



Fair Work  
OMBUDSMAN

# Pay Guide - Clerks - Private Sector Award

## [MA000002]

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

# Rates of pay

## Adult

### Full-time & part-time

Table 1 of 3

Classification	Weekly pay rate	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker	Working through a meal break
Level 1 - year 1	\$861.40	\$22.67	\$28.34	\$45.34	\$56.68	\$34.01	\$45.34	\$45.34
Level 1 - year 2	\$902.10	\$23.74	\$29.68	\$47.48	\$59.35	\$35.61	\$47.48	\$47.48
Level 1 - year 3	\$929.90	\$24.47	\$30.59	\$48.94	\$61.18	\$36.71	\$48.94	\$48.94
Level 2 - year 1	\$940.90	\$24.76	\$30.95	\$49.52	\$61.90	\$37.14	\$49.52	\$49.52
Level 2 - year 2	\$958.30	\$25.22	\$31.53	\$50.44	\$63.05	\$37.83	\$50.44	\$50.44
Level 3	\$993.80	\$26.15	\$32.69	\$52.30	\$65.38	\$39.23	\$52.30	\$52.30
Call centre principal customer contact specialist	\$1,000.80	\$26.34	\$32.93	\$52.68	\$65.85	\$39.51	\$52.68	\$52.68
Level 4	\$1,043.60	\$27.46	\$34.33	\$54.92	\$68.65	\$41.19	\$54.92	\$54.92
Level 5	\$1,086.00	\$28.58	\$35.73	\$57.16	\$71.45	\$42.87	\$57.16	\$57.16
Call centre technical associate	\$1,189.60	\$31.31	\$39.14	\$62.62	\$78.28	\$46.97	\$62.62	\$62.62

**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	\$26.07	\$29.47	\$26.07	\$34.01	\$34.01	\$34.01	\$45.34	\$45.34
Level 1 - year 2	\$27.30	\$30.86	\$27.30	\$35.61	\$35.61	\$35.61	\$47.48	\$47.48
Level 1 - year 3	\$28.14	\$31.81	\$28.14	\$36.71	\$36.71	\$36.71	\$48.94	\$48.94
Level 2 - year 1	\$28.47	\$32.19	\$28.47	\$37.14	\$37.14	\$37.14	\$49.52	\$49.52
Level 2 - year 2	\$29.00	\$32.79	\$29.00	\$37.83	\$37.83	\$37.83	\$50.44	\$50.44
Level 3	\$30.07	\$34.00	\$30.07	\$39.23	\$39.23	\$39.23	\$52.30	\$52.30
Call centre principal customer contact specialist	\$30.29	\$34.24	\$30.29	\$39.51	\$39.51	\$39.51	\$52.68	\$52.68
Level 4	\$31.58	\$35.70	\$31.58	\$41.19	\$41.19	\$41.19	\$54.92	\$54.92
Level 5	\$32.87	\$37.15	\$32.87	\$42.87	\$42.87	\$42.87	\$57.16	\$57.16
Call centre technical associate	\$36.01	\$40.70	\$36.01	\$46.97	\$46.97	\$46.97	\$62.62	\$62.62

**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	\$45.34	\$34.01	\$45.34	\$34.01	\$45.34	\$45.34	\$45.34
Level 1 - year 2	\$47.48	\$35.61	\$47.48	\$35.61	\$47.48	\$47.48	\$47.48
Level 1 - year 3	\$48.94	\$36.71	\$48.94	\$36.71	\$48.94	\$48.94	\$48.94
Level 2 - year 1	\$49.52	\$37.14	\$49.52	\$37.14	\$49.52	\$49.52	\$49.52
Level 2 - year 2	\$50.44	\$37.83	\$50.44	\$37.83	\$50.44	\$50.44	\$50.44
Level 3	\$52.30	\$39.23	\$52.30	\$39.23	\$52.30	\$52.30	\$52.30
Call centre principal customer contact specialist	\$52.68	\$39.51	\$52.68	\$39.51	\$52.68	\$52.68	\$52.68
Level 4	\$54.92	\$41.19	\$54.92	\$41.19	\$54.92	\$54.92	\$54.92
Level 5	\$57.16	\$42.87	\$57.16	\$42.87	\$57.16	\$57.16	\$57.16
Call centre technical associate	\$62.62	\$46.97	\$62.62	\$46.97	\$62.62	\$62.62	\$62.62

## 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	Afternoon shift
Level 1 - year 1	\$28.34	\$34.01	\$51.01	\$62.34	\$39.67	\$51.01	\$51.01	\$31.74
Level 1 - year 2	\$29.68	\$35.61	\$53.42	\$65.29	\$41.55	\$53.42	\$53.42	\$33.24
Level 1 - year 3	\$30.59	\$36.71	\$55.06	\$67.29	\$42.82	\$55.06	\$55.06	\$34.26
Level 2 - year 1	\$30.95	\$37.14	\$55.71	\$68.09	\$43.33	\$55.71	\$55.71	\$34.66
Level 2 - year 2	\$31.53	\$37.83	\$56.75	\$69.36	\$44.14	\$56.75	\$56.75	\$35.31
Level 3	\$32.69	\$39.23	\$58.84	\$71.91	\$45.76	\$58.84	\$58.84	\$36.61
Call centre principal customer contact specialist	\$32.93	\$39.51	\$59.27	\$72.44	\$46.10	\$59.27	\$59.27	\$36.88
Level 4	\$34.33	\$41.19	\$61.79	\$75.52	\$48.06	\$61.79	\$61.79	\$38.44
Level 5	\$35.73	\$42.87	\$64.31	\$78.60	\$50.02	\$64.31	\$64.31	\$40.01
Call centre technical associate	\$39.14	\$46.97	\$70.45	\$86.10	\$54.79	\$70.45	\$70.45	\$43.83

**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>
Level 1 - year 1	\$35.14	\$31.74	\$39.67	\$39.67	\$39.67	\$51.01	\$51.01
Level 1 - year 2	\$36.80	\$33.24	\$41.55	\$41.55	\$41.55	\$53.42	\$53.42
Level 1 - year 3	\$37.93	\$34.26	\$42.82	\$42.82	\$42.82	\$55.06	\$55.06
Level 2 - year 1	\$38.38	\$34.66	\$43.33	\$43.33	\$43.33	\$55.71	\$55.71
Level 2 - year 2	\$39.09	\$35.31	\$44.14	\$44.14	\$44.14	\$56.75	\$56.75
Level 3	\$40.53	\$36.61	\$45.76	\$45.76	\$45.76	\$58.84	\$58.84
Call centre principal customer contact specialist	\$40.83	\$36.88	\$46.10	\$46.10	\$46.10	\$59.27	\$59.27
Level 4	\$42.56	\$38.44	\$48.06	\$48.06	\$48.06	\$61.79	\$61.79
Level 5	\$44.30	\$40.01	\$50.02	\$50.02	\$50.02	\$64.31	\$64.31
Call centre technical associate	\$48.53	\$43.83	\$54.79	\$54.79	\$54.79	\$70.45	\$70.45

