



Fair Work
OMBUDSMAN

Pay Guide - Clerks - Private Sector Award

[MA000002]

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Rates of pay

Adult

Full-time & part-time

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Classification	Weekly pay rate	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker	Working through a meal break
Level 1 - year 1	\$910.90	\$23.97	\$29.96	\$47.94	\$59.93	\$35.96	\$47.94	\$47.94
Level 1 - year 2	\$954.00	\$25.11	\$31.39	\$50.22	\$62.78	\$37.67	\$50.22	\$50.22
Level 1 - year 3	\$983.40	\$25.88	\$32.35	\$51.76	\$64.70	\$38.82	\$51.76	\$51.76
Level 2 - year 1	\$995.00	\$26.18	\$32.73	\$52.36	\$65.45	\$39.27	\$52.36	\$52.36
Level 2 - year 2	\$1,013.40	\$26.67	\$33.34	\$53.34	\$66.68	\$40.01	\$53.34	\$53.34
Level 3	\$1,050.90	\$27.66	\$34.58	\$55.32	\$69.15	\$41.49	\$55.32	\$55.32
Call centre principal customer contact specialist	\$1,058.30	\$27.85	\$34.81	\$55.70	\$69.63	\$41.78	\$55.70	\$55.70
Level 4	\$1,103.60	\$29.04	\$36.30	\$58.08	\$72.60	\$43.56	\$58.08	\$58.08
Level 5	\$1,148.40	\$30.22	\$37.78	\$60.44	\$75.55	\$45.33	\$60.44	\$60.44
Call centre technical associate	\$1,258.00	\$33.11	\$41.39	\$66.22	\$82.78	\$49.67	\$66.22	\$66.22

Table 2 of 3

Classification	Afternoon shift	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker
Level 1 - year 1	\$27.57	\$31.16	\$27.57	\$35.96	\$35.96	\$35.96	\$47.94	\$47.94
Level 1 - year 2	\$28.88	\$32.64	\$28.88	\$37.67	\$37.67	\$37.67	\$50.22	\$50.22
Level 1 - year 3	\$29.76	\$33.64	\$29.76	\$38.82	\$38.82	\$38.82	\$51.76	\$51.76
Level 2 - year 1	\$30.11	\$34.03	\$30.11	\$39.27	\$39.27	\$39.27	\$52.36	\$52.36
Level 2 - year 2	\$30.67	\$34.67	\$30.67	\$40.01	\$40.01	\$40.01	\$53.34	\$53.34
Level 3	\$31.81	\$35.96	\$31.81	\$41.49	\$41.49	\$41.49	\$55.32	\$55.32
Call centre principal customer contact specialist	\$32.03	\$36.21	\$32.03	\$41.78	\$41.78	\$41.78	\$55.70	\$55.70
Level 4	\$33.40	\$37.75	\$33.40	\$43.56	\$43.56	\$43.56	\$58.08	\$58.08
Level 5	\$34.75	\$39.29	\$34.75	\$45.33	\$45.33	\$45.33	\$60.44	\$60.44
Call centre technical associate	\$38.08	\$43.04	\$38.08	\$49.67	\$49.67	\$49.67	\$66.22	\$66.22

Table 3 of 3

Classification	Overtime - public holiday - outside ordinary working period - shiftworker	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours	Less than 10 hour break between shifts	Less than 8 hour break between shifts - change to shift
Level 1 - year 1	\$47.94	\$35.96	\$47.94	\$35.96	\$47.94	\$47.94	\$47.94
Level 1 - year 2	\$50.22	\$37.67	\$50.22	\$37.67	\$50.22	\$50.22	\$50.22
Level 1 - year 3	\$51.76	\$38.82	\$51.76	\$38.82	\$51.76	\$51.76	\$51.76
Level 2 - year 1	\$52.36	\$39.27	\$52.36	\$39.27	\$52.36	\$52.36	\$52.36
Level 2 - year 2	\$53.34	\$40.01	\$53.34	\$40.01	\$53.34	\$53.34	\$53.34
Level 3	\$55.32	\$41.49	\$55.32	\$41.49	\$55.32	\$55.32	\$55.32
Call centre principal customer contact specialist	\$55.70	\$41.78	\$55.70	\$41.78	\$55.70	\$55.70	\$55.70
Level 4	\$58.08	\$43.56	\$58.08	\$43.56	\$58.08	\$58.08	\$58.08
Level 5	\$60.44	\$45.33	\$60.44	\$45.33	\$60.44	\$60.44	\$60.44
Call centre technical associate	\$66.22	\$49.67	\$66.22	\$49.67	\$66.22	\$66.22	\$66.22

Casual

Table 1 of 3

Classification	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker	Working through a meal break
Level 1 - year 1	\$29.96	\$35.96	\$53.93	\$65.92	\$41.95	\$53.93	\$53.93
Level 1 - year 2	\$31.39	\$37.67	\$56.50	\$69.05	\$43.94	\$56.50	\$56.50
Level 1 - year 3	\$32.35	\$38.82	\$58.23	\$71.17	\$45.29	\$58.23	\$58.23
Level 2 - year 1	\$32.73	\$39.27	\$58.91	\$72.00	\$45.82	\$58.91	\$58.91
Level 2 - year 2	\$33.34	\$40.01	\$60.01	\$73.34	\$46.67	\$60.01	\$60.01
Level 3	\$34.58	\$41.49	\$62.24	\$76.07	\$48.41	\$62.24	\$62.24
Call centre principal customer contact specialist	\$34.81	\$41.78	\$62.66	\$76.59	\$48.74	\$62.66	\$62.66
Level 4	\$36.30	\$43.56	\$65.34	\$79.86	\$50.82	\$65.34	\$65.34
Level 5	\$37.78	\$45.33	\$68.00	\$83.11	\$52.89	\$68.00	\$68.00
Call centre technical associate	\$41.39	\$49.67	\$74.50	\$91.05	\$57.94	\$74.50	\$74.50

Table 2 of 3

Classification	Afternoon shift	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker
Level 1 - year 1	\$33.56	\$37.15	\$33.56	\$41.95	\$41.95	\$41.95	\$53.93
Level 1 - year 2	\$35.15	\$38.92	\$35.15	\$43.94	\$43.94	\$43.94	\$56.50
Level 1 - year 3	\$36.23	\$40.11	\$36.23	\$45.29	\$45.29	\$45.29	\$58.23
Level 2 - year 1	\$36.65	\$40.58	\$36.65	\$45.82	\$45.82	\$45.82	\$58.91
Level 2 - year 2	\$37.34	\$41.34	\$37.34	\$46.67	\$46.67	\$46.67	\$60.01
Level 3	\$38.72	\$42.87	\$38.72	\$48.41	\$48.41	\$48.41	\$62.24
Call centre principal customer contact specialist	\$38.99	\$43.17	\$38.99	\$48.74	\$48.74	\$48.74	\$62.66
Level 4	\$40.66	\$45.01	\$40.66	\$50.82	\$50.82	\$50.82	\$65.34
Level 5	\$42.31	\$46.84	\$42.31	\$52.89	\$52.89	\$52.89	\$68.00
Call centre technical associate	\$46.35	\$51.32	\$46.35	\$57.94	\$57.94	\$57.94	\$74.50

