

Pay Guide - Clerks - Private Sector Award 2010

[MA000002]

Published 28 June 2018

Pay rates change from 1 July each year, the rates in this guide apply from 01 July 2018.

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Rates of pay

Adult

Full-time & part-time

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Classification	Weekly pay rate	Hourly pay rate	Saturday - between 7am and 12.30pm - not shiftworker	Sunday - not shiftworker	Public holiday - not shiftworker	Overtime - Monday to Saturday - first 2 hours - not shiftworker	Overtime - Monday to Saturday - after 2 hours - not shiftworker	Working through a meal break
Level 1 - year 1	\$764.70	\$20.12	\$25.15	\$40.24	\$50.30	\$30.18	\$40.24	\$40.24
Level 1 - year 2	\$802.50	\$21.12	\$26.40	\$42.24	\$52.80	\$31.68	\$42.24	\$42.24
Level 1 - year 3	\$827.60	\$21.78	\$27.23	\$43.56	\$54.45	\$32.67	\$43.56	\$43.56
Level 2 - year 1	\$837.40	\$22.04	\$27.55	\$44.08	\$55.10	\$33.06	\$44.08	\$44.08
Level 2 - year 2	\$852.90	\$22.44	\$28.05	\$44.88	\$56.10	\$33.66	\$44.88	\$44.88
Level 3	\$884.50	\$23.28	\$29.10	\$46.56	\$58.20	\$34.92	\$46.56	\$46.56
Call centre principal customer contact specialist	\$890.70	\$23.44	\$29.30	\$46.88	\$58.60	\$35.16	\$46.88	\$46.88
Level 4	\$928.80	\$24.44	\$30.55	\$48.88	\$61.10	\$36.66	\$48.88	\$48.88
Level 5	\$966.50	\$25.43	\$31.79	\$50.86	\$63.58	\$38.15	\$50.86	\$50.86
Call centre technical associate	\$1,058.70	\$27.86	\$34.83	\$55.72	\$69.65	\$41.79	\$55.72	\$55.72

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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	\$23.14	\$26.16	\$23.14	\$30.18	\$30.18	\$30.18	\$40.24	\$40.24
Level 1 - year 2	\$24.29	\$27.46	\$24.29	\$31.68	\$31.68	\$31.68	\$42.24	\$42.24
Level 1 - year 3	\$25.05	\$28.31	\$25.05	\$32.67	\$32.67	\$32.67	\$43.56	\$43.56
Level 2 - year 1	\$25.35	\$28.65	\$25.35	\$33.06	\$33.06	\$33.06	\$44.08	\$44.08
Level 2 - year 2	\$25.81	\$29.17	\$25.81	\$33.66	\$33.66	\$33.66	\$44.88	\$44.88
Level 3	\$26.77	\$30.26	\$26.77	\$34.92	\$34.92	\$34.92	\$46.56	\$46.56
Call centre principal customer contact specialist	\$26.96	\$30.47	\$26.96	\$35.16	\$35.16	\$35.16	\$46.88	\$46.88
Level 4	\$28.11	\$31.77	\$28.11	\$36.66	\$36.66	\$36.66	\$48.88	\$48.88
Level 5	\$29.24	\$33.06	\$29.24	\$38.15	\$38.15	\$38.15	\$50.86	\$50.86
Call centre technical associate	\$32.04	\$36.22	\$32.04	\$41.79	\$41.79	\$41.79	\$55.72	\$55.72

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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	\$40.24	\$30.18	\$40.24	\$30.18	\$40.24	\$40.24	\$40.24
Level 1 - year 2	\$42.24	\$31.68	\$42.24	\$31.68	\$42.24	\$42.24	\$42.24
Level 1 - year 3	\$43.56	\$32.67	\$43.56	\$32.67	\$43.56	\$43.56	\$43.56
Level 2 - year 1	\$44.08	\$33.06	\$44.08	\$33.06	\$44.08	\$44.08	\$44.08
Level 2 - year 2	\$44.88	\$33.66	\$44.88	\$33.66	\$44.88	\$44.88	\$44.88
Level 3	\$46.56	\$34.92	\$46.56	\$34.92	\$46.56	\$46.56	\$46.56
Call centre principal customer contact specialist	\$46.88	\$35.16	\$46.88	\$35.16	\$46.88	\$46.88	\$46.88
Level 4	\$48.88	\$36.66	\$48.88	\$36.66	\$48.88	\$48.88	\$48.88
Level 5	\$50.86	\$38.15	\$50.86	\$38.15	\$50.86	\$50.86	\$50.86
Call centre technical associate	\$55.72	\$41.79	\$55.72	\$41.79	\$55.72	\$55.72	\$55.72

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	\$25.15	\$30.18	\$45.27	\$55.33	\$35.21	\$45.27	\$45.27	\$28.17
Level 1 - year 2	\$26.40	\$31.68	\$47.52	\$58.08	\$36.96	\$47.52	\$47.52	\$29.57
Level 1 - year 3	\$27.23	\$32.67	\$49.01	\$59.90	\$38.12	\$49.01	\$49.01	\$30.49
Level 2 - year 1	\$27.55	\$33.06	\$49.59	\$60.61	\$38.57	\$49.59	\$49.59	\$30.86
Level 2 - year 2	\$28.05	\$33.66	\$50.49	\$61.71	\$39.27	\$50.49	\$50.49	\$31.42
Level 3	\$29.10	\$34.92	\$52.38	\$64.02	\$40.74	\$52.38	\$52.38	\$32.59
Call centre principal customer contact specialist	\$29.30	\$35.16	\$52.74	\$64.46	\$41.02	\$52.74	\$52.74	\$32.82
Level 4	\$30.55	\$36.66	\$54.99	\$67.21	\$42.77	\$54.99	\$54.99	\$34.22
Level 5	\$31.79	\$38.15	\$57.22	\$69.93	\$44.50	\$57.22	\$57.22	\$35.60
Call centre technical associate	\$34.83	\$41.79	\$62.69	\$76.62	\$48.76	\$62.69	\$62.69	\$39.00

