

# Pay Guide - Clerks - Private Sector Award

## [MA000002]

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**When do the rates in the pay guide apply from?** The first full pay period starting on or after 01 July 2026.

**What is in this pay guide?** It's a summary of the award rates. Go to the [award](#) for information about coverage, classifications, conditions and the operation of minimum rates, allowances, penalty rates and overtime.

**Where can I go for more information?** Our [Pay and Conditions Tool](#) can help you work out pay rates, leave, notice and redundancy minimum entitlements based on the information you provide. Our [website](#) also provides useful templates, best practice guides, fact sheets and online courses.

## Disclaimer

The Fair Work Ombudsman is committed to ensuring that information available through this pay guide including data is accurate and incorporates changes to minimum rates of pay, allowances and penalty rates in the award as soon as they come into effect.

However, we cannot guarantee or accept any liability for the accuracy, reliability, currency or completeness of the information available in this pay guide. This is because, for example, there may be a delay between when a change takes effect, and when the information available in the guide is updated.

When considering information available in the pay guide about awards you should also have regard to the terms of the relevant award, which can be found through our [Awards page](#). If our information is inconsistent with the award, then the award applies.

If you need further assistance you can [contact us](#). Alternatively, you may wish to get independent advice from a union, employer association or lawyer on your particular circumstances.

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 - not shiftworker
Level 1 - year 1	\$1,024.70	\$26.97	\$33.71	\$53.94	\$67.43	\$40.46	\$53.94	\$53.94
Level 1 - year 2	\$1,073.10	\$28.24	\$35.30	\$56.48	\$70.60	\$42.36	\$56.48	\$56.48
Level 1 - year 3	\$1,106.20	\$29.11	\$36.39	\$58.22	\$72.78	\$43.67	\$58.22	\$58.22
Level 2 - year 1	\$1,119.10	\$29.45	\$36.81	\$58.90	\$73.63	\$44.18	\$58.90	\$58.90
Level 2 - year 2	\$1,139.90	\$30.00	\$37.50	\$60.00	\$75.00	\$45.00	\$60.00	\$60.00
Level 3	\$1,182.10	\$31.11	\$38.89	\$62.22	\$77.78	\$46.67	\$62.22	\$62.22
Call centre principal customer contact specialist	\$1,190.40	\$31.33	\$39.16	\$62.66	\$78.33	\$47.00	\$62.66	\$62.66
Level 4	\$1,241.40	\$32.67	\$40.84	\$65.34	\$81.68	\$49.01	\$65.34	\$65.34
Level 5	\$1,291.80	\$33.99	\$42.49	\$67.98	\$84.98	\$50.99	\$67.98	\$67.98
Call centre technical associate	\$1,415.10	\$37.24	\$46.55	\$74.48	\$93.10	\$55.86	\$74.48	\$74.48

**Table 2 of 3**

<b>Classification</b>	<b>Afternoon shift</b>	<b>Permanent night shift</b>	<b>Night shift</b>	<b>Saturday - shiftworker</b>	<b>Sunday - shiftworker</b>	<b>Public holiday - shiftworker</b>	<b>Overtime - Saturday - outside ordinary working period - shiftworker</b>	<b>Overtime - Sunday - outside ordinary working period - shiftworker</b>
Level 1 - year 1	\$31.02	\$35.06	\$31.02	\$40.46	\$40.46	\$40.46	\$53.94	\$53.94
Level 1 - year 2	\$32.48	\$36.71	\$32.48	\$42.36	\$42.36	\$42.36	\$56.48	\$56.48
Level 1 - year 3	\$33.48	\$37.84	\$33.48	\$43.67	\$43.67	\$43.67	\$58.22	\$58.22
Level 2 - year 1	\$33.87	\$38.29	\$33.87	\$44.18	\$44.18	\$44.18	\$58.90	\$58.90
Level 2 - year 2	\$34.50	\$39.00	\$34.50	\$45.00	\$45.00	\$45.00	\$60.00	\$60.00
Level 3	\$35.78	\$40.44	\$35.78	\$46.67	\$46.67	\$46.67	\$62.22	\$62.22
Call centre principal customer contact specialist	\$36.03	\$40.73	\$36.03	\$47.00	\$47.00	\$47.00	\$62.66	\$62.66
Level 4	\$37.57	\$42.47	\$37.57	\$49.01	\$49.01	\$49.01	\$65.34	\$65.34
Level 5	\$39.09	\$44.19	\$39.09	\$50.99	\$50.99	\$50.99	\$67.98	\$67.98
Call centre technical associate	\$42.83	\$48.41	\$42.83	\$55.86	\$55.86	\$55.86	\$74.48	\$74.48

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - public holiday - outside ordinary working period - shiftworker</b>	<b>Overtime - more than the weekly hours - shiftworker - first 3 hours</b>	<b>Overtime - more than the weekly hours - shiftworker - after 3 hours</b>	<b>Overtime - more than the daily hours - shiftworker - first 2 hours</b>	<b>Overtime - more than the daily hours - shiftworker - after 2 hours</b>	<b>Less than 10 hour break between shifts</b>	<b>Less than 8 hour break between shifts - change to shift</b>
Level 1 - year 1	\$53.94	\$40.46	\$53.94	\$40.46	\$53.94	\$53.94	\$53.94
Level 1 - year 2	\$56.48	\$42.36	\$56.48	\$42.36	\$56.48	\$56.48	\$56.48
Level 1 - year 3	\$58.22	\$43.67	\$58.22	\$43.67	\$58.22	\$58.22	\$58.22
Level 2 - year 1	\$58.90	\$44.18	\$58.90	\$44.18	\$58.90	\$58.90	\$58.90
Level 2 - year 2	\$60.00	\$45.00	\$60.00	\$45.00	\$60.00	\$60.00	\$60.00
Level 3	\$62.22	\$46.67	\$62.22	\$46.67	\$62.22	\$62.22	\$62.22
Call centre principal customer contact specialist	\$62.66	\$47.00	\$62.66	\$47.00	\$62.66	\$62.66	\$62.66
Level 4	\$65.34	\$49.01	\$65.34	\$49.01	\$65.34	\$65.34	\$65.34
Level 5	\$67.98	\$50.99	\$67.98	\$50.99	\$67.98	\$67.98	\$67.98
Call centre technical associate	\$74.48	\$55.86	\$74.48	\$55.86	\$74.48	\$74.48	\$74.48

## 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 - not shiftworker	Afternoon shift
Level 1 - year 1	\$33.71	\$40.46	\$60.68	\$74.17	\$47.20	\$60.68	\$60.68	\$37.76
Level 1 - year 2	\$35.30	\$42.36	\$63.54	\$77.66	\$49.42	\$63.54	\$63.54	\$39.54
Level 1 - year 3	\$36.39	\$43.67	\$65.50	\$80.05	\$50.94	\$65.50	\$65.50	\$40.75
Level 2 - year 1	\$36.81	\$44.18	\$66.26	\$80.99	\$51.54	\$66.26	\$66.26	\$41.23
Level 2 - year 2	\$37.50	\$45.00	\$67.50	\$82.50	\$52.50	\$67.50	\$67.50	\$42.00
Level 3	\$38.89	\$46.67	\$70.00	\$85.55	\$54.44	\$70.00	\$70.00	\$43.55
Call centre principal customer contact specialist	\$39.16	\$47.00	\$70.49	\$86.16	\$54.83	\$70.49	\$70.49	\$43.86
Level 4	\$40.84	\$49.01	\$73.51	\$89.84	\$57.17	\$73.51	\$73.51	\$45.74
Level 5	\$42.49	\$50.99	\$76.48	\$93.47	\$59.48	\$76.48	\$76.48	\$47.59
Call centre technical associate	\$46.55	\$55.86	\$83.79	\$102.41	\$65.17	\$83.79	\$83.79	\$52.14

