



Fair Work
OMBUDSMAN

Pay Guide - Clerks - Private Sector Award

[MA000002]

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We encourage you to [subscribe to email updates](#) to receive alerts when pay rates and entitlements change in this pay guide.

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	\$945.10	\$24.87	\$31.09	\$49.74	\$62.18	\$37.31	\$49.74	\$49.74
Level 1 - year 2	\$989.80	\$26.05	\$32.56	\$52.10	\$65.13	\$39.08	\$52.10	\$52.10
Level 1 - year 3	\$1,020.30	\$26.85	\$33.56	\$53.70	\$67.13	\$40.28	\$53.70	\$53.70
Level 2 - year 1	\$1,032.30	\$27.17	\$33.96	\$54.34	\$67.93	\$40.76	\$54.34	\$54.34
Level 2 - year 2	\$1,051.40	\$27.67	\$34.59	\$55.34	\$69.18	\$41.51	\$55.34	\$55.34
Level 3	\$1,090.30	\$28.69	\$35.86	\$57.38	\$71.73	\$43.04	\$57.38	\$57.38
Call centre principal customer contact specialist	\$1,098.00	\$28.89	\$36.11	\$57.78	\$72.23	\$43.34	\$57.78	\$57.78
Level 4	\$1,145.00	\$30.13	\$37.66	\$60.26	\$75.33	\$45.20	\$60.26	\$60.26
Level 5	\$1,191.50	\$31.36	\$39.20	\$62.72	\$78.40	\$47.04	\$62.72	\$62.72
Call centre technical associate	\$1,305.20	\$34.35	\$42.94	\$68.70	\$85.88	\$51.53	\$68.70	\$68.70

Table 2 of 3

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	\$28.60	\$32.33	\$28.60	\$37.31	\$37.31	\$37.31	\$49.74	\$49.74
Level 1 - year 2	\$29.96	\$33.87	\$29.96	\$39.08	\$39.08	\$39.08	\$52.10	\$52.10
Level 1 - year 3	\$30.88	\$34.91	\$30.88	\$40.28	\$40.28	\$40.28	\$53.70	\$53.70
Level 2 - year 1	\$31.25	\$35.32	\$31.25	\$40.76	\$40.76	\$40.76	\$54.34	\$54.34
Level 2 - year 2	\$31.82	\$35.97	\$31.82	\$41.51	\$41.51	\$41.51	\$55.34	\$55.34
Level 3	\$32.99	\$37.30	\$32.99	\$43.04	\$43.04	\$43.04	\$57.38	\$57.38
Call centre principal customer contact specialist	\$33.22	\$37.56	\$33.22	\$43.34	\$43.34	\$43.34	\$57.78	\$57.78
Level 4	\$34.65	\$39.17	\$34.65	\$45.20	\$45.20	\$45.20	\$60.26	\$60.26
Level 5	\$36.06	\$40.77	\$36.06	\$47.04	\$47.04	\$47.04	\$62.72	\$62.72
Call centre technical associate	\$39.50	\$44.66	\$39.50	\$51.53	\$51.53	\$51.53	\$68.70	\$68.70

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	\$49.74	\$37.31	\$49.74	\$37.31	\$49.74	\$49.74	\$49.74
Level 1 - year 2	\$52.10	\$39.08	\$52.10	\$39.08	\$52.10	\$52.10	\$52.10
Level 1 - year 3	\$53.70	\$40.28	\$53.70	\$40.28	\$53.70	\$53.70	\$53.70
Level 2 - year 1	\$54.34	\$40.76	\$54.34	\$40.76	\$54.34	\$54.34	\$54.34
Level 2 - year 2	\$55.34	\$41.51	\$55.34	\$41.51	\$55.34	\$55.34	\$55.34
Level 3	\$57.38	\$43.04	\$57.38	\$43.04	\$57.38	\$57.38	\$57.38
Call centre principal customer contact specialist	\$57.78	\$43.34	\$57.78	\$43.34	\$57.78	\$57.78	\$57.78
Level 4	\$60.26	\$45.20	\$60.26	\$45.20	\$60.26	\$60.26	\$60.26
Level 5	\$62.72	\$47.04	\$62.72	\$47.04	\$62.72	\$62.72	\$62.72
Call centre technical associate	\$68.70	\$51.53	\$68.70	\$51.53	\$68.70	\$68.70	\$68.70

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	\$31.09	\$37.31	\$55.96	\$68.39	\$43.52	\$55.96	\$55.96
Level 1 - year 2	\$32.56	\$39.08	\$58.61	\$71.64	\$45.59	\$58.61	\$58.61
Level 1 - year 3	\$33.56	\$40.28	\$60.41	\$73.84	\$46.99	\$60.41	\$60.41
Level 2 - year 1	\$33.96	\$40.76	\$61.13	\$74.72	\$47.55	\$61.13	\$61.13
Level 2 - year 2	\$34.59	\$41.51	\$62.26	\$76.09	\$48.42	\$62.26	\$62.26
Level 3	\$35.86	\$43.04	\$64.55	\$78.90	\$50.21	\$64.55	\$64.55
Call centre principal customer contact specialist	\$36.11	\$43.34	\$65.00	\$79.45	\$50.56	\$65.00	\$65.00
Level 4	\$37.66	\$45.20	\$67.79	\$82.86	\$52.73	\$67.79	\$67.79
Level 5	\$39.20	\$47.04	\$70.56	\$86.24	\$54.88	\$70.56	\$70.56
Call centre technical associate	\$42.94	\$51.53	\$77.29	\$94.46	\$60.11	\$77.29	\$77.29

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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	\$34.82	\$38.55	\$34.82	\$43.52	\$43.52	\$43.52	\$55.96
Level 1 - year 2	\$36.47	\$40.38	\$36.47	\$45.59	\$45.59	\$45.59	\$58.61
Level 1 - year 3	\$37.59	\$41.62	\$37.59	\$46.99	\$46.99	\$46.99	\$60.41
Level 2 - year 1	\$38.04	\$42.11	\$38.04	\$47.55	\$47.55	\$47.55	\$61.13
Level 2 - year 2	\$38.74	\$42.89	\$38.74	\$48.42	\$48.42	\$48.42	\$62.26
Level 3	\$40.17	\$44.47	\$40.17	\$50.21	\$50.21	\$50.21	\$64.55
Call centre principal customer contact specialist	\$40.45	\$44.78	\$40.45	\$50.56	\$50.56	\$50.56	\$65.00
Level 4	\$42.18	\$46.70	\$42.18	\$52.73	\$52.73	\$52.73	\$67.79
Level 5	\$43.90	\$48.61	\$43.90	\$54.88	\$54.88	\$54.88	\$70.56
Call centre technical associate	\$48.09	\$53.24	\$48.09	\$60.11	\$60.11	\$60.11	\$77.29