Table 3 of 3

Classification	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$53.93	\$53.93	\$41.95	\$53.93	\$41.95	\$53.93
Level 1 - year 2	\$56.50	\$56.50	\$43.94	\$56.50	\$43.94	\$56.50
Level 1 - year 3	\$58.23	\$58.23	\$45.29	\$58.23	\$45.29	\$58.23
Level 2 - year 1	\$58.91	\$58.91	\$45.82	\$58.91	\$45.82	\$58.91
Level 2 - year 2	\$60.01	\$60.01	\$46.67	\$60.01	\$46.67	\$60.01
Level 3	\$62.24	\$62.24	\$48.41	\$62.24	\$48.41	\$62.24
Call centre principal customer contact specialist	\$62.66	\$62.66	\$48.74	\$62.66	\$48.74	\$62.66
Level 4	\$65.34	\$65.34	\$50.82	\$65.34	\$50.82	\$65.34
Level 5	\$68.00	\$68.00	\$52.89	\$68.00	\$52.89	\$68.00
Call centre technical associate	\$74.50	\$74.50	\$57.94	\$74.50	\$57.94	\$74.50

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	\$10.79	\$13.49	\$21.58	\$26.98	\$16.19	\$21.58	\$21.58	\$12.41
Level 1 - year 2	\$11.30	\$14.13	\$22.60	\$28.25	\$16.95	\$22.60	\$22.60	\$13.00
Level 1 - year 3	\$11.65	\$14.56	\$23.30	\$29.13	\$17.48	\$23.30	\$23.30	\$13.40
Level 2 - year 1	\$11.78	\$14.73	\$23.56	\$29.45	\$17.67	\$23.56	\$23.56	\$13.55
Level 2 - year 2	\$12.00	\$15.00	\$24.00	\$30.00	\$18.00	\$24.00	\$24.00	\$13.80
Level 3	\$12.45	\$15.56	\$24.90	\$31.13	\$18.68	\$24.90	\$24.90	\$14.32
Call centre principal customer contact specialist	\$12.53	\$15.66	\$25.06	\$31.33	\$18.80	\$25.06	\$25.06	\$14.41
Level 4	\$13.07	\$16.34	\$26.14	\$32.68	\$19.61	\$26.14	\$26.14	\$15.03
Level 5	\$13.60	\$17.00	\$27.20	\$34.00	\$20.40	\$27.20	\$27.20	\$15.64
Call centre technical associate	\$14.90	\$18.63	\$29.80	\$37.25	\$22.35	\$29.80	\$29.80	\$17.14

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker
Level 1 - year 1	\$14.03	\$12.41	\$16.19	\$16.19	\$16.19	\$21.58	\$21.58	\$21.58
Level 1 - year 2	\$14.69	\$13.00	\$16.95	\$16.95	\$16.95	\$22.60	\$22.60	\$22.60
Level 1 - year 3	\$15.15	\$13.40	\$17.48	\$17.48	\$17.48	\$23.30	\$23.30	\$23.30
Level 2 - year 1	\$15.31	\$13.55	\$17.67	\$17.67	\$17.67	\$23.56	\$23.56	\$23.56
Level 2 - year 2	\$15.60	\$13.80	\$18.00	\$18.00	\$18.00	\$24.00	\$24.00	\$24.00
Level 3	\$16.19	\$14.32	\$18.68	\$18.68	\$18.68	\$24.90	\$24.90	\$24.90
Call centre principal customer contact specialist	\$16.29	\$14.41	\$18.80	\$18.80	\$18.80	\$25.06	\$25.06	\$25.06
Level 4	\$16.99	\$15.03	\$19.61	\$19.61	\$19.61	\$26.14	\$26.14	\$26.14
Level 5	\$17.68	\$15.64	\$20.40	\$20.40	\$20.40	\$27.20	\$27.20	\$27.20
Call centre technical associate	\$19.37	\$17.14	\$22.35	\$22.35	\$22.35	\$29.80	\$29.80	\$29.80

Table 3 of 3

Classification	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours	Less than 10 hour break between shifts	Less than 8 hour break between shifts - change to shift
Level 1 - year 1	\$16.19	\$21.58	\$16.19	\$21.58	\$21.58	\$21.58
Level 1 - year 2	\$16.95	\$22.60	\$16.95	\$22.60	\$22.60	\$22.60
Level 1 - year 3	\$17.48	\$23.30	\$17.48	\$23.30	\$23.30	\$23.30
Level 2 - year 1	\$17.67	\$23.56	\$17.67	\$23.56	\$23.56	\$23.56
Level 2 - year 2	\$18.00	\$24.00	\$18.00	\$24.00	\$24.00	\$24.00
Level 3	\$18.68	\$24.90	\$18.68	\$24.90	\$24.90	\$24.90
Call centre principal customer contact specialist	\$18.80	\$25.06	\$18.80	\$25.06	\$25.06	\$25.06
Level 4	\$19.61	\$26.14	\$19.61	\$26.14	\$26.14	\$26.14
Level 5	\$20.40	\$27.20	\$20.40	\$27.20	\$27.20	\$27.20
Call centre technical associate	\$22.35	\$29.80	\$22.35	\$29.80	\$29.80	\$29.80

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	\$11.99	\$14.99	\$23.98	\$29.98	\$17.99	\$23.98	\$23.98	\$13.79
Level 1 - year 2	\$12.55	\$15.69	\$25.10	\$31.38	\$18.83	\$25.10	\$25.10	\$14.43
Level 1 - year 3	\$12.94	\$16.18	\$25.88	\$32.35	\$19.41	\$25.88	\$25.88	\$14.88
Level 2 - year 1	\$13.09	\$16.36	\$26.18	\$32.73	\$19.64	\$26.18	\$26.18	\$15.05
Level 2 - year 2	\$13.33	\$16.66	\$26.66	\$33.33	\$20.00	\$26.66	\$26.66	\$15.33
Level 3	\$13.83	\$17.29	\$27.66	\$34.58	\$20.75	\$27.66	\$27.66	\$15.90
Call centre principal customer contact specialist	\$13.93	\$17.41	\$27.86	\$34.83	\$20.90	\$27.86	\$27.86	\$16.02
Level 4	\$14.52	\$18.15	\$29.04	\$36.30	\$21.78	\$29.04	\$29.04	\$16.70
Level 5	\$15.11	\$18.89	\$30.22	\$37.78	\$22.67	\$30.22	\$30.22	\$17.38
Call centre technical associate	\$16.55	\$20.69	\$33.10	\$41.38	\$24.83	\$33.10	\$33.10	\$19.03