**Table 2 of 3**

<b>Classification</b>	<b>Permanent night shift</b>	<b>Night shift</b>	<b>Saturday - shiftworker</b>	<b>Sunday - shiftworker</b>	<b>Public holiday - shiftworker</b>	<b>Overtime - Saturday - outside ordinary working period - shiftworker</b>	<b>Overtime - Sunday - outside ordinary working period - shiftworker</b>	<b>Overtime - public holiday - outside ordinary working period - shiftworker</b>
Level 1 - year 1	\$41.80	\$37.76	\$47.20	\$47.20	\$47.20	\$60.68	\$60.68	\$60.68
Level 1 - year 2	\$43.77	\$39.54	\$49.42	\$49.42	\$49.42	\$63.54	\$63.54	\$63.54
Level 1 - year 3	\$45.12	\$40.75	\$50.94	\$50.94	\$50.94	\$65.50	\$65.50	\$65.50
Level 2 - year 1	\$45.65	\$41.23	\$51.54	\$51.54	\$51.54	\$66.26	\$66.26	\$66.26
Level 2 - year 2	\$46.50	\$42.00	\$52.50	\$52.50	\$52.50	\$67.50	\$67.50	\$67.50
Level 3	\$48.22	\$43.55	\$54.44	\$54.44	\$54.44	\$70.00	\$70.00	\$70.00
Call centre principal customer contact specialist	\$48.56	\$43.86	\$54.83	\$54.83	\$54.83	\$70.49	\$70.49	\$70.49
Level 4	\$50.64	\$45.74	\$57.17	\$57.17	\$57.17	\$73.51	\$73.51	\$73.51
Level 5	\$52.68	\$47.59	\$59.48	\$59.48	\$59.48	\$76.48	\$76.48	\$76.48
Call centre technical associate	\$57.72	\$52.14	\$65.17	\$65.17	\$65.17	\$83.79	\$83.79	\$83.79

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - more than the weekly hours - shiftworker - first 3 hours</b>	<b>Overtime - more than the weekly hours - shiftworker - after 3 hours</b>	<b>Overtime - more than the daily hours - shiftworker - first 2 hours</b>	<b>Overtime - more than the daily hours - shiftworker - after 2 hours</b>
Level 1 - year 1	\$47.20	\$60.68	\$47.20	\$60.68
Level 1 - year 2	\$49.42	\$63.54	\$49.42	\$63.54
Level 1 - year 3	\$50.94	\$65.50	\$50.94	\$65.50
Level 2 - year 1	\$51.54	\$66.26	\$51.54	\$66.26
Level 2 - year 2	\$52.50	\$67.50	\$52.50	\$67.50
Level 3	\$54.44	\$70.00	\$54.44	\$70.00
Call centre principal customer contact specialist	\$54.83	\$70.49	\$54.83	\$70.49
Level 4	\$57.17	\$73.51	\$57.17	\$73.51
Level 5	\$59.48	\$76.48	\$59.48	\$76.48
Call centre technical associate	\$65.17	\$83.79	\$65.17	\$83.79

## 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 - not shiftworker	Afternoon shift
Level 1 - year 1	\$12.13	\$15.16	\$24.26	\$30.33	\$18.20	\$24.26	\$24.26	\$13.95
Level 1 - year 2	\$12.71	\$15.89	\$25.42	\$31.78	\$19.07	\$25.42	\$25.42	\$14.62
Level 1 - year 3	\$13.10	\$16.38	\$26.20	\$32.75	\$19.65	\$26.20	\$26.20	\$15.07
Level 2 - year 1	\$13.25	\$16.56	\$26.50	\$33.13	\$19.88	\$26.50	\$26.50	\$15.24
Level 2 - year 2	\$13.50	\$16.88	\$27.00	\$33.75	\$20.25	\$27.00	\$27.00	\$15.53
Level 3	\$14.00	\$17.50	\$28.00	\$35.00	\$21.00	\$28.00	\$28.00	\$16.10
Call centre principal customer contact specialist	\$14.10	\$17.63	\$28.20	\$35.25	\$21.15	\$28.20	\$28.20	\$16.22
Level 4	\$14.70	\$18.38	\$29.40	\$36.75	\$22.05	\$29.40	\$29.40	\$16.91
Level 5	\$15.30	\$19.13	\$30.60	\$38.25	\$22.95	\$30.60	\$30.60	\$17.60
Call centre technical associate	\$16.76	\$20.95	\$33.52	\$41.90	\$25.14	\$33.52	\$33.52	\$19.27

**Table 2 of 3**

<b>Classification</b>	<b>Permanent night shift</b>	<b>Night shift</b>	<b>Saturday - shiftworker</b>	<b>Sunday - shiftworker</b>	<b>Public holiday - shiftworker</b>	<b>Overtime - Saturday - outside ordinary working period - shiftworker</b>	<b>Overtime - Sunday - outside ordinary working period - shiftworker</b>	<b>Overtime - public holiday - outside ordinary working period - shiftworker</b>
Level 1 - year 1	\$15.77	\$13.95	\$18.20	\$18.20	\$18.20	\$24.26	\$24.26	\$24.26
Level 1 - year 2	\$16.52	\$14.62	\$19.07	\$19.07	\$19.07	\$25.42	\$25.42	\$25.42
Level 1 - year 3	\$17.03	\$15.07	\$19.65	\$19.65	\$19.65	\$26.20	\$26.20	\$26.20
Level 2 - year 1	\$17.23	\$15.24	\$19.88	\$19.88	\$19.88	\$26.50	\$26.50	\$26.50
Level 2 - year 2	\$17.55	\$15.53	\$20.25	\$20.25	\$20.25	\$27.00	\$27.00	\$27.00
Level 3	\$18.20	\$16.10	\$21.00	\$21.00	\$21.00	\$28.00	\$28.00	\$28.00
Call centre principal customer contact specialist	\$18.33	\$16.22	\$21.15	\$21.15	\$21.15	\$28.20	\$28.20	\$28.20
Level 4	\$19.11	\$16.91	\$22.05	\$22.05	\$22.05	\$29.40	\$29.40	\$29.40
Level 5	\$19.89	\$17.60	\$22.95	\$22.95	\$22.95	\$30.60	\$30.60	\$30.60
Call centre technical associate	\$21.79	\$19.27	\$25.14	\$25.14	\$25.14	\$33.52	\$33.52	\$33.52

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - more than the weekly hours - shiftworker - first 3 hours</b>	<b>Overtime - more than the weekly hours - shiftworker - after 3 hours</b>	<b>Overtime - more than the daily hours - shiftworker - first 2 hours</b>	<b>Overtime - more than the daily hours - shiftworker - after 2 hours</b>	<b>Less than 10 hour break between shifts</b>	<b>Less than 8 hour break between shifts - change to shift</b>
Level 1 - year 1	\$18.20	\$24.26	\$18.20	\$24.26	\$24.26	\$24.26
Level 1 - year 2	\$19.07	\$25.42	\$19.07	\$25.42	\$25.42	\$25.42
Level 1 - year 3	\$19.65	\$26.20	\$19.65	\$26.20	\$26.20	\$26.20
Level 2 - year 1	\$19.88	\$26.50	\$19.88	\$26.50	\$26.50	\$26.50
Level 2 - year 2	\$20.25	\$27.00	\$20.25	\$27.00	\$27.00	\$27.00
Level 3	\$21.00	\$28.00	\$21.00	\$28.00	\$28.00	\$28.00
Call centre principal customer contact specialist	\$21.15	\$28.20	\$21.15	\$28.20	\$28.20	\$28.20
Level 4	\$22.05	\$29.40	\$22.05	\$29.40	\$29.40	\$29.40
Level 5	\$22.95	\$30.60	\$22.95	\$30.60	\$30.60	\$30.60
Call centre technical associate	\$25.14	\$33.52	\$25.14	\$33.52	\$33.52	\$33.52

## 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 - not shiftworker	Afternoon shift
Level 1 - year 1	\$13.48	\$16.85	\$26.96	\$33.70	\$20.22	\$26.96	\$26.96	\$15.50
Level 1 - year 2	\$14.12	\$17.65	\$28.24	\$35.30	\$21.18	\$28.24	\$28.24	\$16.24
Level 1 - year 3	\$14.56	\$18.20	\$29.12	\$36.40	\$21.84	\$29.12	\$29.12	\$16.74
Level 2 - year 1	\$14.73	\$18.41	\$29.46	\$36.83	\$22.10	\$29.46	\$29.46	\$16.94
Level 2 - year 2	\$15.00	\$18.75	\$30.00	\$37.50	\$22.50	\$30.00	\$30.00	\$17.25
Level 3	\$15.55	\$19.44	\$31.10	\$38.88	\$23.33	\$31.10	\$31.10	\$17.88
Call centre principal customer contact specialist	\$15.66	\$19.58	\$31.32	\$39.15	\$23.49	\$31.32	\$31.32	\$18.01
Level 4	\$16.33	\$20.41	\$32.66	\$40.83	\$24.50	\$32.66	\$32.66	\$18.78
Level 5	\$17.00	\$21.25	\$34.00	\$42.50	\$25.50	\$34.00	\$34.00	\$19.55
Call centre technical associate	\$18.62	\$23.28	\$37.24	\$46.55	\$27.93	\$37.24	\$37.24	\$21.41

