# Pay Guide - Contract Call Centres Award

# [MA000023]

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Pay rates change from 1 July each year, therates in this guide apply from the first full pay period on or after 01 July 2022.

Information about the definition and operation of allowances, penalties and overtime can be found in the [award](https://www.fairwork.gov.au/awards-and-agreements/awards/list-of-awards) and the [Pay and Conditions Tool](https://calculate.fairwork.gov.au/).

The best way to get general pay and conditions advice is to register for [My account](https://www.fairwork.gov.au/my-account/registerpage.aspx) on our website. Once you have registered you can ask questions and save replies, view tailored information relevant to you and save pages, pay rates and awards.

## Disclaimer

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

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

When considering information available in the pay guide about awards you should also have regard to the terms of the relevant award, which can be found through our [Awards page](https://www.fairwork.gov.au/employment-conditions/awards). If our information is inconsistent with the award, then the award applies.

If you need further assistance you can [contact us](https://www.fairwork.gov.au/about-us/contact-us/). Alternatively, you may wish to get independent advice from a union, employer association or lawyer on your particular circumstances.

We encourage you to [subscribe to email updates](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** | **Monday to Friday - outside of 7am to 7pm - not shiftworkers** | **Saturday** | **Sunday - before 7am or after 7pm** | **Sunday - between 7am & 7pm** |
| --- | --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $865.20 | $22.77 | $28.46 | $28.46 | $39.85 | $34.16 |
| Clerical administration officer level 1 | $865.20 | $22.77 | $28.46 | $28.46 | $39.85 | $34.16 |
| Customer contact officer 1 | $893.60 | $23.52 | $29.40 | $29.40 | $41.16 | $35.28 |
| Clerical administration officer level 2 | $893.60 | $23.52 | $29.40 | $29.40 | $41.16 | $35.28 |
| Customer contact officer 2 | $940.90 | $24.76 | $30.95 | $30.95 | $43.33 | $37.14 |
| Clerical administration officer level 3 | $940.90 | $24.76 | $30.95 | $30.95 | $43.33 | $37.14 |
| Principal customer contact specialist | $1,000.80 | $26.34 | $32.93 | $32.93 | $46.10 | $39.51 |
| Customer contact team leader | $1,026.60 | $27.02 | $33.78 | $33.78 | $47.29 | $40.53 |
| Clerical administration officer level 4 | $1,026.60 | $27.02 | $33.78 | $33.78 | $47.29 | $40.53 |
| Principal customer contact leader | $1,100.80 | $28.97 | $36.21 | $36.21 | $50.70 | $43.46 |
| Clerical administration officer level 5 | $1,100.80 | $28.97 | $36.21 | $36.21 | $50.70 | $43.46 |
| Contract call centre industry technical associate | $1,189.60 | $31.31 | $39.14 | $39.14 | $54.79 | $46.97 |

**Table 2 of 3**

| **Classification** | **Public holiday** | **Afternoon shift** | **Night shift** | **Permanent night shift** | **Public holiday - afternoon or night shift** | **Working through a meal break** |
| --- | --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $56.93 | $26.19 | $26.19 | $29.60 | $45.54 | $34.16 |
| Clerical administration officer level 1 | $56.93 | $26.19 | $26.19 | $29.60 | $45.54 | $34.16 |
| Customer contact officer 1 | $58.80 | $27.05 | $27.05 | $30.58 | $47.04 | $35.28 |
| Clerical administration officer level 2 | $58.80 | $27.05 | $27.05 | $30.58 | $47.04 | $35.28 |
| Customer contact officer 2 | $61.90 | $28.47 | $28.47 | $32.19 | $49.52 | $37.14 |
| Clerical administration officer level 3 | $61.90 | $28.47 | $28.47 | $32.19 | $49.52 | $37.14 |
| Principal customer contact specialist | $65.85 | $30.29 | $30.29 | $34.24 | $52.68 | $39.51 |
| Customer contact team leader | $67.55 | $31.07 | $31.07 | $35.13 | $54.04 | $40.53 |
| Clerical administration officer level 4 | $67.55 | $31.07 | $31.07 | $35.13 | $54.04 | $40.53 |
| Principal customer contact leader | $72.43 | $33.32 | $33.32 | $37.66 | $57.94 | $43.46 |
| Clerical administration officer level 5 | $72.43 | $33.32 | $33.32 | $37.66 | $57.94 | $43.46 |
| Contract call centre industry technical associate | $78.28 | $36.01 | $36.01 | $40.70 | $62.62 | $46.97 |

**Table 3 of 3**

| **Classification** | **Overtime - Monday to Saturday - first 3 hours** | **Overtime - Monday to Saturday - after 3 hours** | **Overtime - Sunday** | **Less than 10 hour break between shifts - first 3 hours** | **Less than 10 hour break between shifts - after 3 hours** |
| --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $34.16 | $45.54 | $45.54 | $34.16 | $45.54 |
| Clerical administration officer level 1 | $34.16 | $45.54 | $45.54 | $34.16 | $45.54 |
| Customer contact officer 1 | $35.28 | $47.04 | $47.04 | $35.28 | $47.04 |
| Clerical administration officer level 2 | $35.28 | $47.04 | $47.04 | $35.28 | $47.04 |
| Customer contact officer 2 | $37.14 | $49.52 | $49.52 | $37.14 | $49.52 |
| Clerical administration officer level 3 | $37.14 | $49.52 | $49.52 | $37.14 | $49.52 |
| Principal customer contact specialist | $39.51 | $52.68 | $52.68 | $39.51 | $52.68 |
| Customer contact team leader | $40.53 | $54.04 | $54.04 | $40.53 | $54.04 |
| Clerical administration officer level 4 | $40.53 | $54.04 | $54.04 | $40.53 | $54.04 |
| Principal customer contact leader | $43.46 | $57.94 | $57.94 | $43.46 | $57.94 |
| Clerical administration officer level 5 | $43.46 | $57.94 | $57.94 | $43.46 | $57.94 |
| Contract call centre industry technical associate | $46.97 | $62.62 | $62.62 | $46.97 | $62.62 |