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	\$55.96	\$55.96	\$43.52	\$55.96	\$43.52	\$55.96
Level 1 - year 2	\$58.61	\$58.61	\$45.59	\$58.61	\$45.59	\$58.61
Level 1 - year 3	\$60.41	\$60.41	\$46.99	\$60.41	\$46.99	\$60.41
Level 2 - year 1	\$61.13	\$61.13	\$47.55	\$61.13	\$47.55	\$61.13
Level 2 - year 2	\$62.26	\$62.26	\$48.42	\$62.26	\$48.42	\$62.26
Level 3	\$64.55	\$64.55	\$50.21	\$64.55	\$50.21	\$64.55
Call centre principal customer contact specialist	\$65.00	\$65.00	\$50.56	\$65.00	\$50.56	\$65.00
Level 4	\$67.79	\$67.79	\$52.73	\$67.79	\$52.73	\$67.79
Level 5	\$70.56	\$70.56	\$54.88	\$70.56	\$54.88	\$70.56
Call centre technical associate	\$77.29	\$77.29	\$60.11	\$77.29	\$60.11	\$77.29

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	\$11.19	\$13.99	\$22.38	\$27.98	\$16.79	\$22.38	\$22.38	\$12.87
Level 1 - year 2	\$11.72	\$14.65	\$23.44	\$29.30	\$17.58	\$23.44	\$23.44	\$13.48
Level 1 - year 3	\$12.08	\$15.10	\$24.16	\$30.20	\$18.12	\$24.16	\$24.16	\$13.89
Level 2 - year 1	\$12.22	\$15.28	\$24.44	\$30.55	\$18.33	\$24.44	\$24.44	\$14.05
Level 2 - year 2	\$12.45	\$15.56	\$24.90	\$31.13	\$18.68	\$24.90	\$24.90	\$14.32
Level 3	\$12.91	\$16.14	\$25.82	\$32.28	\$19.37	\$25.82	\$25.82	\$14.85
Call centre principal customer contact specialist	\$13.00	\$16.25	\$26.00	\$32.50	\$19.50	\$26.00	\$26.00	\$14.95
Level 4	\$13.56	\$16.95	\$27.12	\$33.90	\$20.34	\$27.12	\$27.12	\$15.59
Level 5	\$14.11	\$17.64	\$28.22	\$35.28	\$21.17	\$28.22	\$28.22	\$16.23
Call centre technical associate	\$15.46	\$19.33	\$30.92	\$38.65	\$23.19	\$30.92	\$30.92	\$17.78

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	\$14.55	\$12.87	\$16.79	\$16.79	\$16.79	\$22.38	\$22.38	\$22.38
Level 1 - year 2	\$15.24	\$13.48	\$17.58	\$17.58	\$17.58	\$23.44	\$23.44	\$23.44
Level 1 - year 3	\$15.70	\$13.89	\$18.12	\$18.12	\$18.12	\$24.16	\$24.16	\$24.16
Level 2 - year 1	\$15.89	\$14.05	\$18.33	\$18.33	\$18.33	\$24.44	\$24.44	\$24.44
Level 2 - year 2	\$16.19	\$14.32	\$18.68	\$18.68	\$18.68	\$24.90	\$24.90	\$24.90
Level 3	\$16.78	\$14.85	\$19.37	\$19.37	\$19.37	\$25.82	\$25.82	\$25.82
Call centre principal customer contact specialist	\$16.90	\$14.95	\$19.50	\$19.50	\$19.50	\$26.00	\$26.00	\$26.00
Level 4	\$17.63	\$15.59	\$20.34	\$20.34	\$20.34	\$27.12	\$27.12	\$27.12
Level 5	\$18.34	\$16.23	\$21.17	\$21.17	\$21.17	\$28.22	\$28.22	\$28.22
Call centre technical associate	\$20.10	\$17.78	\$23.19	\$23.19	\$23.19	\$30.92	\$30.92	\$30.92

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	\$16.79	\$22.38	\$16.79	\$22.38	\$22.38	\$22.38
Level 1 - year 2	\$17.58	\$23.44	\$17.58	\$23.44	\$23.44	\$23.44
Level 1 - year 3	\$18.12	\$24.16	\$18.12	\$24.16	\$24.16	\$24.16
Level 2 - year 1	\$18.33	\$24.44	\$18.33	\$24.44	\$24.44	\$24.44
Level 2 - year 2	\$18.68	\$24.90	\$18.68	\$24.90	\$24.90	\$24.90
Level 3	\$19.37	\$25.82	\$19.37	\$25.82	\$25.82	\$25.82
Call centre principal customer contact specialist	\$19.50	\$26.00	\$19.50	\$26.00	\$26.00	\$26.00
Level 4	\$20.34	\$27.12	\$20.34	\$27.12	\$27.12	\$27.12
Level 5	\$21.17	\$28.22	\$21.17	\$28.22	\$28.22	\$28.22
Call centre technical associate	\$23.19	\$30.92	\$23.19	\$30.92	\$30.92	\$30.92

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	\$12.44	\$15.55	\$24.88	\$31.10	\$18.66	\$24.88	\$24.88	\$14.31
Level 1 - year 2	\$13.02	\$16.28	\$26.04	\$32.55	\$19.53	\$26.04	\$26.04	\$14.97
Level 1 - year 3	\$13.43	\$16.79	\$26.86	\$33.58	\$20.15	\$26.86	\$26.86	\$15.44
Level 2 - year 1	\$13.58	\$16.98	\$27.16	\$33.95	\$20.37	\$27.16	\$27.16	\$15.62
Level 2 - year 2	\$13.83	\$17.29	\$27.66	\$34.58	\$20.75	\$27.66	\$27.66	\$15.90
Level 3	\$14.35	\$17.94	\$28.70	\$35.88	\$21.53	\$28.70	\$28.70	\$16.50
Call centre principal customer contact specialist	\$14.45	\$18.06	\$28.90	\$36.13	\$21.68	\$28.90	\$28.90	\$16.62
Level 4	\$15.07	\$18.84	\$30.14	\$37.68	\$22.61	\$30.14	\$30.14	\$17.33
Level 5	\$15.68	\$19.60	\$31.36	\$39.20	\$23.52	\$31.36	\$31.36	\$18.03
Call centre technical associate	\$17.17	\$21.46	\$34.34	\$42.93	\$25.76	\$34.34	\$34.34	\$19.75

