

Pay Guide - Contract Call Centres Award

[MA000023]

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When do the rates in the pay guide apply from? The first full pay period starting on or after 07 October 2025.

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

Clerical and administration stream - Full-time & part-time

Table 1 of 3

Classification	Weekly pay rate	Hourly pay rate	Monday to Friday - outside of 7am to 7pm - not shiftworkers	Saturday	Sunday - before 7am or after 7pm	Sunday - between 7am & 7pm
Clerical and administration officer level 1	\$982.40	\$25.85	\$32.31	\$32.31	\$45.24	\$38.78
Clerical and administration officer level 2	\$1,014.70	\$26.70	\$33.38	\$33.38	\$46.73	\$40.05
Clerical and administration officer level 3	\$1,068.40	\$28.12	\$35.15	\$35.15	\$49.21	\$42.18
Clerical and administration officer level 4	\$1,165.70	\$30.68	\$38.35	\$38.35	\$53.69	\$46.02
Clerical and administration officer level 5	\$1,250.10	\$32.90	\$41.13	\$41.13	\$57.58	\$49.35

Table 2 of 3

Classification	Public holiday	Afternoon shift	Night shift	Permanent night shift	Public holiday - afternoon or night shift	Working through a meal break
Clerical and administration officer level 1	\$64.63	\$29.73	\$29.73	\$33.61	\$51.70	\$38.78
Clerical and administration officer level 2	\$66.75	\$30.71	\$30.71	\$34.71	\$53.40	\$40.05
Clerical and administration officer level 3	\$70.30	\$32.34	\$32.34	\$36.56	\$56.24	\$42.18
Clerical and administration officer level 4	\$76.70	\$35.28	\$35.28	\$39.88	\$61.36	\$46.02
Clerical and administration officer level 5	\$82.25	\$37.84	\$37.84	\$42.77	\$65.80	\$49.35

Table 3 of 3

Classification	Overtime - Monday to Saturday - first 3 hours	Overtime - Monday to Saturday - after 3 hours	Overtime - Sunday	Less than 10 hour break between shifts - first 3 hours	Less than 10 hour break between shifts - after 3 hours
Clerical and administration officer level 1	\$38.78	\$51.70	\$51.70	\$38.78	\$51.70
Clerical and administration officer level 2	\$40.05	\$53.40	\$53.40	\$40.05	\$53.40
Clerical and administration officer level 3	\$42.18	\$56.24	\$56.24	\$42.18	\$56.24
Clerical and administration officer level 4	\$46.02	\$61.36	\$61.36	\$46.02	\$61.36
Clerical and administration officer level 5	\$49.35	\$65.80	\$65.80	\$49.35	\$65.80

Clerical and administration stream - Casual

Table 1 of 2

Classification	Hourly pay rate	Monday to Friday - outside of 7am to 7pm - not shiftworkers	Saturday	Sunday - before 7am or after 7pm	Sunday - between 7am & 7pm	Public holiday	Afternoon shift
Clerical and administration officer level 1	\$32.31	\$38.78	\$38.78	\$51.70	\$45.24	\$71.09	\$36.19
Clerical and administration officer level 2	\$33.38	\$40.05	\$40.05	\$53.40	\$46.73	\$73.43	\$37.38
Clerical and administration officer level 3	\$35.15	\$42.18	\$42.18	\$56.24	\$49.21	\$77.33	\$39.37
Clerical and administration officer level 4	\$38.35	\$46.02	\$46.02	\$61.36	\$53.69	\$84.37	\$42.95
Clerical and administration officer level 5	\$41.13	\$49.35	\$49.35	\$65.80	\$57.58	\$90.48	\$46.06

Table 2 of 2

Classification	Night shift	Permanent night shift	Public holiday - afternoon or night shift	Working through a meal break	Overtime - Monday to Saturday - first 3 hours	Overtime - Monday to Saturday - after 3 hours	Overtime - Sunday
Clerical and administration officer level 1	\$36.19	\$40.07	\$58.16	\$45.24	\$48.47	\$64.63	\$64.63
Clerical and administration officer level 2	\$37.38	\$41.39	\$60.08	\$46.73	\$50.06	\$66.75	\$66.75
Clerical and administration officer level 3	\$39.37	\$43.59	\$63.27	\$49.21	\$52.73	\$70.30	\$70.30
Clerical and administration officer level 4	\$42.95	\$47.55	\$69.03	\$53.69	\$57.53	\$76.70	\$76.70
Clerical and administration officer level 5	\$46.06	\$51.00	\$74.03	\$57.58	\$61.69	\$82.25	\$82.25

Customer contact stream - Full-time & part-time

Table 1 of 3

Classification	Weekly pay rate	Hourly pay rate	Monday to Friday - outside of 7am to 7pm - not shiftworkers	Saturday	Sunday - before 7am or after 7pm	Sunday - between 7am & 7pm
Customer contact trainee	\$982.40	\$25.85	\$32.31	\$32.31	\$45.24	\$38.78
Customer contact officer level 1	\$1,014.70	\$26.70	\$33.38	\$33.38	\$46.73	\$40.05
Customer contact officer level 2	\$1,068.40	\$28.12	\$35.15	\$35.15	\$49.21	\$42.18
Principal customer contact specialist	\$1,136.40	\$29.91	\$37.39	\$37.39	\$52.34	\$44.87
Customer contact team leader	\$1,165.70	\$30.68	\$38.35	\$38.35	\$53.69	\$46.02
Principal customer contact leader	\$1,250.10	\$32.90	\$41.13	\$41.13	\$57.58	\$49.35

Table 2 of 3

Classification	Public holiday	Afternoon shift	Night shift	Permanent night shift	Public holiday - afternoon or night shift	Working through a meal break
Customer contact trainee	\$64.63	\$29.73	\$29.73	\$33.61	\$51.70	\$38.78
Customer contact officer level 1	\$66.75	\$30.71	\$30.71	\$34.71	\$53.40	\$40.05
Customer contact officer level 2	\$70.30	\$32.34	\$32.34	\$36.56	\$56.24	\$42.18
Principal customer contact specialist	\$74.78	\$34.40	\$34.40	\$38.88	\$59.82	\$44.87
Customer contact team leader	\$76.70	\$35.28	\$35.28	\$39.88	\$61.36	\$46.02
Principal customer contact leader	\$82.25	\$37.84	\$37.84	\$42.77	\$65.80	\$49.35

Table 3 of 3

Classification	Overtime - Monday to Saturday - first 3 hours	Overtime - Monday to Saturday - after 3 hours	Overtime - Sunday	Less than 10 hour break between shifts - first 3 hours	Less than 10 hour break between shifts - after 3 hours
Customer contact trainee	\$38.78	\$51.70	\$51.70	\$38.78	\$51.70
Customer contact officer level 1	\$40.05	\$53.40	\$53.40	\$40.05	\$53.40
Customer contact officer level 2	\$42.18	\$56.24	\$56.24	\$42.18	\$56.24
Principal customer contact specialist	\$44.87	\$59.82	\$59.82	\$44.87	\$59.82
Customer contact team leader	\$46.02	\$61.36	\$61.36	\$46.02	\$61.36
Principal customer contact leader	\$49.35	\$65.80	\$65.80	\$49.35	\$65.80