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker
Level 1 - year 1	\$15.59	\$13.79	\$17.99	\$17.99	\$17.99	\$23.98	\$23.98	\$23.98
Level 1 - year 2	\$16.32	\$14.43	\$18.83	\$18.83	\$18.83	\$25.10	\$25.10	\$25.10
Level 1 - year 3	\$16.82	\$14.88	\$19.41	\$19.41	\$19.41	\$25.88	\$25.88	\$25.88
Level 2 - year 1	\$17.02	\$15.05	\$19.64	\$19.64	\$19.64	\$26.18	\$26.18	\$26.18
Level 2 - year 2	\$17.33	\$15.33	\$20.00	\$20.00	\$20.00	\$26.66	\$26.66	\$26.66
Level 3	\$17.98	\$15.90	\$20.75	\$20.75	\$20.75	\$27.66	\$27.66	\$27.66
Call centre principal customer contact specialist	\$18.11	\$16.02	\$20.90	\$20.90	\$20.90	\$27.86	\$27.86	\$27.86
Level 4	\$18.88	\$16.70	\$21.78	\$21.78	\$21.78	\$29.04	\$29.04	\$29.04
Level 5	\$19.64	\$17.38	\$22.67	\$22.67	\$22.67	\$30.22	\$30.22	\$30.22
Call centre technical associate	\$21.52	\$19.03	\$24.83	\$24.83	\$24.83	\$33.10	\$33.10	\$33.10

Table 3 of 3

Classification	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours	Less than 10 hour break between shifts	Less than 8 hour break between shifts - change to shift
Level 1 - year 1	\$17.99	\$23.98	\$17.99	\$23.98	\$23.98	\$23.98
Level 1 - year 2	\$18.83	\$25.10	\$18.83	\$25.10	\$25.10	\$25.10
Level 1 - year 3	\$19.41	\$25.88	\$19.41	\$25.88	\$25.88	\$25.88
Level 2 - year 1	\$19.64	\$26.18	\$19.64	\$26.18	\$26.18	\$26.18
Level 2 - year 2	\$20.00	\$26.66	\$20.00	\$26.66	\$26.66	\$26.66
Level 3	\$20.75	\$27.66	\$20.75	\$27.66	\$27.66	\$27.66
Call centre principal customer contact specialist	\$20.90	\$27.86	\$20.90	\$27.86	\$27.86	\$27.86
Level 4	\$21.78	\$29.04	\$21.78	\$29.04	\$29.04	\$29.04
Level 5	\$22.67	\$30.22	\$22.67	\$30.22	\$30.22	\$30.22
Call centre technical associate	\$24.83	\$33.10	\$24.83	\$33.10	\$33.10	\$33.10

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

Table 1 of 3

Classification	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker	Working through a meal break	Afternoon shift
Level 1 - year 1	\$14.38	\$17.98	\$28.76	\$35.95	\$21.57	\$28.76	\$28.76	\$16.54
Level 1 - year 2	\$15.06	\$18.83	\$30.12	\$37.65	\$22.59	\$30.12	\$30.12	\$17.32
Level 1 - year 3	\$15.53	\$19.41	\$31.06	\$38.83	\$23.30	\$31.06	\$31.06	\$17.86
Level 2 - year 1	\$15.71	\$19.64	\$31.42	\$39.28	\$23.57	\$31.42	\$31.42	\$18.07
Level 2 - year 2	\$16.00	\$20.00	\$32.00	\$40.00	\$24.00	\$32.00	\$32.00	\$18.40
Level 3	\$16.59	\$20.74	\$33.18	\$41.48	\$24.89	\$33.18	\$33.18	\$19.08
Call centre principal customer contact specialist	\$16.71	\$20.89	\$33.42	\$41.78	\$25.07	\$33.42	\$33.42	\$19.22
Level 4	\$17.43	\$21.79	\$34.86	\$43.58	\$26.15	\$34.86	\$34.86	\$20.04
Level 5	\$18.13	\$22.66	\$36.26	\$45.33	\$27.20	\$36.26	\$36.26	\$20.85
Call centre technical associate	\$19.86	\$24.83	\$39.72	\$49.65	\$29.79	\$39.72	\$39.72	\$22.84

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker
Level 1 - year 1	\$18.69	\$16.54	\$21.57	\$21.57	\$21.57	\$28.76	\$28.76	\$28.76
Level 1 - year 2	\$19.58	\$17.32	\$22.59	\$22.59	\$22.59	\$30.12	\$30.12	\$30.12
Level 1 - year 3	\$20.19	\$17.86	\$23.30	\$23.30	\$23.30	\$31.06	\$31.06	\$31.06
Level 2 - year 1	\$20.42	\$18.07	\$23.57	\$23.57	\$23.57	\$31.42	\$31.42	\$31.42
Level 2 - year 2	\$20.80	\$18.40	\$24.00	\$24.00	\$24.00	\$32.00	\$32.00	\$32.00
Level 3	\$21.57	\$19.08	\$24.89	\$24.89	\$24.89	\$33.18	\$33.18	\$33.18
Call centre principal customer contact specialist	\$21.72	\$19.22	\$25.07	\$25.07	\$25.07	\$33.42	\$33.42	\$33.42
Level 4	\$22.66	\$20.04	\$26.15	\$26.15	\$26.15	\$34.86	\$34.86	\$34.86
Level 5	\$23.57	\$20.85	\$27.20	\$27.20	\$27.20	\$36.26	\$36.26	\$36.26
Call centre technical associate	\$25.82	\$22.84	\$29.79	\$29.79	\$29.79	\$39.72	\$39.72	\$39.72

Table 3 of 3

Classification	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours	Less than 10 hour break between shifts	Less than 8 hour break between shifts - change to shift
Level 1 - year 1	\$21.57	\$28.76	\$21.57	\$28.76	\$28.76	\$28.76
Level 1 - year 2	\$22.59	\$30.12	\$22.59	\$30.12	\$30.12	\$30.12
Level 1 - year 3	\$23.30	\$31.06	\$23.30	\$31.06	\$31.06	\$31.06
Level 2 - year 1	\$23.57	\$31.42	\$23.57	\$31.42	\$31.42	\$31.42
Level 2 - year 2	\$24.00	\$32.00	\$24.00	\$32.00	\$32.00	\$32.00
Level 3	\$24.89	\$33.18	\$24.89	\$33.18	\$33.18	\$33.18
Call centre principal customer contact specialist	\$25.07	\$33.42	\$25.07	\$33.42	\$33.42	\$33.42
Level 4	\$26.15	\$34.86	\$26.15	\$34.86	\$34.86	\$34.86
Level 5	\$27.20	\$36.26	\$27.20	\$36.26	\$36.26	\$36.26
Call centre technical associate	\$29.79	\$39.72	\$29.79	\$39.72	\$39.72	\$39.72