**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>
Level 1 - year 1	\$51.01	\$39.67	\$51.01	\$39.67	\$51.01
Level 1 - year 2	\$53.42	\$41.55	\$53.42	\$41.55	\$53.42
Level 1 - year 3	\$55.06	\$42.82	\$55.06	\$42.82	\$55.06
Level 2 - year 1	\$55.71	\$43.33	\$55.71	\$43.33	\$55.71
Level 2 - year 2	\$56.75	\$44.14	\$56.75	\$44.14	\$56.75
Level 3	\$58.84	\$45.76	\$58.84	\$45.76	\$58.84
Call centre principal customer contact specialist	\$59.27	\$46.10	\$59.27	\$46.10	\$59.27
Level 4	\$61.79	\$48.06	\$61.79	\$48.06	\$61.79
Level 5	\$64.31	\$50.02	\$64.31	\$50.02	\$64.31
Call centre technical associate	\$70.45	\$54.79	\$70.45	\$54.79	\$70.45

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

Table 1 of 3

Classification	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker	Working through a meal break	Afternoon shift
Level 1 - year 1	\$10.20	\$12.75	\$20.40	\$25.50	\$15.30	\$20.40	\$20.40	\$11.73
Level 1 - year 2	\$10.68	\$13.35	\$21.36	\$26.70	\$16.02	\$21.36	\$21.36	\$12.28
Level 1 - year 3	\$11.01	\$13.76	\$22.02	\$27.53	\$16.52	\$22.02	\$22.02	\$12.66
Level 2 - year 1	\$11.14	\$13.93	\$22.28	\$27.85	\$16.71	\$22.28	\$22.28	\$12.81
Level 2 - year 2	\$11.35	\$14.19	\$22.70	\$28.38	\$17.03	\$22.70	\$22.70	\$13.05
Level 3	\$11.77	\$14.71	\$23.54	\$29.43	\$17.66	\$23.54	\$23.54	\$13.54
Call centre principal customer contact specialist	\$11.85	\$14.81	\$23.70	\$29.63	\$17.78	\$23.70	\$23.70	\$13.63
Level 4	\$12.36	\$15.45	\$24.72	\$30.90	\$18.54	\$24.72	\$24.72	\$14.21
Level 5	\$12.86	\$16.08	\$25.72	\$32.15	\$19.29	\$25.72	\$25.72	\$14.79
Call centre technical associate	\$14.09	\$17.61	\$28.18	\$35.23	\$21.14	\$28.18	\$28.18	\$16.20

**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	\$13.26	\$11.73	\$15.30	\$15.30	\$15.30	\$20.40	\$20.40	\$20.40
Level 1 - year 2	\$13.88	\$12.28	\$16.02	\$16.02	\$16.02	\$21.36	\$21.36	\$21.36
Level 1 - year 3	\$14.31	\$12.66	\$16.52	\$16.52	\$16.52	\$22.02	\$22.02	\$22.02
Level 2 - year 1	\$14.48	\$12.81	\$16.71	\$16.71	\$16.71	\$22.28	\$22.28	\$22.28
Level 2 - year 2	\$14.76	\$13.05	\$17.03	\$17.03	\$17.03	\$22.70	\$22.70	\$22.70
Level 3	\$15.30	\$13.54	\$17.66	\$17.66	\$17.66	\$23.54	\$23.54	\$23.54
Call centre principal customer contact specialist	\$15.41	\$13.63	\$17.78	\$17.78	\$17.78	\$23.70	\$23.70	\$23.70
Level 4	\$16.07	\$14.21	\$18.54	\$18.54	\$18.54	\$24.72	\$24.72	\$24.72
Level 5	\$16.72	\$14.79	\$19.29	\$19.29	\$19.29	\$25.72	\$25.72	\$25.72
Call centre technical associate	\$18.32	\$16.20	\$21.14	\$21.14	\$21.14	\$28.18	\$28.18	\$28.18

**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	\$15.30	\$20.40	\$15.30	\$20.40	\$20.40	\$20.40
Level 1 - year 2	\$16.02	\$21.36	\$16.02	\$21.36	\$21.36	\$21.36
Level 1 - year 3	\$16.52	\$22.02	\$16.52	\$22.02	\$22.02	\$22.02
Level 2 - year 1	\$16.71	\$22.28	\$16.71	\$22.28	\$22.28	\$22.28
Level 2 - year 2	\$17.03	\$22.70	\$17.03	\$22.70	\$22.70	\$22.70
Level 3	\$17.66	\$23.54	\$17.66	\$23.54	\$23.54	\$23.54
Call centre principal customer contact specialist	\$17.78	\$23.70	\$17.78	\$23.70	\$23.70	\$23.70
Level 4	\$18.54	\$24.72	\$18.54	\$24.72	\$24.72	\$24.72
Level 5	\$19.29	\$25.72	\$19.29	\$25.72	\$25.72	\$25.72
Call centre technical associate	\$21.14	\$28.18	\$21.14	\$28.18	\$28.18	\$28.18

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

Table 1 of 3

Classification	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker	Working through a meal break	Afternoon shift
Level 1 - year 1	\$11.33	\$14.16	\$22.66	\$28.33	\$17.00	\$22.66	\$22.66	\$13.03
Level 1 - year 2	\$11.87	\$14.84	\$23.74	\$29.68	\$17.81	\$23.74	\$23.74	\$13.65
Level 1 - year 3	\$12.24	\$15.30	\$24.48	\$30.60	\$18.36	\$24.48	\$24.48	\$14.08
Level 2 - year 1	\$12.38	\$15.48	\$24.76	\$30.95	\$18.57	\$24.76	\$24.76	\$14.24
Level 2 - year 2	\$12.61	\$15.76	\$25.22	\$31.53	\$18.92	\$25.22	\$25.22	\$14.50
Level 3	\$13.08	\$16.35	\$26.16	\$32.70	\$19.62	\$26.16	\$26.16	\$15.04
Call centre principal customer contact specialist	\$13.17	\$16.46	\$26.34	\$32.93	\$19.76	\$26.34	\$26.34	\$15.15
Level 4	\$13.73	\$17.16	\$27.46	\$34.33	\$20.60	\$27.46	\$27.46	\$15.79
Level 5	\$14.29	\$17.86	\$28.58	\$35.73	\$21.44	\$28.58	\$28.58	\$16.43
Call centre technical associate	\$15.65	\$19.56	\$31.30	\$39.13	\$23.48	\$31.30	\$31.30	\$18.00