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker
Level 1 - year 1	\$16.17	\$14.31	\$18.66	\$18.66	\$18.66	\$24.88	\$24.88	\$24.88
Level 1 - year 2	\$16.93	\$14.97	\$19.53	\$19.53	\$19.53	\$26.04	\$26.04	\$26.04
Level 1 - year 3	\$17.46	\$15.44	\$20.15	\$20.15	\$20.15	\$26.86	\$26.86	\$26.86
Level 2 - year 1	\$17.65	\$15.62	\$20.37	\$20.37	\$20.37	\$27.16	\$27.16	\$27.16
Level 2 - year 2	\$17.98	\$15.90	\$20.75	\$20.75	\$20.75	\$27.66	\$27.66	\$27.66
Level 3	\$18.66	\$16.50	\$21.53	\$21.53	\$21.53	\$28.70	\$28.70	\$28.70
Call centre principal customer contact specialist	\$18.79	\$16.62	\$21.68	\$21.68	\$21.68	\$28.90	\$28.90	\$28.90
Level 4	\$19.59	\$17.33	\$22.61	\$22.61	\$22.61	\$30.14	\$30.14	\$30.14
Level 5	\$20.38	\$18.03	\$23.52	\$23.52	\$23.52	\$31.36	\$31.36	\$31.36
Call centre technical associate	\$22.32	\$19.75	\$25.76	\$25.76	\$25.76	\$34.34	\$34.34	\$34.34

Table 3 of 3

Classification	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours	Less than 10 hour break between shifts	Less than 8 hour break between shifts - change to shift
Level 1 - year 1	\$18.66	\$24.88	\$18.66	\$24.88	\$24.88	\$24.88
Level 1 - year 2	\$19.53	\$26.04	\$19.53	\$26.04	\$26.04	\$26.04
Level 1 - year 3	\$20.15	\$26.86	\$20.15	\$26.86	\$26.86	\$26.86
Level 2 - year 1	\$20.37	\$27.16	\$20.37	\$27.16	\$27.16	\$27.16
Level 2 - year 2	\$20.75	\$27.66	\$20.75	\$27.66	\$27.66	\$27.66
Level 3	\$21.53	\$28.70	\$21.53	\$28.70	\$28.70	\$28.70
Call centre principal customer contact specialist	\$21.68	\$28.90	\$21.68	\$28.90	\$28.90	\$28.90
Level 4	\$22.61	\$30.14	\$22.61	\$30.14	\$30.14	\$30.14
Level 5	\$23.52	\$31.36	\$23.52	\$31.36	\$31.36	\$31.36
Call centre technical associate	\$25.76	\$34.34	\$25.76	\$34.34	\$34.34	\$34.34

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	\$14.92	\$18.65	\$29.84	\$37.30	\$22.38	\$29.84	\$29.84	\$17.16
Level 1 - year 2	\$15.63	\$19.54	\$31.26	\$39.08	\$23.45	\$31.26	\$31.26	\$17.97
Level 1 - year 3	\$16.11	\$20.14	\$32.22	\$40.28	\$24.17	\$32.22	\$32.22	\$18.53
Level 2 - year 1	\$16.30	\$20.38	\$32.60	\$40.75	\$24.45	\$32.60	\$32.60	\$18.75
Level 2 - year 2	\$16.60	\$20.75	\$33.20	\$41.50	\$24.90	\$33.20	\$33.20	\$19.09
Level 3	\$17.22	\$21.53	\$34.44	\$43.05	\$25.83	\$34.44	\$34.44	\$19.80
Call centre principal customer contact specialist	\$17.34	\$21.68	\$34.68	\$43.35	\$26.01	\$34.68	\$34.68	\$19.94
Level 4	\$18.08	\$22.60	\$36.16	\$45.20	\$27.12	\$36.16	\$36.16	\$20.79
Level 5	\$18.81	\$23.51	\$37.62	\$47.03	\$28.22	\$37.62	\$37.62	\$21.63
Call centre technical associate	\$20.61	\$25.76	\$41.22	\$51.53	\$30.92	\$41.22	\$41.22	\$23.70

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker
Level 1 - year 1	\$19.40	\$17.16	\$22.38	\$22.38	\$22.38	\$29.84	\$29.84	\$29.84
Level 1 - year 2	\$20.32	\$17.97	\$23.45	\$23.45	\$23.45	\$31.26	\$31.26	\$31.26
Level 1 - year 3	\$20.94	\$18.53	\$24.17	\$24.17	\$24.17	\$32.22	\$32.22	\$32.22
Level 2 - year 1	\$21.19	\$18.75	\$24.45	\$24.45	\$24.45	\$32.60	\$32.60	\$32.60
Level 2 - year 2	\$21.58	\$19.09	\$24.90	\$24.90	\$24.90	\$33.20	\$33.20	\$33.20
Level 3	\$22.39	\$19.80	\$25.83	\$25.83	\$25.83	\$34.44	\$34.44	\$34.44
Call centre principal customer contact specialist	\$22.54	\$19.94	\$26.01	\$26.01	\$26.01	\$34.68	\$34.68	\$34.68
Level 4	\$23.50	\$20.79	\$27.12	\$27.12	\$27.12	\$36.16	\$36.16	\$36.16
Level 5	\$24.45	\$21.63	\$28.22	\$28.22	\$28.22	\$37.62	\$37.62	\$37.62
Call centre technical associate	\$26.79	\$23.70	\$30.92	\$30.92	\$30.92	\$41.22	\$41.22	\$41.22

Table 3 of 3

Classification	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours	Less than 10 hour break between shifts	Less than 8 hour break between shifts - change to shift
Level 1 - year 1	\$22.38	\$29.84	\$22.38	\$29.84	\$29.84	\$29.84
Level 1 - year 2	\$23.45	\$31.26	\$23.45	\$31.26	\$31.26	\$31.26
Level 1 - year 3	\$24.17	\$32.22	\$24.17	\$32.22	\$32.22	\$32.22
Level 2 - year 1	\$24.45	\$32.60	\$24.45	\$32.60	\$32.60	\$32.60
Level 2 - year 2	\$24.90	\$33.20	\$24.90	\$33.20	\$33.20	\$33.20
Level 3	\$25.83	\$34.44	\$25.83	\$34.44	\$34.44	\$34.44
Call centre principal customer contact specialist	\$26.01	\$34.68	\$26.01	\$34.68	\$34.68	\$34.68
Level 4	\$27.12	\$36.16	\$27.12	\$36.16	\$36.16	\$36.16
Level 5	\$28.22	\$37.62	\$28.22	\$37.62	\$37.62	\$37.62
Call centre technical associate	\$30.92	\$41.22	\$30.92	\$41.22	\$41.22	\$41.22

