	\$13.18	\$16.48	\$16.48	\$23.07	\$19.77	\$32.95
Clerical administration officer level 5	\$14.13	\$17.66	\$17.66	\$24.73	\$21.20	\$35.33
Contract call centre industry technical associate	\$15.27	\$19.09	\$19.09	\$26.72	\$22.91	\$38.18
Customer contact team leader	\$13.18	\$16.48	\$16.48	\$23.07	\$19.77	\$32.95
Principal customer contact leader	\$14.13	\$17.66	\$17.66	\$24.73	\$21.20	\$35.33

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	\$12.74	\$12.74	\$14.40	\$22.16	\$16.62
Clerical administration officer level 1	\$12.74	\$12.74	\$14.40	\$22.16	\$16.62
Customer contact officer 1	\$13.18	\$13.18	\$14.90	\$22.92	\$17.19
Clerical administration officer level 2	\$13.18	\$13.18	\$14.90	\$22.92	\$17.19
Customer contact officer 2	\$13.89	\$13.89	\$15.70	\$24.16	\$18.12
Clerical administration officer level 3	\$13.89	\$13.89	\$15.70	\$24.16	\$18.12
Principal customer contact specialist	\$14.78	\$14.78	\$16.71	\$25.70	\$19.28
Clerical administration officer level 4	\$15.16	\$15.16	\$17.13	\$26.36	\$19.77
Clerical administration officer level 5	\$16.25	\$16.25	\$18.37	\$28.26	\$21.20
Contract call centre industry technical associate	\$17.56	\$17.56	\$19.85	\$30.54	\$22.91



<b>Classification</b>	<b>Afternoon shift</b>	<b>Night shift</b>	<b>Permanent night shift</b>	<b>Public holiday - afternoon or night shift</b>	<b>Working though a meal break</b>
Customer contact team leader	\$15.16	\$15.16	\$17.13	\$26.36	\$19.77
Principal customer contact leader	\$16.25	\$16.25	\$18.37	\$28.26	\$21.20

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - Monday to Saturday - first 3 hours</b>	<b>Overtime - Monday to Saturday - after 3 hours</b>	<b>Overtime - Sunday</b>	<b>Less than 10 hour break between shifts - first 3 hours</b>	<b>Less than 10 hour break between shifts - after 3 hours</b>
Customer contact trainee	\$16.62	\$22.16	\$22.16	\$16.62	\$22.16
Clerical administration officer level 1	\$16.62	\$22.16	\$22.16	\$16.62	\$22.16
Customer contact officer 1	\$17.19	\$22.92	\$22.92	\$17.19	\$22.92
Clerical administration officer level 2	\$17.19	\$22.92	\$22.92	\$17.19	\$22.92
Customer contact officer 2	\$18.12	\$24.16	\$24.16	\$18.12	\$24.16
Clerical administration officer level 3	\$18.12	\$24.16	\$24.16	\$18.12	\$24.16
Principal customer contact specialist	\$19.28	\$25.70	\$25.70	\$19.28	\$25.70
Clerical administration officer level 4	\$19.77	\$26.36	\$26.36	\$19.77	\$26.36
Clerical administration officer level 5	\$21.20	\$28.26	\$28.26	\$21.20	\$28.26
Contract call centre industry technical associate	\$22.91	\$30.54	\$30.54	\$22.91	\$30.54
Customer contact team leader	\$19.77	\$26.36	\$26.36	\$19.77	\$26.36
Principal customer contact leader	\$21.20	\$28.26	\$28.26	\$21.20	\$28.26