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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	\$31.19	\$28.17	\$35.21	\$35.21	\$35.21	\$45.27	\$45.27	\$45.27
Level 1 - year 2	\$32.74	\$29.57	\$36.96	\$36.96	\$36.96	\$47.52	\$47.52	\$47.52
Level 1 - year 3	\$33.76	\$30.49	\$38.12	\$38.12	\$38.12	\$49.01	\$49.01	\$49.01
Level 2 - year 1	\$34.16	\$30.86	\$38.57	\$38.57	\$38.57	\$49.59	\$49.59	\$49.59
Level 2 - year 2	\$34.78	\$31.42	\$39.27	\$39.27	\$39.27	\$50.49	\$50.49	\$50.49
Level 3	\$36.08	\$32.59	\$40.74	\$40.74	\$40.74	\$52.38	\$52.38	\$52.38
Call centre principal customer contact specialist	\$36.33	\$32.82	\$41.02	\$41.02	\$41.02	\$52.74	\$52.74	\$52.74
Level 4	\$37.88	\$34.22	\$42.77	\$42.77	\$42.77	\$54.99	\$54.99	\$54.99
Level 5	\$39.42	\$35.60	\$44.50	\$44.50	\$44.50	\$57.22	\$57.22	\$57.22
Call centre technical associate	\$43.18	\$39.00	\$48.76	\$48.76	\$48.76	\$62.69	\$62.69	\$62.69

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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
Level 1 - year 1	\$35.21	\$45.27	\$35.21	\$45.27
Level 1 - year 2	\$36.96	\$47.52	\$36.96	\$47.52
Level 1 - year 3	\$38.12	\$49.01	\$38.12	\$49.01
Level 2 - year 1	\$38.57	\$49.59	\$38.57	\$49.59
Level 2 - year 2	\$39.27	\$50.49	\$39.27	\$50.49
Level 3	\$40.74	\$52.38	\$40.74	\$52.38
Call centre principal customer contact specialist	\$41.02	\$52.74	\$41.02	\$52.74
Level 4	\$42.77	\$54.99	\$42.77	\$54.99
Level 5	\$44.50	\$57.22	\$44.50	\$57.22
Call centre technical associate	\$48.76	\$62.69	\$48.76	\$62.69

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	\$9.05	\$11.31	\$18.10	\$22.63	\$13.58	\$18.10	\$18.10	\$10.41
Level 1 - year 2	\$9.50	\$11.88	\$19.00	\$23.75	\$14.25	\$19.00	\$19.00	\$10.93
Level 1 - year 3	\$9.80	\$12.25	\$19.60	\$24.50	\$14.70	\$19.60	\$19.60	\$11.27
Level 2 - year 1	\$9.92	\$12.40	\$19.84	\$24.80	\$14.88	\$19.84	\$19.84	\$11.41
Level 2 - year 2	\$10.10	\$12.63	\$20.20	\$25.25	\$15.15	\$20.20	\$20.20	\$11.62
Level 3	\$10.48	\$13.10	\$20.96	\$26.20	\$15.72	\$20.96	\$20.96	\$12.05
Call centre principal customer contact specialist	\$10.55	\$13.19	\$21.10	\$26.38	\$15.83	\$21.10	\$21.10	\$12.13
Level 4	\$11.00	\$13.75	\$22.00	\$27.50	\$16.50	\$22.00	\$22.00	\$12.65
Level 5	\$11.44	\$14.30	\$22.88	\$28.60	\$17.16	\$22.88	\$22.88	\$13.16
Call centre technical associate	\$12.54	\$15.68	\$25.08	\$31.35	\$18.81	\$25.08	\$25.08	\$14.42

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	\$11.77	\$10.41	\$13.58	\$13.58	\$13.58	\$18.10	\$18.10	\$18.10
Level 1 - year 2	\$12.35	\$10.93	\$14.25	\$14.25	\$14.25	\$19.00	\$19.00	\$19.00
Level 1 - year 3	\$12.74	\$11.27	\$14.70	\$14.70	\$14.70	\$19.60	\$19.60	\$19.60
Level 2 - year 1	\$12.90	\$11.41	\$14.88	\$14.88	\$14.88	\$19.84	\$19.84	\$19.84
Level 2 - year 2	\$13.13	\$11.62	\$15.15	\$15.15	\$15.15	\$20.20	\$20.20	\$20.20
Level 3	\$13.62	\$12.05	\$15.72	\$15.72	\$15.72	\$20.96	\$20.96	\$20.96
Call centre principal customer contact specialist	\$13.72	\$12.13	\$15.83	\$15.83	\$15.83	\$21.10	\$21.10	\$21.10
Level 4	\$14.30	\$12.65	\$16.50	\$16.50	\$16.50	\$22.00	\$22.00	\$22.00
Level 5	\$14.87	\$13.16	\$17.16	\$17.16	\$17.16	\$22.88	\$22.88	\$22.88
Call centre technical associate	\$16.30	\$14.42	\$18.81	\$18.81	\$18.81	\$25.08	\$25.08	\$25.08