**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	\$14.73	\$13.03	\$17.00	\$17.00	\$17.00	\$22.66	\$22.66	\$22.66
Level 1 - year 2	\$15.43	\$13.65	\$17.81	\$17.81	\$17.81	\$23.74	\$23.74	\$23.74
Level 1 - year 3	\$15.91	\$14.08	\$18.36	\$18.36	\$18.36	\$24.48	\$24.48	\$24.48
Level 2 - year 1	\$16.09	\$14.24	\$18.57	\$18.57	\$18.57	\$24.76	\$24.76	\$24.76
Level 2 - year 2	\$16.39	\$14.50	\$18.92	\$18.92	\$18.92	\$25.22	\$25.22	\$25.22
Level 3	\$17.00	\$15.04	\$19.62	\$19.62	\$19.62	\$26.16	\$26.16	\$26.16
Call centre principal customer contact specialist	\$17.12	\$15.15	\$19.76	\$19.76	\$19.76	\$26.34	\$26.34	\$26.34
Level 4	\$17.85	\$15.79	\$20.60	\$20.60	\$20.60	\$27.46	\$27.46	\$27.46
Level 5	\$18.58	\$16.43	\$21.44	\$21.44	\$21.44	\$28.58	\$28.58	\$28.58
Call centre technical associate	\$20.35	\$18.00	\$23.48	\$23.48	\$23.48	\$31.30	\$31.30	\$31.30

**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	\$17.00	\$22.66	\$17.00	\$22.66	\$22.66	\$22.66
Level 1 - year 2	\$17.81	\$23.74	\$17.81	\$23.74	\$23.74	\$23.74
Level 1 - year 3	\$18.36	\$24.48	\$18.36	\$24.48	\$24.48	\$24.48
Level 2 - year 1	\$18.57	\$24.76	\$18.57	\$24.76	\$24.76	\$24.76
Level 2 - year 2	\$18.92	\$25.22	\$18.92	\$25.22	\$25.22	\$25.22
Level 3	\$19.62	\$26.16	\$19.62	\$26.16	\$26.16	\$26.16
Call centre principal customer contact specialist	\$19.76	\$26.34	\$19.76	\$26.34	\$26.34	\$26.34
Level 4	\$20.60	\$27.46	\$20.60	\$27.46	\$27.46	\$27.46
Level 5	\$21.44	\$28.58	\$21.44	\$28.58	\$28.58	\$28.58
Call centre technical associate	\$23.48	\$31.30	\$23.48	\$31.30	\$31.30	\$31.30

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

Table 1 of 3

Classification	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker	Working through a meal break	Afternoon shift
Level 1 - year 1	\$13.60	\$17.00	\$27.20	\$34.00	\$20.40	\$27.20	\$27.20	\$15.64
Level 1 - year 2	\$14.24	\$17.80	\$28.48	\$35.60	\$21.36	\$28.48	\$28.48	\$16.38
Level 1 - year 3	\$14.68	\$18.35	\$29.36	\$36.70	\$22.02	\$29.36	\$29.36	\$16.88
Level 2 - year 1	\$14.86	\$18.58	\$29.72	\$37.15	\$22.29	\$29.72	\$29.72	\$17.09
Level 2 - year 2	\$15.13	\$18.91	\$30.26	\$37.83	\$22.70	\$30.26	\$30.26	\$17.40
Level 3	\$15.69	\$19.61	\$31.38	\$39.23	\$23.54	\$31.38	\$31.38	\$18.04
Call centre principal customer contact specialist	\$15.80	\$19.75	\$31.60	\$39.50	\$23.70	\$31.60	\$31.60	\$18.17
Level 4	\$16.48	\$20.60	\$32.96	\$41.20	\$24.72	\$32.96	\$32.96	\$18.95
Level 5	\$17.15	\$21.44	\$34.30	\$42.88	\$25.73	\$34.30	\$34.30	\$19.72
Call centre technical associate	\$18.78	\$23.48	\$37.56	\$46.95	\$28.17	\$37.56	\$37.56	\$21.60

**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	\$17.68	\$15.64	\$20.40	\$20.40	\$20.40	\$27.20	\$27.20	\$27.20
Level 1 - year 2	\$18.51	\$16.38	\$21.36	\$21.36	\$21.36	\$28.48	\$28.48	\$28.48
Level 1 - year 3	\$19.08	\$16.88	\$22.02	\$22.02	\$22.02	\$29.36	\$29.36	\$29.36
Level 2 - year 1	\$19.32	\$17.09	\$22.29	\$22.29	\$22.29	\$29.72	\$29.72	\$29.72
Level 2 - year 2	\$19.67	\$17.40	\$22.70	\$22.70	\$22.70	\$30.26	\$30.26	\$30.26
Level 3	\$20.40	\$18.04	\$23.54	\$23.54	\$23.54	\$31.38	\$31.38	\$31.38
Call centre principal customer contact specialist	\$20.54	\$18.17	\$23.70	\$23.70	\$23.70	\$31.60	\$31.60	\$31.60
Level 4	\$21.42	\$18.95	\$24.72	\$24.72	\$24.72	\$32.96	\$32.96	\$32.96
Level 5	\$22.30	\$19.72	\$25.73	\$25.73	\$25.73	\$34.30	\$34.30	\$34.30
Call centre technical associate	\$24.41	\$21.60	\$28.17	\$28.17	\$28.17	\$37.56	\$37.56	\$37.56

**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	\$20.40	\$27.20	\$20.40	\$27.20	\$27.20	\$27.20
Level 1 - year 2	\$21.36	\$28.48	\$21.36	\$28.48	\$28.48	\$28.48
Level 1 - year 3	\$22.02	\$29.36	\$22.02	\$29.36	\$29.36	\$29.36
Level 2 - year 1	\$22.29	\$29.72	\$22.29	\$29.72	\$29.72	\$29.72
Level 2 - year 2	\$22.70	\$30.26	\$22.70	\$30.26	\$30.26	\$30.26
Level 3	\$23.54	\$31.38	\$23.54	\$31.38	\$31.38	\$31.38
Call centre principal customer contact specialist	\$23.70	\$31.60	\$23.70	\$31.60	\$31.60	\$31.60
Level 4	\$24.72	\$32.96	\$24.72	\$32.96	\$32.96	\$32.96
Level 5	\$25.73	\$34.30	\$25.73	\$34.30	\$34.30	\$34.30
Call centre technical associate	\$28.17	\$37.56	\$28.17	\$37.56	\$37.56	\$37.56

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

Table 1 of 3

Classification	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker	Working through a meal break	Afternoon shift
Level 1 - year 1	\$15.87	\$19.84	\$31.74	\$39.68	\$23.81	\$31.74	\$31.74	\$18.25
Level 1 - year 2	\$16.62	\$20.78	\$33.24	\$41.55	\$24.93	\$33.24	\$33.24	\$19.11
Level 1 - year 3	\$17.13	\$21.41	\$34.26	\$42.83	\$25.70	\$34.26	\$34.26	\$19.70
Level 2 - year 1	\$17.33	\$21.66	\$34.66	\$43.33	\$26.00	\$34.66	\$34.66	\$19.93
Level 2 - year 2	\$17.65	\$22.06	\$35.30	\$44.13	\$26.48	\$35.30	\$35.30	\$20.30
Level 3	\$18.31	\$22.89	\$36.62	\$45.78	\$27.47	\$36.62	\$36.62	\$21.06
Call centre principal customer contact specialist	\$18.44	\$23.05	\$36.88	\$46.10	\$27.66	\$36.88	\$36.88	\$21.21
Level 4	\$19.22	\$24.03	\$38.44	\$48.05	\$28.83	\$38.44	\$38.44	\$22.10
Level 5	\$20.01	\$25.01	\$40.02	\$50.03	\$30.02	\$40.02	\$40.02	\$23.01
Call centre technical associate	\$21.91	\$27.39	\$43.82	\$54.78	\$32.87	\$43.82	\$43.82	\$25.20