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	\$16.78	\$20.98	\$33.56	\$41.95	\$25.17	\$33.56	\$33.56	\$19.30
Level 1 - year 2	\$17.57	\$21.96	\$35.14	\$43.93	\$26.36	\$35.14	\$35.14	\$20.21
Level 1 - year 3	\$18.12	\$22.65	\$36.24	\$45.30	\$27.18	\$36.24	\$36.24	\$20.84
Level 2 - year 1	\$18.33	\$22.91	\$36.66	\$45.83	\$27.50	\$36.66	\$36.66	\$21.08
Level 2 - year 2	\$18.67	\$23.34	\$37.34	\$46.68	\$28.01	\$37.34	\$37.34	\$21.47
Level 3	\$19.36	\$24.20	\$38.72	\$48.40	\$29.04	\$38.72	\$38.72	\$22.26
Call centre principal customer contact specialist	\$19.50	\$24.38	\$39.00	\$48.75	\$29.25	\$39.00	\$39.00	\$22.43
Level 4	\$20.33	\$25.41	\$40.66	\$50.83	\$30.50	\$40.66	\$40.66	\$23.38
Level 5	\$21.15	\$26.44	\$42.30	\$52.88	\$31.73	\$42.30	\$42.30	\$24.32
Call centre technical associate	\$23.17	\$28.96	\$46.34	\$57.93	\$34.76	\$46.34	\$46.34	\$26.65

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker
Level 1 - year 1	\$21.81	\$19.30	\$25.17	\$25.17	\$25.17	\$33.56	\$33.56	\$33.56
Level 1 - year 2	\$22.84	\$20.21	\$26.36	\$26.36	\$26.36	\$35.14	\$35.14	\$35.14
Level 1 - year 3	\$23.56	\$20.84	\$27.18	\$27.18	\$27.18	\$36.24	\$36.24	\$36.24
Level 2 - year 1	\$23.83	\$21.08	\$27.50	\$27.50	\$27.50	\$36.66	\$36.66	\$36.66
Level 2 - year 2	\$24.27	\$21.47	\$28.01	\$28.01	\$28.01	\$37.34	\$37.34	\$37.34
Level 3	\$25.17	\$22.26	\$29.04	\$29.04	\$29.04	\$38.72	\$38.72	\$38.72
Call centre principal customer contact specialist	\$25.35	\$22.43	\$29.25	\$29.25	\$29.25	\$39.00	\$39.00	\$39.00
Level 4	\$26.43	\$23.38	\$30.50	\$30.50	\$30.50	\$40.66	\$40.66	\$40.66
Level 5	\$27.50	\$24.32	\$31.73	\$31.73	\$31.73	\$42.30	\$42.30	\$42.30
Call centre technical associate	\$30.12	\$26.65	\$34.76	\$34.76	\$34.76	\$46.34	\$46.34	\$46.34

Table 3 of 3

Classification	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours	Less than 10 hour break between shifts	Less than 8 hour break between shifts - change to shift
Level 1 - year 1	\$25.17	\$33.56	\$25.17	\$33.56	\$33.56	\$33.56
Level 1 - year 2	\$26.36	\$35.14	\$26.36	\$35.14	\$35.14	\$35.14
Level 1 - year 3	\$27.18	\$36.24	\$27.18	\$36.24	\$36.24	\$36.24
Level 2 - year 1	\$27.50	\$36.66	\$27.50	\$36.66	\$36.66	\$36.66
Level 2 - year 2	\$28.01	\$37.34	\$28.01	\$37.34	\$37.34	\$37.34
Level 3	\$29.04	\$38.72	\$29.04	\$38.72	\$38.72	\$38.72
Call centre principal customer contact specialist	\$29.25	\$39.00	\$29.25	\$39.00	\$39.00	\$39.00
Level 4	\$30.50	\$40.66	\$30.50	\$40.66	\$40.66	\$40.66
Level 5	\$31.73	\$42.30	\$31.73	\$42.30	\$42.30	\$42.30
Call centre technical associate	\$34.76	\$46.34	\$34.76	\$46.34	\$46.34	\$46.34

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

Table 1 of 3

Classification	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker	Working through a meal break	Afternoon shift
Level 1 - year 1	\$19.18	\$23.98	\$38.36	\$47.95	\$28.77	\$38.36	\$38.36	\$22.06
Level 1 - year 2	\$20.08	\$25.10	\$40.16	\$50.20	\$30.12	\$40.16	\$40.16	\$23.09
Level 1 - year 3	\$20.70	\$25.88	\$41.40	\$51.75	\$31.05	\$41.40	\$41.40	\$23.81
Level 2 - year 1	\$20.95	\$26.19	\$41.90	\$52.38	\$31.43	\$41.90	\$41.90	\$24.09
Level 2 - year 2	\$21.33	\$26.66	\$42.66	\$53.33	\$32.00	\$42.66	\$42.66	\$24.53
Level 3	\$22.12	\$27.65	\$44.24	\$55.30	\$33.18	\$44.24	\$44.24	\$25.44
Call centre principal customer contact specialist	\$22.28	\$27.85	\$44.56	\$55.70	\$33.42	\$44.56	\$44.56	\$25.62
Level 4	\$23.23	\$29.04	\$46.46	\$58.08	\$34.85	\$46.46	\$46.46	\$26.71
Level 5	\$24.18	\$30.23	\$48.36	\$60.45	\$36.27	\$48.36	\$48.36	\$27.81
Call centre technical associate	\$26.48	\$33.10	\$52.96	\$66.20	\$39.72	\$52.96	\$52.96	\$30.45

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker
Level 1 - year 1	\$24.93	\$22.06	\$28.77	\$28.77	\$28.77	\$38.36	\$38.36	\$38.36
Level 1 - year 2	\$26.10	\$23.09	\$30.12	\$30.12	\$30.12	\$40.16	\$40.16	\$40.16
Level 1 - year 3	\$26.91	\$23.81	\$31.05	\$31.05	\$31.05	\$41.40	\$41.40	\$41.40
Level 2 - year 1	\$27.24	\$24.09	\$31.43	\$31.43	\$31.43	\$41.90	\$41.90	\$41.90
Level 2 - year 2	\$27.73	\$24.53	\$32.00	\$32.00	\$32.00	\$42.66	\$42.66	\$42.66
Level 3	\$28.76	\$25.44	\$33.18	\$33.18	\$33.18	\$44.24	\$44.24	\$44.24
Call centre principal customer contact specialist	\$28.96	\$25.62	\$33.42	\$33.42	\$33.42	\$44.56	\$44.56	\$44.56
Level 4	\$30.20	\$26.71	\$34.85	\$34.85	\$34.85	\$46.46	\$46.46	\$46.46
Level 5	\$31.43	\$27.81	\$36.27	\$36.27	\$36.27	\$48.36	\$48.36	\$48.36
Call centre technical associate	\$34.42	\$30.45	\$39.72	\$39.72	\$39.72	\$52.96	\$52.96	\$52.96