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	\$13.58	\$18.10	\$13.58	\$18.10	\$18.10	\$18.10
Level 1 - year 2	\$14.25	\$19.00	\$14.25	\$19.00	\$19.00	\$19.00
Level 1 - year 3	\$14.70	\$19.60	\$14.70	\$19.60	\$19.60	\$19.60
Level 2 - year 1	\$14.88	\$19.84	\$14.88	\$19.84	\$19.84	\$19.84
Level 2 - year 2	\$15.15	\$20.20	\$15.15	\$20.20	\$20.20	\$20.20
Level 3	\$15.72	\$20.96	\$15.72	\$20.96	\$20.96	\$20.96
Call centre principal customer contact specialist	\$15.83	\$21.10	\$15.83	\$21.10	\$21.10	\$21.10
Level 4	\$16.50	\$22.00	\$16.50	\$22.00	\$22.00	\$22.00
Level 5	\$17.16	\$22.88	\$17.16	\$22.88	\$22.88	\$22.88
Call centre technical associate	\$18.81	\$25.08	\$18.81	\$25.08	\$25.08	\$25.08

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	\$10.06	\$12.58	\$20.12	\$25.15	\$15.09	\$20.12	\$20.12	\$11.57
Level 1 - year 2	\$10.56	\$13.20	\$21.12	\$26.40	\$15.84	\$21.12	\$21.12	\$12.14
Level 1 - year 3	\$10.89	\$13.61	\$21.78	\$27.23	\$16.34	\$21.78	\$21.78	\$12.52
Level 2 - year 1	\$11.02	\$13.78	\$22.04	\$27.55	\$16.53	\$22.04	\$22.04	\$12.67
Level 2 - year 2	\$11.22	\$14.03	\$22.44	\$28.05	\$16.83	\$22.44	\$22.44	\$12.90
Level 3	\$11.64	\$14.55	\$23.28	\$29.10	\$17.46	\$23.28	\$23.28	\$13.39
Call centre principal customer contact specialist	\$11.72	\$14.65	\$23.44	\$29.30	\$17.58	\$23.44	\$23.44	\$13.48
Level 4	\$12.22	\$15.28	\$24.44	\$30.55	\$18.33	\$24.44	\$24.44	\$14.05
Level 5	\$12.72	\$15.90	\$25.44	\$31.80	\$19.08	\$25.44	\$25.44	\$14.63
Call centre technical associate	\$13.93	\$17.41	\$27.86	\$34.83	\$20.90	\$27.86	\$27.86	\$16.02

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	\$13.08	\$11.57	\$15.09	\$15.09	\$15.09	\$20.12	\$20.12	\$20.12
Level 1 - year 2	\$13.73	\$12.14	\$15.84	\$15.84	\$15.84	\$21.12	\$21.12	\$21.12
Level 1 - year 3	\$14.16	\$12.52	\$16.34	\$16.34	\$16.34	\$21.78	\$21.78	\$21.78
Level 2 - year 1	\$14.33	\$12.67	\$16.53	\$16.53	\$16.53	\$22.04	\$22.04	\$22.04
Level 2 - year 2	\$14.59	\$12.90	\$16.83	\$16.83	\$16.83	\$22.44	\$22.44	\$22.44
Level 3	\$15.13	\$13.39	\$17.46	\$17.46	\$17.46	\$23.28	\$23.28	\$23.28
Call centre principal customer contact specialist	\$15.24	\$13.48	\$17.58	\$17.58	\$17.58	\$23.44	\$23.44	\$23.44
Level 4	\$15.89	\$14.05	\$18.33	\$18.33	\$18.33	\$24.44	\$24.44	\$24.44
Level 5	\$16.54	\$14.63	\$19.08	\$19.08	\$19.08	\$25.44	\$25.44	\$25.44
Call centre technical associate	\$18.11	\$16.02	\$20.90	\$20.90	\$20.90	\$27.86	\$27.86	\$27.86

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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	\$15.09	\$20.12	\$15.09	\$20.12	\$20.12	\$20.12
Level 1 - year 2	\$15.84	\$21.12	\$15.84	\$21.12	\$21.12	\$21.12
Level 1 - year 3	\$16.34	\$21.78	\$16.34	\$21.78	\$21.78	\$21.78
Level 2 - year 1	\$16.53	\$22.04	\$16.53	\$22.04	\$22.04	\$22.04
Level 2 - year 2	\$16.83	\$22.44	\$16.83	\$22.44	\$22.44	\$22.44
Level 3	\$17.46	\$23.28	\$17.46	\$23.28	\$23.28	\$23.28
Call centre principal customer contact specialist	\$17.58	\$23.44	\$17.58	\$23.44	\$23.44	\$23.44
Level 4	\$18.33	\$24.44	\$18.33	\$24.44	\$24.44	\$24.44
Level 5	\$19.08	\$25.44	\$19.08	\$25.44	\$25.44	\$25.44
Call centre technical associate	\$20.90	\$27.86	\$20.90	\$27.86	\$27.86	\$27.86

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	\$12.07	\$15.09	\$24.14	\$30.18	\$18.11	\$24.14	\$24.14	\$13.88
Level 1 - year 2	\$12.67	\$15.84	\$25.34	\$31.68	\$19.01	\$25.34	\$25.34	\$14.57
Level 1 - year 3	\$13.07	\$16.34	\$26.14	\$32.68	\$19.61	\$26.14	\$26.14	\$15.03
Level 2 - year 1	\$13.22	\$16.53	\$26.44	\$33.05	\$19.83	\$26.44	\$26.44	\$15.20
Level 2 - year 2	\$13.46	\$16.83	\$26.92	\$33.65	\$20.19	\$26.92	\$26.92	\$15.48
Level 3	\$13.97	\$17.46	\$27.94	\$34.93	\$20.96	\$27.94	\$27.94	\$16.07
Call centre principal customer contact specialist	\$14.06	\$17.58	\$28.12	\$35.15	\$21.09	\$28.12	\$28.12	\$16.17
Level 4	\$14.66	\$18.33	\$29.32	\$36.65	\$21.99	\$29.32	\$29.32	\$16.86
Level 5	\$15.26	\$19.08	\$30.52	\$38.15	\$22.89	\$30.52	\$30.52	\$17.55
Call centre technical associate	\$16.72	\$20.90	\$33.44	\$41.80	\$25.08	\$33.44	\$33.44	\$19.23