Customer contact stream - Casual

Table 1 of 2

Classification	Hourly pay rate	Monday to Friday - outside of 7am to 7pm - not shiftworkers	Saturday	Sunday - before 7am or after 7pm	Sunday - between 7am & 7pm	Public holiday	Afternoon shift
Customer contact trainee	\$32.31	\$38.78	\$38.78	\$51.70	\$45.24	\$71.09	\$36.19
Customer contact officer level 1	\$33.38	\$40.05	\$40.05	\$53.40	\$46.73	\$73.43	\$37.38
Customer contact officer level 2	\$35.15	\$42.18	\$42.18	\$56.24	\$49.21	\$77.33	\$39.37
Principal customer contact specialist	\$37.39	\$44.87	\$44.87	\$59.82	\$52.34	\$82.25	\$41.87
Customer contact team leader	\$38.35	\$46.02	\$46.02	\$61.36	\$53.69	\$84.37	\$42.95
Principal customer contact leader	\$41.13	\$49.35	\$49.35	\$65.80	\$57.58	\$90.48	\$46.06

Table 2 of 2

Classification	Night shift	Permanent night shift	Public holiday - afternoon or night shift	Working through a meal break	Overtime - Monday to Saturday - first 3 hours	Overtime - Monday to Saturday - after 3 hours	Overtime - Sunday
Customer contact trainee	\$36.19	\$40.07	\$58.16	\$45.24	\$48.47	\$64.63	\$64.63
Customer contact officer level 1	\$37.38	\$41.39	\$60.08	\$46.73	\$50.06	\$66.75	\$66.75
Customer contact officer level 2	\$39.37	\$43.59	\$63.27	\$49.21	\$52.73	\$70.30	\$70.30
Principal customer contact specialist	\$41.87	\$46.36	\$67.30	\$52.34	\$56.08	\$74.78	\$74.78
Customer contact team leader	\$42.95	\$47.55	\$69.03	\$53.69	\$57.53	\$76.70	\$76.70
Principal customer contact leader	\$46.06	\$51.00	\$74.03	\$57.58	\$61.69	\$82.25	\$82.25

Technical stream - Full-time & part-time

Table 1 of 3

Classification	Weekly pay rate	Hourly pay rate	Monday to Friday - outside of 7am to 7pm - not shiftworkers	Saturday	Sunday - before 7am or after 7pm	Sunday - between 7am & 7pm
Contract call centre industry technical associate	\$1,350.90	\$35.55	\$44.44	\$44.44	\$62.21	\$53.33

Table 2 of 3

Classification	Public holiday	Afternoon shift	Night shift	Permanent night shift	Public holiday - afternoon or night shift	Working through a meal break
Contract call centre industry technical associate	\$88.88	\$40.88	\$40.88	\$46.22	\$71.10	\$53.33

Table 3 of 3

Classification	Overtime - Monday to Saturday - first 3 hours	Overtime - Monday to Saturday - after 3 hours	Overtime - Sunday	Less than 10 hour break between shifts - first 3 hours	Less than 10 hour break between shifts - after 3 hours
Contract call centre industry technical associate	\$53.33	\$71.10	\$71.10	\$53.33	\$71.10

Technical stream - Casual

Table 1 of 2

Classification	Hourly pay rate	Monday to Friday - outside of 7am to 7pm - not shiftworkers	Saturday	Sunday - before 7am or after 7pm	Sunday - between 7am & 7pm	Public holiday	Afternoon shift
Contract call centre industry technical associate	\$44.44	\$53.33	\$53.33	\$71.10	\$62.21	\$97.76	\$49.77

Table 2 of 2

Classification	Night shift	Permanent night shift	Public holiday - afternoon or night shift	Working through a meal break	Overtime - Monday to Saturday - first 3 hours	Overtime - Monday to Saturday - after 3 hours	Overtime - Sunday
Contract call centre industry technical associate	\$49.77	\$55.10	\$79.99	\$62.21	\$66.66	\$88.88	\$88.88

Junior - Clerical and administration stream - Full-time & part-time - 15 years

Table 1 of 3

Classification	Hourly pay rate	Monday to Friday - outside of 7am to 7pm - not shiftworkers	Saturday	Sunday - before 7am or after 7pm	Sunday - between 7am & 7pm	Public holiday
Clerical and administration officer level 1	\$12.93	\$16.16	\$16.16	\$22.63	\$19.40	\$32.33
Clerical and administration officer level 2	\$13.35	\$16.69	\$16.69	\$23.36	\$20.03	\$33.38
Clerical and administration officer level 3	\$14.06	\$17.58	\$17.58	\$24.61	\$21.09	\$35.15
Clerical and administration officer level 4	\$15.34	\$19.18	\$19.18	\$26.85	\$23.01	\$38.35
Clerical and administration officer level 5	\$16.45	\$20.56	\$20.56	\$28.79	\$24.68	\$41.13

Table 2 of 3

Classification	Afternoon shift	Night shift	Permanent night shift	Public holiday - afternoon or night shift	Working through a meal break	Overtime - Monday to Saturday - first 3 hours
Clerical and administration officer level 1	\$14.87	\$14.87	\$16.81	\$25.86	\$19.40	\$19.40
Clerical and administration officer level 2	\$15.35	\$15.35	\$17.36	\$26.70	\$20.03	\$20.03
Clerical and administration officer level 3	\$16.17	\$16.17	\$18.28	\$28.12	\$21.09	\$21.09
Clerical and administration officer level 4	\$17.64	\$17.64	\$19.94	\$30.68	\$23.01	\$23.01
Clerical and administration officer level 5	\$18.92	\$18.92	\$21.39	\$32.90	\$24.68	\$24.68

Table 3 of 3

Classification	Overtime - Monday to Saturday - after 3 hours	Overtime - Sunday	Less than 10 hour break between shifts - first 3 hours	Less than 10 hour break between shifts - after 3 hours
Clerical and administration officer level 1	\$25.86	\$25.86	\$19.40	\$25.86
Clerical and administration officer level 2	\$26.70	\$26.70	\$20.03	\$26.70
Clerical and administration officer level 3	\$28.12	\$28.12	\$21.09	\$28.12
Clerical and administration officer level 4	\$30.68	\$30.68	\$23.01	\$30.68
Clerical and administration officer level 5	\$32.90	\$32.90	\$24.68	\$32.90