**Table 2 of 3**

<b>Classification</b>	<b>Permanent night shift</b>	<b>Night shift</b>	<b>Saturday - shiftworker</b>	<b>Sunday - shiftworker</b>	<b>Public holiday - shiftworker</b>	<b>Overtime - Saturday - outside ordinary working period - shiftworker</b>	<b>Overtime - Sunday - outside ordinary working period - shiftworker</b>	<b>Overtime - public holiday - outside ordinary working period - shiftworker</b>
Level 1 - year 1	\$17.52	\$15.50	\$20.22	\$20.22	\$20.22	\$26.96	\$26.96	\$26.96
Level 1 - year 2	\$18.36	\$16.24	\$21.18	\$21.18	\$21.18	\$28.24	\$28.24	\$28.24
Level 1 - year 3	\$18.93	\$16.74	\$21.84	\$21.84	\$21.84	\$29.12	\$29.12	\$29.12
Level 2 - year 1	\$19.15	\$16.94	\$22.10	\$22.10	\$22.10	\$29.46	\$29.46	\$29.46
Level 2 - year 2	\$19.50	\$17.25	\$22.50	\$22.50	\$22.50	\$30.00	\$30.00	\$30.00
Level 3	\$20.22	\$17.88	\$23.33	\$23.33	\$23.33	\$31.10	\$31.10	\$31.10
Call centre principal customer contact specialist	\$20.36	\$18.01	\$23.49	\$23.49	\$23.49	\$31.32	\$31.32	\$31.32
Level 4	\$21.23	\$18.78	\$24.50	\$24.50	\$24.50	\$32.66	\$32.66	\$32.66
Level 5	\$22.10	\$19.55	\$25.50	\$25.50	\$25.50	\$34.00	\$34.00	\$34.00
Call centre technical associate	\$24.21	\$21.41	\$27.93	\$27.93	\$27.93	\$37.24	\$37.24	\$37.24

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - more than the weekly hours - shiftworker - first 3 hours</b>	<b>Overtime - more than the weekly hours - shiftworker - after 3 hours</b>	<b>Overtime - more than the daily hours - shiftworker - first 2 hours</b>	<b>Overtime - more than the daily hours - shiftworker - after 2 hours</b>	<b>Less than 10 hour break between shifts</b>	<b>Less than 8 hour break between shifts - change to shift</b>
Level 1 - year 1	\$20.22	\$26.96	\$20.22	\$26.96	\$26.96	\$26.96
Level 1 - year 2	\$21.18	\$28.24	\$21.18	\$28.24	\$28.24	\$28.24
Level 1 - year 3	\$21.84	\$29.12	\$21.84	\$29.12	\$29.12	\$29.12
Level 2 - year 1	\$22.10	\$29.46	\$22.10	\$29.46	\$29.46	\$29.46
Level 2 - year 2	\$22.50	\$30.00	\$22.50	\$30.00	\$30.00	\$30.00
Level 3	\$23.33	\$31.10	\$23.33	\$31.10	\$31.10	\$31.10
Call centre principal customer contact specialist	\$23.49	\$31.32	\$23.49	\$31.32	\$31.32	\$31.32
Level 4	\$24.50	\$32.66	\$24.50	\$32.66	\$32.66	\$32.66
Level 5	\$25.50	\$34.00	\$25.50	\$34.00	\$34.00	\$34.00
Call centre technical associate	\$27.93	\$37.24	\$27.93	\$37.24	\$37.24	\$37.24

## 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 - not shiftworker	Afternoon shift
Level 1 - year 1	\$16.18	\$20.23	\$32.36	\$40.45	\$24.27	\$32.36	\$32.36	\$18.61
Level 1 - year 2	\$16.94	\$21.18	\$33.88	\$42.35	\$25.41	\$33.88	\$33.88	\$19.48
Level 1 - year 3	\$17.47	\$21.84	\$34.94	\$43.68	\$26.21	\$34.94	\$34.94	\$20.09
Level 2 - year 1	\$17.67	\$22.09	\$35.34	\$44.18	\$26.51	\$35.34	\$35.34	\$20.32
Level 2 - year 2	\$18.00	\$22.50	\$36.00	\$45.00	\$27.00	\$36.00	\$36.00	\$20.70
Level 3	\$18.66	\$23.33	\$37.32	\$46.65	\$27.99	\$37.32	\$37.32	\$21.46
Call centre principal customer contact specialist	\$18.80	\$23.50	\$37.60	\$47.00	\$28.20	\$37.60	\$37.60	\$21.62
Level 4	\$19.60	\$24.50	\$39.20	\$49.00	\$29.40	\$39.20	\$39.20	\$22.54
Level 5	\$20.40	\$25.50	\$40.80	\$51.00	\$30.60	\$40.80	\$40.80	\$23.46
Call centre technical associate	\$22.34	\$27.93	\$44.68	\$55.85	\$33.51	\$44.68	\$44.68	\$25.69

**Table 2 of 3**

<b>Classification</b>	<b>Permanent night shift</b>	<b>Night shift</b>	<b>Saturday - shiftworker</b>	<b>Sunday - shiftworker</b>	<b>Public holiday - shiftworker</b>	<b>Overtime - Saturday - outside ordinary working period - shiftworker</b>	<b>Overtime - Sunday - outside ordinary working period - shiftworker</b>	<b>Overtime - public holiday - outside ordinary working period - shiftworker</b>
Level 1 - year 1	\$21.03	\$18.61	\$24.27	\$24.27	\$24.27	\$32.36	\$32.36	\$32.36
Level 1 - year 2	\$22.02	\$19.48	\$25.41	\$25.41	\$25.41	\$33.88	\$33.88	\$33.88
Level 1 - year 3	\$22.71	\$20.09	\$26.21	\$26.21	\$26.21	\$34.94	\$34.94	\$34.94
Level 2 - year 1	\$22.97	\$20.32	\$26.51	\$26.51	\$26.51	\$35.34	\$35.34	\$35.34
Level 2 - year 2	\$23.40	\$20.70	\$27.00	\$27.00	\$27.00	\$36.00	\$36.00	\$36.00
Level 3	\$24.26	\$21.46	\$27.99	\$27.99	\$27.99	\$37.32	\$37.32	\$37.32
Call centre principal customer contact specialist	\$24.44	\$21.62	\$28.20	\$28.20	\$28.20	\$37.60	\$37.60	\$37.60
Level 4	\$25.48	\$22.54	\$29.40	\$29.40	\$29.40	\$39.20	\$39.20	\$39.20
Level 5	\$26.52	\$23.46	\$30.60	\$30.60	\$30.60	\$40.80	\$40.80	\$40.80
Call centre technical associate	\$29.04	\$25.69	\$33.51	\$33.51	\$33.51	\$44.68	\$44.68	\$44.68

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - more than the weekly hours - shiftworker - first 3 hours</b>	<b>Overtime - more than the weekly hours - shiftworker - after 3 hours</b>	<b>Overtime - more than the daily hours - shiftworker - first 2 hours</b>	<b>Overtime - more than the daily hours - shiftworker - after 2 hours</b>	<b>Less than 10 hour break between shifts</b>	<b>Less than 8 hour break between shifts - change to shift</b>
Level 1 - year 1	\$24.27	\$32.36	\$24.27	\$32.36	\$32.36	\$32.36
Level 1 - year 2	\$25.41	\$33.88	\$25.41	\$33.88	\$33.88	\$33.88
Level 1 - year 3	\$26.21	\$34.94	\$26.21	\$34.94	\$34.94	\$34.94
Level 2 - year 1	\$26.51	\$35.34	\$26.51	\$35.34	\$35.34	\$35.34
Level 2 - year 2	\$27.00	\$36.00	\$27.00	\$36.00	\$36.00	\$36.00
Level 3	\$27.99	\$37.32	\$27.99	\$37.32	\$37.32	\$37.32
Call centre principal customer contact specialist	\$28.20	\$37.60	\$28.20	\$37.60	\$37.60	\$37.60
Level 4	\$29.40	\$39.20	\$29.40	\$39.20	\$39.20	\$39.20
Level 5	\$30.60	\$40.80	\$30.60	\$40.80	\$40.80	\$40.80
Call centre technical associate	\$33.51	\$44.68	\$33.51	\$44.68	\$44.68	\$44.68