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	\$17.41	\$21.76	\$34.82	\$43.53	\$26.12	\$34.82	\$34.82	\$20.02
Level 1 - year 2	\$18.23	\$22.79	\$36.46	\$45.58	\$27.35	\$36.46	\$36.46	\$20.96
Level 1 - year 3	\$18.80	\$23.50	\$37.60	\$47.00	\$28.20	\$37.60	\$37.60	\$21.62
Level 2 - year 1	\$19.02	\$23.78	\$38.04	\$47.55	\$28.53	\$38.04	\$38.04	\$21.87
Level 2 - year 2	\$19.37	\$24.21	\$38.74	\$48.43	\$29.06	\$38.74	\$38.74	\$22.28
Level 3	\$20.08	\$25.10	\$40.16	\$50.20	\$30.12	\$40.16	\$40.16	\$23.09
Call centre principal customer contact specialist	\$20.23	\$25.29	\$40.46	\$50.58	\$30.35	\$40.46	\$40.46	\$23.26
Level 4	\$21.09	\$26.36	\$42.18	\$52.73	\$31.64	\$42.18	\$42.18	\$24.25
Level 5	\$21.95	\$27.44	\$43.90	\$54.88	\$32.93	\$43.90	\$43.90	\$25.24
Call centre technical associate	\$24.04	\$30.05	\$48.08	\$60.10	\$36.06	\$48.08	\$48.08	\$27.65

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	\$22.63	\$20.02	\$26.12	\$26.12	\$26.12	\$34.82	\$34.82	\$34.82
Level 1 - year 2	\$23.70	\$20.96	\$27.35	\$27.35	\$27.35	\$36.46	\$36.46	\$36.46
Level 1 - year 3	\$24.44	\$21.62	\$28.20	\$28.20	\$28.20	\$37.60	\$37.60	\$37.60
Level 2 - year 1	\$24.73	\$21.87	\$28.53	\$28.53	\$28.53	\$38.04	\$38.04	\$38.04
Level 2 - year 2	\$25.18	\$22.28	\$29.06	\$29.06	\$29.06	\$38.74	\$38.74	\$38.74
Level 3	\$26.10	\$23.09	\$30.12	\$30.12	\$30.12	\$40.16	\$40.16	\$40.16
Call centre principal customer contact specialist	\$26.30	\$23.26	\$30.35	\$30.35	\$30.35	\$40.46	\$40.46	\$40.46
Level 4	\$27.42	\$24.25	\$31.64	\$31.64	\$31.64	\$42.18	\$42.18	\$42.18
Level 5	\$28.54	\$25.24	\$32.93	\$32.93	\$32.93	\$43.90	\$43.90	\$43.90
Call centre technical associate	\$31.25	\$27.65	\$36.06	\$36.06	\$36.06	\$48.08	\$48.08	\$48.08

Table 3 of 3

Classification	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours	Less than 10 hour break between shifts	Less than 8 hour break between shifts - change to shift
Level 1 - year 1	\$26.12	\$34.82	\$26.12	\$34.82	\$34.82	\$34.82
Level 1 - year 2	\$27.35	\$36.46	\$27.35	\$36.46	\$36.46	\$36.46
Level 1 - year 3	\$28.20	\$37.60	\$28.20	\$37.60	\$37.60	\$37.60
Level 2 - year 1	\$28.53	\$38.04	\$28.53	\$38.04	\$38.04	\$38.04
Level 2 - year 2	\$29.06	\$38.74	\$29.06	\$38.74	\$38.74	\$38.74
Level 3	\$30.12	\$40.16	\$30.12	\$40.16	\$40.16	\$40.16
Call centre principal customer contact specialist	\$30.35	\$40.46	\$30.35	\$40.46	\$40.46	\$40.46
Level 4	\$31.64	\$42.18	\$31.64	\$42.18	\$42.18	\$42.18
Level 5	\$32.93	\$43.90	\$32.93	\$43.90	\$43.90	\$43.90
Call centre technical associate	\$36.06	\$48.08	\$36.06	\$48.08	\$48.08	\$48.08

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	\$19.90	\$24.88	\$39.80	\$49.75	\$29.85	\$39.80	\$39.80	\$22.89
Level 1 - year 2	\$20.84	\$26.05	\$41.68	\$52.10	\$31.26	\$41.68	\$41.68	\$23.97
Level 1 - year 3	\$21.48	\$26.85	\$42.96	\$53.70	\$32.22	\$42.96	\$42.96	\$24.70
Level 2 - year 1	\$21.73	\$27.16	\$43.46	\$54.33	\$32.60	\$43.46	\$43.46	\$24.99
Level 2 - year 2	\$22.13	\$27.66	\$44.26	\$55.33	\$33.20	\$44.26	\$44.26	\$25.45
Level 3	\$22.95	\$28.69	\$45.90	\$57.38	\$34.43	\$45.90	\$45.90	\$26.39
Call centre principal customer contact specialist	\$23.12	\$28.90	\$46.24	\$57.80	\$34.68	\$46.24	\$46.24	\$26.59
Level 4	\$24.11	\$30.14	\$48.22	\$60.28	\$36.17	\$48.22	\$48.22	\$27.73
Level 5	\$25.08	\$31.35	\$50.16	\$62.70	\$37.62	\$50.16	\$50.16	\$28.84
Call centre technical associate	\$27.48	\$34.35	\$54.96	\$68.70	\$41.22	\$54.96	\$54.96	\$31.60

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	\$25.87	\$22.89	\$29.85	\$29.85	\$29.85	\$39.80	\$39.80	\$39.80
Level 1 - year 2	\$27.09	\$23.97	\$31.26	\$31.26	\$31.26	\$41.68	\$41.68	\$41.68
Level 1 - year 3	\$27.92	\$24.70	\$32.22	\$32.22	\$32.22	\$42.96	\$42.96	\$42.96
Level 2 - year 1	\$28.25	\$24.99	\$32.60	\$32.60	\$32.60	\$43.46	\$43.46	\$43.46
Level 2 - year 2	\$28.77	\$25.45	\$33.20	\$33.20	\$33.20	\$44.26	\$44.26	\$44.26
Level 3	\$29.84	\$26.39	\$34.43	\$34.43	\$34.43	\$45.90	\$45.90	\$45.90
Call centre principal customer contact specialist	\$30.06	\$26.59	\$34.68	\$34.68	\$34.68	\$46.24	\$46.24	\$46.24
Level 4	\$31.34	\$27.73	\$36.17	\$36.17	\$36.17	\$48.22	\$48.22	\$48.22
Level 5	\$32.60	\$28.84	\$37.62	\$37.62	\$37.62	\$50.16	\$50.16	\$50.16
Call centre technical associate	\$35.72	\$31.60	\$41.22	\$41.22	\$41.22	\$54.96	\$54.96	\$54.96