**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	\$20.63	\$18.25	\$23.81	\$23.81	\$23.81	\$31.74	\$31.74	\$31.74
Level 1 - year 2	\$21.61	\$19.11	\$24.93	\$24.93	\$24.93	\$33.24	\$33.24	\$33.24
Level 1 - year 3	\$22.27	\$19.70	\$25.70	\$25.70	\$25.70	\$34.26	\$34.26	\$34.26
Level 2 - year 1	\$22.53	\$19.93	\$26.00	\$26.00	\$26.00	\$34.66	\$34.66	\$34.66
Level 2 - year 2	\$22.95	\$20.30	\$26.48	\$26.48	\$26.48	\$35.30	\$35.30	\$35.30
Level 3	\$23.80	\$21.06	\$27.47	\$27.47	\$27.47	\$36.62	\$36.62	\$36.62
Call centre principal customer contact specialist	\$23.97	\$21.21	\$27.66	\$27.66	\$27.66	\$36.88	\$36.88	\$36.88
Level 4	\$24.99	\$22.10	\$28.83	\$28.83	\$28.83	\$38.44	\$38.44	\$38.44
Level 5	\$26.01	\$23.01	\$30.02	\$30.02	\$30.02	\$40.02	\$40.02	\$40.02
Call centre technical associate	\$28.48	\$25.20	\$32.87	\$32.87	\$32.87	\$43.82	\$43.82	\$43.82

**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	\$23.81	\$31.74	\$23.81	\$31.74	\$31.74	\$31.74
Level 1 - year 2	\$24.93	\$33.24	\$24.93	\$33.24	\$33.24	\$33.24
Level 1 - year 3	\$25.70	\$34.26	\$25.70	\$34.26	\$34.26	\$34.26
Level 2 - year 1	\$26.00	\$34.66	\$26.00	\$34.66	\$34.66	\$34.66
Level 2 - year 2	\$26.48	\$35.30	\$26.48	\$35.30	\$35.30	\$35.30
Level 3	\$27.47	\$36.62	\$27.47	\$36.62	\$36.62	\$36.62
Call centre principal customer contact specialist	\$27.66	\$36.88	\$27.66	\$36.88	\$36.88	\$36.88
Level 4	\$28.83	\$38.44	\$28.83	\$38.44	\$38.44	\$38.44
Level 5	\$30.02	\$40.02	\$30.02	\$40.02	\$40.02	\$40.02
Call centre technical associate	\$32.87	\$43.82	\$32.87	\$43.82	\$43.82	\$43.82

## Junior - Full-time & part-time - 19 years

Table 1 of 3

Classification	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker	Working through a meal break	Afternoon shift
Level 1 - year 1	\$18.13	\$22.66	\$36.26	\$45.33	\$27.20	\$36.26	\$36.26	\$20.85
Level 1 - year 2	\$18.99	\$23.74	\$37.98	\$47.48	\$28.49	\$37.98	\$37.98	\$21.84
Level 1 - year 3	\$19.58	\$24.48	\$39.16	\$48.95	\$29.37	\$39.16	\$39.16	\$22.52
Level 2 - year 1	\$19.81	\$24.76	\$39.62	\$49.53	\$29.72	\$39.62	\$39.62	\$22.78
Level 2 - year 2	\$20.17	\$25.21	\$40.34	\$50.43	\$30.26	\$40.34	\$40.34	\$23.20
Level 3	\$20.92	\$26.15	\$41.84	\$52.30	\$31.38	\$41.84	\$41.84	\$24.06
Call centre principal customer contact specialist	\$21.07	\$26.34	\$42.14	\$52.68	\$31.61	\$42.14	\$42.14	\$24.23
Level 4	\$21.97	\$27.46	\$43.94	\$54.93	\$32.96	\$43.94	\$43.94	\$25.27
Level 5	\$22.86	\$28.58	\$45.72	\$57.15	\$34.29	\$45.72	\$45.72	\$26.29
Call centre technical associate	\$25.04	\$31.30	\$50.08	\$62.60	\$37.56	\$50.08	\$50.08	\$28.80

**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	\$23.57	\$20.85	\$27.20	\$27.20	\$27.20	\$36.26	\$36.26	\$36.26
Level 1 - year 2	\$24.69	\$21.84	\$28.49	\$28.49	\$28.49	\$37.98	\$37.98	\$37.98
Level 1 - year 3	\$25.45	\$22.52	\$29.37	\$29.37	\$29.37	\$39.16	\$39.16	\$39.16
Level 2 - year 1	\$25.75	\$22.78	\$29.72	\$29.72	\$29.72	\$39.62	\$39.62	\$39.62
Level 2 - year 2	\$26.22	\$23.20	\$30.26	\$30.26	\$30.26	\$40.34	\$40.34	\$40.34
Level 3	\$27.20	\$24.06	\$31.38	\$31.38	\$31.38	\$41.84	\$41.84	\$41.84
Call centre principal customer contact specialist	\$27.39	\$24.23	\$31.61	\$31.61	\$31.61	\$42.14	\$42.14	\$42.14
Level 4	\$28.56	\$25.27	\$32.96	\$32.96	\$32.96	\$43.94	\$43.94	\$43.94
Level 5	\$29.72	\$26.29	\$34.29	\$34.29	\$34.29	\$45.72	\$45.72	\$45.72
Call centre technical associate	\$32.55	\$28.80	\$37.56	\$37.56	\$37.56	\$50.08	\$50.08	\$50.08

**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	\$27.20	\$36.26	\$27.20	\$36.26	\$36.26	\$36.26
Level 1 - year 2	\$28.49	\$37.98	\$28.49	\$37.98	\$37.98	\$37.98
Level 1 - year 3	\$29.37	\$39.16	\$29.37	\$39.16	\$39.16	\$39.16
Level 2 - year 1	\$29.72	\$39.62	\$29.72	\$39.62	\$39.62	\$39.62
Level 2 - year 2	\$30.26	\$40.34	\$30.26	\$40.34	\$40.34	\$40.34
Level 3	\$31.38	\$41.84	\$31.38	\$41.84	\$41.84	\$41.84
Call centre principal customer contact specialist	\$31.61	\$42.14	\$31.61	\$42.14	\$42.14	\$42.14
Level 4	\$32.96	\$43.94	\$32.96	\$43.94	\$43.94	\$43.94
Level 5	\$34.29	\$45.72	\$34.29	\$45.72	\$45.72	\$45.72
Call centre technical associate	\$37.56	\$50.08	\$37.56	\$50.08	\$50.08	\$50.08