Table 3 of 3

Classification	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours	Less than 10 hour break between shifts	Less than 8 hour break between shifts - change to shift
Level 1 - year 1	\$28.77	\$38.36	\$28.77	\$38.36	\$38.36	\$38.36
Level 1 - year 2	\$30.12	\$40.16	\$30.12	\$40.16	\$40.16	\$40.16
Level 1 - year 3	\$31.05	\$41.40	\$31.05	\$41.40	\$41.40	\$41.40
Level 2 - year 1	\$31.43	\$41.90	\$31.43	\$41.90	\$41.90	\$41.90
Level 2 - year 2	\$32.00	\$42.66	\$32.00	\$42.66	\$42.66	\$42.66
Level 3	\$33.18	\$44.24	\$33.18	\$44.24	\$44.24	\$44.24
Call centre principal customer contact specialist	\$33.42	\$44.56	\$33.42	\$44.56	\$44.56	\$44.56
Level 4	\$34.85	\$46.46	\$34.85	\$46.46	\$46.46	\$46.46
Level 5	\$36.27	\$48.36	\$36.27	\$48.36	\$48.36	\$48.36
Call centre technical associate	\$39.72	\$52.96	\$39.72	\$52.96	\$52.96	\$52.96

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

Table 1 of 3

Classification	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker	Working through a meal break	Afternoon shift
Level 1 - year 1	\$21.57	\$26.96	\$43.14	\$53.93	\$32.36	\$43.14	\$43.14	\$24.81
Level 1 - year 2	\$22.59	\$28.24	\$45.18	\$56.48	\$33.89	\$45.18	\$45.18	\$25.98
Level 1 - year 3	\$23.29	\$29.11	\$46.58	\$58.23	\$34.94	\$46.58	\$46.58	\$26.78
Level 2 - year 1	\$23.57	\$29.46	\$47.14	\$58.93	\$35.36	\$47.14	\$47.14	\$27.11
Level 2 - year 2	\$24.00	\$30.00	\$48.00	\$60.00	\$36.00	\$48.00	\$48.00	\$27.60
Level 3	\$24.89	\$31.11	\$49.78	\$62.23	\$37.34	\$49.78	\$49.78	\$28.62
Call centre principal customer contact specialist	\$25.07	\$31.34	\$50.14	\$62.68	\$37.61	\$50.14	\$50.14	\$28.83
Level 4	\$26.14	\$32.68	\$52.28	\$65.35	\$39.21	\$52.28	\$52.28	\$30.06
Level 5	\$27.20	\$34.00	\$54.40	\$68.00	\$40.80	\$54.40	\$54.40	\$31.28
Call centre technical associate	\$29.79	\$37.24	\$59.58	\$74.48	\$44.69	\$59.58	\$59.58	\$34.26

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker
Level 1 - year 1	\$28.04	\$24.81	\$32.36	\$32.36	\$32.36	\$43.14	\$43.14	\$43.14
Level 1 - year 2	\$29.37	\$25.98	\$33.89	\$33.89	\$33.89	\$45.18	\$45.18	\$45.18
Level 1 - year 3	\$30.28	\$26.78	\$34.94	\$34.94	\$34.94	\$46.58	\$46.58	\$46.58
Level 2 - year 1	\$30.64	\$27.11	\$35.36	\$35.36	\$35.36	\$47.14	\$47.14	\$47.14
Level 2 - year 2	\$31.20	\$27.60	\$36.00	\$36.00	\$36.00	\$48.00	\$48.00	\$48.00
Level 3	\$32.36	\$28.62	\$37.34	\$37.34	\$37.34	\$49.78	\$49.78	\$49.78
Call centre principal customer contact specialist	\$32.59	\$28.83	\$37.61	\$37.61	\$37.61	\$50.14	\$50.14	\$50.14
Level 4	\$33.98	\$30.06	\$39.21	\$39.21	\$39.21	\$52.28	\$52.28	\$52.28
Level 5	\$35.36	\$31.28	\$40.80	\$40.80	\$40.80	\$54.40	\$54.40	\$54.40
Call centre technical associate	\$38.73	\$34.26	\$44.69	\$44.69	\$44.69	\$59.58	\$59.58	\$59.58

Table 3 of 3

Classification	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours	Less than 10 hour break between shifts	Less than 8 hour break between shifts - change to shift
Level 1 - year 1	\$32.36	\$43.14	\$32.36	\$43.14	\$43.14	\$43.14
Level 1 - year 2	\$33.89	\$45.18	\$33.89	\$45.18	\$45.18	\$45.18
Level 1 - year 3	\$34.94	\$46.58	\$34.94	\$46.58	\$46.58	\$46.58
Level 2 - year 1	\$35.36	\$47.14	\$35.36	\$47.14	\$47.14	\$47.14
Level 2 - year 2	\$36.00	\$48.00	\$36.00	\$48.00	\$48.00	\$48.00
Level 3	\$37.34	\$49.78	\$37.34	\$49.78	\$49.78	\$49.78
Call centre principal customer contact specialist	\$37.61	\$50.14	\$37.61	\$50.14	\$50.14	\$50.14
Level 4	\$39.21	\$52.28	\$39.21	\$52.28	\$52.28	\$52.28
Level 5	\$40.80	\$54.40	\$40.80	\$54.40	\$54.40	\$54.40
Call centre technical associate	\$44.69	\$59.58	\$44.69	\$59.58	\$59.58	\$59.58

Junior - Casual - Under 16 years

Table 1 of 3

Classification	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker	Working through a meal break	Afternoon shift
Level 1 - year 1	\$13.49	\$16.19	\$24.28	\$29.67	\$18.88	\$24.28	\$24.28	\$15.11
Level 1 - year 2	\$14.13	\$16.95	\$25.43	\$31.08	\$19.78	\$25.43	\$25.43	\$15.82
Level 1 - year 3	\$14.56	\$17.48	\$26.21	\$32.04	\$20.39	\$26.21	\$26.21	\$16.31
Level 2 - year 1	\$14.73	\$17.67	\$26.51	\$32.40	\$20.62	\$26.51	\$26.51	\$16.49
Level 2 - year 2	\$15.00	\$18.00	\$27.00	\$33.00	\$21.00	\$27.00	\$27.00	\$16.80
Level 3	\$15.56	\$18.68	\$28.01	\$34.24	\$21.79	\$28.01	\$28.01	\$17.43
Call centre principal customer contact specialist	\$15.66	\$18.80	\$28.19	\$34.46	\$21.93	\$28.19	\$28.19	\$17.54
Level 4	\$16.34	\$19.61	\$29.41	\$35.94	\$22.87	\$29.41	\$29.41	\$18.30
Level 5	\$17.00	\$20.40	\$30.60	\$37.40	\$23.80	\$30.60	\$30.60	\$19.04
Call centre technical associate	\$18.63	\$22.35	\$33.53	\$40.98	\$26.08	\$33.53	\$33.53	\$20.86