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	\$29.85	\$39.80	\$29.85	\$39.80	\$39.80	\$39.80
Level 1 - year 2	\$31.26	\$41.68	\$31.26	\$41.68	\$41.68	\$41.68
Level 1 - year 3	\$32.22	\$42.96	\$32.22	\$42.96	\$42.96	\$42.96
Level 2 - year 1	\$32.60	\$43.46	\$32.60	\$43.46	\$43.46	\$43.46
Level 2 - year 2	\$33.20	\$44.26	\$33.20	\$44.26	\$44.26	\$44.26
Level 3	\$34.43	\$45.90	\$34.43	\$45.90	\$45.90	\$45.90
Call centre principal customer contact specialist	\$34.68	\$46.24	\$34.68	\$46.24	\$46.24	\$46.24
Level 4	\$36.17	\$48.22	\$36.17	\$48.22	\$48.22	\$48.22
Level 5	\$37.62	\$50.16	\$37.62	\$50.16	\$50.16	\$50.16
Call centre technical associate	\$41.22	\$54.96	\$41.22	\$54.96	\$54.96	\$54.96

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	\$22.38	\$27.98	\$44.76	\$55.95	\$33.57	\$44.76	\$44.76	\$25.74
Level 1 - year 2	\$23.44	\$29.30	\$46.88	\$58.60	\$35.16	\$46.88	\$46.88	\$26.96
Level 1 - year 3	\$24.17	\$30.21	\$48.34	\$60.43	\$36.26	\$48.34	\$48.34	\$27.80
Level 2 - year 1	\$24.45	\$30.56	\$48.90	\$61.13	\$36.68	\$48.90	\$48.90	\$28.12
Level 2 - year 2	\$24.90	\$31.13	\$49.80	\$62.25	\$37.35	\$49.80	\$49.80	\$28.64
Level 3	\$25.82	\$32.28	\$51.64	\$64.55	\$38.73	\$51.64	\$51.64	\$29.69
Call centre principal customer contact specialist	\$26.01	\$32.51	\$52.02	\$65.03	\$39.02	\$52.02	\$52.02	\$29.91
Level 4	\$27.12	\$33.90	\$54.24	\$67.80	\$40.68	\$54.24	\$54.24	\$31.19
Level 5	\$28.22	\$35.28	\$56.44	\$70.55	\$42.33	\$56.44	\$56.44	\$32.45
Call centre technical associate	\$30.91	\$38.64	\$61.82	\$77.28	\$46.37	\$61.82	\$61.82	\$35.55

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	\$29.09	\$25.74	\$33.57	\$33.57	\$33.57	\$44.76	\$44.76	\$44.76
Level 1 - year 2	\$30.47	\$26.96	\$35.16	\$35.16	\$35.16	\$46.88	\$46.88	\$46.88
Level 1 - year 3	\$31.42	\$27.80	\$36.26	\$36.26	\$36.26	\$48.34	\$48.34	\$48.34
Level 2 - year 1	\$31.79	\$28.12	\$36.68	\$36.68	\$36.68	\$48.90	\$48.90	\$48.90
Level 2 - year 2	\$32.37	\$28.64	\$37.35	\$37.35	\$37.35	\$49.80	\$49.80	\$49.80
Level 3	\$33.57	\$29.69	\$38.73	\$38.73	\$38.73	\$51.64	\$51.64	\$51.64
Call centre principal customer contact specialist	\$33.81	\$29.91	\$39.02	\$39.02	\$39.02	\$52.02	\$52.02	\$52.02
Level 4	\$35.26	\$31.19	\$40.68	\$40.68	\$40.68	\$54.24	\$54.24	\$54.24
Level 5	\$36.69	\$32.45	\$42.33	\$42.33	\$42.33	\$56.44	\$56.44	\$56.44
Call centre technical associate	\$40.18	\$35.55	\$46.37	\$46.37	\$46.37	\$61.82	\$61.82	\$61.82

Table 3 of 3

Classification	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours	Less than 10 hour break between shifts	Less than 8 hour break between shifts - change to shift
Level 1 - year 1	\$33.57	\$44.76	\$33.57	\$44.76	\$44.76	\$44.76
Level 1 - year 2	\$35.16	\$46.88	\$35.16	\$46.88	\$46.88	\$46.88
Level 1 - year 3	\$36.26	\$48.34	\$36.26	\$48.34	\$48.34	\$48.34
Level 2 - year 1	\$36.68	\$48.90	\$36.68	\$48.90	\$48.90	\$48.90
Level 2 - year 2	\$37.35	\$49.80	\$37.35	\$49.80	\$49.80	\$49.80
Level 3	\$38.73	\$51.64	\$38.73	\$51.64	\$51.64	\$51.64
Call centre principal customer contact specialist	\$39.02	\$52.02	\$39.02	\$52.02	\$52.02	\$52.02
Level 4	\$40.68	\$54.24	\$40.68	\$54.24	\$54.24	\$54.24
Level 5	\$42.33	\$56.44	\$42.33	\$56.44	\$56.44	\$56.44
Call centre technical associate	\$46.37	\$61.82	\$46.37	\$61.82	\$61.82	\$61.82

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	\$13.99	\$16.79	\$25.18	\$30.77	\$19.58	\$25.18	\$25.18	\$15.67
Level 1 - year 2	\$14.65	\$17.58	\$26.37	\$32.23	\$20.51	\$26.37	\$26.37	\$16.41
Level 1 - year 3	\$15.10	\$18.12	\$27.18	\$33.22	\$21.14	\$27.18	\$27.18	\$16.91
Level 2 - year 1	\$15.28	\$18.33	\$27.50	\$33.61	\$21.39	\$27.50	\$27.50	\$17.11
Level 2 - year 2	\$15.56	\$18.68	\$28.01	\$34.24	\$21.79	\$28.01	\$28.01	\$17.43
Level 3	\$16.14	\$19.37	\$29.05	\$35.50	\$22.59	\$29.05	\$29.05	\$18.07
Call centre principal customer contact specialist	\$16.25	\$19.50	\$29.25	\$35.75	\$22.75	\$29.25	\$29.25	\$18.20
Level 4	\$16.95	\$20.34	\$30.51	\$37.29	\$23.73	\$30.51	\$30.51	\$18.98
Level 5	\$17.64	\$21.17	\$31.75	\$38.80	\$24.69	\$31.75	\$31.75	\$19.75
Call centre technical associate	\$19.33	\$23.19	\$34.79	\$42.52	\$27.06	\$34.79	\$34.79	\$21.64