### Casual

**Table 1 of 2**

| **Classification** | **Hourly pay rate** | **Monday to Friday - outside of 7am to 7pm - not shiftworkers** | **Saturday** | **Sunday - before 7am or after 7pm** | **Sunday - between 7am & 7pm** | **Public holiday** | **Afternoon shift** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $28.46 | $34.16 | $34.16 | $45.54 | $39.85 | $62.62 | $31.88 |
| Clerical administration officer level 1 | $28.46 | $34.16 | $34.16 | $45.54 | $39.85 | $62.62 | $31.88 |
| Customer contact officer 1 | $29.40 | $35.28 | $35.28 | $47.04 | $41.16 | $64.68 | $32.93 |
| Clerical administration officer level 2 | $29.40 | $35.28 | $35.28 | $47.04 | $41.16 | $64.68 | $32.93 |
| Customer contact officer 2 | $30.95 | $37.14 | $37.14 | $49.52 | $43.33 | $68.09 | $34.66 |
| Clerical administration officer level 3 | $30.95 | $37.14 | $37.14 | $49.52 | $43.33 | $68.09 | $34.66 |
| Principal customer contact specialist | $32.93 | $39.51 | $39.51 | $52.68 | $46.10 | $72.44 | $36.88 |
| Customer contact team leader | $33.78 | $40.53 | $40.53 | $54.04 | $47.29 | $74.31 | $37.83 |
| Clerical administration officer level 4 | $33.78 | $40.53 | $40.53 | $54.04 | $47.29 | $74.31 | $37.83 |
| Principal customer contact leader | $36.21 | $43.46 | $43.46 | $57.94 | $50.70 | $79.67 | $40.56 |
| Clerical administration officer level 5 | $36.21 | $43.46 | $43.46 | $57.94 | $50.70 | $79.67 | $40.56 |
| Contract call centre industry technical associate | $39.14 | $46.97 | $46.97 | $62.62 | $54.79 | $86.10 | $43.83 |

**Table 2 of 2**

| **Classification** | **Night shift** | **Permanent night shift** | **Public holiday - afternoon or night shift** | **Working through a meal break** | **Overtime - Monday to Saturday - first 3 hours** | **Overtime - Monday to Saturday - after 3 hours** | **Overtime - Sunday** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $31.88 | $35.29 | $51.23 | $39.85 | $42.69 | $56.93 | $56.93 |
| Clerical administration officer level 1 | $31.88 | $35.29 | $51.23 | $39.85 | $42.69 | $56.93 | $56.93 |
| Customer contact officer 1 | $32.93 | $36.46 | $52.92 | $41.16 | $44.10 | $58.80 | $58.80 |
| Clerical administration officer level 2 | $32.93 | $36.46 | $52.92 | $41.16 | $44.10 | $58.80 | $58.80 |
| Customer contact officer 2 | $34.66 | $38.38 | $55.71 | $43.33 | $46.43 | $61.90 | $61.90 |
| Clerical administration officer level 3 | $34.66 | $38.38 | $55.71 | $43.33 | $46.43 | $61.90 | $61.90 |
| Principal customer contact specialist | $36.88 | $40.83 | $59.27 | $46.10 | $49.39 | $65.85 | $65.85 |
| Customer contact team leader | $37.83 | $41.88 | $60.80 | $47.29 | $50.66 | $67.55 | $67.55 |
| Clerical administration officer level 4 | $37.83 | $41.88 | $60.80 | $47.29 | $50.66 | $67.55 | $67.55 |
| Principal customer contact leader | $40.56 | $44.90 | $65.18 | $50.70 | $54.32 | $72.43 | $72.43 |
| Clerical administration officer level 5 | $40.56 | $44.90 | $65.18 | $50.70 | $54.32 | $72.43 | $72.43 |
| Contract call centre industry technical associate | $43.83 | $48.53 | $70.45 | $54.79 | $58.71 | $78.28 | $78.28 |

### Junior - Full-time & part-time - 15 years

**Table 1 of 3**

| **Classification** | **Hourly pay rate** | **Monday to Friday - outside of 7am to 7pm - not shiftworkers** | **Saturday** | **Sunday - before 7am or after 7pm** | **Sunday - between 7am & 7pm** | **Public holiday** |
| --- | --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $11.39 | $14.24 | $14.24 | $19.93 | $17.09 | $28.48 |
| Clerical administration officer level 1 | $11.39 | $14.24 | $14.24 | $19.93 | $17.09 | $28.48 |
| Customer contact officer 1 | $11.76 | $14.70 | $14.70 | $20.58 | $17.64 | $29.40 |
| Clerical administration officer level 2 | $11.76 | $14.70 | $14.70 | $20.58 | $17.64 | $29.40 |
| Customer contact officer 2 | $12.38 | $15.48 | $15.48 | $21.67 | $18.57 | $30.95 |
| Clerical administration officer level 3 | $12.38 | $15.48 | $15.48 | $21.67 | $18.57 | $30.95 |
| Principal customer contact specialist | $13.17 | $16.46 | $16.46 | $23.05 | $19.76 | $32.93 |
| Customer contact team leader | $13.51 | $16.89 | $16.89 | $23.64 | $20.27 | $33.78 |
| Clerical administration officer level 4 | $13.51 | $16.89 | $16.89 | $23.64 | $20.27 | $33.78 |
| Principal customer contact leader | $14.49 | $18.11 | $18.11 | $25.36 | $21.74 | $36.23 |
| Clerical administration officer level 5 | $14.49 | $18.11 | $18.11 | $25.36 | $21.74 | $36.23 |
| Contract call centre industry technical associate | $15.66 | $19.58 | $19.58 | $27.41 | $23.49 | $39.15 |