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker
Level 1 - year 1	\$16.72	\$15.11	\$18.88	\$18.88	\$18.88	\$24.28
Level 1 - year 2	\$17.52	\$15.82	\$19.78	\$19.78	\$19.78	\$25.43
Level 1 - year 3	\$18.06	\$16.31	\$20.39	\$20.39	\$20.39	\$26.21
Level 2 - year 1	\$18.26	\$16.49	\$20.62	\$20.62	\$20.62	\$26.51
Level 2 - year 2	\$18.60	\$16.80	\$21.00	\$21.00	\$21.00	\$27.00
Level 3	\$19.30	\$17.43	\$21.79	\$21.79	\$21.79	\$28.01
Call centre principal customer contact specialist	\$19.42	\$17.54	\$21.93	\$21.93	\$21.93	\$28.19
Level 4	\$20.26	\$18.30	\$22.87	\$22.87	\$22.87	\$29.41
Level 5	\$21.08	\$19.04	\$23.80	\$23.80	\$23.80	\$30.60
Call centre technical associate	\$23.10	\$20.86	\$26.08	\$26.08	\$26.08	\$33.53

Table 3 of 3

Classification	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$24.28	\$24.28	\$18.88	\$24.28	\$18.88	\$24.28
Level 1 - year 2	\$25.43	\$25.43	\$19.78	\$25.43	\$19.78	\$25.43
Level 1 - year 3	\$26.21	\$26.21	\$20.39	\$26.21	\$20.39	\$26.21
Level 2 - year 1	\$26.51	\$26.51	\$20.62	\$26.51	\$20.62	\$26.51
Level 2 - year 2	\$27.00	\$27.00	\$21.00	\$27.00	\$21.00	\$27.00
Level 3	\$28.01	\$28.01	\$21.79	\$28.01	\$21.79	\$28.01
Call centre principal customer contact specialist	\$28.19	\$28.19	\$21.93	\$28.19	\$21.93	\$28.19
Level 4	\$29.41	\$29.41	\$22.87	\$29.41	\$22.87	\$29.41
Level 5	\$30.60	\$30.60	\$23.80	\$30.60	\$23.80	\$30.60
Call centre technical associate	\$33.53	\$33.53	\$26.08	\$33.53	\$26.08	\$33.53

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	\$14.99	\$17.99	\$26.98	\$32.97	\$20.98	\$26.98	\$26.98	\$16.79
Level 1 - year 2	\$15.69	\$18.83	\$28.24	\$34.51	\$21.96	\$28.24	\$28.24	\$17.57
Level 1 - year 3	\$16.18	\$19.41	\$29.12	\$35.59	\$22.65	\$29.12	\$29.12	\$18.12
Level 2 - year 1	\$16.36	\$19.64	\$29.45	\$36.00	\$22.91	\$29.45	\$29.45	\$18.33
Level 2 - year 2	\$16.66	\$20.00	\$29.99	\$36.66	\$23.33	\$29.99	\$29.99	\$18.66
Level 3	\$17.29	\$20.75	\$31.12	\$38.03	\$24.20	\$31.12	\$31.12	\$19.36
Call centre principal customer contact specialist	\$17.41	\$20.90	\$31.34	\$38.31	\$24.38	\$31.34	\$31.34	\$19.50
Level 4	\$18.15	\$21.78	\$32.67	\$39.93	\$25.41	\$32.67	\$32.67	\$20.33
Level 5	\$18.89	\$22.67	\$34.00	\$41.55	\$26.44	\$34.00	\$34.00	\$21.15
Call centre technical associate	\$20.69	\$24.83	\$37.24	\$45.51	\$28.96	\$37.24	\$37.24	\$23.17

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker
Level 1 - year 1	\$18.58	\$16.79	\$20.98	\$20.98	\$20.98	\$26.98
Level 1 - year 2	\$19.45	\$17.57	\$21.96	\$21.96	\$21.96	\$28.24
Level 1 - year 3	\$20.06	\$18.12	\$22.65	\$22.65	\$22.65	\$29.12
Level 2 - year 1	\$20.29	\$18.33	\$22.91	\$22.91	\$22.91	\$29.45
Level 2 - year 2	\$20.66	\$18.66	\$23.33	\$23.33	\$23.33	\$29.99
Level 3	\$21.44	\$19.36	\$24.20	\$24.20	\$24.20	\$31.12
Call centre principal customer contact specialist	\$21.59	\$19.50	\$24.38	\$24.38	\$24.38	\$31.34
Level 4	\$22.51	\$20.33	\$25.41	\$25.41	\$25.41	\$32.67
Level 5	\$23.42	\$21.15	\$26.44	\$26.44	\$26.44	\$34.00
Call centre technical associate	\$25.65	\$23.17	\$28.96	\$28.96	\$28.96	\$37.24

Table 3 of 3

Classification	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$26.98	\$26.98	\$20.98	\$26.98	\$20.98	\$26.98
Level 1 - year 2	\$28.24	\$28.24	\$21.96	\$28.24	\$21.96	\$28.24
Level 1 - year 3	\$29.12	\$29.12	\$22.65	\$29.12	\$22.65	\$29.12
Level 2 - year 1	\$29.45	\$29.45	\$22.91	\$29.45	\$22.91	\$29.45
Level 2 - year 2	\$29.99	\$29.99	\$23.33	\$29.99	\$23.33	\$29.99
Level 3	\$31.12	\$31.12	\$24.20	\$31.12	\$24.20	\$31.12
Call centre principal customer contact specialist	\$31.34	\$31.34	\$24.38	\$31.34	\$24.38	\$31.34
Level 4	\$32.67	\$32.67	\$25.41	\$32.67	\$25.41	\$32.67
Level 5	\$34.00	\$34.00	\$26.44	\$34.00	\$26.44	\$34.00
Call centre technical associate	\$37.24	\$37.24	\$28.96	\$37.24	\$28.96	\$37.24

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	\$17.98	\$21.57	\$32.36	\$39.55	\$25.17	\$32.36	\$32.36	\$20.13
Level 1 - year 2	\$18.83	\$22.59	\$33.89	\$41.42	\$26.36	\$33.89	\$33.89	\$21.08
Level 1 - year 3	\$19.41	\$23.30	\$34.94	\$42.71	\$27.18	\$34.94	\$34.94	\$21.74
Level 2 - year 1	\$19.64	\$23.57	\$35.35	\$43.20	\$27.49	\$35.35	\$35.35	\$21.99
Level 2 - year 2	\$20.00	\$24.00	\$36.00	\$44.00	\$28.00	\$36.00	\$36.00	\$22.40
Level 3	\$20.74	\$24.89	\$37.33	\$45.62	\$29.03	\$37.33	\$37.33	\$23.23
Call centre principal customer contact specialist	\$20.89	\$25.07	\$37.60	\$45.95	\$29.24	\$37.60	\$37.60	\$23.39
Level 4	\$21.79	\$26.15	\$39.22	\$47.93	\$30.50	\$39.22	\$39.22	\$24.40
Level 5	\$22.66	\$27.20	\$40.79	\$49.86	\$31.73	\$40.79	\$40.79	\$25.38
Call centre technical associate	\$24.83	\$29.79	\$44.69	\$54.62	\$34.76	\$44.69	\$44.69	\$27.80