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	\$17.34	\$15.67	\$19.58	\$19.58	\$19.58	\$25.18
Level 1 - year 2	\$18.17	\$16.41	\$20.51	\$20.51	\$20.51	\$26.37
Level 1 - year 3	\$18.72	\$16.91	\$21.14	\$21.14	\$21.14	\$27.18
Level 2 - year 1	\$18.94	\$17.11	\$21.39	\$21.39	\$21.39	\$27.50
Level 2 - year 2	\$19.30	\$17.43	\$21.79	\$21.79	\$21.79	\$28.01
Level 3	\$20.01	\$18.07	\$22.59	\$22.59	\$22.59	\$29.05
Call centre principal customer contact specialist	\$20.15	\$18.20	\$22.75	\$22.75	\$22.75	\$29.25
Level 4	\$21.02	\$18.98	\$23.73	\$23.73	\$23.73	\$30.51
Level 5	\$21.87	\$19.75	\$24.69	\$24.69	\$24.69	\$31.75
Call centre technical associate	\$23.96	\$21.64	\$27.06	\$27.06	\$27.06	\$34.79

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	\$25.18	\$25.18	\$19.58	\$25.18	\$19.58	\$25.18
Level 1 - year 2	\$26.37	\$26.37	\$20.51	\$26.37	\$20.51	\$26.37
Level 1 - year 3	\$27.18	\$27.18	\$21.14	\$27.18	\$21.14	\$27.18
Level 2 - year 1	\$27.50	\$27.50	\$21.39	\$27.50	\$21.39	\$27.50
Level 2 - year 2	\$28.01	\$28.01	\$21.79	\$28.01	\$21.79	\$28.01
Level 3	\$29.05	\$29.05	\$22.59	\$29.05	\$22.59	\$29.05
Call centre principal customer contact specialist	\$29.25	\$29.25	\$22.75	\$29.25	\$22.75	\$29.25
Level 4	\$30.51	\$30.51	\$23.73	\$30.51	\$23.73	\$30.51
Level 5	\$31.75	\$31.75	\$24.69	\$31.75	\$24.69	\$31.75
Call centre technical associate	\$34.79	\$34.79	\$27.06	\$34.79	\$27.06	\$34.79

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	\$15.55	\$18.66	\$27.99	\$34.21	\$21.77	\$27.99	\$27.99	\$17.42
Level 1 - year 2	\$16.28	\$19.53	\$29.30	\$35.81	\$22.79	\$29.30	\$29.30	\$18.23
Level 1 - year 3	\$16.79	\$20.15	\$30.22	\$36.93	\$23.50	\$30.22	\$30.22	\$18.80
Level 2 - year 1	\$16.98	\$20.37	\$30.56	\$37.35	\$23.77	\$30.56	\$30.56	\$19.01
Level 2 - year 2	\$17.29	\$20.75	\$31.12	\$38.03	\$24.20	\$31.12	\$31.12	\$19.36
Level 3	\$17.94	\$21.53	\$32.29	\$39.46	\$25.11	\$32.29	\$32.29	\$20.09
Call centre principal customer contact specialist	\$18.06	\$21.68	\$32.51	\$39.74	\$25.29	\$32.51	\$32.51	\$20.23
Level 4	\$18.84	\$22.61	\$33.91	\$41.44	\$26.37	\$33.91	\$33.91	\$21.10
Level 5	\$19.60	\$23.52	\$35.28	\$43.12	\$27.44	\$35.28	\$35.28	\$21.95
Call centre technical associate	\$21.46	\$25.76	\$38.63	\$47.22	\$30.05	\$38.63	\$38.63	\$24.04

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	\$19.28	\$17.42	\$21.77	\$21.77	\$21.77	\$27.99
Level 1 - year 2	\$20.18	\$18.23	\$22.79	\$22.79	\$22.79	\$29.30
Level 1 - year 3	\$20.82	\$18.80	\$23.50	\$23.50	\$23.50	\$30.22
Level 2 - year 1	\$21.05	\$19.01	\$23.77	\$23.77	\$23.77	\$30.56
Level 2 - year 2	\$21.44	\$19.36	\$24.20	\$24.20	\$24.20	\$31.12
Level 3	\$22.24	\$20.09	\$25.11	\$25.11	\$25.11	\$32.29
Call centre principal customer contact specialist	\$22.40	\$20.23	\$25.29	\$25.29	\$25.29	\$32.51
Level 4	\$23.36	\$21.10	\$26.37	\$26.37	\$26.37	\$33.91
Level 5	\$24.30	\$21.95	\$27.44	\$27.44	\$27.44	\$35.28
Call centre technical associate	\$26.61	\$24.04	\$30.05	\$30.05	\$30.05	\$38.63

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	\$27.99	\$27.99	\$21.77	\$27.99	\$21.77	\$27.99
Level 1 - year 2	\$29.30	\$29.30	\$22.79	\$29.30	\$22.79	\$29.30
Level 1 - year 3	\$30.22	\$30.22	\$23.50	\$30.22	\$23.50	\$30.22
Level 2 - year 1	\$30.56	\$30.56	\$23.77	\$30.56	\$23.77	\$30.56
Level 2 - year 2	\$31.12	\$31.12	\$24.20	\$31.12	\$24.20	\$31.12
Level 3	\$32.29	\$32.29	\$25.11	\$32.29	\$25.11	\$32.29
Call centre principal customer contact specialist	\$32.51	\$32.51	\$25.29	\$32.51	\$25.29	\$32.51
Level 4	\$33.91	\$33.91	\$26.37	\$33.91	\$26.37	\$33.91
Level 5	\$35.28	\$35.28	\$27.44	\$35.28	\$27.44	\$35.28
Call centre technical associate	\$38.63	\$38.63	\$30.05	\$38.63	\$30.05	\$38.63

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	\$18.65	\$22.38	\$33.57	\$41.03	\$26.11	\$33.57	\$33.57	\$20.89
Level 1 - year 2	\$19.54	\$23.45	\$35.17	\$42.98	\$27.35	\$35.17	\$35.17	\$21.88
Level 1 - year 3	\$20.14	\$24.17	\$36.25	\$44.30	\$28.19	\$36.25	\$36.25	\$22.55
Level 2 - year 1	\$20.38	\$24.45	\$36.68	\$44.83	\$28.53	\$36.68	\$36.68	\$22.82
Level 2 - year 2	\$20.75	\$24.90	\$37.35	\$45.65	\$29.05	\$37.35	\$37.35	\$23.24
Level 3	\$21.53	\$25.83	\$38.75	\$47.36	\$30.14	\$38.75	\$38.75	\$24.11
Call centre principal customer contact specialist	\$21.68	\$26.01	\$39.02	\$47.69	\$30.35	\$39.02	\$39.02	\$24.28
Level 4	\$22.60	\$27.12	\$40.68	\$49.72	\$31.64	\$40.68	\$40.68	\$25.31
Level 5	\$23.51	\$28.22	\$42.32	\$51.73	\$32.92	\$42.32	\$42.32	\$26.33
Call centre technical associate	\$25.76	\$30.92	\$46.37	\$56.68	\$36.07	\$46.37	\$46.37	\$28.85