**Table 2 of 3**

| **Classification** | **Afternoon shift** | **Night shift** | **Permanent night shift** | **Public holiday - afternoon or night shift** | **Working through a meal break** |
| --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $13.10 | $13.10 | $14.81 | $22.78 | $17.09 |
| Clerical administration officer level 1 | $13.10 | $13.10 | $14.81 | $22.78 | $17.09 |
| Customer contact officer 1 | $13.52 | $13.52 | $15.29 | $23.52 | $17.64 |
| Clerical administration officer level 2 | $13.52 | $13.52 | $15.29 | $23.52 | $17.64 |
| Customer contact officer 2 | $14.24 | $14.24 | $16.09 | $24.76 | $18.57 |
| Clerical administration officer level 3 | $14.24 | $14.24 | $16.09 | $24.76 | $18.57 |
| Principal customer contact specialist | $15.15 | $15.15 | $17.12 | $26.34 | $19.76 |
| Customer contact team leader | $15.54 | $15.54 | $17.56 | $27.02 | $20.27 |
| Clerical administration officer level 4 | $15.54 | $15.54 | $17.56 | $27.02 | $20.27 |
| Principal customer contact leader | $16.66 | $16.66 | $18.84 | $28.98 | $21.74 |
| Clerical administration officer level 5 | $16.66 | $16.66 | $18.84 | $28.98 | $21.74 |
| Contract call centre industry technical associate | $18.01 | $18.01 | $20.36 | $31.32 | $23.49 |

**Table 3 of 3**

| **Classification** | **Overtime - Monday to Saturday - first 3 hours** | **Overtime - Monday to Saturday - after 3 hours** | **Overtime - Sunday** | **Less than 10 hour break between shifts - first 3 hours** | **Less than 10 hour break between shifts - after 3 hours** |
| --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $17.09 | $22.78 | $22.78 | $17.09 | $22.78 |
| Clerical administration officer level 1 | $17.09 | $22.78 | $22.78 | $17.09 | $22.78 |
| Customer contact officer 1 | $17.64 | $23.52 | $23.52 | $17.64 | $23.52 |
| Clerical administration officer level 2 | $17.64 | $23.52 | $23.52 | $17.64 | $23.52 |
| Customer contact officer 2 | $18.57 | $24.76 | $24.76 | $18.57 | $24.76 |
| Clerical administration officer level 3 | $18.57 | $24.76 | $24.76 | $18.57 | $24.76 |
| Principal customer contact specialist | $19.76 | $26.34 | $26.34 | $19.76 | $26.34 |
| Customer contact team leader | $20.27 | $27.02 | $27.02 | $20.27 | $27.02 |
| Clerical administration officer level 4 | $20.27 | $27.02 | $27.02 | $20.27 | $27.02 |
| Principal customer contact leader | $21.74 | $28.98 | $28.98 | $21.74 | $28.98 |
| Clerical administration officer level 5 | $21.74 | $28.98 | $28.98 | $21.74 | $28.98 |
| Contract call centre industry technical associate | $23.49 | $31.32 | $31.32 | $23.49 | $31.32 |

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

**Table 1 of 3**

| **Classification** | **Hourly pay rate** | **Monday to Friday - outside of 7am to 7pm - not shiftworkers** | **Saturday** | **Sunday - before 7am or after 7pm** | **Sunday - between 7am & 7pm** | **Public holiday** |
| --- | --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $13.66 | $17.08 | $17.08 | $23.91 | $20.49 | $34.15 |
| Clerical administration officer level 1 | $13.66 | $17.08 | $17.08 | $23.91 | $20.49 | $34.15 |
| Customer contact officer 1 | $14.11 | $17.64 | $17.64 | $24.69 | $21.17 | $35.28 |
| Clerical administration officer level 2 | $14.11 | $17.64 | $17.64 | $24.69 | $21.17 | $35.28 |
| Customer contact officer 2 | $14.86 | $18.58 | $18.58 | $26.01 | $22.29 | $37.15 |
| Clerical administration officer level 3 | $14.86 | $18.58 | $18.58 | $26.01 | $22.29 | $37.15 |
| Principal customer contact specialist | $15.80 | $19.75 | $19.75 | $27.65 | $23.70 | $39.50 |
| Customer contact team leader | $16.21 | $20.26 | $20.26 | $28.37 | $24.32 | $40.53 |
| Clerical administration officer level 4 | $16.21 | $20.26 | $20.26 | $28.37 | $24.32 | $40.53 |
| Principal customer contact leader | $17.38 | $21.73 | $21.73 | $30.42 | $26.07 | $43.45 |
| Clerical administration officer level 5 | $17.38 | $21.73 | $21.73 | $30.42 | $26.07 | $43.45 |
| Contract call centre industry technical associate | $18.79 | $23.49 | $23.49 | $32.88 | $28.19 | $46.98 |

**Table 2 of 3**

| **Classification** | **Afternoon shift** | **Night shift** | **Permanent night shift** | **Public holiday - afternoon or night shift** | **Working through a meal break** |
| --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $15.71 | $15.71 | $17.76 | $27.32 | $20.49 |
| Clerical administration officer level 1 | $15.71 | $15.71 | $17.76 | $27.32 | $20.49 |
| Customer contact officer 1 | $16.23 | $16.23 | $18.34 | $28.22 | $21.17 |
| Clerical administration officer level 2 | $16.23 | $16.23 | $18.34 | $28.22 | $21.17 |
| Customer contact officer 2 | $17.09 | $17.09 | $19.32 | $29.72 | $22.29 |
| Clerical administration officer level 3 | $17.09 | $17.09 | $19.32 | $29.72 | $22.29 |
| Principal customer contact specialist | $18.17 | $18.17 | $20.54 | $31.60 | $23.70 |
| Customer contact team leader | $18.64 | $18.64 | $21.07 | $32.42 | $24.32 |
| Clerical administration officer level 4 | $18.64 | $18.64 | $21.07 | $32.42 | $24.32 |
| Principal customer contact leader | $19.99 | $19.99 | $22.59 | $34.76 | $26.07 |
| Clerical administration officer level 5 | $19.99 | $19.99 | $22.59 | $34.76 | $26.07 |
| Contract call centre industry technical associate | $21.61 | $21.61 | $24.43 | $37.58 | $28.19 |