Junior - Clerical and administration stream - Full-time & part-time - 16 years

Table 1 of 3

Classification	Hourly pay rate	Monday to Friday - outside of 7am to 7pm - not shiftworkers	Saturday	Sunday - before 7am or after 7pm	Sunday - between 7am & 7pm	Public holiday
Clerical and administration officer level 1	\$15.51	\$19.39	\$19.39	\$27.14	\$23.27	\$38.78
Clerical and administration officer level 2	\$16.02	\$20.03	\$20.03	\$28.04	\$24.03	\$40.05
Clerical and administration officer level 3	\$16.87	\$21.09	\$21.09	\$29.52	\$25.31	\$42.18
Clerical and administration officer level 4	\$18.41	\$23.01	\$23.01	\$32.22	\$27.62	\$46.03
Clerical and administration officer level 5	\$19.74	\$24.68	\$24.68	\$34.55	\$29.61	\$49.35

Table 2 of 3

Classification	Afternoon shift	Night shift	Permanent night shift	Public holiday - afternoon or night shift	Working through a meal break	Overtime - Monday to Saturday - first 3 hours
Clerical and administration officer level 1	\$17.84	\$17.84	\$20.16	\$31.02	\$23.27	\$23.27
Clerical and administration officer level 2	\$18.42	\$18.42	\$20.83	\$32.04	\$24.03	\$24.03
Clerical and administration officer level 3	\$19.40	\$19.40	\$21.93	\$33.74	\$25.31	\$25.31
Clerical and administration officer level 4	\$21.17	\$21.17	\$23.93	\$36.82	\$27.62	\$27.62
Clerical and administration officer level 5	\$22.70	\$22.70	\$25.66	\$39.48	\$29.61	\$29.61

Table 3 of 3

Classification	Overtime - Monday to Saturday - after 3 hours	Overtime - Sunday	Less than 10 hour break between shifts - first 3 hours	Less than 10 hour break between shifts - after 3 hours
Clerical and administration officer level 1	\$31.02	\$31.02	\$23.27	\$31.02
Clerical and administration officer level 2	\$32.04	\$32.04	\$24.03	\$32.04
Clerical and administration officer level 3	\$33.74	\$33.74	\$25.31	\$33.74
Clerical and administration officer level 4	\$36.82	\$36.82	\$27.62	\$36.82
Clerical and administration officer level 5	\$39.48	\$39.48	\$29.61	\$39.48

Junior - Clerical and administration stream - Full-time & part-time - 17 years

Table 1 of 3

Classification	Hourly pay rate	Monday to Friday - outside of 7am to 7pm - not shiftworkers	Saturday	Sunday - before 7am or after 7pm	Sunday - between 7am & 7pm	Public holiday
Clerical and administration officer level 1	\$18.10	\$22.63	\$22.63	\$31.68	\$27.15	\$45.25
Clerical and administration officer level 2	\$18.69	\$23.36	\$23.36	\$32.71	\$28.04	\$46.73
Clerical and administration officer level 3	\$19.68	\$24.60	\$24.60	\$34.44	\$29.52	\$49.20
Clerical and administration officer level 4	\$21.48	\$26.85	\$26.85	\$37.59	\$32.22	\$53.70
Clerical and administration officer level 5	\$23.03	\$28.79	\$28.79	\$40.30	\$34.55	\$57.58

Table 2 of 3

Classification	Afternoon shift	Night shift	Permanent night shift	Public holiday - afternoon or night shift	Working through a meal break	Overtime - Monday to Saturday - first 3 hours
Clerical and administration officer level 1	\$20.82	\$20.82	\$23.53	\$36.20	\$27.15	\$27.15
Clerical and administration officer level 2	\$21.49	\$21.49	\$24.30	\$37.38	\$28.04	\$28.04
Clerical and administration officer level 3	\$22.63	\$22.63	\$25.58	\$39.36	\$29.52	\$29.52
Clerical and administration officer level 4	\$24.70	\$24.70	\$27.92	\$42.96	\$32.22	\$32.22
Clerical and administration officer level 5	\$26.48	\$26.48	\$29.94	\$46.06	\$34.55	\$34.55

Table 3 of 3

Classification	Overtime - Monday to Saturday - after 3 hours	Overtime - Sunday	Less than 10 hour break between shifts - first 3 hours	Less than 10 hour break between shifts - after 3 hours
Clerical and administration officer level 1	\$36.20	\$36.20	\$27.15	\$36.20
Clerical and administration officer level 2	\$37.38	\$37.38	\$28.04	\$37.38
Clerical and administration officer level 3	\$39.36	\$39.36	\$29.52	\$39.36
Clerical and administration officer level 4	\$42.96	\$42.96	\$32.22	\$42.96
Clerical and administration officer level 5	\$46.06	\$46.06	\$34.55	\$46.06

Junior - Clerical and administration stream - Full-time & part-time - 18 years

Table 1 of 3

Classification	Hourly pay rate	Monday to Friday - outside of 7am to 7pm - not shiftworkers	Saturday	Sunday - before 7am or after 7pm	Sunday - between 7am & 7pm	Public holiday
Clerical and administration officer level 1	\$25.85	\$32.31	\$32.31	\$45.24	\$38.78	\$64.63
Clerical and administration officer level 2	\$26.70	\$33.38	\$33.38	\$46.73	\$40.05	\$66.75
Clerical and administration officer level 3	\$28.12	\$35.15	\$35.15	\$49.21	\$42.18	\$70.30
Clerical and administration officer level 4	\$30.68	\$38.35	\$38.35	\$53.69	\$46.02	\$76.70
Clerical and administration officer level 5	\$32.90	\$41.13	\$41.13	\$57.58	\$49.35	\$82.25

Table 2 of 3

Classification	Afternoon shift	Night shift	Permanent night shift	Public holiday - afternoon or night shift	Working through a meal break	Overtime - Monday to Saturday - first 3 hours
Clerical and administration officer level 1	\$29.73	\$29.73	\$33.61	\$51.70	\$38.78	\$38.78
Clerical and administration officer level 2	\$30.71	\$30.71	\$34.71	\$53.40	\$40.05	\$40.05
Clerical and administration officer level 3	\$32.34	\$32.34	\$36.56	\$56.24	\$42.18	\$42.18
Clerical and administration officer level 4	\$35.28	\$35.28	\$39.88	\$61.36	\$46.02	\$46.02
Clerical and administration officer level 5	\$37.84	\$37.84	\$42.77	\$65.80	\$49.35	\$49.35

Table 3 of 3

Classification	Overtime - Monday to Saturday - after 3 hours	Overtime - Sunday	Less than 10 hour break between shifts - first 3 hours	Less than 10 hour break between shifts - after 3 hours
Clerical and administration officer level 1	\$51.70	\$51.70	\$38.78	\$51.70
Clerical and administration officer level 2	\$53.40	\$53.40	\$40.05	\$53.40
Clerical and administration officer level 3	\$56.24	\$56.24	\$42.18	\$56.24
Clerical and administration officer level 4	\$61.36	\$61.36	\$46.02	\$61.36
Clerical and administration officer level 5	\$65.80	\$65.80	\$49.35	\$65.80