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker
Level 1 - year 1	\$15.69	\$13.88	\$18.11	\$18.11	\$18.11	\$24.14	\$24.14	\$24.14
Level 1 - year 2	\$16.47	\$14.57	\$19.01	\$19.01	\$19.01	\$25.34	\$25.34	\$25.34
Level 1 - year 3	\$16.99	\$15.03	\$19.61	\$19.61	\$19.61	\$26.14	\$26.14	\$26.14
Level 2 - year 1	\$17.19	\$15.20	\$19.83	\$19.83	\$19.83	\$26.44	\$26.44	\$26.44
Level 2 - year 2	\$17.50	\$15.48	\$20.19	\$20.19	\$20.19	\$26.92	\$26.92	\$26.92
Level 3	\$18.16	\$16.07	\$20.96	\$20.96	\$20.96	\$27.94	\$27.94	\$27.94
Call centre principal customer contact specialist	\$18.28	\$16.17	\$21.09	\$21.09	\$21.09	\$28.12	\$28.12	\$28.12
Level 4	\$19.06	\$16.86	\$21.99	\$21.99	\$21.99	\$29.32	\$29.32	\$29.32
Level 5	\$19.84	\$17.55	\$22.89	\$22.89	\$22.89	\$30.52	\$30.52	\$30.52
Call centre technical associate	\$21.74	\$19.23	\$25.08	\$25.08	\$25.08	\$33.44	\$33.44	\$33.44

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	\$18.11	\$24.14	\$18.11	\$24.14	\$24.14	\$24.14
Level 1 - year 2	\$19.01	\$25.34	\$19.01	\$25.34	\$25.34	\$25.34
Level 1 - year 3	\$19.61	\$26.14	\$19.61	\$26.14	\$26.14	\$26.14
Level 2 - year 1	\$19.83	\$26.44	\$19.83	\$26.44	\$26.44	\$26.44
Level 2 - year 2	\$20.19	\$26.92	\$20.19	\$26.92	\$26.92	\$26.92
Level 3	\$20.96	\$27.94	\$20.96	\$27.94	\$27.94	\$27.94
Call centre principal customer contact specialist	\$21.09	\$28.12	\$21.09	\$28.12	\$28.12	\$28.12
Level 4	\$21.99	\$29.32	\$21.99	\$29.32	\$29.32	\$29.32
Level 5	\$22.89	\$30.52	\$22.89	\$30.52	\$30.52	\$30.52
Call centre technical associate	\$25.08	\$33.44	\$25.08	\$33.44	\$33.44	\$33.44

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	\$14.08	\$17.60	\$28.16	\$35.20	\$21.12	\$28.16	\$28.16	\$16.19
Level 1 - year 2	\$14.78	\$18.48	\$29.56	\$36.95	\$22.17	\$29.56	\$29.56	\$17.00
Level 1 - year 3	\$15.25	\$19.06	\$30.50	\$38.13	\$22.88	\$30.50	\$30.50	\$17.54
Level 2 - year 1	\$15.43	\$19.29	\$30.86	\$38.58	\$23.15	\$30.86	\$30.86	\$17.74
Level 2 - year 2	\$15.71	\$19.64	\$31.42	\$39.28	\$23.57	\$31.42	\$31.42	\$18.07
Level 3	\$16.30	\$20.38	\$32.60	\$40.75	\$24.45	\$32.60	\$32.60	\$18.75
Call centre principal customer contact specialist	\$16.41	\$20.51	\$32.82	\$41.03	\$24.62	\$32.82	\$32.82	\$18.87
Level 4	\$17.11	\$21.39	\$34.22	\$42.78	\$25.67	\$34.22	\$34.22	\$19.68
Level 5	\$17.80	\$22.25	\$35.60	\$44.50	\$26.70	\$35.60	\$35.60	\$20.47
Call centre technical associate	\$19.50	\$24.38	\$39.00	\$48.75	\$29.25	\$39.00	\$39.00	\$22.43

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker
Level 1 - year 1	\$18.30	\$16.19	\$21.12	\$21.12	\$21.12	\$28.16	\$28.16	\$28.16
Level 1 - year 2	\$19.21	\$17.00	\$22.17	\$22.17	\$22.17	\$29.56	\$29.56	\$29.56
Level 1 - year 3	\$19.83	\$17.54	\$22.88	\$22.88	\$22.88	\$30.50	\$30.50	\$30.50
Level 2 - year 1	\$20.06	\$17.74	\$23.15	\$23.15	\$23.15	\$30.86	\$30.86	\$30.86
Level 2 - year 2	\$20.42	\$18.07	\$23.57	\$23.57	\$23.57	\$31.42	\$31.42	\$31.42
Level 3	\$21.19	\$18.75	\$24.45	\$24.45	\$24.45	\$32.60	\$32.60	\$32.60
Call centre principal customer contact specialist	\$21.33	\$18.87	\$24.62	\$24.62	\$24.62	\$32.82	\$32.82	\$32.82
Level 4	\$22.24	\$19.68	\$25.67	\$25.67	\$25.67	\$34.22	\$34.22	\$34.22
Level 5	\$23.14	\$20.47	\$26.70	\$26.70	\$26.70	\$35.60	\$35.60	\$35.60
Call centre technical associate	\$25.35	\$22.43	\$29.25	\$29.25	\$29.25	\$39.00	\$39.00	\$39.00