**Table 3 of 3**

| **Classification** | **Overtime - Monday to Saturday - first 3 hours** | **Overtime - Monday to Saturday - after 3 hours** | **Overtime - Sunday** | **Less than 10 hour break between shifts - first 3 hours** | **Less than 10 hour break between shifts - after 3 hours** |
| --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $20.49 | $27.32 | $27.32 | $20.49 | $27.32 |
| Clerical administration officer level 1 | $20.49 | $27.32 | $27.32 | $20.49 | $27.32 |
| Customer contact officer 1 | $21.17 | $28.22 | $28.22 | $21.17 | $28.22 |
| Clerical administration officer level 2 | $21.17 | $28.22 | $28.22 | $21.17 | $28.22 |
| Customer contact officer 2 | $22.29 | $29.72 | $29.72 | $22.29 | $29.72 |
| Clerical administration officer level 3 | $22.29 | $29.72 | $29.72 | $22.29 | $29.72 |
| Principal customer contact specialist | $23.70 | $31.60 | $31.60 | $23.70 | $31.60 |
| Customer contact team leader | $24.32 | $32.42 | $32.42 | $24.32 | $32.42 |
| Clerical administration officer level 4 | $24.32 | $32.42 | $32.42 | $24.32 | $32.42 |
| Principal customer contact leader | $26.07 | $34.76 | $34.76 | $26.07 | $34.76 |
| Clerical administration officer level 5 | $26.07 | $34.76 | $34.76 | $26.07 | $34.76 |
| Contract call centre industry technical associate | $28.19 | $37.58 | $37.58 | $28.19 | $37.58 |

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

**Table 1 of 3**

| **Classification** | **Hourly pay rate** | **Monday to Friday - outside of 7am to 7pm - not shiftworkers** | **Saturday** | **Sunday - before 7am or after 7pm** | **Sunday - between 7am & 7pm** | **Public holiday** |
| --- | --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $15.94 | $19.93 | $19.93 | $27.90 | $23.91 | $39.85 |
| Clerical administration officer level 1 | $15.94 | $19.93 | $19.93 | $27.90 | $23.91 | $39.85 |
| Customer contact officer 1 | $16.46 | $20.58 | $20.58 | $28.81 | $24.69 | $41.15 |
| Clerical administration officer level 2 | $16.46 | $20.58 | $20.58 | $28.81 | $24.69 | $41.15 |
| Customer contact officer 2 | $17.33 | $21.66 | $21.66 | $30.33 | $26.00 | $43.33 |
| Clerical administration officer level 3 | $17.33 | $21.66 | $21.66 | $30.33 | $26.00 | $43.33 |
| Principal customer contact specialist | $18.44 | $23.05 | $23.05 | $32.27 | $27.66 | $46.10 |
| Customer contact team leader | $18.91 | $23.64 | $23.64 | $33.09 | $28.37 | $47.28 |
| Clerical administration officer level 4 | $18.91 | $23.64 | $23.64 | $33.09 | $28.37 | $47.28 |
| Principal customer contact leader | $20.28 | $25.35 | $25.35 | $35.49 | $30.42 | $50.70 |
| Clerical administration officer level 5 | $20.28 | $25.35 | $25.35 | $35.49 | $30.42 | $50.70 |
| Contract call centre industry technical associate | $21.92 | $27.40 | $27.40 | $38.36 | $32.88 | $54.80 |

**Table 2 of 3**

| **Classification** | **Afternoon shift** | **Night shift** | **Permanent night shift** | **Public holiday - afternoon or night shift** | **Working through a meal break** |
| --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $18.33 | $18.33 | $20.72 | $31.88 | $23.91 |
| Clerical administration officer level 1 | $18.33 | $18.33 | $20.72 | $31.88 | $23.91 |
| Customer contact officer 1 | $18.93 | $18.93 | $21.40 | $32.92 | $24.69 |
| Clerical administration officer level 2 | $18.93 | $18.93 | $21.40 | $32.92 | $24.69 |
| Customer contact officer 2 | $19.93 | $19.93 | $22.53 | $34.66 | $26.00 |
| Clerical administration officer level 3 | $19.93 | $19.93 | $22.53 | $34.66 | $26.00 |
| Principal customer contact specialist | $21.21 | $21.21 | $23.97 | $36.88 | $27.66 |
| Customer contact team leader | $21.75 | $21.75 | $24.58 | $37.82 | $28.37 |
| Clerical administration officer level 4 | $21.75 | $21.75 | $24.58 | $37.82 | $28.37 |
| Principal customer contact leader | $23.32 | $23.32 | $26.36 | $40.56 | $30.42 |
| Clerical administration officer level 5 | $23.32 | $23.32 | $26.36 | $40.56 | $30.42 |
| Contract call centre industry technical associate | $25.21 | $25.21 | $28.50 | $43.84 | $32.88 |