Junior - Clerical and administration stream - Casual - 15 years

Table 1 of 2

Classification	Hourly pay rate	Monday to Friday - outside of 7am to 7pm - not shiftworkers	Saturday	Sunday - before 7am or after 7pm	Sunday - between 7am & 7pm	Public holiday	Afternoon shift
Clerical and administration officer level 1	\$16.16	\$19.40	\$19.40	\$25.86	\$22.63	\$35.56	\$18.10
Clerical and administration officer level 2	\$16.69	\$20.03	\$20.03	\$26.70	\$23.36	\$36.71	\$18.69
Clerical and administration officer level 3	\$17.58	\$21.09	\$21.09	\$28.12	\$24.61	\$38.67	\$19.68
Clerical and administration officer level 4	\$19.18	\$23.01	\$23.01	\$30.68	\$26.85	\$42.19	\$21.48
Clerical and administration officer level 5	\$20.56	\$24.68	\$24.68	\$32.90	\$28.79	\$45.24	\$23.03

Table 2 of 2

Classification	Night shift	Permanent night shift	Public holiday - afternoon or night shift	Working through a meal break	Overtime - Monday to Saturday - first 3 hours	Overtime - Monday to Saturday - after 3 hours	Overtime - Sunday
Clerical and administration officer level 1	\$18.10	\$20.04	\$29.09	\$22.63	\$24.24	\$32.33	\$32.33
Clerical and administration officer level 2	\$18.69	\$20.69	\$30.04	\$23.36	\$25.03	\$33.38	\$33.38
Clerical and administration officer level 3	\$19.68	\$21.79	\$31.64	\$24.61	\$26.36	\$35.15	\$35.15
Clerical and administration officer level 4	\$21.48	\$23.78	\$34.52	\$26.85	\$28.76	\$38.35	\$38.35
Clerical and administration officer level 5	\$23.03	\$25.50	\$37.01	\$28.79	\$30.84	\$41.13	\$41.13

Junior - Clerical and administration stream - Casual - 16 years

Table 1 of 2

Classification	Hourly pay rate	Monday to Friday - outside of 7am to 7pm - not shiftworkers	Saturday	Sunday - before 7am or after 7pm	Sunday - between 7am & 7pm	Public holiday	Afternoon shift
Clerical and administration officer level 1	\$19.39	\$23.27	\$23.27	\$31.02	\$27.14	\$42.65	\$21.71
Clerical and administration officer level 2	\$20.03	\$24.03	\$24.03	\$32.04	\$28.04	\$44.06	\$22.43
Clerical and administration officer level 3	\$21.09	\$25.31	\$25.31	\$33.74	\$29.52	\$46.39	\$23.62
Clerical and administration officer level 4	\$23.01	\$27.62	\$27.62	\$36.82	\$32.22	\$50.63	\$25.77
Clerical and administration officer level 5	\$24.68	\$29.61	\$29.61	\$39.48	\$34.55	\$54.29	\$27.64

Table 2 of 2

Classification	Night shift	Permanent night shift	Public holiday - afternoon or night shift	Working through a meal break	Overtime - Monday to Saturday - first 3 hours	Overtime - Monday to Saturday - after 3 hours	Overtime - Sunday
Clerical and administration officer level 1	\$21.71	\$24.04	\$34.90	\$27.14	\$29.08	\$38.78	\$38.78
Clerical and administration officer level 2	\$22.43	\$24.83	\$36.05	\$28.04	\$30.04	\$40.05	\$40.05
Clerical and administration officer level 3	\$23.62	\$26.15	\$37.96	\$29.52	\$31.63	\$42.18	\$42.18
Clerical and administration officer level 4	\$25.77	\$28.54	\$41.42	\$32.22	\$34.52	\$46.03	\$46.03
Clerical and administration officer level 5	\$27.64	\$30.60	\$44.42	\$34.55	\$37.01	\$49.35	\$49.35

Junior - Clerical and administration stream - Casual - 17 years

Table 1 of 2

Classification	Hourly pay rate	Monday to Friday - outside of 7am to 7pm - not shiftworkers	Saturday	Sunday - before 7am or after 7pm	Sunday - between 7am & 7pm	Public holiday	Afternoon shift
Clerical and administration officer level 1	\$22.63	\$27.15	\$27.15	\$36.20	\$31.68	\$49.78	\$25.34
Clerical and administration officer level 2	\$23.36	\$28.04	\$28.04	\$37.38	\$32.71	\$51.40	\$26.17
Clerical and administration officer level 3	\$24.60	\$29.52	\$29.52	\$39.36	\$34.44	\$54.12	\$27.55
Clerical and administration officer level 4	\$26.85	\$32.22	\$32.22	\$42.96	\$37.59	\$59.07	\$30.07
Clerical and administration officer level 5	\$28.79	\$34.55	\$34.55	\$46.06	\$40.30	\$63.33	\$32.24

Table 2 of 2

Classification	Night shift	Permanent night shift	Public holiday - afternoon or night shift	Working through a meal break	Overtime - Monday to Saturday - first 3 hours	Overtime - Monday to Saturday - after 3 hours	Overtime - Sunday
Clerical and administration officer level 1	\$25.34	\$28.06	\$40.73	\$31.68	\$33.94	\$45.25	\$45.25
Clerical and administration officer level 2	\$26.17	\$28.97	\$42.05	\$32.71	\$35.04	\$46.73	\$46.73
Clerical and administration officer level 3	\$27.55	\$30.50	\$44.28	\$34.44	\$36.90	\$49.20	\$49.20
Clerical and administration officer level 4	\$30.07	\$33.29	\$48.33	\$37.59	\$40.28	\$53.70	\$53.70
Clerical and administration officer level 5	\$32.24	\$35.70	\$51.82	\$40.30	\$43.18	\$57.58	\$57.58

Junior - Clerical and administration stream - Casual - 18 years

Table 1 of 2

Classification	Hourly pay rate	Monday to Friday - outside of 7am to 7pm - not shiftworkers	Saturday	Sunday - before 7am or after 7pm	Sunday - between 7am & 7pm	Public holiday	Afternoon shift
Clerical and administration officer level 1	\$32.31	\$38.78	\$38.78	\$51.70	\$45.24	\$71.09	\$36.19
Clerical and administration officer level 2	\$33.38	\$40.05	\$40.05	\$53.40	\$46.73	\$73.43	\$37.38
Clerical and administration officer level 3	\$35.15	\$42.18	\$42.18	\$56.24	\$49.21	\$77.33	\$39.37
Clerical and administration officer level 4	\$38.35	\$46.02	\$46.02	\$61.36	\$53.69	\$84.37	\$42.95
Clerical and administration officer level 5	\$41.13	\$49.35	\$49.35	\$65.80	\$57.58	\$90.48	\$46.06