## 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 - not shiftworker	Afternoon shift
Level 1 - year 1	\$18.88	\$23.60	\$37.76	\$47.20	\$28.32	\$37.76	\$37.76	\$21.71
Level 1 - year 2	\$19.77	\$24.71	\$39.54	\$49.43	\$29.66	\$39.54	\$39.54	\$22.74
Level 1 - year 3	\$20.38	\$25.48	\$40.76	\$50.95	\$30.57	\$40.76	\$40.76	\$23.44
Level 2 - year 1	\$20.62	\$25.78	\$41.24	\$51.55	\$30.93	\$41.24	\$41.24	\$23.71
Level 2 - year 2	\$21.00	\$26.25	\$42.00	\$52.50	\$31.50	\$42.00	\$42.00	\$24.15
Level 3	\$21.78	\$27.23	\$43.56	\$54.45	\$32.67	\$43.56	\$43.56	\$25.05
Call centre principal customer contact specialist	\$21.93	\$27.41	\$43.86	\$54.83	\$32.90	\$43.86	\$43.86	\$25.22
Level 4	\$22.87	\$28.59	\$45.74	\$57.18	\$34.31	\$45.74	\$45.74	\$26.30
Level 5	\$23.80	\$29.75	\$47.60	\$59.50	\$35.70	\$47.60	\$47.60	\$27.37
Call centre technical associate	\$26.07	\$32.59	\$52.14	\$65.18	\$39.11	\$52.14	\$52.14	\$29.98

**Table 2 of 3**

<b>Classification</b>	<b>Permanent night shift</b>	<b>Night shift</b>	<b>Saturday - shiftworker</b>	<b>Sunday - shiftworker</b>	<b>Public holiday - shiftworker</b>	<b>Overtime - Saturday - outside ordinary working period - shiftworker</b>	<b>Overtime - Sunday - outside ordinary working period - shiftworker</b>	<b>Overtime - public holiday - outside ordinary working period - shiftworker</b>
Level 1 - year 1	\$24.54	\$21.71	\$28.32	\$28.32	\$28.32	\$37.76	\$37.76	\$37.76
Level 1 - year 2	\$25.70	\$22.74	\$29.66	\$29.66	\$29.66	\$39.54	\$39.54	\$39.54
Level 1 - year 3	\$26.49	\$23.44	\$30.57	\$30.57	\$30.57	\$40.76	\$40.76	\$40.76
Level 2 - year 1	\$26.81	\$23.71	\$30.93	\$30.93	\$30.93	\$41.24	\$41.24	\$41.24
Level 2 - year 2	\$27.30	\$24.15	\$31.50	\$31.50	\$31.50	\$42.00	\$42.00	\$42.00
Level 3	\$28.31	\$25.05	\$32.67	\$32.67	\$32.67	\$43.56	\$43.56	\$43.56
Call centre principal customer contact specialist	\$28.51	\$25.22	\$32.90	\$32.90	\$32.90	\$43.86	\$43.86	\$43.86
Level 4	\$29.73	\$26.30	\$34.31	\$34.31	\$34.31	\$45.74	\$45.74	\$45.74
Level 5	\$30.94	\$27.37	\$35.70	\$35.70	\$35.70	\$47.60	\$47.60	\$47.60
Call centre technical associate	\$33.89	\$29.98	\$39.11	\$39.11	\$39.11	\$52.14	\$52.14	\$52.14

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - more than the weekly hours - shiftworker - first 3 hours</b>	<b>Overtime - more than the weekly hours - shiftworker - after 3 hours</b>	<b>Overtime - more than the daily hours - shiftworker - first 2 hours</b>	<b>Overtime - more than the daily hours - shiftworker - after 2 hours</b>	<b>Less than 10 hour break between shifts</b>	<b>Less than 8 hour break between shifts - change to shift</b>
Level 1 - year 1	\$28.32	\$37.76	\$28.32	\$37.76	\$37.76	\$37.76
Level 1 - year 2	\$29.66	\$39.54	\$29.66	\$39.54	\$39.54	\$39.54
Level 1 - year 3	\$30.57	\$40.76	\$30.57	\$40.76	\$40.76	\$40.76
Level 2 - year 1	\$30.93	\$41.24	\$30.93	\$41.24	\$41.24	\$41.24
Level 2 - year 2	\$31.50	\$42.00	\$31.50	\$42.00	\$42.00	\$42.00
Level 3	\$32.67	\$43.56	\$32.67	\$43.56	\$43.56	\$43.56
Call centre principal customer contact specialist	\$32.90	\$43.86	\$32.90	\$43.86	\$43.86	\$43.86
Level 4	\$34.31	\$45.74	\$34.31	\$45.74	\$45.74	\$45.74
Level 5	\$35.70	\$47.60	\$35.70	\$47.60	\$47.60	\$47.60
Call centre technical associate	\$39.11	\$52.14	\$39.11	\$52.14	\$52.14	\$52.14

## 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 - not shiftworker	Afternoon shift
Level 1 - year 1	\$21.57	\$26.96	\$43.14	\$53.93	\$32.36	\$43.14	\$43.14	\$24.81
Level 1 - year 2	\$22.59	\$28.24	\$45.18	\$56.48	\$33.89	\$45.18	\$45.18	\$25.98
Level 1 - year 3	\$23.29	\$29.11	\$46.58	\$58.23	\$34.94	\$46.58	\$46.58	\$26.78
Level 2 - year 1	\$23.56	\$29.45	\$47.12	\$58.90	\$35.34	\$47.12	\$47.12	\$27.09
Level 2 - year 2	\$24.00	\$30.00	\$48.00	\$60.00	\$36.00	\$48.00	\$48.00	\$27.60
Level 3	\$24.89	\$31.11	\$49.78	\$62.23	\$37.34	\$49.78	\$49.78	\$28.62
Call centre principal customer contact specialist	\$25.06	\$31.33	\$50.12	\$62.65	\$37.59	\$50.12	\$50.12	\$28.82
Level 4	\$26.13	\$32.66	\$52.26	\$65.33	\$39.20	\$52.26	\$52.26	\$30.05
Level 5	\$27.20	\$34.00	\$54.40	\$68.00	\$40.80	\$54.40	\$54.40	\$31.28
Call centre technical associate	\$29.79	\$37.24	\$59.58	\$74.48	\$44.69	\$59.58	\$59.58	\$34.26

**Table 2 of 3**

<b>Classification</b>	<b>Permanent night shift</b>	<b>Night shift</b>	<b>Saturday - shiftworker</b>	<b>Sunday - shiftworker</b>	<b>Public holiday - shiftworker</b>	<b>Overtime - Saturday - outside ordinary working period - shiftworker</b>	<b>Overtime - Sunday - outside ordinary working period - shiftworker</b>	<b>Overtime - public holiday - outside ordinary working period - shiftworker</b>
Level 1 - year 1	\$28.04	\$24.81	\$32.36	\$32.36	\$32.36	\$43.14	\$43.14	\$43.14
Level 1 - year 2	\$29.37	\$25.98	\$33.89	\$33.89	\$33.89	\$45.18	\$45.18	\$45.18
Level 1 - year 3	\$30.28	\$26.78	\$34.94	\$34.94	\$34.94	\$46.58	\$46.58	\$46.58
Level 2 - year 1	\$30.63	\$27.09	\$35.34	\$35.34	\$35.34	\$47.12	\$47.12	\$47.12
Level 2 - year 2	\$31.20	\$27.60	\$36.00	\$36.00	\$36.00	\$48.00	\$48.00	\$48.00
Level 3	\$32.36	\$28.62	\$37.34	\$37.34	\$37.34	\$49.78	\$49.78	\$49.78
Call centre principal customer contact specialist	\$32.58	\$28.82	\$37.59	\$37.59	\$37.59	\$50.12	\$50.12	\$50.12
Level 4	\$33.97	\$30.05	\$39.20	\$39.20	\$39.20	\$52.26	\$52.26	\$52.26
Level 5	\$35.36	\$31.28	\$40.80	\$40.80	\$40.80	\$54.40	\$54.40	\$54.40
Call centre technical associate	\$38.73	\$34.26	\$44.69	\$44.69	\$44.69	\$59.58	\$59.58	\$59.58