**Table 3 of 3**

| **Classification** | **Overtime - Monday to Saturday - first 3 hours** | **Overtime - Monday to Saturday - after 3 hours** | **Overtime - Sunday** | **Less than 10 hour break between shifts - first 3 hours** | **Less than 10 hour break between shifts - after 3 hours** |
| --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $23.91 | $31.88 | $31.88 | $23.91 | $31.88 |
| Clerical administration officer level 1 | $23.91 | $31.88 | $31.88 | $23.91 | $31.88 |
| Customer contact officer 1 | $24.69 | $32.92 | $32.92 | $24.69 | $32.92 |
| Clerical administration officer level 2 | $24.69 | $32.92 | $32.92 | $24.69 | $32.92 |
| Customer contact officer 2 | $26.00 | $34.66 | $34.66 | $26.00 | $34.66 |
| Clerical administration officer level 3 | $26.00 | $34.66 | $34.66 | $26.00 | $34.66 |
| Principal customer contact specialist | $27.66 | $36.88 | $36.88 | $27.66 | $36.88 |
| Customer contact team leader | $28.37 | $37.82 | $37.82 | $28.37 | $37.82 |
| Clerical administration officer level 4 | $28.37 | $37.82 | $37.82 | $28.37 | $37.82 |
| Principal customer contact leader | $30.42 | $40.56 | $40.56 | $30.42 | $40.56 |
| Clerical administration officer level 5 | $30.42 | $40.56 | $40.56 | $30.42 | $40.56 |
| Contract call centre industry technical associate | $32.88 | $43.84 | $43.84 | $32.88 | $43.84 |

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

**Table 1 of 3**

| **Classification** | **Hourly pay rate** | **Monday to Friday - outside of 7am to 7pm - not shiftworkers** | **Saturday** | **Sunday - before 7am or after 7pm** | **Sunday - between 7am & 7pm** | **Public holiday** |
| --- | --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $22.77 | $28.46 | $28.46 | $39.85 | $34.16 | $56.93 |
| Clerical administration officer level 1 | $22.77 | $28.46 | $28.46 | $39.85 | $34.16 | $56.93 |
| Customer contact officer 1 | $23.52 | $29.40 | $29.40 | $41.16 | $35.28 | $58.80 |
| Clerical administration officer level 2 | $23.52 | $29.40 | $29.40 | $41.16 | $35.28 | $58.80 |
| Customer contact officer 2 | $24.76 | $30.95 | $30.95 | $43.33 | $37.14 | $61.90 |
| Clerical administration officer level 3 | $24.76 | $30.95 | $30.95 | $43.33 | $37.14 | $61.90 |
| Principal customer contact specialist | $26.34 | $32.93 | $32.93 | $46.10 | $39.51 | $65.85 |
| Customer contact team leader | $27.02 | $33.78 | $33.78 | $47.29 | $40.53 | $67.55 |
| Clerical administration officer level 4 | $27.02 | $33.78 | $33.78 | $47.29 | $40.53 | $67.55 |
| Principal customer contact leader | $28.97 | $36.21 | $36.21 | $50.70 | $43.46 | $72.43 |
| Clerical administration officer level 5 | $28.97 | $36.21 | $36.21 | $50.70 | $43.46 | $72.43 |
| Contract call centre industry technical associate | $31.31 | $39.14 | $39.14 | $54.79 | $46.97 | $78.28 |

**Table 2 of 3**

| **Classification** | **Afternoon shift** | **Night shift** | **Permanent night shift** | **Public holiday - afternoon or night shift** | **Working through a meal break** |
| --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $26.19 | $26.19 | $29.60 | $45.54 | $34.16 |
| Clerical administration officer level 1 | $26.19 | $26.19 | $29.60 | $45.54 | $34.16 |
| Customer contact officer 1 | $27.05 | $27.05 | $30.58 | $47.04 | $35.28 |
| Clerical administration officer level 2 | $27.05 | $27.05 | $30.58 | $47.04 | $35.28 |
| Customer contact officer 2 | $28.47 | $28.47 | $32.19 | $49.52 | $37.14 |
| Clerical administration officer level 3 | $28.47 | $28.47 | $32.19 | $49.52 | $37.14 |
| Principal customer contact specialist | $30.29 | $30.29 | $34.24 | $52.68 | $39.51 |
| Customer contact team leader | $31.07 | $31.07 | $35.13 | $54.04 | $40.53 |
| Clerical administration officer level 4 | $31.07 | $31.07 | $35.13 | $54.04 | $40.53 |
| Principal customer contact leader | $33.32 | $33.32 | $37.66 | $57.94 | $43.46 |
| Clerical administration officer level 5 | $33.32 | $33.32 | $37.66 | $57.94 | $43.46 |
| Contract call centre industry technical associate | $36.01 | $36.01 | $40.70 | $62.62 | $46.97 |

**Table 3 of 3**

| **Classification** | **Overtime - Monday to Saturday - first 3 hours** | **Overtime - Monday to Saturday - after 3 hours** | **Overtime - Sunday** | **Less than 10 hour break between shifts - first 3 hours** | **Less than 10 hour break between shifts - after 3 hours** |
| --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $34.16 | $45.54 | $45.54 | $34.16 | $45.54 |
| Clerical administration officer level 1 | $34.16 | $45.54 | $45.54 | $34.16 | $45.54 |
| Customer contact officer 1 | $35.28 | $47.04 | $47.04 | $35.28 | $47.04 |
| Clerical administration officer level 2 | $35.28 | $47.04 | $47.04 | $35.28 | $47.04 |
| Customer contact officer 2 | $37.14 | $49.52 | $49.52 | $37.14 | $49.52 |
| Clerical administration officer level 3 | $37.14 | $49.52 | $49.52 | $37.14 | $49.52 |
| Principal customer contact specialist | $39.51 | $52.68 | $52.68 | $39.51 | $52.68 |
| Customer contact team leader | $40.53 | $54.04 | $54.04 | $40.53 | $54.04 |
| Clerical administration officer level 4 | $40.53 | $54.04 | $54.04 | $40.53 | $54.04 |
| Principal customer contact leader | $43.46 | $57.94 | $57.94 | $43.46 | $57.94 |
| Clerical administration officer level 5 | $43.46 | $57.94 | $57.94 | $43.46 | $57.94 |
| Contract call centre industry technical associate | $46.97 | $62.62 | $62.62 | $46.97 | $62.62 |