## Junior - Full-time & part-time - 20 years

Table 1 of 3

Classification	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker	Working through a meal break	Afternoon shift
Level 1 - year 1	\$20.40	\$25.50	\$40.80	\$51.00	\$30.60	\$40.80	\$40.80	\$23.46
Level 1 - year 2	\$21.37	\$26.71	\$42.74	\$53.43	\$32.06	\$42.74	\$42.74	\$24.58
Level 1 - year 3	\$22.02	\$27.53	\$44.04	\$55.05	\$33.03	\$44.04	\$44.04	\$25.32
Level 2 - year 1	\$22.28	\$27.85	\$44.56	\$55.70	\$33.42	\$44.56	\$44.56	\$25.62
Level 2 - year 2	\$22.70	\$28.38	\$45.40	\$56.75	\$34.05	\$45.40	\$45.40	\$26.11
Level 3	\$23.54	\$29.43	\$47.08	\$58.85	\$35.31	\$47.08	\$47.08	\$27.07
Call centre principal customer contact specialist	\$23.70	\$29.63	\$47.40	\$59.25	\$35.55	\$47.40	\$47.40	\$27.26
Level 4	\$24.72	\$30.90	\$49.44	\$61.80	\$37.08	\$49.44	\$49.44	\$28.43
Level 5	\$25.72	\$32.15	\$51.44	\$64.30	\$38.58	\$51.44	\$51.44	\$29.58
Call centre technical associate	\$28.17	\$35.21	\$56.34	\$70.43	\$42.26	\$56.34	\$56.34	\$32.40

**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	\$26.52	\$23.46	\$30.60	\$30.60	\$30.60	\$40.80	\$40.80	\$40.80
Level 1 - year 2	\$27.78	\$24.58	\$32.06	\$32.06	\$32.06	\$42.74	\$42.74	\$42.74
Level 1 - year 3	\$28.63	\$25.32	\$33.03	\$33.03	\$33.03	\$44.04	\$44.04	\$44.04
Level 2 - year 1	\$28.96	\$25.62	\$33.42	\$33.42	\$33.42	\$44.56	\$44.56	\$44.56
Level 2 - year 2	\$29.51	\$26.11	\$34.05	\$34.05	\$34.05	\$45.40	\$45.40	\$45.40
Level 3	\$30.60	\$27.07	\$35.31	\$35.31	\$35.31	\$47.08	\$47.08	\$47.08
Call centre principal customer contact specialist	\$30.81	\$27.26	\$35.55	\$35.55	\$35.55	\$47.40	\$47.40	\$47.40
Level 4	\$32.14	\$28.43	\$37.08	\$37.08	\$37.08	\$49.44	\$49.44	\$49.44
Level 5	\$33.44	\$29.58	\$38.58	\$38.58	\$38.58	\$51.44	\$51.44	\$51.44
Call centre technical associate	\$36.62	\$32.40	\$42.26	\$42.26	\$42.26	\$56.34	\$56.34	\$56.34

**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	\$30.60	\$40.80	\$30.60	\$40.80	\$40.80	\$40.80
Level 1 - year 2	\$32.06	\$42.74	\$32.06	\$42.74	\$42.74	\$42.74
Level 1 - year 3	\$33.03	\$44.04	\$33.03	\$44.04	\$44.04	\$44.04
Level 2 - year 1	\$33.42	\$44.56	\$33.42	\$44.56	\$44.56	\$44.56
Level 2 - year 2	\$34.05	\$45.40	\$34.05	\$45.40	\$45.40	\$45.40
Level 3	\$35.31	\$47.08	\$35.31	\$47.08	\$47.08	\$47.08
Call centre principal customer contact specialist	\$35.55	\$47.40	\$35.55	\$47.40	\$47.40	\$47.40
Level 4	\$37.08	\$49.44	\$37.08	\$49.44	\$49.44	\$49.44
Level 5	\$38.58	\$51.44	\$38.58	\$51.44	\$51.44	\$51.44
Call centre technical associate	\$42.26	\$56.34	\$42.26	\$56.34	\$56.34	\$56.34

## Junior - Casual - Under 16 years

Table 1 of 3

Classification	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker	Working through a meal break	Afternoon shift
Level 1 - year 1	\$12.75	\$15.30	\$22.95	\$28.05	\$17.85	\$22.95	\$22.95	\$14.28
Level 1 - year 2	\$13.35	\$16.02	\$24.03	\$29.37	\$18.69	\$24.03	\$24.03	\$14.95
Level 1 - year 3	\$13.76	\$16.52	\$24.77	\$30.28	\$19.27	\$24.77	\$24.77	\$15.41
Level 2 - year 1	\$13.93	\$16.71	\$25.07	\$30.64	\$19.50	\$25.07	\$25.07	\$15.60
Level 2 - year 2	\$14.19	\$17.03	\$25.54	\$31.21	\$19.86	\$25.54	\$25.54	\$15.89
Level 3	\$14.71	\$17.66	\$26.48	\$32.37	\$20.60	\$26.48	\$26.48	\$16.48
Call centre principal customer contact specialist	\$14.81	\$17.78	\$26.66	\$32.59	\$20.74	\$26.66	\$26.66	\$16.59
Level 4	\$15.45	\$18.54	\$27.81	\$33.99	\$21.63	\$27.81	\$27.81	\$17.30
Level 5	\$16.08	\$19.29	\$28.94	\$35.37	\$22.51	\$28.94	\$28.94	\$18.00
Call centre technical associate	\$17.61	\$21.14	\$31.70	\$38.75	\$24.66	\$31.70	\$31.70	\$19.73

**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>
Level 1 - year 1	\$15.81	\$14.28	\$17.85	\$17.85	\$17.85	\$22.95	\$22.95
Level 1 - year 2	\$16.55	\$14.95	\$18.69	\$18.69	\$18.69	\$24.03	\$24.03
Level 1 - year 3	\$17.07	\$15.41	\$19.27	\$19.27	\$19.27	\$24.77	\$24.77
Level 2 - year 1	\$17.27	\$15.60	\$19.50	\$19.50	\$19.50	\$25.07	\$25.07
Level 2 - year 2	\$17.59	\$15.89	\$19.86	\$19.86	\$19.86	\$25.54	\$25.54
Level 3	\$18.24	\$16.48	\$20.60	\$20.60	\$20.60	\$26.48	\$26.48
Call centre principal customer contact specialist	\$18.37	\$16.59	\$20.74	\$20.74	\$20.74	\$26.66	\$26.66
Level 4	\$19.16	\$17.30	\$21.63	\$21.63	\$21.63	\$27.81	\$27.81
Level 5	\$19.93	\$18.00	\$22.51	\$22.51	\$22.51	\$28.94	\$28.94
Call centre technical associate	\$21.84	\$19.73	\$24.66	\$24.66	\$24.66	\$31.70	\$31.70