## 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	\$12.93	\$16.16	\$16.16	\$22.63	\$19.40	\$32.33
Clerical administration officer level 1	\$12.93	\$16.16	\$16.16	\$22.63	\$19.40	\$32.33
Customer contact officer 1	\$13.37	\$16.71	\$16.71	\$23.40	\$20.06	\$33.43
Clerical administration officer level 2	\$13.37	\$16.71	\$16.71	\$23.40	\$20.06	\$33.43
Customer contact officer 2	\$14.09	\$17.61	\$17.61	\$24.66	\$21.14	\$35.23
Clerical administration officer level 3	\$14.09	\$17.61	\$17.61	\$24.66	\$21.14	\$35.23
Principal customer contact specialist	\$14.99	\$18.74	\$18.74	\$26.23	\$22.49	\$37.48
Clerical administration officer level 4	\$15.37	\$19.21	\$19.21	\$26.90	\$23.06	\$38.43
Clerical administration officer level 5	\$16.49	\$20.61	\$20.61	\$28.86	\$24.74	\$41.23
Contract call centre industry technical associate	\$17.82	\$22.28	\$22.28	\$31.19	\$26.73	\$44.55
Customer contact team leader	\$15.37	\$19.21	\$19.21	\$26.90	\$23.06	\$38.43
Principal customer contact leader	\$16.49	\$20.61	\$20.61	\$28.86	\$24.74	\$41.23

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	\$14.87	\$14.87	\$16.81	\$25.86	\$19.40
Clerical administration officer level 1	\$14.87	\$14.87	\$16.81	\$25.86	\$19.40
Customer contact officer 1	\$15.38	\$15.38	\$17.38	\$26.74	\$20.06
Clerical administration officer level 2	\$15.38	\$15.38	\$17.38	\$26.74	\$20.06
Customer contact officer 2	\$16.20	\$16.20	\$18.32	\$28.18	\$21.14
Clerical administration officer level 3	\$16.20	\$16.20	\$18.32	\$28.18	\$21.14
Principal customer contact specialist	\$17.24	\$17.24	\$19.49	\$29.98	\$22.49
Clerical administration officer level 4	\$17.68	\$17.68	\$19.98	\$30.74	\$23.06
Clerical administration officer level 5	\$18.96	\$18.96	\$21.44	\$32.98	\$24.74

<b>Classification</b>	<b>Afternoon shift</b>	<b>Night shift</b>	<b>Permanent night shift</b>	<b>Public holiday - afternoon or night shift</b>	<b>Working though a meal break</b>
Contract call centre industry technical associate	\$20.49	\$20.49	\$23.17	\$35.64	\$26.73
Customer contact team leader	\$17.68	\$17.68	\$19.98	\$30.74	\$23.06
Principal customer contact leader	\$18.96	\$18.96	\$21.44	\$32.98	\$24.74

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - Monday to Saturday - first 3 hours</b>	<b>Overtime - Monday to Saturday - after 3 hours</b>	<b>Overtime - Sunday</b>	<b>Less than 10 hour break between shifts - first 3 hours</b>	<b>Less than 10 hour break between shifts - after 3 hours</b>
Customer contact trainee	\$19.40	\$25.86	\$25.86	\$19.40	\$25.86
Clerical administration officer level 1	\$19.40	\$25.86	\$25.86	\$19.40	\$25.86
Customer contact officer 1	\$20.06	\$26.74	\$26.74	\$20.06	\$26.74
Clerical administration officer level 2	\$20.06	\$26.74	\$26.74	\$20.06	\$26.74
Customer contact officer 2	\$21.14	\$28.18	\$28.18	\$21.14	\$28.18
Clerical administration officer level 3	\$21.14	\$28.18	\$28.18	\$21.14	\$28.18
Principal customer contact specialist	\$22.49	\$29.98	\$29.98	\$22.49	\$29.98
Clerical administration officer level 4	\$23.06	\$30.74	\$30.74	\$23.06	\$30.74
Clerical administration officer level 5	\$24.74	\$32.98	\$32.98	\$24.74	\$32.98
Contract call centre industry technical associate	\$26.73	\$35.64	\$35.64	\$26.73	\$35.64
Customer contact team leader	\$23.06	\$30.74	\$30.74	\$23.06	\$30.74
Principal customer contact leader	\$24.74	\$32.98	\$32.98	\$24.74	\$32.98