Table 2 of 2

Classification	Night shift	Permanent night shift	Public holiday - afternoon or night shift	Working through a meal break	Overtime - Monday to Saturday - first 3 hours	Overtime - Monday to Saturday - after 3 hours	Overtime - Sunday
Clerical and administration officer level 1	\$36.19	\$40.07	\$58.16	\$45.24	\$48.47	\$64.63	\$64.63
Clerical and administration officer level 2	\$37.38	\$41.39	\$60.08	\$46.73	\$50.06	\$66.75	\$66.75
Clerical and administration officer level 3	\$39.37	\$43.59	\$63.27	\$49.21	\$52.73	\$70.30	\$70.30
Clerical and administration officer level 4	\$42.95	\$47.55	\$69.03	\$53.69	\$57.53	\$76.70	\$76.70
Clerical and administration officer level 5	\$46.06	\$51.00	\$74.03	\$57.58	\$61.69	\$82.25	\$82.25

Junior - Customer contact stream - Full-time & part-time - 15 years

Table 1 of 3

Classification	Hourly pay rate	Monday to Friday - outside of 7am to 7pm - not shiftworkers	Saturday	Sunday - before 7am or after 7pm	Sunday - between 7am & 7pm	Public holiday
Customer contact trainee	\$12.93	\$16.16	\$16.16	\$22.63	\$19.40	\$32.33
Customer contact officer level 1	\$13.35	\$16.69	\$16.69	\$23.36	\$20.03	\$33.38
Customer contact officer level 2	\$14.06	\$17.58	\$17.58	\$24.61	\$21.09	\$35.15
Principal customer contact specialist	\$14.96	\$18.70	\$18.70	\$26.18	\$22.44	\$37.40
Customer contact team leader	\$15.34	\$19.18	\$19.18	\$26.85	\$23.01	\$38.35
Principal customer contact leader	\$16.45	\$20.56	\$20.56	\$28.79	\$24.68	\$41.13

Table 2 of 3

Classification	Afternoon shift	Night shift	Permanent night shift	Public holiday - afternoon or night shift	Working through a meal break	Overtime - Monday to Saturday - first 3 hours
Customer contact trainee	\$14.87	\$14.87	\$16.81	\$25.86	\$19.40	\$19.40
Customer contact officer level 1	\$15.35	\$15.35	\$17.36	\$26.70	\$20.03	\$20.03
Customer contact officer level 2	\$16.17	\$16.17	\$18.28	\$28.12	\$21.09	\$21.09
Principal customer contact specialist	\$17.20	\$17.20	\$19.45	\$29.92	\$22.44	\$22.44
Customer contact team leader	\$17.64	\$17.64	\$19.94	\$30.68	\$23.01	\$23.01
Principal customer contact leader	\$18.92	\$18.92	\$21.39	\$32.90	\$24.68	\$24.68

Table 3 of 3

Classification	Overtime - Monday to Saturday - after 3 hours	Overtime - Sunday	Less than 10 hour break between shifts - first 3 hours	Less than 10 hour break between shifts - after 3 hours
Customer contact trainee	\$25.86	\$25.86	\$19.40	\$25.86
Customer contact officer level 1	\$26.70	\$26.70	\$20.03	\$26.70
Customer contact officer level 2	\$28.12	\$28.12	\$21.09	\$28.12
Principal customer contact specialist	\$29.92	\$29.92	\$22.44	\$29.92
Customer contact team leader	\$30.68	\$30.68	\$23.01	\$30.68
Principal customer contact leader	\$32.90	\$32.90	\$24.68	\$32.90

Junior - Customer contact stream - Full-time & part-time - 16 years

Table 1 of 3

Classification	Hourly pay rate	Monday to Friday - outside of 7am to 7pm - not shiftworkers	Saturday	Sunday - before 7am or after 7pm	Sunday - between 7am & 7pm	Public holiday
Customer contact trainee	\$15.51	\$19.39	\$19.39	\$27.14	\$23.27	\$38.78
Customer contact officer level 1	\$16.02	\$20.03	\$20.03	\$28.04	\$24.03	\$40.05
Customer contact officer level 2	\$16.87	\$21.09	\$21.09	\$29.52	\$25.31	\$42.18
Principal customer contact specialist	\$17.95	\$22.44	\$22.44	\$31.41	\$26.93	\$44.88
Customer contact team leader	\$18.41	\$23.01	\$23.01	\$32.22	\$27.62	\$46.03
Principal customer contact leader	\$19.74	\$24.68	\$24.68	\$34.55	\$29.61	\$49.35

Table 2 of 3

Classification	Afternoon shift	Night shift	Permanent night shift	Public holiday - afternoon or night shift	Working through a meal break	Overtime - Monday to Saturday - first 3 hours
Customer contact trainee	\$17.84	\$17.84	\$20.16	\$31.02	\$23.27	\$23.27
Customer contact officer level 1	\$18.42	\$18.42	\$20.83	\$32.04	\$24.03	\$24.03
Customer contact officer level 2	\$19.40	\$19.40	\$21.93	\$33.74	\$25.31	\$25.31
Principal customer contact specialist	\$20.64	\$20.64	\$23.34	\$35.90	\$26.93	\$26.93
Customer contact team leader	\$21.17	\$21.17	\$23.93	\$36.82	\$27.62	\$27.62
Principal customer contact leader	\$22.70	\$22.70	\$25.66	\$39.48	\$29.61	\$29.61

Table 3 of 3

Classification	Overtime - Monday to Saturday - after 3 hours	Overtime - Sunday	Less than 10 hour break between shifts - first 3 hours	Less than 10 hour break between shifts - after 3 hours
Customer contact trainee	\$31.02	\$31.02	\$23.27	\$31.02
Customer contact officer level 1	\$32.04	\$32.04	\$24.03	\$32.04
Customer contact officer level 2	\$33.74	\$33.74	\$25.31	\$33.74
Principal customer contact specialist	\$35.90	\$35.90	\$26.93	\$35.90
Customer contact team leader	\$36.82	\$36.82	\$27.62	\$36.82
Principal customer contact leader	\$39.48	\$39.48	\$29.61	\$39.48

Junior - Customer contact stream - Full-time & part-time - 17 years

Table 1 of 3

Classification	Hourly pay rate	Monday to Friday - outside of 7am to 7pm - not shiftworkers	Saturday	Sunday - before 7am or after 7pm	Sunday - between 7am & 7pm	Public holiday
Customer contact trainee	\$18.10	\$22.63	\$22.63	\$31.68	\$27.15	\$45.25
Customer contact officer level 1	\$18.69	\$23.36	\$23.36	\$32.71	\$28.04	\$46.73
Customer contact officer level 2	\$19.68	\$24.60	\$24.60	\$34.44	\$29.52	\$49.20
Principal customer contact specialist	\$20.94	\$26.18	\$26.18	\$36.65	\$31.41	\$52.35
Customer contact team leader	\$21.48	\$26.85	\$26.85	\$37.59	\$32.22	\$53.70
Principal customer contact leader	\$23.03	\$28.79	\$28.79	\$40.30	\$34.55	\$57.58