**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>
Level 1 - year 1	\$22.95	\$17.85	\$22.95	\$17.85	\$22.95
Level 1 - year 2	\$24.03	\$18.69	\$24.03	\$18.69	\$24.03
Level 1 - year 3	\$24.77	\$19.27	\$24.77	\$19.27	\$24.77
Level 2 - year 1	\$25.07	\$19.50	\$25.07	\$19.50	\$25.07
Level 2 - year 2	\$25.54	\$19.86	\$25.54	\$19.86	\$25.54
Level 3	\$26.48	\$20.60	\$26.48	\$20.60	\$26.48
Call centre principal customer contact specialist	\$26.66	\$20.74	\$26.66	\$20.74	\$26.66
Level 4	\$27.81	\$21.63	\$27.81	\$21.63	\$27.81
Level 5	\$28.94	\$22.51	\$28.94	\$22.51	\$28.94
Call centre technical associate	\$31.70	\$24.66	\$31.70	\$24.66	\$31.70

## Junior - Casual - 16 years

Table 1 of 3

Classification	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker	Working through a meal break	Afternoon shift
Level 1 - year 1	\$14.16	\$17.00	\$25.49	\$31.16	\$19.83	\$25.49	\$25.49	\$15.86
Level 1 - year 2	\$14.84	\$17.81	\$26.71	\$32.64	\$20.77	\$26.71	\$26.71	\$16.62
Level 1 - year 3	\$15.30	\$18.36	\$27.54	\$33.66	\$21.42	\$27.54	\$27.54	\$17.14
Level 2 - year 1	\$15.48	\$18.57	\$27.86	\$34.05	\$21.67	\$27.86	\$27.86	\$17.33
Level 2 - year 2	\$15.76	\$18.92	\$28.37	\$34.68	\$22.07	\$28.37	\$28.37	\$17.65
Level 3	\$16.35	\$19.62	\$29.43	\$35.97	\$22.89	\$29.43	\$29.43	\$18.31
Call centre principal customer contact specialist	\$16.46	\$19.76	\$29.63	\$36.22	\$23.05	\$29.63	\$29.63	\$18.44
Level 4	\$17.16	\$20.60	\$30.89	\$37.76	\$24.03	\$30.89	\$30.89	\$19.22
Level 5	\$17.86	\$21.44	\$32.15	\$39.30	\$25.01	\$32.15	\$32.15	\$20.01
Call centre technical associate	\$19.56	\$23.48	\$35.21	\$43.04	\$27.39	\$35.21	\$35.21	\$21.91

**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>
Level 1 - year 1	\$17.56	\$15.86	\$19.83	\$19.83	\$19.83	\$25.49	\$25.49
Level 1 - year 2	\$18.40	\$16.62	\$20.77	\$20.77	\$20.77	\$26.71	\$26.71
Level 1 - year 3	\$18.97	\$17.14	\$21.42	\$21.42	\$21.42	\$27.54	\$27.54
Level 2 - year 1	\$19.19	\$17.33	\$21.67	\$21.67	\$21.67	\$27.86	\$27.86
Level 2 - year 2	\$19.55	\$17.65	\$22.07	\$22.07	\$22.07	\$28.37	\$28.37
Level 3	\$20.27	\$18.31	\$22.89	\$22.89	\$22.89	\$29.43	\$29.43
Call centre principal customer contact specialist	\$20.41	\$18.44	\$23.05	\$23.05	\$23.05	\$29.63	\$29.63
Level 4	\$21.28	\$19.22	\$24.03	\$24.03	\$24.03	\$30.89	\$30.89
Level 5	\$22.15	\$20.01	\$25.01	\$25.01	\$25.01	\$32.15	\$32.15
Call centre technical associate	\$24.26	\$21.91	\$27.39	\$27.39	\$27.39	\$35.21	\$35.21

**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>
Level 1 - year 1	\$25.49	\$19.83	\$25.49	\$19.83	\$25.49
Level 1 - year 2	\$26.71	\$20.77	\$26.71	\$20.77	\$26.71
Level 1 - year 3	\$27.54	\$21.42	\$27.54	\$21.42	\$27.54
Level 2 - year 1	\$27.86	\$21.67	\$27.86	\$21.67	\$27.86
Level 2 - year 2	\$28.37	\$22.07	\$28.37	\$22.07	\$28.37
Level 3	\$29.43	\$22.89	\$29.43	\$22.89	\$29.43
Call centre principal customer contact specialist	\$29.63	\$23.05	\$29.63	\$23.05	\$29.63
Level 4	\$30.89	\$24.03	\$30.89	\$24.03	\$30.89
Level 5	\$32.15	\$25.01	\$32.15	\$25.01	\$32.15
Call centre technical associate	\$35.21	\$27.39	\$35.21	\$27.39	\$35.21

## Junior - Casual - 17 years

Table 1 of 3

Classification	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker	Working through a meal break	Afternoon shift
Level 1 - year 1	\$17.00	\$20.40	\$30.60	\$37.40	\$23.80	\$30.60	\$30.60	\$19.04
Level 1 - year 2	\$17.80	\$21.36	\$32.04	\$39.16	\$24.92	\$32.04	\$32.04	\$19.94
Level 1 - year 3	\$18.35	\$22.02	\$33.03	\$40.37	\$25.69	\$33.03	\$33.03	\$20.55
Level 2 - year 1	\$18.58	\$22.29	\$33.44	\$40.87	\$26.01	\$33.44	\$33.44	\$20.80
Level 2 - year 2	\$18.91	\$22.70	\$34.04	\$41.61	\$26.48	\$34.04	\$34.04	\$21.18
Level 3	\$19.61	\$23.54	\$35.30	\$43.15	\$27.46	\$35.30	\$35.30	\$21.97
Call centre principal customer contact specialist	\$19.75	\$23.70	\$35.55	\$43.45	\$27.65	\$35.55	\$35.55	\$22.12
Level 4	\$20.60	\$24.72	\$37.08	\$45.32	\$28.84	\$37.08	\$37.08	\$23.07
Level 5	\$21.44	\$25.73	\$38.59	\$47.16	\$30.01	\$38.59	\$38.59	\$24.01
Call centre technical associate	\$23.48	\$28.17	\$42.26	\$51.65	\$32.87	\$42.26	\$42.26	\$26.29

**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>
Level 1 - year 1	\$21.08	\$19.04	\$23.80	\$23.80	\$23.80	\$30.60	\$30.60
Level 1 - year 2	\$22.07	\$19.94	\$24.92	\$24.92	\$24.92	\$32.04	\$32.04
Level 1 - year 3	\$22.75	\$20.55	\$25.69	\$25.69	\$25.69	\$33.03	\$33.03
Level 2 - year 1	\$23.03	\$20.80	\$26.01	\$26.01	\$26.01	\$33.44	\$33.44
Level 2 - year 2	\$23.45	\$21.18	\$26.48	\$26.48	\$26.48	\$34.04	\$34.04
Level 3	\$24.32	\$21.97	\$27.46	\$27.46	\$27.46	\$35.30	\$35.30
Call centre principal customer contact specialist	\$24.49	\$22.12	\$27.65	\$27.65	\$27.65	\$35.55	\$35.55
Level 4	\$25.54	\$23.07	\$28.84	\$28.84	\$28.84	\$37.08	\$37.08
Level 5	\$26.58	\$24.01	\$30.01	\$30.01	\$30.01	\$38.59	\$38.59
Call centre technical associate	\$29.11	\$26.29	\$32.87	\$32.87	\$32.87	\$42.26	\$42.26