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - more than the weekly hours - shiftworker - first 3 hours</b>	<b>Overtime - more than the weekly hours - shiftworker - after 3 hours</b>	<b>Overtime - more than the daily hours - shiftworker - first 2 hours</b>	<b>Overtime - more than the daily hours - shiftworker - after 2 hours</b>	<b>Less than 10 hour break between shifts</b>	<b>Less than 8 hour break between shifts - change to shift</b>
Level 1 - year 1	\$32.36	\$43.14	\$32.36	\$43.14	\$43.14	\$43.14
Level 1 - year 2	\$33.89	\$45.18	\$33.89	\$45.18	\$45.18	\$45.18
Level 1 - year 3	\$34.94	\$46.58	\$34.94	\$46.58	\$46.58	\$46.58
Level 2 - year 1	\$35.34	\$47.12	\$35.34	\$47.12	\$47.12	\$47.12
Level 2 - year 2	\$36.00	\$48.00	\$36.00	\$48.00	\$48.00	\$48.00
Level 3	\$37.34	\$49.78	\$37.34	\$49.78	\$49.78	\$49.78
Call centre principal customer contact specialist	\$37.59	\$50.12	\$37.59	\$50.12	\$50.12	\$50.12
Level 4	\$39.20	\$52.26	\$39.20	\$52.26	\$52.26	\$52.26
Level 5	\$40.80	\$54.40	\$40.80	\$54.40	\$54.40	\$54.40
Call centre technical associate	\$44.69	\$59.58	\$44.69	\$59.58	\$59.58	\$59.58

## 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 - not shiftworker	Afternoon shift
Level 1 - year 1	\$24.27	\$30.34	\$48.54	\$60.68	\$36.41	\$48.54	\$48.54	\$27.91
Level 1 - year 2	\$25.42	\$31.78	\$50.84	\$63.55	\$38.13	\$50.84	\$50.84	\$29.23
Level 1 - year 3	\$26.20	\$32.75	\$52.40	\$65.50	\$39.30	\$52.40	\$52.40	\$30.13
Level 2 - year 1	\$26.51	\$33.14	\$53.02	\$66.28	\$39.77	\$53.02	\$53.02	\$30.49
Level 2 - year 2	\$27.00	\$33.75	\$54.00	\$67.50	\$40.50	\$54.00	\$54.00	\$31.05
Level 3	\$28.00	\$35.00	\$56.00	\$70.00	\$42.00	\$56.00	\$56.00	\$32.20
Call centre principal customer contact specialist	\$28.19	\$35.24	\$56.38	\$70.48	\$42.29	\$56.38	\$56.38	\$32.42
Level 4	\$29.40	\$36.75	\$58.80	\$73.50	\$44.10	\$58.80	\$58.80	\$33.81
Level 5	\$30.60	\$38.25	\$61.20	\$76.50	\$45.90	\$61.20	\$61.20	\$35.19
Call centre technical associate	\$33.52	\$41.90	\$67.04	\$83.80	\$50.28	\$67.04	\$67.04	\$38.55

**Table 2 of 3**

<b>Classification</b>	<b>Permanent night shift</b>	<b>Night shift</b>	<b>Saturday - shiftworker</b>	<b>Sunday - shiftworker</b>	<b>Public holiday - shiftworker</b>	<b>Overtime - Saturday - outside ordinary working period - shiftworker</b>	<b>Overtime - Sunday - outside ordinary working period - shiftworker</b>	<b>Overtime - public holiday - outside ordinary working period - shiftworker</b>
Level 1 - year 1	\$31.55	\$27.91	\$36.41	\$36.41	\$36.41	\$48.54	\$48.54	\$48.54
Level 1 - year 2	\$33.05	\$29.23	\$38.13	\$38.13	\$38.13	\$50.84	\$50.84	\$50.84
Level 1 - year 3	\$34.06	\$30.13	\$39.30	\$39.30	\$39.30	\$52.40	\$52.40	\$52.40
Level 2 - year 1	\$34.46	\$30.49	\$39.77	\$39.77	\$39.77	\$53.02	\$53.02	\$53.02
Level 2 - year 2	\$35.10	\$31.05	\$40.50	\$40.50	\$40.50	\$54.00	\$54.00	\$54.00
Level 3	\$36.40	\$32.20	\$42.00	\$42.00	\$42.00	\$56.00	\$56.00	\$56.00
Call centre principal customer contact specialist	\$36.65	\$32.42	\$42.29	\$42.29	\$42.29	\$56.38	\$56.38	\$56.38
Level 4	\$38.22	\$33.81	\$44.10	\$44.10	\$44.10	\$58.80	\$58.80	\$58.80
Level 5	\$39.78	\$35.19	\$45.90	\$45.90	\$45.90	\$61.20	\$61.20	\$61.20
Call centre technical associate	\$43.58	\$38.55	\$50.28	\$50.28	\$50.28	\$67.04	\$67.04	\$67.04

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - more than the weekly hours - shiftworker - first 3 hours</b>	<b>Overtime - more than the weekly hours - shiftworker - after 3 hours</b>	<b>Overtime - more than the daily hours - shiftworker - first 2 hours</b>	<b>Overtime - more than the daily hours - shiftworker - after 2 hours</b>	<b>Less than 10 hour break between shifts</b>	<b>Less than 8 hour break between shifts - change to shift</b>
Level 1 - year 1	\$36.41	\$48.54	\$36.41	\$48.54	\$48.54	\$48.54
Level 1 - year 2	\$38.13	\$50.84	\$38.13	\$50.84	\$50.84	\$50.84
Level 1 - year 3	\$39.30	\$52.40	\$39.30	\$52.40	\$52.40	\$52.40
Level 2 - year 1	\$39.77	\$53.02	\$39.77	\$53.02	\$53.02	\$53.02
Level 2 - year 2	\$40.50	\$54.00	\$40.50	\$54.00	\$54.00	\$54.00
Level 3	\$42.00	\$56.00	\$42.00	\$56.00	\$56.00	\$56.00
Call centre principal customer contact specialist	\$42.29	\$56.38	\$42.29	\$56.38	\$56.38	\$56.38
Level 4	\$44.10	\$58.80	\$44.10	\$58.80	\$58.80	\$58.80
Level 5	\$45.90	\$61.20	\$45.90	\$61.20	\$61.20	\$61.20
Call centre technical associate	\$50.28	\$67.04	\$50.28	\$67.04	\$67.04	\$67.04

## 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 - not shiftworker	Afternoon shift
Level 1 - year 1	\$15.16	\$18.20	\$27.29	\$33.36	\$21.23	\$27.29	\$27.29	\$16.98
Level 1 - year 2	\$15.89	\$19.07	\$28.60	\$34.95	\$22.24	\$28.60	\$28.60	\$17.79
Level 1 - year 3	\$16.38	\$19.65	\$29.48	\$36.03	\$22.93	\$29.48	\$29.48	\$18.34
Level 2 - year 1	\$16.56	\$19.88	\$29.81	\$36.44	\$23.19	\$29.81	\$29.81	\$18.55
Level 2 - year 2	\$16.88	\$20.25	\$30.38	\$37.13	\$23.63	\$30.38	\$30.38	\$18.90
Level 3	\$17.50	\$21.00	\$31.50	\$38.50	\$24.50	\$31.50	\$31.50	\$19.60
Call centre principal customer contact specialist	\$17.63	\$21.15	\$31.73	\$38.78	\$24.68	\$31.73	\$31.73	\$19.74
Level 4	\$18.38	\$22.05	\$33.08	\$40.43	\$25.73	\$33.08	\$33.08	\$20.58
Level 5	\$19.13	\$22.95	\$34.43	\$42.08	\$26.78	\$34.43	\$34.43	\$21.42
Call centre technical associate	\$20.95	\$25.14	\$37.71	\$46.09	\$29.33	\$37.71	\$37.71	\$23.46