Table 2 of 3

Classification	Afternoon shift	Night shift	Permanent night shift	Public holiday - afternoon or night shift	Working through a meal break	Overtime - Monday to Saturday - first 3 hours
Customer contact trainee	\$20.82	\$20.82	\$23.53	\$36.20	\$27.15	\$27.15
Customer contact officer level 1	\$21.49	\$21.49	\$24.30	\$37.38	\$28.04	\$28.04
Customer contact officer level 2	\$22.63	\$22.63	\$25.58	\$39.36	\$29.52	\$29.52
Principal customer contact specialist	\$24.08	\$24.08	\$27.22	\$41.88	\$31.41	\$31.41
Customer contact team leader	\$24.70	\$24.70	\$27.92	\$42.96	\$32.22	\$32.22
Principal customer contact leader	\$26.48	\$26.48	\$29.94	\$46.06	\$34.55	\$34.55

Table 3 of 3

Classification	Overtime - Monday to Saturday - after 3 hours	Overtime - Sunday	Less than 10 hour break between shifts - first 3 hours	Less than 10 hour break between shifts - after 3 hours
Customer contact trainee	\$36.20	\$36.20	\$27.15	\$36.20
Customer contact officer level 1	\$37.38	\$37.38	\$28.04	\$37.38
Customer contact officer level 2	\$39.36	\$39.36	\$29.52	\$39.36
Principal customer contact specialist	\$41.88	\$41.88	\$31.41	\$41.88
Customer contact team leader	\$42.96	\$42.96	\$32.22	\$42.96
Principal customer contact leader	\$46.06	\$46.06	\$34.55	\$46.06

Junior - Customer contact stream - Full-time & part-time - 18 years

Table 1 of 3

Classification	Hourly pay rate	Monday to Friday - outside of 7am to 7pm - not shiftworkers	Saturday	Sunday - before 7am or after 7pm	Sunday - between 7am & 7pm	Public holiday
Customer contact trainee	\$25.85	\$32.31	\$32.31	\$45.24	\$38.78	\$64.63
Customer contact officer level 1	\$26.70	\$33.38	\$33.38	\$46.73	\$40.05	\$66.75
Customer contact officer level 2	\$28.12	\$35.15	\$35.15	\$49.21	\$42.18	\$70.30
Principal customer contact specialist	\$29.91	\$37.39	\$37.39	\$52.34	\$44.87	\$74.78
Customer contact team leader	\$30.68	\$38.35	\$38.35	\$53.69	\$46.02	\$76.70
Principal customer contact leader	\$32.90	\$41.13	\$41.13	\$57.58	\$49.35	\$82.25

Table 2 of 3

Classification	Afternoon shift	Night shift	Permanent night shift	Public holiday - afternoon or night shift	Working through a meal break	Overtime - Monday to Saturday - first 3 hours
Customer contact trainee	\$29.73	\$29.73	\$33.61	\$51.70	\$38.78	\$38.78
Customer contact officer level 1	\$30.71	\$30.71	\$34.71	\$53.40	\$40.05	\$40.05
Customer contact officer level 2	\$32.34	\$32.34	\$36.56	\$56.24	\$42.18	\$42.18
Principal customer contact specialist	\$34.40	\$34.40	\$38.88	\$59.82	\$44.87	\$44.87
Customer contact team leader	\$35.28	\$35.28	\$39.88	\$61.36	\$46.02	\$46.02
Principal customer contact leader	\$37.84	\$37.84	\$42.77	\$65.80	\$49.35	\$49.35

Table 3 of 3

Classification	Overtime - Monday to Saturday - after 3 hours	Overtime - Sunday	Less than 10 hour break between shifts - first 3 hours	Less than 10 hour break between shifts - after 3 hours
Customer contact trainee	\$51.70	\$51.70	\$38.78	\$51.70
Customer contact officer level 1	\$53.40	\$53.40	\$40.05	\$53.40
Customer contact officer level 2	\$56.24	\$56.24	\$42.18	\$56.24
Principal customer contact specialist	\$59.82	\$59.82	\$44.87	\$59.82
Customer contact team leader	\$61.36	\$61.36	\$46.02	\$61.36
Principal customer contact leader	\$65.80	\$65.80	\$49.35	\$65.80

Junior - Customer contact stream - Casual - 15 years

Table 1 of 2

Classification	Hourly pay rate	Monday to Friday - outside of 7am to 7pm - not shiftworkers	Saturday	Sunday - before 7am or after 7pm	Sunday - between 7am & 7pm	Public holiday	Afternoon shift
Customer contact trainee	\$16.16	\$19.40	\$19.40	\$25.86	\$22.63	\$35.56	\$18.10
Customer contact officer level 1	\$16.69	\$20.03	\$20.03	\$26.70	\$23.36	\$36.71	\$18.69
Customer contact officer level 2	\$17.58	\$21.09	\$21.09	\$28.12	\$24.61	\$38.67	\$19.68
Principal customer contact specialist	\$18.70	\$22.44	\$22.44	\$29.92	\$26.18	\$41.14	\$20.94
Customer contact team leader	\$19.18	\$23.01	\$23.01	\$30.68	\$26.85	\$42.19	\$21.48
Principal customer contact leader	\$20.56	\$24.68	\$24.68	\$32.90	\$28.79	\$45.24	\$23.03

Table 2 of 2

Classification	Night shift	Permanent night shift	Public holiday - afternoon or night shift	Working through a meal break	Overtime - Monday to Saturday - first 3 hours	Overtime - Monday to Saturday - after 3 hours	Overtime - Sunday
Customer contact trainee	\$18.10	\$20.04	\$29.09	\$22.63	\$24.24	\$32.33	\$32.33
Customer contact officer level 1	\$18.69	\$20.69	\$30.04	\$23.36	\$25.03	\$33.38	\$33.38
Customer contact officer level 2	\$19.68	\$21.79	\$31.64	\$24.61	\$26.36	\$35.15	\$35.15
Principal customer contact specialist	\$20.94	\$23.19	\$33.66	\$26.18	\$28.05	\$37.40	\$37.40
Customer contact team leader	\$21.48	\$23.78	\$34.52	\$26.85	\$28.76	\$38.35	\$38.35
Principal customer contact leader	\$23.03	\$25.50	\$37.01	\$28.79	\$30.84	\$41.13	\$41.13

Junior - Customer contact stream - Casual - 16 years

Table 1 of 2

Classification	Hourly pay rate	Monday to Friday - outside of 7am to 7pm - not shiftworkers	Saturday	Sunday - before 7am or after 7pm	Sunday - between 7am & 7pm	Public holiday	Afternoon shift
Customer contact trainee	\$19.39	\$23.27	\$23.27	\$31.02	\$27.14	\$42.65	\$21.71
Customer contact officer level 1	\$20.03	\$24.03	\$24.03	\$32.04	\$28.04	\$44.06	\$22.43
Customer contact officer level 2	\$21.09	\$25.31	\$25.31	\$33.74	\$29.52	\$46.39	\$23.62
Principal customer contact specialist	\$22.44	\$26.93	\$26.93	\$35.90	\$31.41	\$49.36	\$25.13
Customer contact team leader	\$23.01	\$27.62	\$27.62	\$36.82	\$32.22	\$50.63	\$25.77
Principal customer contact leader	\$24.68	\$29.61	\$29.61	\$39.48	\$34.55	\$54.29	\$27.64