**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>
Level 1 - year 1	\$30.60	\$23.80	\$30.60	\$23.80	\$30.60
Level 1 - year 2	\$32.04	\$24.92	\$32.04	\$24.92	\$32.04
Level 1 - year 3	\$33.03	\$25.69	\$33.03	\$25.69	\$33.03
Level 2 - year 1	\$33.44	\$26.01	\$33.44	\$26.01	\$33.44
Level 2 - year 2	\$34.04	\$26.48	\$34.04	\$26.48	\$34.04
Level 3	\$35.30	\$27.46	\$35.30	\$27.46	\$35.30
Call centre principal customer contact specialist	\$35.55	\$27.65	\$35.55	\$27.65	\$35.55
Level 4	\$37.08	\$28.84	\$37.08	\$28.84	\$37.08
Level 5	\$38.59	\$30.01	\$38.59	\$30.01	\$38.59
Call centre technical associate	\$42.26	\$32.87	\$42.26	\$32.87	\$42.26

## Junior - Casual - 18 years

Table 1 of 3

Classification	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker	Working through a meal break	Afternoon shift
Level 1 - year 1	\$19.84	\$23.81	\$35.71	\$43.64	\$27.77	\$35.71	\$35.71	\$22.22
Level 1 - year 2	\$20.78	\$24.93	\$37.40	\$45.71	\$29.09	\$37.40	\$37.40	\$23.27
Level 1 - year 3	\$21.41	\$25.70	\$38.54	\$47.11	\$29.98	\$38.54	\$38.54	\$23.98
Level 2 - year 1	\$21.66	\$26.00	\$38.99	\$47.66	\$30.33	\$38.99	\$38.99	\$24.26
Level 2 - year 2	\$22.06	\$26.48	\$39.71	\$48.54	\$30.89	\$39.71	\$39.71	\$24.71
Level 3	\$22.89	\$27.47	\$41.20	\$50.35	\$32.04	\$41.20	\$41.20	\$25.63
Call centre principal customer contact specialist	\$23.05	\$27.66	\$41.49	\$50.71	\$32.27	\$41.49	\$41.49	\$25.82
Level 4	\$24.03	\$28.83	\$43.25	\$52.86	\$33.64	\$43.25	\$43.25	\$26.91
Level 5	\$25.01	\$30.02	\$45.02	\$55.03	\$35.02	\$45.02	\$45.02	\$28.01
Call centre technical associate	\$27.39	\$32.87	\$49.30	\$60.25	\$38.34	\$49.30	\$49.30	\$30.67

**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>
Level 1 - year 1	\$24.60	\$22.22	\$27.77	\$27.77	\$27.77	\$35.71	\$35.71
Level 1 - year 2	\$25.76	\$23.27	\$29.09	\$29.09	\$29.09	\$37.40	\$37.40
Level 1 - year 3	\$26.55	\$23.98	\$29.98	\$29.98	\$29.98	\$38.54	\$38.54
Level 2 - year 1	\$26.86	\$24.26	\$30.33	\$30.33	\$30.33	\$38.99	\$38.99
Level 2 - year 2	\$27.36	\$24.71	\$30.89	\$30.89	\$30.89	\$39.71	\$39.71
Level 3	\$28.38	\$25.63	\$32.04	\$32.04	\$32.04	\$41.20	\$41.20
Call centre principal customer contact specialist	\$28.58	\$25.82	\$32.27	\$32.27	\$32.27	\$41.49	\$41.49
Level 4	\$29.79	\$26.91	\$33.64	\$33.64	\$33.64	\$43.25	\$43.25
Level 5	\$31.02	\$28.01	\$35.02	\$35.02	\$35.02	\$45.02	\$45.02
Call centre technical associate	\$33.96	\$30.67	\$38.34	\$38.34	\$38.34	\$49.30	\$49.30

**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>
Level 1 - year 1	\$35.71	\$27.77	\$35.71	\$27.77	\$35.71
Level 1 - year 2	\$37.40	\$29.09	\$37.40	\$29.09	\$37.40
Level 1 - year 3	\$38.54	\$29.98	\$38.54	\$29.98	\$38.54
Level 2 - year 1	\$38.99	\$30.33	\$38.99	\$30.33	\$38.99
Level 2 - year 2	\$39.71	\$30.89	\$39.71	\$30.89	\$39.71
Level 3	\$41.20	\$32.04	\$41.20	\$32.04	\$41.20
Call centre principal customer contact specialist	\$41.49	\$32.27	\$41.49	\$32.27	\$41.49
Level 4	\$43.25	\$33.64	\$43.25	\$33.64	\$43.25
Level 5	\$45.02	\$35.02	\$45.02	\$35.02	\$45.02
Call centre technical associate	\$49.30	\$38.34	\$49.30	\$38.34	\$49.30

## Junior - Casual - 19 years

Table 1 of 3

Classification	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker	Working through a meal break	Afternoon shift
Level 1 - year 1	\$22.66	\$27.20	\$40.79	\$49.86	\$31.73	\$40.79	\$40.79	\$25.38
Level 1 - year 2	\$23.74	\$28.49	\$42.73	\$52.22	\$33.23	\$42.73	\$42.73	\$26.59
Level 1 - year 3	\$24.48	\$29.37	\$44.06	\$53.85	\$34.27	\$44.06	\$44.06	\$27.41
Level 2 - year 1	\$24.76	\$29.72	\$44.57	\$54.48	\$34.67	\$44.57	\$44.57	\$27.73
Level 2 - year 2	\$25.21	\$30.26	\$45.38	\$55.47	\$35.30	\$45.38	\$45.38	\$28.24
Level 3	\$26.15	\$31.38	\$47.07	\$57.53	\$36.61	\$47.07	\$47.07	\$29.29
Call centre principal customer contact specialist	\$26.34	\$31.61	\$47.41	\$57.94	\$36.87	\$47.41	\$47.41	\$29.50
Level 4	\$27.46	\$32.96	\$49.43	\$60.42	\$38.45	\$49.43	\$49.43	\$30.76
Level 5	\$28.58	\$34.29	\$51.44	\$62.87	\$40.01	\$51.44	\$51.44	\$32.00
Call centre technical associate	\$31.30	\$37.56	\$56.34	\$68.86	\$43.82	\$56.34	\$56.34	\$35.06