## 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	\$18.47	\$23.09	\$23.09	\$32.32	\$27.71	\$46.18
Clerical administration officer level 1	\$18.47	\$23.09	\$23.09	\$32.32	\$27.71	\$46.18
Customer contact officer 1	\$19.10	\$23.88	\$23.88	\$33.43	\$28.65	\$47.75
Clerical administration officer level 2	\$19.10	\$23.88	\$23.88	\$33.43	\$28.65	\$47.75
Customer contact officer 2	\$20.13	\$25.16	\$25.16	\$35.23	\$30.20	\$50.33
Clerical administration officer level 3	\$20.13	\$25.16	\$25.16	\$35.23	\$30.20	\$50.33
Principal customer contact specialist	\$21.41	\$26.76	\$26.76	\$37.47	\$32.12	\$53.53
Clerical administration officer level 4	\$21.96	\$27.45	\$27.45	\$38.43	\$32.94	\$54.90
Clerical administration officer level 5	\$23.55	\$29.44	\$29.44	\$41.21	\$35.33	\$58.88
Contract call centre industry technical associate	\$25.45	\$31.81	\$31.81	\$44.54	\$38.18	\$63.63
Customer contact team leader	\$21.96	\$27.45	\$27.45	\$38.43	\$32.94	\$54.90
Principal customer contact leader	\$23.55	\$29.44	\$29.44	\$41.21	\$35.33	\$58.88

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	\$21.24	\$21.24	\$24.01	\$36.94	\$27.71
Clerical administration officer level 1	\$21.24	\$21.24	\$24.01	\$36.94	\$27.71
Customer contact officer 1	\$21.97	\$21.97	\$24.83	\$38.20	\$28.65
Clerical administration officer level 2	\$21.97	\$21.97	\$24.83	\$38.20	\$28.65
Customer contact officer 2	\$23.15	\$23.15	\$26.17	\$40.26	\$30.20
Clerical administration officer level 3	\$23.15	\$23.15	\$26.17	\$40.26	\$30.20
Principal customer contact specialist	\$24.62	\$24.62	\$27.83	\$42.82	\$32.12
Clerical administration officer level 4	\$25.25	\$25.25	\$28.55	\$43.92	\$32.94
Clerical administration officer level 5	\$27.08	\$27.08	\$30.62	\$47.10	\$35.33
Contract call centre industry technical associate	\$29.27	\$29.27	\$33.09	\$50.90	\$38.18
Customer contact team leader	\$25.25	\$25.25	\$28.55	\$43.92	\$32.94

<b>Classification</b>	<b>Afternoon shift</b>	<b>Night shift</b>	<b>Permanent night shift</b>	<b>Public holiday - afternoon or night shift</b>	<b>Working though a meal break</b>
Principal customer contact leader	\$27.08	\$27.08	\$30.62	\$47.10	\$35.33

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - Monday to Saturday - first 3 hours</b>	<b>Overtime - Monday to Saturday - after 3 hours</b>	<b>Overtime - Sunday</b>	<b>Less than 10 hour break between shifts - first 3 hours</b>	<b>Less than 10 hour break between shifts - after 3 hours</b>
Customer contact trainee	\$27.71	\$36.94	\$36.94	\$27.71	\$36.94
Clerical administration officer level 1	\$27.71	\$36.94	\$36.94	\$27.71	\$36.94
Customer contact officer 1	\$28.65	\$38.20	\$38.20	\$28.65	\$38.20
Clerical administration officer level 2	\$28.65	\$38.20	\$38.20	\$28.65	\$38.20
Customer contact officer 2	\$30.20	\$40.26	\$40.26	\$30.20	\$40.26
Clerical administration officer level 3	\$30.20	\$40.26	\$40.26	\$30.20	\$40.26
Principal customer contact specialist	\$32.12	\$42.82	\$42.82	\$32.12	\$42.82
Clerical administration officer level 4	\$32.94	\$43.92	\$43.92	\$32.94	\$43.92
Clerical administration officer level 5	\$35.33	\$47.10	\$47.10	\$35.33	\$47.10
Contract call centre industry technical associate	\$38.18	\$50.90	\$50.90	\$38.18	\$50.90
Customer contact team leader	\$32.94	\$43.92	\$43.92	\$32.94	\$43.92
Principal customer contact leader	\$35.33	\$47.10	\$47.10	\$35.33	\$47.10