### Junior - Casual - 15 years

**Table 1 of 2**

| **Classification** | **Hourly pay rate** | **Monday to Friday - outside of 7am to 7pm - not shiftworkers** | **Saturday** | **Sunday - before 7am or after 7pm** | **Sunday - between 7am & 7pm** | **Public holiday** | **Afternoon shift** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $14.24 | $17.09 | $17.09 | $22.78 | $19.93 | $31.32 | $15.95 |
| Clerical administration officer level 1 | $14.24 | $17.09 | $17.09 | $22.78 | $19.93 | $31.32 | $15.95 |
| Customer contact officer 1 | $14.70 | $17.64 | $17.64 | $23.52 | $20.58 | $32.34 | $16.46 |
| Clerical administration officer level 2 | $14.70 | $17.64 | $17.64 | $23.52 | $20.58 | $32.34 | $16.46 |
| Customer contact officer 2 | $15.48 | $18.57 | $18.57 | $24.76 | $21.67 | $34.05 | $17.33 |
| Clerical administration officer level 3 | $15.48 | $18.57 | $18.57 | $24.76 | $21.67 | $34.05 | $17.33 |
| Principal customer contact specialist | $16.46 | $19.76 | $19.76 | $26.34 | $23.05 | $36.22 | $18.44 |
| Customer contact team leader | $16.89 | $20.27 | $20.27 | $27.02 | $23.64 | $37.15 | $18.91 |
| Clerical administration officer level 4 | $16.89 | $20.27 | $20.27 | $27.02 | $23.64 | $37.15 | $18.91 |
| Principal customer contact leader | $18.11 | $21.74 | $21.74 | $28.98 | $25.36 | $39.85 | $20.29 |
| Clerical administration officer level 5 | $18.11 | $21.74 | $21.74 | $28.98 | $25.36 | $39.85 | $20.29 |
| Contract call centre industry technical associate | $19.58 | $23.49 | $23.49 | $31.32 | $27.41 | $43.07 | $21.92 |

**Table 2 of 2**

| **Classification** | **Night shift** | **Permanent night shift** | **Public holiday - afternoon or night shift** | **Working through a meal break** | **Overtime - Monday to Saturday - after 3 hours** | **Overtime - Monday to Saturday - first 3 hours** | **Overtime - Sunday** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $15.95 | $17.65 | $25.63 | $19.93 | $28.48 | $21.36 | $28.48 |
| Clerical administration officer level 1 | $15.95 | $17.65 | $25.63 | $19.93 | $28.48 | $21.36 | $28.48 |
| Customer contact officer 1 | $16.46 | $18.23 | $26.46 | $20.58 | $29.40 | $22.05 | $29.40 |
| Clerical administration officer level 2 | $16.46 | $18.23 | $26.46 | $20.58 | $29.40 | $22.05 | $29.40 |
| Customer contact officer 2 | $17.33 | $19.19 | $27.86 | $21.67 | $30.95 | $23.21 | $30.95 |
| Clerical administration officer level 3 | $17.33 | $19.19 | $27.86 | $21.67 | $30.95 | $23.21 | $30.95 |
| Principal customer contact specialist | $18.44 | $20.41 | $29.63 | $23.05 | $32.93 | $24.69 | $32.93 |
| Customer contact team leader | $18.91 | $20.94 | $30.40 | $23.64 | $33.78 | $25.33 | $33.78 |
| Clerical administration officer level 4 | $18.91 | $20.94 | $30.40 | $23.64 | $33.78 | $25.33 | $33.78 |
| Principal customer contact leader | $20.29 | $22.46 | $32.60 | $25.36 | $36.23 | $27.17 | $36.23 |
| Clerical administration officer level 5 | $20.29 | $22.46 | $32.60 | $25.36 | $36.23 | $27.17 | $36.23 |
| Contract call centre industry technical associate | $21.92 | $24.27 | $35.24 | $27.41 | $39.15 | $29.36 | $39.15 |

### Junior - Casual - 16 years

**Table 1 of 2**

| **Classification** | **Hourly pay rate** | **Monday to Friday - outside of 7am to 7pm - not shiftworkers** | **Saturday** | **Sunday - before 7am or after 7pm** | **Sunday - between 7am & 7pm** | **Public holiday** | **Afternoon shift** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $17.08 | $20.49 | $20.49 | $27.32 | $23.91 | $37.57 | $19.12 |
| Clerical administration officer level 1 | $17.08 | $20.49 | $20.49 | $27.32 | $23.91 | $37.57 | $19.12 |
| Customer contact officer 1 | $17.64 | $21.17 | $21.17 | $28.22 | $24.69 | $38.80 | $19.75 |
| Clerical administration officer level 2 | $17.64 | $21.17 | $21.17 | $28.22 | $24.69 | $38.80 | $19.75 |
| Customer contact officer 2 | $18.58 | $22.29 | $22.29 | $29.72 | $26.01 | $40.87 | $20.80 |
| Clerical administration officer level 3 | $18.58 | $22.29 | $22.29 | $29.72 | $26.01 | $40.87 | $20.80 |
| Principal customer contact specialist | $19.75 | $23.70 | $23.70 | $31.60 | $27.65 | $43.45 | $22.12 |
| Customer contact team leader | $20.26 | $24.32 | $24.32 | $32.42 | $28.37 | $44.58 | $22.69 |
| Clerical administration officer level 4 | $20.26 | $24.32 | $24.32 | $32.42 | $28.37 | $44.58 | $22.69 |
| Principal customer contact leader | $21.73 | $26.07 | $26.07 | $34.76 | $30.42 | $47.80 | $24.33 |
| Clerical administration officer level 5 | $21.73 | $26.07 | $26.07 | $34.76 | $30.42 | $47.80 | $24.33 |
| Contract call centre industry technical associate | $23.49 | $28.19 | $28.19 | $37.58 | $32.88 | $51.67 | $26.31 |