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker
Level 1 - year 1	\$22.29	\$20.13	\$25.17	\$25.17	\$25.17	\$32.36
Level 1 - year 2	\$23.34	\$21.08	\$26.36	\$26.36	\$26.36	\$33.89
Level 1 - year 3	\$24.07	\$21.74	\$27.18	\$27.18	\$27.18	\$34.94
Level 2 - year 1	\$24.35	\$21.99	\$27.49	\$27.49	\$27.49	\$35.35
Level 2 - year 2	\$24.80	\$22.40	\$28.00	\$28.00	\$28.00	\$36.00
Level 3	\$25.71	\$23.23	\$29.03	\$29.03	\$29.03	\$37.33
Call centre principal customer contact specialist	\$25.90	\$23.39	\$29.24	\$29.24	\$29.24	\$37.60
Level 4	\$27.02	\$24.40	\$30.50	\$30.50	\$30.50	\$39.22
Level 5	\$28.10	\$25.38	\$31.73	\$31.73	\$31.73	\$40.79
Call centre technical associate	\$30.78	\$27.80	\$34.76	\$34.76	\$34.76	\$44.69

Table 3 of 3

Classification	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$32.36	\$32.36	\$25.17	\$32.36	\$25.17	\$32.36
Level 1 - year 2	\$33.89	\$33.89	\$26.36	\$33.89	\$26.36	\$33.89
Level 1 - year 3	\$34.94	\$34.94	\$27.18	\$34.94	\$27.18	\$34.94
Level 2 - year 1	\$35.35	\$35.35	\$27.49	\$35.35	\$27.49	\$35.35
Level 2 - year 2	\$36.00	\$36.00	\$28.00	\$36.00	\$28.00	\$36.00
Level 3	\$37.33	\$37.33	\$29.03	\$37.33	\$29.03	\$37.33
Call centre principal customer contact specialist	\$37.60	\$37.60	\$29.24	\$37.60	\$29.24	\$37.60
Level 4	\$39.22	\$39.22	\$30.50	\$39.22	\$30.50	\$39.22
Level 5	\$40.79	\$40.79	\$31.73	\$40.79	\$31.73	\$40.79
Call centre technical associate	\$44.69	\$44.69	\$34.76	\$44.69	\$34.76	\$44.69

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	\$20.98	\$25.17	\$37.76	\$46.15	\$29.37	\$37.76	\$37.76	\$23.49
Level 1 - year 2	\$21.96	\$26.36	\$39.53	\$48.32	\$30.75	\$39.53	\$39.53	\$24.60
Level 1 - year 3	\$22.65	\$27.18	\$40.77	\$49.83	\$31.71	\$40.77	\$40.77	\$25.37
Level 2 - year 1	\$22.91	\$27.50	\$41.24	\$50.41	\$32.08	\$41.24	\$41.24	\$25.66
Level 2 - year 2	\$23.34	\$28.01	\$42.01	\$51.34	\$32.67	\$42.01	\$42.01	\$26.14
Level 3	\$24.20	\$29.04	\$43.56	\$53.24	\$33.88	\$43.56	\$43.56	\$27.10
Call centre principal customer contact specialist	\$24.38	\$29.25	\$43.88	\$53.63	\$34.13	\$43.88	\$43.88	\$27.30
Level 4	\$25.41	\$30.50	\$45.74	\$55.91	\$35.58	\$45.74	\$45.74	\$28.46
Level 5	\$26.44	\$31.73	\$47.59	\$58.16	\$37.01	\$47.59	\$47.59	\$29.61
Call centre technical associate	\$28.96	\$34.76	\$52.13	\$63.72	\$40.55	\$52.13	\$52.13	\$32.44

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker
Level 1 - year 1	\$26.01	\$23.49	\$29.37	\$29.37	\$29.37	\$37.76
Level 1 - year 2	\$27.23	\$24.60	\$30.75	\$30.75	\$30.75	\$39.53
Level 1 - year 3	\$28.09	\$25.37	\$31.71	\$31.71	\$31.71	\$40.77
Level 2 - year 1	\$28.41	\$25.66	\$32.08	\$32.08	\$32.08	\$41.24
Level 2 - year 2	\$28.94	\$26.14	\$32.67	\$32.67	\$32.67	\$42.01
Level 3	\$30.01	\$27.10	\$33.88	\$33.88	\$33.88	\$43.56
Call centre principal customer contact specialist	\$30.23	\$27.30	\$34.13	\$34.13	\$34.13	\$43.88
Level 4	\$31.51	\$28.46	\$35.58	\$35.58	\$35.58	\$45.74
Level 5	\$32.78	\$29.61	\$37.01	\$37.01	\$37.01	\$47.59
Call centre technical associate	\$35.91	\$32.44	\$40.55	\$40.55	\$40.55	\$52.13

Table 3 of 3

Classification	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$37.76	\$37.76	\$29.37	\$37.76	\$29.37	\$37.76
Level 1 - year 2	\$39.53	\$39.53	\$30.75	\$39.53	\$30.75	\$39.53
Level 1 - year 3	\$40.77	\$40.77	\$31.71	\$40.77	\$31.71	\$40.77
Level 2 - year 1	\$41.24	\$41.24	\$32.08	\$41.24	\$32.08	\$41.24
Level 2 - year 2	\$42.01	\$42.01	\$32.67	\$42.01	\$32.67	\$42.01
Level 3	\$43.56	\$43.56	\$33.88	\$43.56	\$33.88	\$43.56
Call centre principal customer contact specialist	\$43.88	\$43.88	\$34.13	\$43.88	\$34.13	\$43.88
Level 4	\$45.74	\$45.74	\$35.58	\$45.74	\$35.58	\$45.74
Level 5	\$47.59	\$47.59	\$37.01	\$47.59	\$37.01	\$47.59
Call centre technical associate	\$52.13	\$52.13	\$40.55	\$52.13	\$40.55	\$52.13