## 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	\$11.55	\$13.86	\$13.86	\$18.48	\$16.17
Clerical administration officer level 1	\$11.55	\$13.86	\$13.86	\$18.48	\$16.17
Customer contact officer 1	\$11.94	\$14.33	\$14.33	\$19.10	\$16.71
Clerical administration officer level 2	\$11.94	\$14.33	\$14.33	\$19.10	\$16.71
Customer contact officer 2	\$12.59	\$15.11	\$15.11	\$20.14	\$17.62
Clerical administration officer level 3	\$12.59	\$15.11	\$15.11	\$20.14	\$17.62
Principal customer contact specialist	\$13.39	\$16.07	\$16.07	\$21.42	\$18.74
Clerical administration officer level 4	\$13.73	\$16.47	\$16.47	\$21.96	\$19.22
Clerical administration officer level 5	\$14.73	\$17.67	\$17.67	\$23.56	\$20.62
Contract call centre industry technical associate	\$15.91	\$19.10	\$19.10	\$25.46	\$22.28
Customer contact team leader	\$13.73	\$16.47	\$16.47	\$21.96	\$19.22
Principal customer contact leader	\$14.73	\$17.67	\$17.67	\$23.56	\$20.62

Table 2 of 3

Classification	Public holiday	Afternoon shift	Night shift	Permanent night shift	Public holiday - afternoon or night shift
Customer contact trainee	\$25.41	\$12.94	\$12.94	\$14.32	\$20.79
Clerical administration officer level 1	\$25.41	\$12.94	\$12.94	\$14.32	\$20.79
Customer contact officer 1	\$26.26	\$13.37	\$13.37	\$14.80	\$21.49
Clerical administration officer level 2	\$26.26	\$13.37	\$13.37	\$14.80	\$21.49
Customer contact officer 2	\$27.69	\$14.10	\$14.10	\$15.61	\$22.66
Clerical administration officer level 3	\$27.69	\$14.10	\$14.10	\$15.61	\$22.66
Principal customer contact specialist	\$29.45	\$14.99	\$14.99	\$16.60	\$24.10
Clerical administration officer level 4	\$30.20	\$15.37	\$15.37	\$17.02	\$24.71
Clerical administration officer level 5	\$32.40	\$16.49	\$16.49	\$18.26	\$26.51
Contract call centre industry technical associate	\$35.01	\$17.82	\$17.82	\$19.73	\$28.64
Customer contact team leader	\$30.20	\$15.37	\$15.37	\$17.02	\$24.71

<b>Classification</b>	<b>Public holiday</b>	<b>Afternoon shift</b>	<b>Night shift</b>	<b>Permanent night shift</b>	<b>Public holiday - afternoon or night shift</b>
Principal customer contact leader	\$32.40	\$16.49	\$16.49	\$18.26	\$26.51

**Table 3 of 3**

<b>Classification</b>	<b>Working though a meal break</b>	<b>Overtime - Monday to Saturday - first 3 hours</b>	<b>Overtime - Monday to Saturday - after 3 hours</b>	<b>Overtime - Sunday</b>
Customer contact trainee	\$16.17	\$16.17	\$20.79	\$20.79
Clerical administration officer level 1	\$16.17	\$16.17	\$20.79	\$20.79
Customer contact officer 1	\$16.71	\$16.71	\$21.49	\$21.49
Clerical administration officer level 2	\$16.71	\$16.71	\$21.49	\$21.49
Customer contact officer 2	\$17.62	\$17.62	\$22.66	\$22.66
Clerical administration officer level 3	\$17.62	\$17.62	\$22.66	\$22.66
Principal customer contact specialist	\$18.74	\$18.74	\$24.10	\$24.10
Clerical administration officer level 4	\$19.22	\$19.22	\$24.71	\$24.71
Clerical administration officer level 5	\$20.62	\$20.62	\$26.51	\$26.51
Contract call centre industry technical associate	\$22.28	\$22.28	\$28.64	\$28.64
Customer contact team leader	\$19.22	\$19.22	\$24.71	\$24.71
Principal customer contact leader	\$20.62	\$20.62	\$26.51	\$26.51