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker
Level 1 - year 1	\$23.13	\$20.89	\$26.11	\$26.11	\$26.11	\$33.57
Level 1 - year 2	\$24.23	\$21.88	\$27.35	\$27.35	\$27.35	\$35.17
Level 1 - year 3	\$24.97	\$22.55	\$28.19	\$28.19	\$28.19	\$36.25
Level 2 - year 1	\$25.27	\$22.82	\$28.53	\$28.53	\$28.53	\$36.68
Level 2 - year 2	\$25.73	\$23.24	\$29.05	\$29.05	\$29.05	\$37.35
Level 3	\$26.69	\$24.11	\$30.14	\$30.14	\$30.14	\$38.75
Call centre principal customer contact specialist	\$26.88	\$24.28	\$30.35	\$30.35	\$30.35	\$39.02
Level 4	\$28.02	\$25.31	\$31.64	\$31.64	\$31.64	\$40.68
Level 5	\$29.16	\$26.33	\$32.92	\$32.92	\$32.92	\$42.32
Call centre technical associate	\$31.95	\$28.85	\$36.07	\$36.07	\$36.07	\$46.37

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	\$33.57	\$33.57	\$26.11	\$33.57	\$26.11	\$33.57
Level 1 - year 2	\$35.17	\$35.17	\$27.35	\$35.17	\$27.35	\$35.17
Level 1 - year 3	\$36.25	\$36.25	\$28.19	\$36.25	\$28.19	\$36.25
Level 2 - year 1	\$36.68	\$36.68	\$28.53	\$36.68	\$28.53	\$36.68
Level 2 - year 2	\$37.35	\$37.35	\$29.05	\$37.35	\$29.05	\$37.35
Level 3	\$38.75	\$38.75	\$30.14	\$38.75	\$30.14	\$38.75
Call centre principal customer contact specialist	\$39.02	\$39.02	\$30.35	\$39.02	\$30.35	\$39.02
Level 4	\$40.68	\$40.68	\$31.64	\$40.68	\$31.64	\$40.68
Level 5	\$42.32	\$42.32	\$32.92	\$42.32	\$32.92	\$42.32
Call centre technical associate	\$46.37	\$46.37	\$36.07	\$46.37	\$36.07	\$46.37

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	\$21.76	\$26.12	\$39.17	\$47.88	\$30.47	\$39.17	\$39.17	\$24.37
Level 1 - year 2	\$22.79	\$27.35	\$41.02	\$50.13	\$31.90	\$41.02	\$41.02	\$25.52
Level 1 - year 3	\$23.50	\$28.20	\$42.30	\$51.70	\$32.90	\$42.30	\$42.30	\$26.32
Level 2 - year 1	\$23.78	\$28.53	\$42.80	\$52.31	\$33.29	\$42.80	\$42.80	\$26.63
Level 2 - year 2	\$24.21	\$29.06	\$43.58	\$53.27	\$33.90	\$43.58	\$43.58	\$27.12
Level 3	\$25.10	\$30.12	\$45.18	\$55.22	\$35.14	\$45.18	\$45.18	\$28.11
Call centre principal customer contact specialist	\$25.29	\$30.35	\$45.52	\$55.63	\$35.40	\$45.52	\$45.52	\$28.32
Level 4	\$26.36	\$31.64	\$47.45	\$58.00	\$36.91	\$47.45	\$47.45	\$29.53
Level 5	\$27.44	\$32.93	\$49.39	\$60.36	\$38.41	\$49.39	\$49.39	\$30.73
Call centre technical associate	\$30.05	\$36.06	\$54.09	\$66.11	\$42.07	\$54.09	\$54.09	\$33.66

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	\$26.99	\$24.37	\$30.47	\$30.47	\$30.47	\$39.17
Level 1 - year 2	\$28.26	\$25.52	\$31.90	\$31.90	\$31.90	\$41.02
Level 1 - year 3	\$29.14	\$26.32	\$32.90	\$32.90	\$32.90	\$42.30
Level 2 - year 1	\$29.48	\$26.63	\$33.29	\$33.29	\$33.29	\$42.80
Level 2 - year 2	\$30.02	\$27.12	\$33.90	\$33.90	\$33.90	\$43.58
Level 3	\$31.12	\$28.11	\$35.14	\$35.14	\$35.14	\$45.18
Call centre principal customer contact specialist	\$31.36	\$28.32	\$35.40	\$35.40	\$35.40	\$45.52
Level 4	\$32.69	\$29.53	\$36.91	\$36.91	\$36.91	\$47.45
Level 5	\$34.02	\$30.73	\$38.41	\$38.41	\$38.41	\$49.39
Call centre technical associate	\$37.26	\$33.66	\$42.07	\$42.07	\$42.07	\$54.09

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	\$39.17	\$39.17	\$30.47	\$39.17	\$30.47	\$39.17
Level 1 - year 2	\$41.02	\$41.02	\$31.90	\$41.02	\$31.90	\$41.02
Level 1 - year 3	\$42.30	\$42.30	\$32.90	\$42.30	\$32.90	\$42.30
Level 2 - year 1	\$42.80	\$42.80	\$33.29	\$42.80	\$33.29	\$42.80
Level 2 - year 2	\$43.58	\$43.58	\$33.90	\$43.58	\$33.90	\$43.58
Level 3	\$45.18	\$45.18	\$35.14	\$45.18	\$35.14	\$45.18
Call centre principal customer contact specialist	\$45.52	\$45.52	\$35.40	\$45.52	\$35.40	\$45.52
Level 4	\$47.45	\$47.45	\$36.91	\$47.45	\$36.91	\$47.45
Level 5	\$49.39	\$49.39	\$38.41	\$49.39	\$38.41	\$49.39
Call centre technical associate	\$54.09	\$54.09	\$42.07	\$54.09	\$42.07	\$54.09

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	\$24.88	\$29.85	\$44.78	\$54.73	\$34.83	\$44.78	\$44.78	\$27.86
Level 1 - year 2	\$26.05	\$31.26	\$46.89	\$57.31	\$36.47	\$46.89	\$46.89	\$29.18
Level 1 - year 3	\$26.85	\$32.22	\$48.33	\$59.07	\$37.59	\$48.33	\$48.33	\$30.07
Level 2 - year 1	\$27.16	\$32.60	\$48.89	\$59.76	\$38.03	\$48.89	\$48.89	\$30.42
Level 2 - year 2	\$27.66	\$33.20	\$49.79	\$60.86	\$38.73	\$49.79	\$49.79	\$30.98
Level 3	\$28.69	\$34.43	\$51.64	\$63.11	\$40.16	\$51.64	\$51.64	\$32.13
Call centre principal customer contact specialist	\$28.90	\$34.68	\$52.02	\$63.58	\$40.46	\$52.02	\$52.02	\$32.37
Level 4	\$30.14	\$36.17	\$54.25	\$66.30	\$42.19	\$54.25	\$54.25	\$33.75
Level 5	\$31.35	\$37.62	\$56.43	\$68.97	\$43.89	\$56.43	\$56.43	\$35.11
Call centre technical associate	\$34.35	\$41.22	\$61.83	\$75.57	\$48.09	\$61.83	\$61.83	\$38.47