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	\$23.98	\$28.77	\$43.16	\$52.75	\$33.57	\$43.16	\$43.16	\$26.85
Level 1 - year 2	\$25.10	\$30.12	\$45.18	\$55.22	\$35.14	\$45.18	\$45.18	\$28.11
Level 1 - year 3	\$25.88	\$31.05	\$46.58	\$56.93	\$36.23	\$46.58	\$46.58	\$28.98
Level 2 - year 1	\$26.19	\$31.43	\$47.14	\$57.61	\$36.66	\$47.14	\$47.14	\$29.33
Level 2 - year 2	\$26.66	\$32.00	\$47.99	\$58.66	\$37.33	\$47.99	\$47.99	\$29.86
Level 3	\$27.65	\$33.18	\$49.77	\$60.83	\$38.71	\$49.77	\$49.77	\$30.97
Call centre principal customer contact specialist	\$27.85	\$33.42	\$50.13	\$61.27	\$38.99	\$50.13	\$50.13	\$31.19
Level 4	\$29.04	\$34.85	\$52.27	\$63.88	\$40.65	\$52.27	\$52.27	\$32.52
Level 5	\$30.23	\$36.27	\$54.41	\$66.50	\$42.32	\$54.41	\$54.41	\$33.85
Call centre technical associate	\$33.10	\$39.72	\$59.58	\$72.82	\$46.34	\$59.58	\$59.58	\$37.07

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker
Level 1 - year 1	\$29.73	\$26.85	\$33.57	\$33.57	\$33.57	\$43.16
Level 1 - year 2	\$31.12	\$28.11	\$35.14	\$35.14	\$35.14	\$45.18
Level 1 - year 3	\$32.09	\$28.98	\$36.23	\$36.23	\$36.23	\$46.58
Level 2 - year 1	\$32.47	\$29.33	\$36.66	\$36.66	\$36.66	\$47.14
Level 2 - year 2	\$33.06	\$29.86	\$37.33	\$37.33	\$37.33	\$47.99
Level 3	\$34.29	\$30.97	\$38.71	\$38.71	\$38.71	\$49.77
Call centre principal customer contact specialist	\$34.53	\$31.19	\$38.99	\$38.99	\$38.99	\$50.13
Level 4	\$36.01	\$32.52	\$40.65	\$40.65	\$40.65	\$52.27
Level 5	\$37.48	\$33.85	\$42.32	\$42.32	\$42.32	\$54.41
Call centre technical associate	\$41.04	\$37.07	\$46.34	\$46.34	\$46.34	\$59.58

Table 3 of 3

Classification	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$43.16	\$43.16	\$33.57	\$43.16	\$33.57	\$43.16
Level 1 - year 2	\$45.18	\$45.18	\$35.14	\$45.18	\$35.14	\$45.18
Level 1 - year 3	\$46.58	\$46.58	\$36.23	\$46.58	\$36.23	\$46.58
Level 2 - year 1	\$47.14	\$47.14	\$36.66	\$47.14	\$36.66	\$47.14
Level 2 - year 2	\$47.99	\$47.99	\$37.33	\$47.99	\$37.33	\$47.99
Level 3	\$49.77	\$49.77	\$38.71	\$49.77	\$38.71	\$49.77
Call centre principal customer contact specialist	\$50.13	\$50.13	\$38.99	\$50.13	\$38.99	\$50.13
Level 4	\$52.27	\$52.27	\$40.65	\$52.27	\$40.65	\$52.27
Level 5	\$54.41	\$54.41	\$42.32	\$54.41	\$42.32	\$54.41
Call centre technical associate	\$59.58	\$59.58	\$46.34	\$59.58	\$46.34	\$59.58

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	\$26.96	\$32.36	\$48.53	\$59.32	\$37.75	\$48.53	\$48.53	\$30.20
Level 1 - year 2	\$28.24	\$33.89	\$50.83	\$62.12	\$39.53	\$50.83	\$50.83	\$31.63
Level 1 - year 3	\$29.11	\$34.94	\$52.40	\$64.05	\$40.76	\$52.40	\$52.40	\$32.61
Level 2 - year 1	\$29.46	\$35.36	\$53.03	\$64.82	\$41.25	\$53.03	\$53.03	\$33.00
Level 2 - year 2	\$30.00	\$36.00	\$54.00	\$66.00	\$42.00	\$54.00	\$54.00	\$33.60
Level 3	\$31.11	\$37.34	\$56.00	\$68.45	\$43.56	\$56.00	\$56.00	\$34.85
Call centre principal customer contact specialist	\$31.34	\$37.61	\$56.41	\$68.94	\$43.87	\$56.41	\$56.41	\$35.10
Level 4	\$32.68	\$39.21	\$58.82	\$71.89	\$45.75	\$58.82	\$58.82	\$36.60
Level 5	\$34.00	\$40.80	\$61.20	\$74.80	\$47.60	\$61.20	\$61.20	\$38.08
Call centre technical associate	\$37.24	\$44.69	\$67.03	\$81.92	\$52.13	\$67.03	\$67.03	\$41.71

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker
Level 1 - year 1	\$33.43	\$30.20	\$37.75	\$37.75	\$37.75	\$48.53
Level 1 - year 2	\$35.01	\$31.63	\$39.53	\$39.53	\$39.53	\$50.83
Level 1 - year 3	\$36.10	\$32.61	\$40.76	\$40.76	\$40.76	\$52.40
Level 2 - year 1	\$36.53	\$33.00	\$41.25	\$41.25	\$41.25	\$53.03
Level 2 - year 2	\$37.20	\$33.60	\$42.00	\$42.00	\$42.00	\$54.00
Level 3	\$38.58	\$34.85	\$43.56	\$43.56	\$43.56	\$56.00
Call centre principal customer contact specialist	\$38.86	\$35.10	\$43.87	\$43.87	\$43.87	\$56.41
Level 4	\$40.52	\$36.60	\$45.75	\$45.75	\$45.75	\$58.82
Level 5	\$42.16	\$38.08	\$47.60	\$47.60	\$47.60	\$61.20
Call centre technical associate	\$46.17	\$41.71	\$52.13	\$52.13	\$52.13	\$67.03

Table 3 of 3

Classification	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours
Level 1 - year 1	\$48.53	\$48.53	\$37.75	\$48.53	\$37.75	\$48.53
Level 1 - year 2	\$50.83	\$50.83	\$39.53	\$50.83	\$39.53	\$50.83
Level 1 - year 3	\$52.40	\$52.40	\$40.76	\$52.40	\$40.76	\$52.40
Level 2 - year 1	\$53.03	\$53.03	\$41.25	\$53.03	\$41.25	\$53.03
Level 2 - year 2	\$54.00	\$54.00	\$42.00	\$54.00	\$42.00	\$54.00
Level 3	\$56.00	\$56.00	\$43.56	\$56.00	\$43.56	\$56.00
Call centre principal customer contact specialist	\$56.41	\$56.41	\$43.87	\$56.41	\$43.87	\$56.41
Level 4	\$58.82	\$58.82	\$45.75	\$58.82	\$45.75	\$58.82
Level 5	\$61.20	\$61.20	\$47.60	\$61.20	\$47.60	\$61.20
Call centre technical associate	\$67.03	\$67.03	\$52.13	\$67.03	\$52.13	\$67.03

Allowances

Allowances	Rate
First aid allowance	\$14.93 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	\$18.23 for a meal and \$14.60 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	\$0.32 per km with a maximum of 400 kms per week
Vehicle allowance - motor car	\$0.95 per km with a maximum of 400 kms per week