Table 3 of 3

Classification	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours	Less than 10 hour break between shifts	Less than 8 hour break between shifts - change to shift
Level 1 - year 1	\$21.12	\$28.16	\$21.12	\$28.16	\$28.16	\$28.16
Level 1 - year 2	\$22.17	\$29.56	\$22.17	\$29.56	\$29.56	\$29.56
Level 1 - year 3	\$22.88	\$30.50	\$22.88	\$30.50	\$30.50	\$30.50
Level 2 - year 1	\$23.15	\$30.86	\$23.15	\$30.86	\$30.86	\$30.86
Level 2 - year 2	\$23.57	\$31.42	\$23.57	\$31.42	\$31.42	\$31.42
Level 3	\$24.45	\$32.60	\$24.45	\$32.60	\$32.60	\$32.60
Call centre principal customer contact specialist	\$24.62	\$32.82	\$24.62	\$32.82	\$32.82	\$32.82
Level 4	\$25.67	\$34.22	\$25.67	\$34.22	\$34.22	\$34.22
Level 5	\$26.70	\$35.60	\$26.70	\$35.60	\$35.60	\$35.60
Call centre technical associate	\$29.25	\$39.00	\$29.25	\$39.00	\$39.00	\$39.00

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	\$16.10	\$20.13	\$32.20	\$40.25	\$24.15	\$32.20	\$32.20	\$18.52
Level 1 - year 2	\$16.90	\$21.13	\$33.80	\$42.25	\$25.35	\$33.80	\$33.80	\$19.44
Level 1 - year 3	\$17.42	\$21.78	\$34.84	\$43.55	\$26.13	\$34.84	\$34.84	\$20.03
Level 2 - year 1	\$17.63	\$22.04	\$35.26	\$44.08	\$26.45	\$35.26	\$35.26	\$20.27
Level 2 - year 2	\$17.95	\$22.44	\$35.90	\$44.88	\$26.93	\$35.90	\$35.90	\$20.64
Level 3	\$18.62	\$23.28	\$37.24	\$46.55	\$27.93	\$37.24	\$37.24	\$21.41
Call centre principal customer contact specialist	\$18.75	\$23.44	\$37.50	\$46.88	\$28.13	\$37.50	\$37.50	\$21.56
Level 4	\$19.55	\$24.44	\$39.10	\$48.88	\$29.33	\$39.10	\$39.10	\$22.48
Level 5	\$20.34	\$25.43	\$40.68	\$50.85	\$30.51	\$40.68	\$40.68	\$23.39
Call centre technical associate	\$22.29	\$27.86	\$44.58	\$55.73	\$33.44	\$44.58	\$44.58	\$25.63

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	\$20.93	\$18.52	\$24.15	\$24.15	\$24.15	\$32.20	\$32.20	\$32.20
Level 1 - year 2	\$21.97	\$19.44	\$25.35	\$25.35	\$25.35	\$33.80	\$33.80	\$33.80
Level 1 - year 3	\$22.65	\$20.03	\$26.13	\$26.13	\$26.13	\$34.84	\$34.84	\$34.84
Level 2 - year 1	\$22.92	\$20.27	\$26.45	\$26.45	\$26.45	\$35.26	\$35.26	\$35.26
Level 2 - year 2	\$23.34	\$20.64	\$26.93	\$26.93	\$26.93	\$35.90	\$35.90	\$35.90
Level 3	\$24.21	\$21.41	\$27.93	\$27.93	\$27.93	\$37.24	\$37.24	\$37.24
Call centre principal customer contact specialist	\$24.38	\$21.56	\$28.13	\$28.13	\$28.13	\$37.50	\$37.50	\$37.50
Level 4	\$25.42	\$22.48	\$29.33	\$29.33	\$29.33	\$39.10	\$39.10	\$39.10
Level 5	\$26.44	\$23.39	\$30.51	\$30.51	\$30.51	\$40.68	\$40.68	\$40.68
Call centre technical associate	\$28.98	\$25.63	\$33.44	\$33.44	\$33.44	\$44.58	\$44.58	\$44.58

Table 3 of 3

Classification	Overtime - more than the weekly hours - shiftworker - first 3 hours	Overtime - more than the weekly hours - shiftworker - after 3 hours	Overtime - more than the daily hours - shiftworker - first 2 hours	Overtime - more than the daily hours - shiftworker - after 2 hours	Less than 10 hour break between shifts	Less than 8 hour break between shifts - change to shift
Level 1 - year 1	\$24.15	\$32.20	\$24.15	\$32.20	\$32.20	\$32.20
Level 1 - year 2	\$25.35	\$33.80	\$25.35	\$33.80	\$33.80	\$33.80
Level 1 - year 3	\$26.13	\$34.84	\$26.13	\$34.84	\$34.84	\$34.84
Level 2 - year 1	\$26.45	\$35.26	\$26.45	\$35.26	\$35.26	\$35.26
Level 2 - year 2	\$26.93	\$35.90	\$26.93	\$35.90	\$35.90	\$35.90
Level 3	\$27.93	\$37.24	\$27.93	\$37.24	\$37.24	\$37.24
Call centre principal customer contact specialist	\$28.13	\$37.50	\$28.13	\$37.50	\$37.50	\$37.50
Level 4	\$29.33	\$39.10	\$29.33	\$39.10	\$39.10	\$39.10
Level 5	\$30.51	\$40.68	\$30.51	\$40.68	\$40.68	\$40.68
Call centre technical associate	\$33.44	\$44.58	\$33.44	\$44.58	\$44.58	\$44.58