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	\$30.85	\$27.86	\$34.83	\$34.83	\$34.83	\$44.78
Level 1 - year 2	\$32.30	\$29.18	\$36.47	\$36.47	\$36.47	\$46.89
Level 1 - year 3	\$33.29	\$30.07	\$37.59	\$37.59	\$37.59	\$48.33
Level 2 - year 1	\$33.68	\$30.42	\$38.03	\$38.03	\$38.03	\$48.89
Level 2 - year 2	\$34.30	\$30.98	\$38.73	\$38.73	\$38.73	\$49.79
Level 3	\$35.57	\$32.13	\$40.16	\$40.16	\$40.16	\$51.64
Call centre principal customer contact specialist	\$35.84	\$32.37	\$40.46	\$40.46	\$40.46	\$52.02
Level 4	\$37.37	\$33.75	\$42.19	\$42.19	\$42.19	\$54.25
Level 5	\$38.87	\$35.11	\$43.89	\$43.89	\$43.89	\$56.43
Call centre technical associate	\$42.59	\$38.47	\$48.09	\$48.09	\$48.09	\$61.83

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	\$44.78	\$44.78	\$34.83	\$44.78	\$34.83	\$44.78
Level 1 - year 2	\$46.89	\$46.89	\$36.47	\$46.89	\$36.47	\$46.89
Level 1 - year 3	\$48.33	\$48.33	\$37.59	\$48.33	\$37.59	\$48.33
Level 2 - year 1	\$48.89	\$48.89	\$38.03	\$48.89	\$38.03	\$48.89
Level 2 - year 2	\$49.79	\$49.79	\$38.73	\$49.79	\$38.73	\$49.79
Level 3	\$51.64	\$51.64	\$40.16	\$51.64	\$40.16	\$51.64
Call centre principal customer contact specialist	\$52.02	\$52.02	\$40.46	\$52.02	\$40.46	\$52.02
Level 4	\$54.25	\$54.25	\$42.19	\$54.25	\$42.19	\$54.25
Level 5	\$56.43	\$56.43	\$43.89	\$56.43	\$43.89	\$56.43
Call centre technical associate	\$61.83	\$61.83	\$48.09	\$61.83	\$48.09	\$61.83

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	\$27.98	\$33.57	\$50.36	\$61.55	\$39.17	\$50.36	\$50.36	\$31.33
Level 1 - year 2	\$29.30	\$35.16	\$52.74	\$64.46	\$41.02	\$52.74	\$52.74	\$32.82
Level 1 - year 3	\$30.21	\$36.26	\$54.38	\$66.47	\$42.30	\$54.38	\$54.38	\$33.84
Level 2 - year 1	\$30.56	\$36.68	\$55.01	\$67.24	\$42.79	\$55.01	\$55.01	\$34.23
Level 2 - year 2	\$31.13	\$37.35	\$56.03	\$68.48	\$43.58	\$56.03	\$56.03	\$34.86
Level 3	\$32.28	\$38.73	\$58.10	\$71.01	\$45.19	\$58.10	\$58.10	\$36.15
Call centre principal customer contact specialist	\$32.51	\$39.02	\$58.52	\$71.53	\$45.52	\$58.52	\$58.52	\$36.41
Level 4	\$33.90	\$40.68	\$61.02	\$74.58	\$47.46	\$61.02	\$61.02	\$37.97
Level 5	\$35.28	\$42.33	\$63.50	\$77.61	\$49.39	\$63.50	\$63.50	\$39.51
Call centre technical associate	\$38.64	\$46.37	\$69.55	\$85.00	\$54.09	\$69.55	\$69.55	\$43.27

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	\$34.69	\$31.33	\$39.17	\$39.17	\$39.17	\$50.36
Level 1 - year 2	\$36.33	\$32.82	\$41.02	\$41.02	\$41.02	\$52.74
Level 1 - year 3	\$37.46	\$33.84	\$42.30	\$42.30	\$42.30	\$54.38
Level 2 - year 1	\$37.90	\$34.23	\$42.79	\$42.79	\$42.79	\$55.01
Level 2 - year 2	\$38.60	\$34.86	\$43.58	\$43.58	\$43.58	\$56.03
Level 3	\$40.02	\$36.15	\$45.19	\$45.19	\$45.19	\$58.10
Call centre principal customer contact specialist	\$40.32	\$36.41	\$45.52	\$45.52	\$45.52	\$58.52
Level 4	\$42.04	\$37.97	\$47.46	\$47.46	\$47.46	\$61.02
Level 5	\$43.74	\$39.51	\$49.39	\$49.39	\$49.39	\$63.50
Call centre technical associate	\$47.91	\$43.27	\$54.09	\$54.09	\$54.09	\$69.55

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	\$50.36	\$50.36	\$39.17	\$50.36	\$39.17	\$50.36
Level 1 - year 2	\$52.74	\$52.74	\$41.02	\$52.74	\$41.02	\$52.74
Level 1 - year 3	\$54.38	\$54.38	\$42.30	\$54.38	\$42.30	\$54.38
Level 2 - year 1	\$55.01	\$55.01	\$42.79	\$55.01	\$42.79	\$55.01
Level 2 - year 2	\$56.03	\$56.03	\$43.58	\$56.03	\$43.58	\$56.03
Level 3	\$58.10	\$58.10	\$45.19	\$58.10	\$45.19	\$58.10
Call centre principal customer contact specialist	\$58.52	\$58.52	\$45.52	\$58.52	\$45.52	\$58.52
Level 4	\$61.02	\$61.02	\$47.46	\$61.02	\$47.46	\$61.02
Level 5	\$63.50	\$63.50	\$49.39	\$63.50	\$49.39	\$63.50
Call centre technical associate	\$69.55	\$69.55	\$54.09	\$69.55	\$54.09	\$69.55

Allowances

Allowances	Rate
First aid allowance	\$15.48 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	\$19.43 for a meal and \$15.56 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	\$0.33 per km with a maximum of 400 kms per week
Vehicle allowance - motor car	\$0.98 per km with a maximum of 400 kms per week