## 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	\$13.85	\$16.62	\$16.62	\$22.16	\$19.39
Clerical administration officer level 1	\$13.85	\$16.62	\$16.62	\$22.16	\$19.39
Customer contact officer 1	\$14.33	\$17.19	\$17.19	\$22.92	\$20.06
Clerical administration officer level 2	\$14.33	\$17.19	\$17.19	\$22.92	\$20.06
Customer contact officer 2	\$15.10	\$18.12	\$18.12	\$24.16	\$21.14
Clerical administration officer level 3	\$15.10	\$18.12	\$18.12	\$24.16	\$21.14
Principal customer contact specialist	\$16.06	\$19.28	\$19.28	\$25.70	\$22.49
Clerical administration officer level 4	\$16.48	\$19.77	\$19.77	\$26.36	\$23.07
Clerical administration officer level 5	\$17.66	\$21.20	\$21.20	\$28.26	\$24.73
Contract call centre industry technical associate	\$19.09	\$22.91	\$22.91	\$30.54	\$26.72
Customer contact team leader	\$16.48	\$19.77	\$19.77	\$26.36	\$23.07
Principal customer contact leader	\$17.66	\$21.20	\$21.20	\$28.26	\$24.73

Table 2 of 3

Classification	Public holiday	Afternoon shift	Night shift	Permanent night shift	Public holiday - afternoon or night shift
Customer contact trainee	\$30.47	\$15.51	\$15.51	\$17.17	\$24.93
Clerical administration officer level 1	\$30.47	\$15.51	\$15.51	\$17.17	\$24.93
Customer contact officer 1	\$31.52	\$16.04	\$16.04	\$17.76	\$25.79
Clerical administration officer level 2	\$31.52	\$16.04	\$16.04	\$17.76	\$25.79
Customer contact officer 2	\$33.22	\$16.91	\$16.91	\$18.72	\$27.18
Clerical administration officer level 3	\$33.22	\$16.91	\$16.91	\$18.72	\$27.18
Principal customer contact specialist	\$35.34	\$17.99	\$17.99	\$19.92	\$28.91
Clerical administration officer level 4	\$36.25	\$18.45	\$18.45	\$20.43	\$29.66
Clerical administration officer level 5	\$38.86	\$19.78	\$19.78	\$21.90	\$31.79
Contract call centre industry technical associate	\$41.99	\$21.38	\$21.38	\$23.67	\$34.36
Customer contact team leader	\$36.25	\$18.45	\$18.45	\$20.43	\$29.66



<b>Classification</b>	<b>Public holiday</b>	<b>Afternoon shift</b>	<b>Night shift</b>	<b>Permanent night shift</b>	<b>Public holiday - afternoon or night shift</b>
Principal customer contact leader	\$38.86	\$19.78	\$19.78	\$21.90	\$31.79

**Table 3 of 3**

<b>Classification</b>	<b>Working though a meal break</b>	<b>Overtime - Monday to Saturday - first 3 hours</b>	<b>Overtime - Monday to Saturday - after 3 hours</b>	<b>Overtime - Sunday</b>
Customer contact trainee	\$19.39	\$19.39	\$24.93	\$24.93
Clerical administration officer level 1	\$19.39	\$19.39	\$24.93	\$24.93
Customer contact officer 1	\$20.06	\$20.06	\$25.79	\$25.79
Clerical administration officer level 2	\$20.06	\$20.06	\$25.79	\$25.79
Customer contact officer 2	\$21.14	\$21.14	\$27.18	\$27.18
Clerical administration officer level 3	\$21.14	\$21.14	\$27.18	\$27.18
Principal customer contact specialist	\$22.49	\$22.49	\$28.91	\$28.91
Clerical administration officer level 4	\$23.07	\$23.07	\$29.66	\$29.66
Clerical administration officer level 5	\$24.73	\$24.73	\$31.79	\$31.79
Contract call centre industry technical associate	\$26.72	\$26.72	\$34.36	\$34.36
Customer contact team leader	\$23.07	\$23.07	\$29.66	\$29.66
Principal customer contact leader	\$24.73	\$24.73	\$31.79	\$31.79