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	\$18.11	\$22.64	\$36.22	\$45.28	\$27.17	\$36.22	\$36.22	\$20.83
Level 1 - year 2	\$19.01	\$23.76	\$38.02	\$47.53	\$28.52	\$38.02	\$38.02	\$21.86
Level 1 - year 3	\$19.60	\$24.50	\$39.20	\$49.00	\$29.40	\$39.20	\$39.20	\$22.54
Level 2 - year 1	\$19.84	\$24.80	\$39.68	\$49.60	\$29.76	\$39.68	\$39.68	\$22.82
Level 2 - year 2	\$20.20	\$25.25	\$40.40	\$50.50	\$30.30	\$40.40	\$40.40	\$23.23
Level 3	\$20.95	\$26.19	\$41.90	\$52.38	\$31.43	\$41.90	\$41.90	\$24.09
Call centre principal customer contact specialist	\$21.10	\$26.38	\$42.20	\$52.75	\$31.65	\$42.20	\$42.20	\$24.27
Level 4	\$22.00	\$27.50	\$44.00	\$55.00	\$33.00	\$44.00	\$44.00	\$25.30
Level 5	\$22.89	\$28.61	\$45.78	\$57.23	\$34.34	\$45.78	\$45.78	\$26.32
Call centre technical associate	\$25.07	\$31.34	\$50.14	\$62.68	\$37.61	\$50.14	\$50.14	\$28.83

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	Overtime - public holiday - outside ordinary working period - shiftworker
Level 1 - year 1	\$23.54	\$20.83	\$27.17	\$27.17	\$27.17	\$36.22	\$36.22	\$36.22
Level 1 - year 2	\$24.71	\$21.86	\$28.52	\$28.52	\$28.52	\$38.02	\$38.02	\$38.02
Level 1 - year 3	\$25.48	\$22.54	\$29.40	\$29.40	\$29.40	\$39.20	\$39.20	\$39.20
Level 2 - year 1	\$25.79	\$22.82	\$29.76	\$29.76	\$29.76	\$39.68	\$39.68	\$39.68
Level 2 - year 2	\$26.26	\$23.23	\$30.30	\$30.30	\$30.30	\$40.40	\$40.40	\$40.40
Level 3	\$27.24	\$24.09	\$31.43	\$31.43	\$31.43	\$41.90	\$41.90	\$41.90
Call centre principal customer contact specialist	\$27.43	\$24.27	\$31.65	\$31.65	\$31.65	\$42.20	\$42.20	\$42.20
Level 4	\$28.60	\$25.30	\$33.00	\$33.00	\$33.00	\$44.00	\$44.00	\$44.00
Level 5	\$29.76	\$26.32	\$34.34	\$34.34	\$34.34	\$45.78	\$45.78	\$45.78
Call centre technical associate	\$32.59	\$28.83	\$37.61	\$37.61	\$37.61	\$50.14	\$50.14	\$50.14

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	\$27.17	\$36.22	\$27.17	\$36.22	\$36.22	\$36.22
Level 1 - year 2	\$28.52	\$38.02	\$28.52	\$38.02	\$38.02	\$38.02
Level 1 - year 3	\$29.40	\$39.20	\$29.40	\$39.20	\$39.20	\$39.20
Level 2 - year 1	\$29.76	\$39.68	\$29.76	\$39.68	\$39.68	\$39.68
Level 2 - year 2	\$30.30	\$40.40	\$30.30	\$40.40	\$40.40	\$40.40
Level 3	\$31.43	\$41.90	\$31.43	\$41.90	\$41.90	\$41.90
Call centre principal customer contact specialist	\$31.65	\$42.20	\$31.65	\$42.20	\$42.20	\$42.20
Level 4	\$33.00	\$44.00	\$33.00	\$44.00	\$44.00	\$44.00
Level 5	\$34.34	\$45.78	\$34.34	\$45.78	\$45.78	\$45.78
Call centre technical associate	\$37.61	\$50.14	\$37.61	\$50.14	\$50.14	\$50.14

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	\$11.31	\$13.58	\$20.36	\$24.89	\$15.84	\$20.36	\$20.36	\$12.67
Level 1 - year 2	\$11.88	\$14.25	\$21.38	\$26.13	\$16.63	\$21.38	\$21.38	\$13.30
Level 1 - year 3	\$12.25	\$14.70	\$22.05	\$26.95	\$17.15	\$22.05	\$22.05	\$13.72
Level 2 - year 1	\$12.40	\$14.88	\$22.32	\$27.28	\$17.36	\$22.32	\$22.32	\$13.89
Level 2 - year 2	\$12.63	\$15.15	\$22.73	\$27.78	\$17.68	\$22.73	\$22.73	\$14.14
Level 3	\$13.10	\$15.72	\$23.58	\$28.82	\$18.34	\$23.58	\$23.58	\$14.67
Call centre principal customer contact specialist	\$13.19	\$15.83	\$23.74	\$29.01	\$18.46	\$23.74	\$23.74	\$14.77
Level 4	\$13.75	\$16.50	\$24.75	\$30.25	\$19.25	\$24.75	\$24.75	\$15.40
Level 5	\$14.30	\$17.16	\$25.74	\$31.46	\$20.02	\$25.74	\$25.74	\$16.02
Call centre technical associate	\$15.68	\$18.81	\$28.22	\$34.49	\$21.95	\$28.22	\$28.22	\$17.56