**Table 2 of 3**

<b>Classification</b>	<b>Permanent night shift</b>	<b>Night shift</b>	<b>Saturday - shiftworker</b>	<b>Sunday - shiftworker</b>	<b>Public holiday - shiftworker</b>	<b>Overtime - Saturday - outside ordinary working period - shiftworker</b>	<b>Overtime - Sunday - outside ordinary working period - shiftworker</b>	<b>Overtime - public holiday - outside ordinary working period - shiftworker</b>
Level 1 - year 1	\$18.80	\$16.98	\$21.23	\$21.23	\$21.23	\$27.29	\$27.29	\$27.29
Level 1 - year 2	\$19.70	\$17.79	\$22.24	\$22.24	\$22.24	\$28.60	\$28.60	\$28.60
Level 1 - year 3	\$20.31	\$18.34	\$22.93	\$22.93	\$22.93	\$29.48	\$29.48	\$29.48
Level 2 - year 1	\$20.54	\$18.55	\$23.19	\$23.19	\$23.19	\$29.81	\$29.81	\$29.81
Level 2 - year 2	\$20.93	\$18.90	\$23.63	\$23.63	\$23.63	\$30.38	\$30.38	\$30.38
Level 3	\$21.70	\$19.60	\$24.50	\$24.50	\$24.50	\$31.50	\$31.50	\$31.50
Call centre principal customer contact specialist	\$21.86	\$19.74	\$24.68	\$24.68	\$24.68	\$31.73	\$31.73	\$31.73
Level 4	\$22.79	\$20.58	\$25.73	\$25.73	\$25.73	\$33.08	\$33.08	\$33.08
Level 5	\$23.72	\$21.42	\$26.78	\$26.78	\$26.78	\$34.43	\$34.43	\$34.43
Call centre technical associate	\$25.98	\$23.46	\$29.33	\$29.33	\$29.33	\$37.71	\$37.71	\$37.71

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - more than the weekly hours - shiftworker - first 3 hours</b>	<b>Overtime - more than the weekly hours - shiftworker - after 3 hours</b>	<b>Overtime - more than the daily hours - shiftworker - first 2 hours</b>	<b>Overtime - more than the daily hours - shiftworker - after 2 hours</b>
Level 1 - year 1	\$21.23	\$27.29	\$21.23	\$27.29
Level 1 - year 2	\$22.24	\$28.60	\$22.24	\$28.60
Level 1 - year 3	\$22.93	\$29.48	\$22.93	\$29.48
Level 2 - year 1	\$23.19	\$29.81	\$23.19	\$29.81
Level 2 - year 2	\$23.63	\$30.38	\$23.63	\$30.38
Level 3	\$24.50	\$31.50	\$24.50	\$31.50
Call centre principal customer contact specialist	\$24.68	\$31.73	\$24.68	\$31.73
Level 4	\$25.73	\$33.08	\$25.73	\$33.08
Level 5	\$26.78	\$34.43	\$26.78	\$34.43
Call centre technical associate	\$29.33	\$37.71	\$29.33	\$37.71

## 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 - not shiftworker	Afternoon shift
Level 1 - year 1	\$16.85	\$20.22	\$30.33	\$37.07	\$23.59	\$30.33	\$30.33	\$18.87
Level 1 - year 2	\$17.65	\$21.18	\$31.77	\$38.83	\$24.71	\$31.77	\$31.77	\$19.77
Level 1 - year 3	\$18.20	\$21.84	\$32.76	\$40.04	\$25.48	\$32.76	\$32.76	\$20.38
Level 2 - year 1	\$18.41	\$22.10	\$33.14	\$40.51	\$25.78	\$33.14	\$33.14	\$20.62
Level 2 - year 2	\$18.75	\$22.50	\$33.75	\$41.25	\$26.25	\$33.75	\$33.75	\$21.00
Level 3	\$19.44	\$23.33	\$34.99	\$42.76	\$27.21	\$34.99	\$34.99	\$21.77
Call centre principal customer contact specialist	\$19.58	\$23.49	\$35.24	\$43.07	\$27.41	\$35.24	\$35.24	\$21.92
Level 4	\$20.41	\$24.50	\$36.74	\$44.91	\$28.58	\$36.74	\$36.74	\$22.86
Level 5	\$21.25	\$25.50	\$38.25	\$46.75	\$29.75	\$38.25	\$38.25	\$23.80
Call centre technical associate	\$23.28	\$27.93	\$41.90	\$51.21	\$32.59	\$41.90	\$41.90	\$26.07

**Table 2 of 3**

<b>Classification</b>	<b>Permanent night shift</b>	<b>Night shift</b>	<b>Saturday - shiftworker</b>	<b>Sunday - shiftworker</b>	<b>Public holiday - shiftworker</b>	<b>Overtime - Saturday - outside ordinary working period - shiftworker</b>	<b>Overtime - Sunday - outside ordinary working period - shiftworker</b>	<b>Overtime - public holiday - outside ordinary working period - shiftworker</b>
Level 1 - year 1	\$20.89	\$18.87	\$23.59	\$23.59	\$23.59	\$30.33	\$30.33	\$30.33
Level 1 - year 2	\$21.89	\$19.77	\$24.71	\$24.71	\$24.71	\$31.77	\$31.77	\$31.77
Level 1 - year 3	\$22.57	\$20.38	\$25.48	\$25.48	\$25.48	\$32.76	\$32.76	\$32.76
Level 2 - year 1	\$22.83	\$20.62	\$25.78	\$25.78	\$25.78	\$33.14	\$33.14	\$33.14
Level 2 - year 2	\$23.25	\$21.00	\$26.25	\$26.25	\$26.25	\$33.75	\$33.75	\$33.75
Level 3	\$24.10	\$21.77	\$27.21	\$27.21	\$27.21	\$34.99	\$34.99	\$34.99
Call centre principal customer contact specialist	\$24.27	\$21.92	\$27.41	\$27.41	\$27.41	\$35.24	\$35.24	\$35.24
Level 4	\$25.31	\$22.86	\$28.58	\$28.58	\$28.58	\$36.74	\$36.74	\$36.74
Level 5	\$26.35	\$23.80	\$29.75	\$29.75	\$29.75	\$38.25	\$38.25	\$38.25
Call centre technical associate	\$28.86	\$26.07	\$32.59	\$32.59	\$32.59	\$41.90	\$41.90	\$41.90

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - more than the weekly hours - shiftworker - first 3 hours</b>	<b>Overtime - more than the weekly hours - shiftworker - after 3 hours</b>	<b>Overtime - more than the daily hours - shiftworker - first 2 hours</b>	<b>Overtime - more than the daily hours - shiftworker - after 2 hours</b>
Level 1 - year 1	\$23.59	\$30.33	\$23.59	\$30.33
Level 1 - year 2	\$24.71	\$31.77	\$24.71	\$31.77
Level 1 - year 3	\$25.48	\$32.76	\$25.48	\$32.76
Level 2 - year 1	\$25.78	\$33.14	\$25.78	\$33.14
Level 2 - year 2	\$26.25	\$33.75	\$26.25	\$33.75
Level 3	\$27.21	\$34.99	\$27.21	\$34.99
Call centre principal customer contact specialist	\$27.41	\$35.24	\$27.41	\$35.24
Level 4	\$28.58	\$36.74	\$28.58	\$36.74
Level 5	\$29.75	\$38.25	\$29.75	\$38.25
Call centre technical associate	\$32.59	\$41.90	\$32.59	\$41.90

## 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 - not shiftworker	Afternoon shift
Level 1 - year 1	\$20.23	\$24.27	\$36.41	\$44.50	\$28.32	\$36.41	\$36.41	\$22.65
Level 1 - year 2	\$21.18	\$25.41	\$38.12	\$46.59	\$29.65	\$38.12	\$38.12	\$23.72
Level 1 - year 3	\$21.84	\$26.21	\$39.31	\$48.04	\$30.57	\$39.31	\$39.31	\$24.46
Level 2 - year 1	\$22.09	\$26.51	\$39.76	\$48.59	\$30.92	\$39.76	\$39.76	\$24.74
Level 2 - year 2	\$22.50	\$27.00	\$40.50	\$49.50	\$31.50	\$40.50	\$40.50	\$25.20
Level 3	\$23.33	\$27.99	\$41.99	\$51.32	\$32.66	\$41.99	\$41.99	\$26.12
Call centre principal customer contact specialist	\$23.50	\$28.20	\$42.30	\$51.70	\$32.90	\$42.30	\$42.30	\$26.32
Level 4	\$24.50	\$29.40	\$44.10	\$53.90	\$34.30	\$44.10	\$44.10	\$27.44
Level 5	\$25.50	\$30.60	\$45.90	\$56.10	\$35.70	\$45.90	\$45.90	\$28.56
Call centre technical associate	\$27.93	\$33.51	\$50.27	\$61.44	\$39.10	\$50.27	\$50.27	\$31.28