## 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	\$16.16	\$19.40	\$19.40	\$25.86	\$22.63
Clerical administration officer level 1	\$16.16	\$19.40	\$19.40	\$25.86	\$22.63
Customer contact officer 1	\$16.71	\$20.06	\$20.06	\$26.74	\$23.40
Clerical administration officer level 2	\$16.71	\$20.06	\$20.06	\$26.74	\$23.40
Customer contact officer 2	\$17.61	\$21.14	\$21.14	\$28.18	\$24.66
Clerical administration officer level 3	\$17.61	\$21.14	\$21.14	\$28.18	\$24.66
Principal customer contact specialist	\$18.74	\$22.49	\$22.49	\$29.98	\$26.23
Clerical administration officer level 4	\$19.21	\$23.06	\$23.06	\$30.74	\$26.90
Clerical administration officer level 5	\$20.61	\$24.74	\$24.74	\$32.98	\$28.86
Contract call centre industry technical associate	\$22.28	\$26.73	\$26.73	\$35.64	\$31.19
Customer contact team leader	\$19.21	\$23.06	\$23.06	\$30.74	\$26.90
Principal customer contact leader	\$20.61	\$24.74	\$24.74	\$32.98	\$28.86

Table 2 of 3

Classification	Public holiday	Afternoon shift	Night shift	Permanent night shift	Public holiday - afternoon or night shift
Customer contact trainee	\$35.56	\$18.10	\$18.10	\$20.04	\$29.09
Clerical administration officer level 1	\$35.56	\$18.10	\$18.10	\$20.04	\$29.09
Customer contact officer 1	\$36.77	\$18.72	\$18.72	\$20.72	\$30.08
Clerical administration officer level 2	\$36.77	\$18.72	\$18.72	\$20.72	\$30.08
Customer contact officer 2	\$38.75	\$19.73	\$19.73	\$21.84	\$31.70
Clerical administration officer level 3	\$38.75	\$19.73	\$19.73	\$21.84	\$31.70
Principal customer contact specialist	\$41.22	\$20.99	\$20.99	\$23.23	\$33.73
Clerical administration officer level 4	\$42.27	\$21.52	\$21.52	\$23.82	\$34.58
Clerical administration officer level 5	\$45.35	\$23.09	\$23.09	\$25.56	\$37.10
Contract call centre industry technical associate	\$49.01	\$24.95	\$24.95	\$27.62	\$40.10
Customer contact team leader	\$42.27	\$21.52	\$21.52	\$23.82	\$34.58

<b>Classification</b>	<b>Public holiday</b>	<b>Afternoon shift</b>	<b>Night shift</b>	<b>Permanent night shift</b>	<b>Public holiday - afternoon or night shift</b>
Principal customer contact leader	\$45.35	\$23.09	\$23.09	\$25.56	\$37.10

**Table 3 of 3**

<b>Classification</b>	<b>Working though a meal break</b>	<b>Overtime - Monday to Saturday - first 3 hours</b>	<b>Overtime - Monday to Saturday - after 3 hours</b>	<b>Overtime - Sunday</b>
Customer contact trainee	\$22.63	\$22.63	\$29.09	\$29.09
Clerical administration officer level 1	\$22.63	\$22.63	\$29.09	\$29.09
Customer contact officer 1	\$23.40	\$23.40	\$30.08	\$30.08
Clerical administration officer level 2	\$23.40	\$23.40	\$30.08	\$30.08
Customer contact officer 2	\$24.66	\$24.66	\$31.70	\$31.70
Clerical administration officer level 3	\$24.66	\$24.66	\$31.70	\$31.70
Principal customer contact specialist	\$26.23	\$26.23	\$33.73	\$33.73
Clerical administration officer level 4	\$26.90	\$26.90	\$34.58	\$34.58
Clerical administration officer level 5	\$28.86	\$28.86	\$37.10	\$37.10
Contract call centre industry technical associate	\$31.19	\$31.19	\$40.10	\$40.10
Customer contact team leader	\$26.90	\$26.90	\$34.58	\$34.58
Principal customer contact leader	\$28.86	\$28.86	\$37.10	\$37.10