**Table 2 of 2**

| **Classification** | **Night shift** | **Permanent night shift** | **Public holiday - afternoon or night shift** | **Working through a meal break** | **Overtime - Monday to Saturday - after 3 hours** | **Overtime - Monday to Saturday - first 3 hours** | **Overtime - Sunday** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $19.12 | $21.17 | $30.74 | $23.91 | $34.15 | $25.61 | $34.15 |
| Clerical administration officer level 1 | $19.12 | $21.17 | $30.74 | $23.91 | $34.15 | $25.61 | $34.15 |
| Customer contact officer 1 | $19.75 | $21.87 | $31.75 | $24.69 | $35.28 | $26.46 | $35.28 |
| Clerical administration officer level 2 | $19.75 | $21.87 | $31.75 | $24.69 | $35.28 | $26.46 | $35.28 |
| Customer contact officer 2 | $20.80 | $23.03 | $33.44 | $26.01 | $37.15 | $27.86 | $37.15 |
| Clerical administration officer level 3 | $20.80 | $23.03 | $33.44 | $26.01 | $37.15 | $27.86 | $37.15 |
| Principal customer contact specialist | $22.12 | $24.49 | $35.55 | $27.65 | $39.50 | $29.63 | $39.50 |
| Customer contact team leader | $22.69 | $25.13 | $36.47 | $28.37 | $40.53 | $30.39 | $40.53 |
| Clerical administration officer level 4 | $22.69 | $25.13 | $36.47 | $28.37 | $40.53 | $30.39 | $40.53 |
| Principal customer contact leader | $24.33 | $26.94 | $39.11 | $30.42 | $43.45 | $32.59 | $43.45 |
| Clerical administration officer level 5 | $24.33 | $26.94 | $39.11 | $30.42 | $43.45 | $32.59 | $43.45 |
| Contract call centre industry technical associate | $26.31 | $29.12 | $42.28 | $32.88 | $46.98 | $35.23 | $46.98 |

### Junior - Casual - 17 years

**Table 1 of 2**

| **Classification** | **Hourly pay rate** | **Monday to Friday - outside of 7am to 7pm - not shiftworkers** | **Saturday** | **Sunday - before 7am or after 7pm** | **Sunday - between 7am & 7pm** | **Public holiday** | **Afternoon shift** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $19.93 | $23.91 | $23.91 | $31.88 | $27.90 | $43.84 | $22.32 |
| Clerical administration officer level 1 | $19.93 | $23.91 | $23.91 | $31.88 | $27.90 | $43.84 | $22.32 |
| Customer contact officer 1 | $20.58 | $24.69 | $24.69 | $32.92 | $28.81 | $45.27 | $23.04 |
| Clerical administration officer level 2 | $20.58 | $24.69 | $24.69 | $32.92 | $28.81 | $45.27 | $23.04 |
| Customer contact officer 2 | $21.66 | $26.00 | $26.00 | $34.66 | $30.33 | $47.66 | $24.26 |
| Clerical administration officer level 3 | $21.66 | $26.00 | $26.00 | $34.66 | $30.33 | $47.66 | $24.26 |
| Principal customer contact specialist | $23.05 | $27.66 | $27.66 | $36.88 | $32.27 | $50.71 | $25.82 |
| Customer contact team leader | $23.64 | $28.37 | $28.37 | $37.82 | $33.09 | $52.00 | $26.47 |
| Clerical administration officer level 4 | $23.64 | $28.37 | $28.37 | $37.82 | $33.09 | $52.00 | $26.47 |
| Principal customer contact leader | $25.35 | $30.42 | $30.42 | $40.56 | $35.49 | $55.77 | $28.39 |
| Clerical administration officer level 5 | $25.35 | $30.42 | $30.42 | $40.56 | $35.49 | $55.77 | $28.39 |
| Contract call centre industry technical associate | $27.40 | $32.88 | $32.88 | $43.84 | $38.36 | $60.28 | $30.69 |

**Table 2 of 2**

| **Classification** | **Night shift** | **Permanent night shift** | **Public holiday - afternoon or night shift** | **Working through a meal break** | **Overtime - Monday to Saturday - first 3 hours** | **Overtime - Monday to Saturday - after 3 hours** | **Overtime - Sunday** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $22.32 | $24.71 | $35.87 | $27.90 | $29.89 | $39.85 | $39.85 |
| Clerical administration officer level 1 | $22.32 | $24.71 | $35.87 | $27.90 | $29.89 | $39.85 | $39.85 |
| Customer contact officer 1 | $23.04 | $25.51 | $37.04 | $28.81 | $30.86 | $41.15 | $41.15 |
| Clerical administration officer level 2 | $23.04 | $25.51 | $37.04 | $28.81 | $30.86 | $41.15 | $41.15 |
| Customer contact officer 2 | $24.26 | $26.86 | $38.99 | $30.33 | $32.49 | $43.33 | $43.33 |
| Clerical administration officer level 3 | $24.26 | $26.86 | $38.99 | $30.33 | $32.49 | $43.33 | $43.33 |
| Principal customer contact specialist | $25.82 | $28.58 | $41.49 | $32.27 | $34.58 | $46.10 | $46.10 |
| Customer contact team leader | $26.47 | $29.31 | $42.55 | $33.09 | $35.46 | $47.28 | $47.28 |
| Clerical administration officer level 4 | $26.47 | $29.31 | $42.55 | $33.09 | $35.46 | $47.28 | $47.28 |
| Principal customer contact leader | $28.39 | $31.43 | $45.63 | $35.49 | $38.03 | $50.70 | $50.70 |
| Clerical administration officer level 5 | $28.39 | $31.43 | $45.63 | $35.49 | $38.03 | $50.70 | $50.70 |
| Contract call centre industry technical associate | $30.69 | $33.98 | $49.32 | $38.36 | $41.10 | $54.80 | $54.80 |