**Table 2 of 3**

<b>Classification</b>	<b>Permanent night shift</b>	<b>Night shift</b>	<b>Saturday - shiftworker</b>	<b>Sunday - shiftworker</b>	<b>Public holiday - shiftworker</b>	<b>Overtime - Saturday - outside ordinary working period - shiftworker</b>	<b>Overtime - Sunday - outside ordinary working period - shiftworker</b>	<b>Overtime - public holiday - outside ordinary working period - shiftworker</b>
Level 1 - year 1	\$25.08	\$22.65	\$28.32	\$28.32	\$28.32	\$36.41	\$36.41	\$36.41
Level 1 - year 2	\$26.26	\$23.72	\$29.65	\$29.65	\$29.65	\$38.12	\$38.12	\$38.12
Level 1 - year 3	\$27.08	\$24.46	\$30.57	\$30.57	\$30.57	\$39.31	\$39.31	\$39.31
Level 2 - year 1	\$27.39	\$24.74	\$30.92	\$30.92	\$30.92	\$39.76	\$39.76	\$39.76
Level 2 - year 2	\$27.90	\$25.20	\$31.50	\$31.50	\$31.50	\$40.50	\$40.50	\$40.50
Level 3	\$28.92	\$26.12	\$32.66	\$32.66	\$32.66	\$41.99	\$41.99	\$41.99
Call centre principal customer contact specialist	\$29.14	\$26.32	\$32.90	\$32.90	\$32.90	\$42.30	\$42.30	\$42.30
Level 4	\$30.38	\$27.44	\$34.30	\$34.30	\$34.30	\$44.10	\$44.10	\$44.10
Level 5	\$31.62	\$28.56	\$35.70	\$35.70	\$35.70	\$45.90	\$45.90	\$45.90
Call centre technical associate	\$34.63	\$31.28	\$39.10	\$39.10	\$39.10	\$50.27	\$50.27	\$50.27

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - more than the weekly hours - shiftworker - first 3 hours</b>	<b>Overtime - more than the weekly hours - shiftworker - after 3 hours</b>	<b>Overtime - more than the daily hours - shiftworker - first 2 hours</b>	<b>Overtime - more than the daily hours - shiftworker - after 2 hours</b>
Level 1 - year 1	\$28.32	\$36.41	\$28.32	\$36.41
Level 1 - year 2	\$29.65	\$38.12	\$29.65	\$38.12
Level 1 - year 3	\$30.57	\$39.31	\$30.57	\$39.31
Level 2 - year 1	\$30.92	\$39.76	\$30.92	\$39.76
Level 2 - year 2	\$31.50	\$40.50	\$31.50	\$40.50
Level 3	\$32.66	\$41.99	\$32.66	\$41.99
Call centre principal customer contact specialist	\$32.90	\$42.30	\$32.90	\$42.30
Level 4	\$34.30	\$44.10	\$34.30	\$44.10
Level 5	\$35.70	\$45.90	\$35.70	\$45.90
Call centre technical associate	\$39.10	\$50.27	\$39.10	\$50.27

## 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 - not shiftworker	Afternoon shift
Level 1 - year 1	\$23.60	\$28.32	\$42.48	\$51.92	\$33.04	\$42.48	\$42.48	\$26.43
Level 1 - year 2	\$24.71	\$29.66	\$44.48	\$54.37	\$34.60	\$44.48	\$44.48	\$27.68
Level 1 - year 3	\$25.48	\$30.57	\$45.86	\$56.05	\$35.67	\$45.86	\$45.86	\$28.53
Level 2 - year 1	\$25.78	\$30.93	\$46.40	\$56.71	\$36.09	\$46.40	\$46.40	\$28.87
Level 2 - year 2	\$26.25	\$31.50	\$47.25	\$57.75	\$36.75	\$47.25	\$47.25	\$29.40
Level 3	\$27.23	\$32.67	\$49.01	\$59.90	\$38.12	\$49.01	\$49.01	\$30.49
Call centre principal customer contact specialist	\$27.41	\$32.90	\$49.34	\$60.31	\$38.38	\$49.34	\$49.34	\$30.70
Level 4	\$28.59	\$34.31	\$51.46	\$62.89	\$40.02	\$51.46	\$51.46	\$32.02
Level 5	\$29.75	\$35.70	\$53.55	\$65.45	\$41.65	\$53.55	\$53.55	\$33.32
Call centre technical associate	\$32.59	\$39.11	\$58.66	\$71.69	\$45.62	\$58.66	\$58.66	\$36.50

**Table 2 of 3**

<b>Classification</b>	<b>Permanent night shift</b>	<b>Night shift</b>	<b>Saturday - shiftworker</b>	<b>Sunday - shiftworker</b>	<b>Public holiday - shiftworker</b>	<b>Overtime - Saturday - outside ordinary working period - shiftworker</b>	<b>Overtime - Sunday - outside ordinary working period - shiftworker</b>	<b>Overtime - public holiday - outside ordinary working period - shiftworker</b>
Level 1 - year 1	\$29.26	\$26.43	\$33.04	\$33.04	\$33.04	\$42.48	\$42.48	\$42.48
Level 1 - year 2	\$30.64	\$27.68	\$34.60	\$34.60	\$34.60	\$44.48	\$44.48	\$44.48
Level 1 - year 3	\$31.59	\$28.53	\$35.67	\$35.67	\$35.67	\$45.86	\$45.86	\$45.86
Level 2 - year 1	\$31.96	\$28.87	\$36.09	\$36.09	\$36.09	\$46.40	\$46.40	\$46.40
Level 2 - year 2	\$32.55	\$29.40	\$36.75	\$36.75	\$36.75	\$47.25	\$47.25	\$47.25
Level 3	\$33.76	\$30.49	\$38.12	\$38.12	\$38.12	\$49.01	\$49.01	\$49.01
Call centre principal customer contact specialist	\$33.99	\$30.70	\$38.38	\$38.38	\$38.38	\$49.34	\$49.34	\$49.34
Level 4	\$35.45	\$32.02	\$40.02	\$40.02	\$40.02	\$51.46	\$51.46	\$51.46
Level 5	\$36.89	\$33.32	\$41.65	\$41.65	\$41.65	\$53.55	\$53.55	\$53.55
Call centre technical associate	\$40.41	\$36.50	\$45.62	\$45.62	\$45.62	\$58.66	\$58.66	\$58.66

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - more than the weekly hours - shiftworker - first 3 hours</b>	<b>Overtime - more than the weekly hours - shiftworker - after 3 hours</b>	<b>Overtime - more than the daily hours - shiftworker - first 2 hours</b>	<b>Overtime - more than the daily hours - shiftworker - after 2 hours</b>
Level 1 - year 1	\$33.04	\$42.48	\$33.04	\$42.48
Level 1 - year 2	\$34.60	\$44.48	\$34.60	\$44.48
Level 1 - year 3	\$35.67	\$45.86	\$35.67	\$45.86
Level 2 - year 1	\$36.09	\$46.40	\$36.09	\$46.40
Level 2 - year 2	\$36.75	\$47.25	\$36.75	\$47.25
Level 3	\$38.12	\$49.01	\$38.12	\$49.01
Call centre principal customer contact specialist	\$38.38	\$49.34	\$38.38	\$49.34
Level 4	\$40.02	\$51.46	\$40.02	\$51.46
Level 5	\$41.65	\$53.55	\$41.65	\$53.55
Call centre technical associate	\$45.62	\$58.66	\$45.62	\$58.66

## 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 - not shiftworker	Afternoon shift
Level 1 - year 1	\$26.96	\$32.36	\$48.53	\$59.32	\$37.75	\$48.53	\$48.53	\$30.20
Level 1 - year 2	\$28.24	\$33.89	\$50.83	\$62.12	\$39.53	\$50.83	\$50.83	\$31.63
Level 1 - year 3	\$29.11	\$34.94	\$52.40	\$64.05	\$40.76	\$52.40	\$52.40	\$32.61
Level 2 - year 1	\$29.45	\$35.34	\$53.01	\$64.79	\$41.23	\$53.01	\$53.01	\$32.98
Level 2 - year 2	\$30.00	\$36.00	\$54.00	\$66.00	\$42.00	\$54.00	\$54.00	\$33.60
Level 3	\$31.11	\$37.34	\$56.00	\$68.45	\$43.56	\$56.00	\$56.00	\$34.85
Call centre principal customer contact specialist	\$31.33	\$37.59	\$56.39	\$68.92	\$43.86	\$56.39	\$56.39	\$35.08
Level 4	\$32.66	\$39.20	\$58.79	\$71.86	\$45.73	\$58.79	\$58.79	\$36.58
Level 5	\$34.00	\$40.80	\$61.20	\$74.80	\$47.60	\$61.20	\$61.20	\$38.08
Call centre technical associate	\$37.24	\$44.69	\$67.03	\$81.92	\$52.13	\$67.03	\$67.03	\$41.71