**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>
Level 1 - year 1	\$28.10	\$25.38	\$31.73	\$31.73	\$31.73	\$40.79	\$40.79
Level 1 - year 2	\$29.43	\$26.59	\$33.23	\$33.23	\$33.23	\$42.73	\$42.73
Level 1 - year 3	\$30.35	\$27.41	\$34.27	\$34.27	\$34.27	\$44.06	\$44.06
Level 2 - year 1	\$30.71	\$27.73	\$34.67	\$34.67	\$34.67	\$44.57	\$44.57
Level 2 - year 2	\$31.26	\$28.24	\$35.30	\$35.30	\$35.30	\$45.38	\$45.38
Level 3	\$32.43	\$29.29	\$36.61	\$36.61	\$36.61	\$47.07	\$47.07
Call centre principal customer contact specialist	\$32.66	\$29.50	\$36.87	\$36.87	\$36.87	\$47.41	\$47.41
Level 4	\$34.05	\$30.76	\$38.45	\$38.45	\$38.45	\$49.43	\$49.43
Level 5	\$35.43	\$32.00	\$40.01	\$40.01	\$40.01	\$51.44	\$51.44
Call centre technical associate	\$38.81	\$35.06	\$43.82	\$43.82	\$43.82	\$56.34	\$56.34

**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>
Level 1 - year 1	\$40.79	\$31.73	\$40.79	\$31.73	\$40.79
Level 1 - year 2	\$42.73	\$33.23	\$42.73	\$33.23	\$42.73
Level 1 - year 3	\$44.06	\$34.27	\$44.06	\$34.27	\$44.06
Level 2 - year 1	\$44.57	\$34.67	\$44.57	\$34.67	\$44.57
Level 2 - year 2	\$45.38	\$35.30	\$45.38	\$35.30	\$45.38
Level 3	\$47.07	\$36.61	\$47.07	\$36.61	\$47.07
Call centre principal customer contact specialist	\$47.41	\$36.87	\$47.41	\$36.87	\$47.41
Level 4	\$49.43	\$38.45	\$49.43	\$38.45	\$49.43
Level 5	\$51.44	\$40.01	\$51.44	\$40.01	\$51.44
Call centre technical associate	\$56.34	\$43.82	\$56.34	\$43.82	\$56.34

## Junior - Casual - 20 years

Table 1 of 3

Classification	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker	Working through a meal break	Afternoon shift
Level 1 - year 1	\$25.50	\$30.60	\$45.90	\$56.10	\$35.70	\$45.90	\$45.90	\$28.56
Level 1 - year 2	\$26.71	\$32.06	\$48.08	\$58.77	\$37.40	\$48.08	\$48.08	\$29.92
Level 1 - year 3	\$27.53	\$33.03	\$49.55	\$60.56	\$38.54	\$49.55	\$49.55	\$30.83
Level 2 - year 1	\$27.85	\$33.42	\$50.13	\$61.27	\$38.99	\$50.13	\$50.13	\$31.19
Level 2 - year 2	\$28.38	\$34.05	\$51.08	\$62.43	\$39.73	\$51.08	\$51.08	\$31.78
Level 3	\$29.43	\$35.31	\$52.97	\$64.74	\$41.20	\$52.97	\$52.97	\$32.96
Call centre principal customer contact specialist	\$29.63	\$35.55	\$53.33	\$65.18	\$41.48	\$53.33	\$53.33	\$33.18
Level 4	\$30.90	\$37.08	\$55.62	\$67.98	\$43.26	\$55.62	\$55.62	\$34.61
Level 5	\$32.15	\$38.58	\$57.87	\$70.73	\$45.01	\$57.87	\$57.87	\$36.01
Call centre technical associate	\$35.21	\$42.26	\$63.38	\$77.47	\$49.30	\$63.38	\$63.38	\$39.44

**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>
Level 1 - year 1	\$31.62	\$28.56	\$35.70	\$35.70	\$35.70	\$45.90	\$45.90
Level 1 - year 2	\$33.12	\$29.92	\$37.40	\$37.40	\$37.40	\$48.08	\$48.08
Level 1 - year 3	\$34.13	\$30.83	\$38.54	\$38.54	\$38.54	\$49.55	\$49.55
Level 2 - year 1	\$34.53	\$31.19	\$38.99	\$38.99	\$38.99	\$50.13	\$50.13
Level 2 - year 2	\$35.19	\$31.78	\$39.73	\$39.73	\$39.73	\$51.08	\$51.08
Level 3	\$36.49	\$32.96	\$41.20	\$41.20	\$41.20	\$52.97	\$52.97
Call centre principal customer contact specialist	\$36.74	\$33.18	\$41.48	\$41.48	\$41.48	\$53.33	\$53.33
Level 4	\$38.32	\$34.61	\$43.26	\$43.26	\$43.26	\$55.62	\$55.62
Level 5	\$39.87	\$36.01	\$45.01	\$45.01	\$45.01	\$57.87	\$57.87
Call centre technical associate	\$43.66	\$39.44	\$49.30	\$49.30	\$49.30	\$63.38	\$63.38

**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>
Level 1 - year 1	\$45.90	\$35.70	\$45.90	\$35.70	\$45.90
Level 1 - year 2	\$48.08	\$37.40	\$48.08	\$37.40	\$48.08
Level 1 - year 3	\$49.55	\$38.54	\$49.55	\$38.54	\$49.55
Level 2 - year 1	\$50.13	\$38.99	\$50.13	\$38.99	\$50.13
Level 2 - year 2	\$51.08	\$39.73	\$51.08	\$39.73	\$51.08
Level 3	\$52.97	\$41.20	\$52.97	\$41.20	\$52.97
Call centre principal customer contact specialist	\$53.33	\$41.48	\$53.33	\$41.48	\$53.33
Level 4	\$55.62	\$43.26	\$55.62	\$43.26	\$55.62
Level 5	\$57.87	\$45.01	\$57.87	\$45.01	\$57.87
Call centre technical associate	\$63.38	\$49.30	\$63.38	\$49.30	\$63.38

## Allowances

Allowances	Rate
First aid allowance	\$14.11 per week
Laundry allowance - full time	\$3.55 per week
Laundry allowance - part-time or casual	\$0.71 per shift
Living away from home allowance - meals & accommodation	an allowance to cover all reasonable expenses for meals and accommodation
Living away from home - travel fares	an allowance to cover all fares to and from the temporary workplace
Living away from home - travel time allowance	payment at the minimum hourly rate for all time spent in travelling between the employee's usual place of employment and the temporary location - up to 8 hours in a 24 hour period
Meal allowance - overtime	\$16.91 for a meal and \$13.54 for an extra meal after 4 hours of overtime
Protective footwear reimbursement	reimbursement for the cost of appropriate protective footwear
Transport of employees reimbursement - starting or finishing outside employees normal hours - shiftworker	reimbursement for the cost of transport
Uniform & protective clothing reimbursement	reimbursement for the cost of purchasing the uniform or protective clothing
Vehicle allowance - expenses	reimbursement for all cost including registration, running and maintenance of the motor vehicle
Vehicle allowance - motorcycle	\$0.31 per km with a maximum of 400 kms per week
Vehicle allowance - motor car	\$0.91 per km with a maximum of 400 kms per week