Table 2 of 2

Classification	Night shift	Permanent night shift	Public holiday - afternoon or night shift	Working through a meal break	Overtime - Monday to Saturday - first 3 hours	Overtime - Monday to Saturday - after 3 hours	Overtime - Sunday
Customer contact trainee	\$21.71	\$24.04	\$34.90	\$27.14	\$29.08	\$38.78	\$38.78
Customer contact officer level 1	\$22.43	\$24.83	\$36.05	\$28.04	\$30.04	\$40.05	\$40.05
Customer contact officer level 2	\$23.62	\$26.15	\$37.96	\$29.52	\$31.63	\$42.18	\$42.18
Principal customer contact specialist	\$25.13	\$27.82	\$40.39	\$31.41	\$33.66	\$44.88	\$44.88
Customer contact team leader	\$25.77	\$28.54	\$41.42	\$32.22	\$34.52	\$46.03	\$46.03
Principal customer contact leader	\$27.64	\$30.60	\$44.42	\$34.55	\$37.01	\$49.35	\$49.35

Junior - Customer contact stream - Casual - 17 years

Table 1 of 2

Classification	Hourly pay rate	Monday to Friday - outside of 7am to 7pm - not shiftworkers	Saturday	Sunday - before 7am or after 7pm	Sunday - between 7am & 7pm	Public holiday	Afternoon shift
Customer contact trainee	\$22.63	\$27.15	\$27.15	\$36.20	\$31.68	\$49.78	\$25.34
Customer contact officer level 1	\$23.36	\$28.04	\$28.04	\$37.38	\$32.71	\$51.40	\$26.17
Customer contact officer level 2	\$24.60	\$29.52	\$29.52	\$39.36	\$34.44	\$54.12	\$27.55
Principal customer contact specialist	\$26.18	\$31.41	\$31.41	\$41.88	\$36.65	\$57.59	\$29.32
Customer contact team leader	\$26.85	\$32.22	\$32.22	\$42.96	\$37.59	\$59.07	\$30.07
Principal customer contact leader	\$28.79	\$34.55	\$34.55	\$46.06	\$40.30	\$63.33	\$32.24

Table 2 of 2

Classification	Night shift	Permanent night shift	Public holiday - afternoon or night shift	Working through a meal break	Overtime - Monday to Saturday - first 3 hours	Overtime - Monday to Saturday - after 3 hours	Overtime - Sunday
Customer contact trainee	\$25.34	\$28.06	\$40.73	\$31.68	\$33.94	\$45.25	\$45.25
Customer contact officer level 1	\$26.17	\$28.97	\$42.05	\$32.71	\$35.04	\$46.73	\$46.73
Customer contact officer level 2	\$27.55	\$30.50	\$44.28	\$34.44	\$36.90	\$49.20	\$49.20
Principal customer contact specialist	\$29.32	\$32.46	\$47.12	\$36.65	\$39.26	\$52.35	\$52.35
Customer contact team leader	\$30.07	\$33.29	\$48.33	\$37.59	\$40.28	\$53.70	\$53.70
Principal customer contact leader	\$32.24	\$35.70	\$51.82	\$40.30	\$43.18	\$57.58	\$57.58

Junior - Customer contact stream - Casual - 18 years

Table 1 of 2

Classification	Hourly pay rate	Monday to Friday - outside of 7am to 7pm - not shiftworkers	Saturday	Sunday - before 7am or after 7pm	Sunday - between 7am & 7pm	Public holiday	Afternoon shift
Customer contact trainee	\$32.31	\$38.78	\$38.78	\$51.70	\$45.24	\$71.09	\$36.19
Customer contact officer level 1	\$33.38	\$40.05	\$40.05	\$53.40	\$46.73	\$73.43	\$37.38
Customer contact officer level 2	\$35.15	\$42.18	\$42.18	\$56.24	\$49.21	\$77.33	\$39.37
Principal customer contact specialist	\$37.39	\$44.87	\$44.87	\$59.82	\$52.34	\$82.25	\$41.87
Customer contact team leader	\$38.35	\$46.02	\$46.02	\$61.36	\$53.69	\$84.37	\$42.95
Principal customer contact leader	\$41.13	\$49.35	\$49.35	\$65.80	\$57.58	\$90.48	\$46.06

Table 2 of 2

Classification	Night shift	Permanent night shift	Public holiday - afternoon or night shift	Working through a meal break	Overtime - Monday to Saturday - first 3 hours	Overtime - Monday to Saturday - after 3 hours	Overtime - Sunday
Customer contact trainee	\$36.19	\$40.07	\$58.16	\$45.24	\$48.47	\$64.63	\$64.63
Customer contact officer level 1	\$37.38	\$41.39	\$60.08	\$46.73	\$50.06	\$66.75	\$66.75
Customer contact officer level 2	\$39.37	\$43.59	\$63.27	\$49.21	\$52.73	\$70.30	\$70.30
Principal customer contact specialist	\$41.87	\$46.36	\$67.30	\$52.34	\$56.08	\$74.78	\$74.78
Customer contact team leader	\$42.95	\$47.55	\$69.03	\$53.69	\$57.53	\$76.70	\$76.70
Principal customer contact leader	\$46.06	\$51.00	\$74.03	\$57.58	\$61.69	\$82.25	\$82.25

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

Table 1 of 3

Classification	Hourly pay rate	Monday to Friday - outside of 7am to 7pm - not shiftworkers	Saturday	Sunday - before 7am or after 7pm	Sunday - between 7am & 7pm	Public holiday
Contract call centre industry technical associate	\$17.78	\$22.23	\$22.23	\$31.12	\$26.67	\$44.45

Table 2 of 3

Classification	Afternoon shift	Night shift	Permanent night shift	Public holiday - afternoon or night shift	Working through a meal break	Overtime - Monday to Saturday - first 3 hours
Contract call centre industry technical associate	\$20.45	\$20.45	\$23.11	\$35.56	\$26.67	\$26.67

Table 3 of 3

Classification	Overtime - Monday to Saturday - after 3 hours	Overtime - Sunday	Less than 10 hour break between shifts - first 3 hours	Less than 10 hour break between shifts - after 3 hours
Contract call centre industry technical associate	\$35.56	\$35.56	\$26.67	\$35.56

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

Table 1 of 3

Classification	Hourly pay rate	Monday to Friday - outside of 7am to 7pm - not shiftworkers	Saturday	Sunday - before 7am or after 7pm	Sunday - between 7am & 7pm	Public holiday
Contract call centre industry technical associate	\$21.33	\$26.66	\$26.66	\$37.33	\$32.00	\$53.33