**Table 2 of 3**

<b>Classification</b>	<b>Permanent night shift</b>	<b>Night shift</b>	<b>Saturday - shiftworker</b>	<b>Sunday - shiftworker</b>	<b>Public holiday - shiftworker</b>	<b>Overtime - Saturday - outside ordinary working period - shiftworker</b>	<b>Overtime - Sunday - outside ordinary working period - shiftworker</b>	<b>Overtime - public holiday - outside ordinary working period - shiftworker</b>
Level 1 - year 1	\$33.43	\$30.20	\$37.75	\$37.75	\$37.75	\$48.53	\$48.53	\$48.53
Level 1 - year 2	\$35.01	\$31.63	\$39.53	\$39.53	\$39.53	\$50.83	\$50.83	\$50.83
Level 1 - year 3	\$36.10	\$32.61	\$40.76	\$40.76	\$40.76	\$52.40	\$52.40	\$52.40
Level 2 - year 1	\$36.52	\$32.98	\$41.23	\$41.23	\$41.23	\$53.01	\$53.01	\$53.01
Level 2 - year 2	\$37.20	\$33.60	\$42.00	\$42.00	\$42.00	\$54.00	\$54.00	\$54.00
Level 3	\$38.58	\$34.85	\$43.56	\$43.56	\$43.56	\$56.00	\$56.00	\$56.00
Call centre principal customer contact specialist	\$38.84	\$35.08	\$43.86	\$43.86	\$43.86	\$56.39	\$56.39	\$56.39
Level 4	\$40.50	\$36.58	\$45.73	\$45.73	\$45.73	\$58.79	\$58.79	\$58.79
Level 5	\$42.16	\$38.08	\$47.60	\$47.60	\$47.60	\$61.20	\$61.20	\$61.20
Call centre technical associate	\$46.17	\$41.71	\$52.13	\$52.13	\$52.13	\$67.03	\$67.03	\$67.03

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - more than the weekly hours - shiftworker - first 3 hours</b>	<b>Overtime - more than the weekly hours - shiftworker - after 3 hours</b>	<b>Overtime - more than the daily hours - shiftworker - first 2 hours</b>	<b>Overtime - more than the daily hours - shiftworker - after 2 hours</b>
Level 1 - year 1	\$37.75	\$48.53	\$37.75	\$48.53
Level 1 - year 2	\$39.53	\$50.83	\$39.53	\$50.83
Level 1 - year 3	\$40.76	\$52.40	\$40.76	\$52.40
Level 2 - year 1	\$41.23	\$53.01	\$41.23	\$53.01
Level 2 - year 2	\$42.00	\$54.00	\$42.00	\$54.00
Level 3	\$43.56	\$56.00	\$43.56	\$56.00
Call centre principal customer contact specialist	\$43.86	\$56.39	\$43.86	\$56.39
Level 4	\$45.73	\$58.79	\$45.73	\$58.79
Level 5	\$47.60	\$61.20	\$47.60	\$61.20
Call centre technical associate	\$52.13	\$67.03	\$52.13	\$67.03

## 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 - not shiftworker	Afternoon shift
Level 1 - year 1	\$30.34	\$36.41	\$54.61	\$66.74	\$42.47	\$54.61	\$54.61	\$33.98
Level 1 - year 2	\$31.78	\$38.13	\$57.20	\$69.91	\$44.49	\$57.20	\$57.20	\$35.59
Level 1 - year 3	\$32.75	\$39.30	\$58.95	\$72.05	\$45.85	\$58.95	\$58.95	\$36.68
Level 2 - year 1	\$33.14	\$39.77	\$59.65	\$72.90	\$46.39	\$59.65	\$59.65	\$37.11
Level 2 - year 2	\$33.75	\$40.50	\$60.75	\$74.25	\$47.25	\$60.75	\$60.75	\$37.80
Level 3	\$35.00	\$42.00	\$63.00	\$77.00	\$49.00	\$63.00	\$63.00	\$39.20
Call centre principal customer contact specialist	\$35.24	\$42.29	\$63.43	\$77.52	\$49.33	\$63.43	\$63.43	\$39.47
Level 4	\$36.75	\$44.10	\$66.15	\$80.85	\$51.45	\$66.15	\$66.15	\$41.16
Level 5	\$38.25	\$45.90	\$68.85	\$84.15	\$53.55	\$68.85	\$68.85	\$42.84
Call centre technical associate	\$41.90	\$50.28	\$75.42	\$92.18	\$58.66	\$75.42	\$75.42	\$46.93

**Table 2 of 3**

<b>Classification</b>	<b>Permanent night shift</b>	<b>Night shift</b>	<b>Saturday - shiftworker</b>	<b>Sunday - shiftworker</b>	<b>Public holiday - shiftworker</b>	<b>Overtime - Saturday - outside ordinary working period - shiftworker</b>	<b>Overtime - Sunday - outside ordinary working period - shiftworker</b>	<b>Overtime - public holiday - outside ordinary working period - shiftworker</b>
Level 1 - year 1	\$37.62	\$33.98	\$42.47	\$42.47	\$42.47	\$54.61	\$54.61	\$54.61
Level 1 - year 2	\$39.40	\$35.59	\$44.49	\$44.49	\$44.49	\$57.20	\$57.20	\$57.20
Level 1 - year 3	\$40.61	\$36.68	\$45.85	\$45.85	\$45.85	\$58.95	\$58.95	\$58.95
Level 2 - year 1	\$41.09	\$37.11	\$46.39	\$46.39	\$46.39	\$59.65	\$59.65	\$59.65
Level 2 - year 2	\$41.85	\$37.80	\$47.25	\$47.25	\$47.25	\$60.75	\$60.75	\$60.75
Level 3	\$43.40	\$39.20	\$49.00	\$49.00	\$49.00	\$63.00	\$63.00	\$63.00
Call centre principal customer contact specialist	\$43.69	\$39.47	\$49.33	\$49.33	\$49.33	\$63.43	\$63.43	\$63.43
Level 4	\$45.57	\$41.16	\$51.45	\$51.45	\$51.45	\$66.15	\$66.15	\$66.15
Level 5	\$47.43	\$42.84	\$53.55	\$53.55	\$53.55	\$68.85	\$68.85	\$68.85
Call centre technical associate	\$51.96	\$46.93	\$58.66	\$58.66	\$58.66	\$75.42	\$75.42	\$75.42

**Table 3 of 3**

<b>Classification</b>	<b>Overtime - more than the weekly hours - shiftworker - first 3 hours</b>	<b>Overtime - more than the weekly hours - shiftworker - after 3 hours</b>	<b>Overtime - more than the daily hours - shiftworker - first 2 hours</b>	<b>Overtime - more than the daily hours - shiftworker - after 2 hours</b>
Level 1 - year 1	\$42.47	\$54.61	\$42.47	\$54.61
Level 1 - year 2	\$44.49	\$57.20	\$44.49	\$57.20
Level 1 - year 3	\$45.85	\$58.95	\$45.85	\$58.95
Level 2 - year 1	\$46.39	\$59.65	\$46.39	\$59.65
Level 2 - year 2	\$47.25	\$60.75	\$47.25	\$60.75
Level 3	\$49.00	\$63.00	\$49.00	\$63.00
Call centre principal customer contact specialist	\$49.33	\$63.43	\$49.33	\$63.43
Level 4	\$51.45	\$66.15	\$51.45	\$66.15
Level 5	\$53.55	\$68.85	\$53.55	\$68.85
Call centre technical associate	\$58.66	\$75.42	\$58.66	\$75.42

## Allowances

Allowances	Rate
First aid allowance	\$16.79 per week
Laundry allowance - full-time	\$3.64 per week
Laundry allowance - part-time or casual	\$0.73 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	\$20.75 and a further \$16.62 when more than 4 hours of overtime is worked
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 - motorcycle	\$0.34 per km with a maximum of 400 kms per week
Vehicle allowance - motor car	\$1.00 per km with a maximum of 400 kms per week