# Pay Guide - Clerks - Private Sector Award

# [MA000002]

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We encourage you to [subscribe to email updates](https://www.fairwork.gov.au/about-us/contact-us/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**

| **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 | $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**

| **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 | $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**

| **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** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 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**

| **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** |
| --- | --- | --- | --- | --- | --- |
| 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**

| **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 | $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**

| **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 | $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**

| **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 | $14.73 | $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**

| **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 | $17.00 | $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**

| **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 | $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**

| **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 | $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**

| **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 | $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**

| **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 | $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**

| **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 | $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**

| **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 | $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**

| **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 | $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**

| **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 | $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**

| **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** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 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**

| **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** |
| --- | --- | --- | --- | --- | --- |
| 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**

| **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** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 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**

| **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** |
| --- | --- | --- | --- | --- | --- |
| 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**

| **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** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 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**

| **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** |
| --- | --- | --- | --- | --- | --- |
| 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**

| **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** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 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**

| **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** |
| --- | --- | --- | --- | --- | --- |
| 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**

| **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** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 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**

| **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** |
| --- | --- | --- | --- | --- | --- |
| 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**

| **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** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 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**

| **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** |
| --- | --- | --- | --- | --- | --- |
| 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 |