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker
Level 1 - year 1	\$14.03	\$12.67	\$15.84	\$15.84	\$15.84	\$20.36	\$20.36	\$20.36
Level 1 - year 2	\$14.73	\$13.30	\$16.63	\$16.63	\$16.63	\$21.38	\$21.38	\$21.38
Level 1 - year 3	\$15.19	\$13.72	\$17.15	\$17.15	\$17.15	\$22.05	\$22.05	\$22.05
Level 2 - year 1	\$15.38	\$13.89	\$17.36	\$17.36	\$17.36	\$22.32	\$22.32	\$22.32
Level 2 - year 2	\$15.66	\$14.14	\$17.68	\$17.68	\$17.68	\$22.73	\$22.73	\$22.73
Level 3	\$16.24	\$14.67	\$18.34	\$18.34	\$18.34	\$23.58	\$23.58	\$23.58
Call centre principal customer contact specialist	\$16.35	\$14.77	\$18.46	\$18.46	\$18.46	\$23.74	\$23.74	\$23.74
Level 4	\$17.05	\$15.40	\$19.25	\$19.25	\$19.25	\$24.75	\$24.75	\$24.75
Level 5	\$17.73	\$16.02	\$20.02	\$20.02	\$20.02	\$25.74	\$25.74	\$25.74
Call centre technical associate	\$19.44	\$17.56	\$21.95	\$21.95	\$21.95	\$28.22	\$28.22	\$28.22

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
Level 1 - year 1	\$15.84	\$20.36	\$15.84	\$20.36
Level 1 - year 2	\$16.63	\$21.38	\$16.63	\$21.38
Level 1 - year 3	\$17.15	\$22.05	\$17.15	\$22.05
Level 2 - year 1	\$17.36	\$22.32	\$17.36	\$22.32
Level 2 - year 2	\$17.68	\$22.73	\$17.68	\$22.73
Level 3	\$18.34	\$23.58	\$18.34	\$23.58
Call centre principal customer contact specialist	\$18.46	\$23.74	\$18.46	\$23.74
Level 4	\$19.25	\$24.75	\$19.25	\$24.75
Level 5	\$20.02	\$25.74	\$20.02	\$25.74
Call centre technical associate	\$21.95	\$28.22	\$21.95	\$28.22

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	\$12.58	\$15.09	\$22.64	\$27.67	\$17.61	\$22.64	\$22.64	\$14.08
Level 1 - year 2	\$13.20	\$15.84	\$23.76	\$29.04	\$18.48	\$23.76	\$23.76	\$14.78
Level 1 - year 3	\$13.61	\$16.34	\$24.50	\$29.95	\$19.06	\$24.50	\$24.50	\$15.25
Level 2 - year 1	\$13.78	\$16.53	\$24.80	\$30.31	\$19.29	\$24.80	\$24.80	\$15.43
Level 2 - year 2	\$14.03	\$16.83	\$25.25	\$30.86	\$19.64	\$25.25	\$25.25	\$15.71
Level 3	\$14.55	\$17.46	\$26.19	\$32.01	\$20.37	\$26.19	\$26.19	\$16.30
Call centre principal customer contact specialist	\$14.65	\$17.58	\$26.37	\$32.23	\$20.51	\$26.37	\$26.37	\$16.41
Level 4	\$15.28	\$18.33	\$27.50	\$33.61	\$21.39	\$27.50	\$27.50	\$17.11
Level 5	\$15.90	\$19.08	\$28.62	\$34.98	\$22.26	\$28.62	\$28.62	\$17.81
Call centre technical associate	\$17.41	\$20.90	\$31.34	\$38.31	\$24.38	\$31.34	\$31.34	\$19.50

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker
Level 1 - year 1	\$15.59	\$14.08	\$17.61	\$17.61	\$17.61	\$22.64	\$22.64	\$22.64
Level 1 - year 2	\$16.37	\$14.78	\$18.48	\$18.48	\$18.48	\$23.76	\$23.76	\$23.76
Level 1 - year 3	\$16.88	\$15.25	\$19.06	\$19.06	\$19.06	\$24.50	\$24.50	\$24.50
Level 2 - year 1	\$17.08	\$15.43	\$19.29	\$19.29	\$19.29	\$24.80	\$24.80	\$24.80
Level 2 - year 2	\$17.39	\$15.71	\$19.64	\$19.64	\$19.64	\$25.25	\$25.25	\$25.25
Level 3	\$18.04	\$16.30	\$20.37	\$20.37	\$20.37	\$26.19	\$26.19	\$26.19
Call centre principal customer contact specialist	\$18.17	\$16.41	\$20.51	\$20.51	\$20.51	\$26.37	\$26.37	\$26.37
Level 4	\$18.94	\$17.11	\$21.39	\$21.39	\$21.39	\$27.50	\$27.50	\$27.50
Level 5	\$19.72	\$17.81	\$22.26	\$22.26	\$22.26	\$28.62	\$28.62	\$28.62
Call centre technical associate	\$21.59	\$19.50	\$24.38	\$24.38	\$24.38	\$31.34	\$31.34	\$31.34

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
Level 1 - year 1	\$17.61	\$22.64	\$17.61	\$22.64
Level 1 - year 2	\$18.48	\$23.76	\$18.48	\$23.76
Level 1 - year 3	\$19.06	\$24.50	\$19.06	\$24.50
Level 2 - year 1	\$19.29	\$24.80	\$19.29	\$24.80
Level 2 - year 2	\$19.64	\$25.25	\$19.64	\$25.25
Level 3	\$20.37	\$26.19	\$20.37	\$26.19
Call centre principal customer contact specialist	\$20.51	\$26.37	\$20.51	\$26.37
Level 4	\$21.39	\$27.50	\$21.39	\$27.50
Level 5	\$22.26	\$28.62	\$22.26	\$28.62
Call centre technical associate	\$24.38	\$31.34	\$24.38	\$31.34