### Junior - Casual - 18 years

**Table 1 of 2**

| **Classification** | **Hourly pay rate** | **Monday to Friday - outside of 7am to 7pm - not shiftworkers** | **Saturday** | **Sunday - before 7am or after 7pm** | **Sunday - between 7am & 7pm** | **Public holiday** | **Afternoon shift** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $28.46 | $34.16 | $34.16 | $45.54 | $39.85 | $62.62 | $31.88 |
| Clerical administration officer level 1 | $28.46 | $34.16 | $34.16 | $45.54 | $39.85 | $62.62 | $31.88 |
| Customer contact officer 1 | $29.40 | $35.28 | $35.28 | $47.04 | $41.16 | $64.68 | $32.93 |
| Clerical administration officer level 2 | $29.40 | $35.28 | $35.28 | $47.04 | $41.16 | $64.68 | $32.93 |
| Customer contact officer 2 | $30.95 | $37.14 | $37.14 | $49.52 | $43.33 | $68.09 | $34.66 |
| Clerical administration officer level 3 | $30.95 | $37.14 | $37.14 | $49.52 | $43.33 | $68.09 | $34.66 |
| Principal customer contact specialist | $32.93 | $39.51 | $39.51 | $52.68 | $46.10 | $72.44 | $36.88 |
| Customer contact team leader | $33.78 | $40.53 | $40.53 | $54.04 | $47.29 | $74.31 | $37.83 |
| Clerical administration officer level 4 | $33.78 | $40.53 | $40.53 | $54.04 | $47.29 | $74.31 | $37.83 |
| Principal customer contact leader | $36.21 | $43.46 | $43.46 | $57.94 | $50.70 | $79.67 | $40.56 |
| Clerical administration officer level 5 | $36.21 | $43.46 | $43.46 | $57.94 | $50.70 | $79.67 | $40.56 |
| Contract call centre industry technical associate | $39.14 | $46.97 | $46.97 | $62.62 | $54.79 | $86.10 | $43.83 |

**Table 2 of 2**

| **Classification** | **Night shift** | **Permanent night shift** | **Public holiday - afternoon or night shift** | **Working through a meal break** | **Overtime - Monday to Saturday - first 3 hours** | **Overtime - Monday to Saturday - after 3 hours** | **Overtime - Sunday** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Customer contact trainee | $31.88 | $35.29 | $51.23 | $39.85 | $42.69 | $56.93 | $56.93 |
| Clerical administration officer level 1 | $31.88 | $35.29 | $51.23 | $39.85 | $42.69 | $56.93 | $56.93 |
| Customer contact officer 1 | $32.93 | $36.46 | $52.92 | $41.16 | $44.10 | $58.80 | $58.80 |
| Clerical administration officer level 2 | $32.93 | $36.46 | $52.92 | $41.16 | $44.10 | $58.80 | $58.80 |
| Customer contact officer 2 | $34.66 | $38.38 | $55.71 | $43.33 | $46.43 | $61.90 | $61.90 |
| Clerical administration officer level 3 | $34.66 | $38.38 | $55.71 | $43.33 | $46.43 | $61.90 | $61.90 |
| Principal customer contact specialist | $36.88 | $40.83 | $59.27 | $46.10 | $49.39 | $65.85 | $65.85 |
| Customer contact team leader | $37.83 | $41.88 | $60.80 | $47.29 | $50.66 | $67.55 | $67.55 |
| Clerical administration officer level 4 | $37.83 | $41.88 | $60.80 | $47.29 | $50.66 | $67.55 | $67.55 |
| Principal customer contact leader | $40.56 | $44.90 | $65.18 | $50.70 | $54.32 | $72.43 | $72.43 |
| Clerical administration officer level 5 | $40.56 | $44.90 | $65.18 | $50.70 | $54.32 | $72.43 | $72.43 |
| Contract call centre industry technical associate | $43.83 | $48.53 | $70.45 | $54.79 | $58.71 | $78.28 | $78.28 |

## Allowances

| **Allowances** | **Rate** |
| --- | --- |
| First aid allowance | $0.48 per hour up to a maximum of $18.25 per week |
| Meal allowance - travelling expenses | $15.21 per meal |
| Meal allowance - rest break during overtime | $15.21 per rest break |
| Safe travel allowance - after overtime or irregular shift - reasonable means of transport are not available | payment at the applicable hourly rate for time reasonably spent getting home |
| Stand-by allowance | 20% of the minimum hourly rate of pay per hour for each hour required to stand-by |
| Telephone reimbursement | reimbursement for the cost of business calls |
| Telephone reimbursement - employee does not have telephone, modem or broadband connection and is required to | reimbursement for the cost of purchase, installation and rental |
| Travelling time allowance - sleeping berth provided | payment at the minimum hourly rate per hour up to a maximum of 8 hours out of each 24 hours |
| Travelling time allowance - sleeping berth not provided | payment at the minimum hourly rate per hour up to a maximum of 12 hours out of each 24 hours |
| Travel expenses reimbursement | reimbursement for the cost of reasonable out of pocket expenses |
| Travel accommodation reimbursement | reimbursement for the cost accommodation of a reasonable standard |
| Transfer to another location reimbursement - relocation costs | reimbursement for cost of removal expenses |
| Vehicle allowance | $0.91 per km |