## 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	\$23.09	\$27.71	\$27.71	\$36.94	\$32.32
Clerical administration officer level 1	\$23.09	\$27.71	\$27.71	\$36.94	\$32.32
Customer contact officer 1	\$23.88	\$28.65	\$28.65	\$38.20	\$33.43
Clerical administration officer level 2	\$23.88	\$28.65	\$28.65	\$38.20	\$33.43
Customer contact officer 2	\$25.16	\$30.20	\$30.20	\$40.26	\$35.23
Clerical administration officer level 3	\$25.16	\$30.20	\$30.20	\$40.26	\$35.23
Principal customer contact specialist	\$26.76	\$32.12	\$32.12	\$42.82	\$37.47
Clerical administration officer level 4	\$27.45	\$32.94	\$32.94	\$43.92	\$38.43
Clerical administration officer level 5	\$29.44	\$35.33	\$35.33	\$47.10	\$41.21
Contract call centre industry technical associate	\$31.81	\$38.18	\$38.18	\$50.90	\$44.54
Customer contact team leader	\$27.45	\$32.94	\$32.94	\$43.92	\$38.43
Principal customer contact leader	\$29.44	\$35.33	\$35.33	\$47.10	\$41.21

Table 2 of 3

Classification	Public holiday	Afternoon shift	Night shift	Permanent night shift	Public holiday - afternoon or night shift
Customer contact trainee	\$50.79	\$25.86	\$25.86	\$28.63	\$41.56
Clerical administration officer level 1	\$50.79	\$25.86	\$25.86	\$28.63	\$41.56
Customer contact officer 1	\$52.53	\$26.74	\$26.74	\$29.61	\$42.98
Clerical administration officer level 2	\$52.53	\$26.74	\$26.74	\$29.61	\$42.98
Customer contact officer 2	\$55.36	\$28.18	\$28.18	\$31.20	\$45.29
Clerical administration officer level 3	\$55.36	\$28.18	\$28.18	\$31.20	\$45.29
Principal customer contact specialist	\$58.88	\$29.97	\$29.97	\$33.19	\$48.17
Clerical administration officer level 4	\$60.39	\$30.74	\$30.74	\$34.04	\$49.41
Clerical administration officer level 5	\$64.76	\$32.97	\$32.97	\$36.50	\$52.99
Contract call centre industry technical associate	\$69.99	\$35.63	\$35.63	\$39.45	\$57.26
Customer contact team leader	\$60.39	\$30.74	\$30.74	\$34.04	\$49.41

<b>Classification</b>	<b>Public holiday</b>	<b>Afternoon shift</b>	<b>Night shift</b>	<b>Permanent night shift</b>	<b>Public holiday - afternoon or night shift</b>
Principal customer contact leader	\$64.76	\$32.97	\$32.97	\$36.50	\$52.99

**Table 3 of 3**

<b>Classification</b>	<b>Working though a meal break</b>	<b>Overtime - Monday to Saturday - first 3 hours</b>	<b>Overtime - Monday to Saturday - after 3 hours</b>	<b>Overtime - Sunday</b>
Customer contact trainee	\$32.32	\$32.32	\$41.56	\$41.56
Clerical administration officer level 1	\$32.32	\$32.32	\$41.56	\$41.56
Customer contact officer 1	\$33.43	\$33.43	\$42.98	\$42.98
Clerical administration officer level 2	\$33.43	\$33.43	\$42.98	\$42.98
Customer contact officer 2	\$35.23	\$35.23	\$45.29	\$45.29
Clerical administration officer level 3	\$35.23	\$35.23	\$45.29	\$45.29
Principal customer contact specialist	\$37.47	\$37.47	\$48.17	\$48.17
Clerical administration officer level 4	\$38.43	\$38.43	\$49.41	\$49.41
Clerical administration officer level 5	\$41.21	\$41.21	\$52.99	\$52.99
Contract call centre industry technical associate	\$44.54	\$44.54	\$57.26	\$57.26
Customer contact team leader	\$38.43	\$38.43	\$49.41	\$49.41
Principal customer contact leader	\$41.21	\$41.21	\$52.99	\$52.99

## Allowances

Allowances	Rate
First aid allowance	\$0.39 per hour up to a maximum of \$14.84 per week
Meal allowance - travelling expenses	\$13.18 per meal
Meal allowance - rest break during overtime	\$13.18 per rest break
Meal allowance	\$13.18 per meal
Safe travel allowance - after overtime or irregular shift - reasonable means of transport are not available	\$18.47 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.