Table 2 of 3

Classification	Afternoon shift	Night shift	Permanent night shift	Public holiday - afternoon or night shift	Working through a meal break	Overtime - Monday to Saturday - first 3 hours
Contract call centre industry technical associate	\$24.53	\$24.53	\$27.73	\$42.66	\$32.00	\$32.00

Table 3 of 3

Classification	Overtime - Monday to Saturday - after 3 hours	Overtime - Sunday	Less than 10 hour break between shifts - first 3 hours	Less than 10 hour break between shifts - after 3 hours
Contract call centre industry technical associate	\$42.66	\$42.66	\$32.00	\$42.66

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

Table 1 of 3

Classification	Hourly pay rate	Monday to Friday - outside of 7am to 7pm - not shiftworkers	Saturday	Sunday - before 7am or after 7pm	Sunday - between 7am & 7pm	Public holiday
Contract call centre industry technical associate	\$24.89	\$31.11	\$31.11	\$43.56	\$37.34	\$62.23

Table 2 of 3

Classification	Afternoon shift	Night shift	Permanent night shift	Public holiday - afternoon or night shift	Working through a meal break	Overtime - Monday to Saturday - first 3 hours
Contract call centre industry technical associate	\$28.62	\$28.62	\$32.36	\$49.78	\$37.34	\$37.34

Table 3 of 3

Classification	Overtime - Monday to Saturday - after 3 hours	Overtime - Sunday	Less than 10 hour break between shifts - first 3 hours	Less than 10 hour break between shifts - after 3 hours
Contract call centre industry technical associate	\$49.78	\$49.78	\$37.34	\$49.78

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

Table 1 of 3

Classification	Hourly pay rate	Monday to Friday - outside of 7am to 7pm - not shiftworkers	Saturday	Sunday - before 7am or after 7pm	Sunday - between 7am & 7pm	Public holiday
Contract call centre industry technical associate	\$35.55	\$44.44	\$44.44	\$62.21	\$53.33	\$88.88

Table 2 of 3

Classification	Afternoon shift	Night shift	Permanent night shift	Public holiday - afternoon or night shift	Working through a meal break	Overtime - Monday to Saturday - first 3 hours
Contract call centre industry technical associate	\$40.88	\$40.88	\$46.22	\$71.10	\$53.33	\$53.33

Table 3 of 3

Classification	Overtime - Monday to Saturday - after 3 hours	Overtime - Sunday	Less than 10 hour break between shifts - first 3 hours	Less than 10 hour break between shifts - after 3 hours
Contract call centre industry technical associate	\$71.10	\$71.10	\$53.33	\$71.10

Junior - Technical stream - Casual - 15 years

Table 1 of 2

Classification	Hourly pay rate	Monday to Friday - outside of 7am to 7pm - not shiftworkers	Saturday	Sunday - before 7am or after 7pm	Sunday - between 7am & 7pm	Public holiday	Afternoon shift
Contract call centre industry technical associate	\$22.23	\$26.67	\$26.67	\$35.56	\$31.12	\$48.90	\$24.89

Table 2 of 2

Classification	Night shift	Permanent night shift	Public holiday - afternoon or night shift	Working through a meal break	Overtime - Monday to Saturday - first 3 hours	Overtime - Monday to Saturday - after 3 hours	Overtime - Sunday
Contract call centre industry technical associate	\$24.89	\$27.56	\$40.01	\$31.12	\$33.34	\$44.45	\$44.45

Junior - Technical stream - Casual - 16 years

Table 1 of 2

Classification	Hourly pay rate	Monday to Friday - outside of 7am to 7pm - not shiftworkers	Saturday	Sunday - before 7am or after 7pm	Sunday - between 7am & 7pm	Public holiday	Afternoon shift
Contract call centre industry technical associate	\$26.66	\$32.00	\$32.00	\$42.66	\$37.33	\$58.66	\$29.86

Table 2 of 2

Classification	Night shift	Permanent night shift	Public holiday - afternoon or night shift	Working through a meal break	Overtime - Monday to Saturday - first 3 hours	Overtime - Monday to Saturday - after 3 hours	Overtime - Sunday
Contract call centre industry technical associate	\$29.86	\$33.06	\$47.99	\$37.33	\$39.99	\$53.33	\$53.33

Junior - Technical stream - Casual - 17 years

Table 1 of 2

Classification	Hourly pay rate	Monday to Friday - outside of 7am to 7pm - not shiftworkers	Saturday	Sunday - before 7am or after 7pm	Sunday - between 7am & 7pm	Public holiday	Afternoon shift
Contract call centre industry technical associate	\$31.11	\$37.34	\$37.34	\$49.78	\$43.56	\$68.45	\$34.85

Table 2 of 2

Classification	Night shift	Permanent night shift	Public holiday - afternoon or night shift	Working through a meal break	Overtime - Monday to Saturday - first 3 hours	Overtime - Monday to Saturday - after 3 hours	Overtime - Sunday
Contract call centre industry technical associate	\$34.85	\$38.58	\$56.00	\$43.56	\$46.67	\$62.23	\$62.23

Junior - Technical stream - Casual - 18 years

Table 1 of 2

Classification	Hourly pay rate	Monday to Friday - outside of 7am to 7pm - not shiftworkers	Saturday	Sunday - before 7am or after 7pm	Sunday - between 7am & 7pm	Public holiday	Afternoon shift
Contract call centre industry technical associate	\$44.44	\$53.33	\$53.33	\$71.10	\$62.21	\$97.76	\$49.77

Table 2 of 2

Classification	Night shift	Permanent night shift	Public holiday - afternoon or night shift	Working through a meal break	Overtime - Monday to Saturday - first 3 hours	Overtime - Monday to Saturday - after 3 hours	Overtime - Sunday
Contract call centre industry technical associate	\$49.77	\$55.10	\$79.99	\$62.21	\$66.66	\$88.88	\$88.88

Allowances

Allowances	Rate
First aid allowance	\$20.73 per week
Meal allowance - overtime	\$17.93 on each occasion when entitled to a rest break during overtime work
Meal allowance - travelling expenses	\$17.93 for each meal taken when travelling
Safe travel allowance - after overtime or irregular shift - reasonable means of transport are not available	payment at the applicable hourly rate for time reasonably spent getting home
Stand-by allowance	20% of the minimum hourly rate of pay per hour for each hour required to stand-by
Telephone reimbursement	reimbursement for the cost of business calls
Telephone reimbursement - employee does not have telephone, modem or broadband connection and is required to	reimbursement for the cost of purchase, installation and rental
Travelling time allowance - sleeping berth provided	payment at the minimum hourly rate per hour up to a maximum of 8 hours out of each 24 hours
Travelling time allowance - sleeping berth not provided	payment at the minimum hourly rate per hour up to a maximum of 12 hours out of each 24 hours
Travel expenses reimbursement	reimbursement for the cost of reasonable out of pocket expenses
Travel accommodation reimbursement	reimbursement for the cost accommodation of a reasonable standard
Transfer to another location reimbursement - relocation costs	reimbursement for cost of removal expenses
Vehicle allowance	\$0.98 per km