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	\$15.09	\$18.11	\$27.16	\$33.19	\$21.12	\$27.16	\$27.16	\$16.90
Level 1 - year 2	\$15.84	\$19.01	\$28.51	\$34.84	\$22.17	\$28.51	\$28.51	\$17.74
Level 1 - year 3	\$16.34	\$19.61	\$29.41	\$35.94	\$22.87	\$29.41	\$29.41	\$18.30
Level 2 - year 1	\$16.53	\$19.83	\$29.75	\$36.36	\$23.14	\$29.75	\$29.75	\$18.51
Level 2 - year 2	\$16.83	\$20.19	\$30.29	\$37.02	\$23.56	\$30.29	\$30.29	\$18.84
Level 3	\$17.46	\$20.96	\$31.43	\$38.42	\$24.45	\$31.43	\$31.43	\$19.56
Call centre principal customer contact specialist	\$17.58	\$21.09	\$31.64	\$38.67	\$24.61	\$31.64	\$31.64	\$19.68
Level 4	\$18.33	\$21.99	\$32.99	\$40.32	\$25.66	\$32.99	\$32.99	\$20.52
Level 5	\$19.08	\$22.89	\$34.34	\$41.97	\$26.71	\$34.34	\$34.34	\$21.36
Call centre technical associate	\$20.90	\$25.08	\$37.62	\$45.98	\$29.26	\$37.62	\$37.62	\$23.41

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker
Level 1 - year 1	\$18.71	\$16.90	\$21.12	\$21.12	\$21.12	\$27.16	\$27.16	\$27.16
Level 1 - year 2	\$19.64	\$17.74	\$22.17	\$22.17	\$22.17	\$28.51	\$28.51	\$28.51
Level 1 - year 3	\$20.26	\$18.30	\$22.87	\$22.87	\$22.87	\$29.41	\$29.41	\$29.41
Level 2 - year 1	\$20.49	\$18.51	\$23.14	\$23.14	\$23.14	\$29.75	\$29.75	\$29.75
Level 2 - year 2	\$20.86	\$18.84	\$23.56	\$23.56	\$23.56	\$30.29	\$30.29	\$30.29
Level 3	\$21.65	\$19.56	\$24.45	\$24.45	\$24.45	\$31.43	\$31.43	\$31.43
Call centre principal customer contact specialist	\$21.79	\$19.68	\$24.61	\$24.61	\$24.61	\$31.64	\$31.64	\$31.64
Level 4	\$22.72	\$20.52	\$25.66	\$25.66	\$25.66	\$32.99	\$32.99	\$32.99
Level 5	\$23.65	\$21.36	\$26.71	\$26.71	\$26.71	\$34.34	\$34.34	\$34.34
Call centre technical associate	\$25.92	\$23.41	\$29.26	\$29.26	\$29.26	\$37.62	\$37.62	\$37.62

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
Level 1 - year 1	\$21.12	\$27.16	\$21.12	\$27.16
Level 1 - year 2	\$22.17	\$28.51	\$22.17	\$28.51
Level 1 - year 3	\$22.87	\$29.41	\$22.87	\$29.41
Level 2 - year 1	\$23.14	\$29.75	\$23.14	\$29.75
Level 2 - year 2	\$23.56	\$30.29	\$23.56	\$30.29
Level 3	\$24.45	\$31.43	\$24.45	\$31.43
Call centre principal customer contact specialist	\$24.61	\$31.64	\$24.61	\$31.64
Level 4	\$25.66	\$32.99	\$25.66	\$32.99
Level 5	\$26.71	\$34.34	\$26.71	\$34.34
Call centre technical associate	\$29.26	\$37.62	\$29.26	\$37.62

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	\$17.60	\$21.12	\$31.68	\$38.72	\$24.64	\$31.68	\$31.68	\$19.71
Level 1 - year 2	\$18.48	\$22.17	\$33.26	\$40.65	\$25.87	\$33.26	\$33.26	\$20.69
Level 1 - year 3	\$19.06	\$22.88	\$34.31	\$41.94	\$26.69	\$34.31	\$34.31	\$21.35
Level 2 - year 1	\$19.29	\$23.15	\$34.72	\$42.43	\$27.00	\$34.72	\$34.72	\$21.60
Level 2 - year 2	\$19.64	\$23.57	\$35.35	\$43.20	\$27.49	\$35.35	\$35.35	\$21.99
Level 3	\$20.38	\$24.45	\$36.68	\$44.83	\$28.53	\$36.68	\$36.68	\$22.82
Call centre principal customer contact specialist	\$20.51	\$24.62	\$36.92	\$45.13	\$28.72	\$36.92	\$36.92	\$22.97
Level 4	\$21.39	\$25.67	\$38.50	\$47.05	\$29.94	\$38.50	\$38.50	\$23.95
Level 5	\$22.25	\$26.70	\$40.05	\$48.95	\$31.15	\$40.05	\$40.05	\$24.92
Call centre technical associate	\$24.38	\$29.25	\$43.88	\$53.63	\$34.13	\$43.88	\$43.88	\$27.30

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker
Level 1 - year 1	\$21.82	\$19.71	\$24.64	\$24.64	\$24.64	\$31.68	\$31.68	\$31.68
Level 1 - year 2	\$22.91	\$20.69	\$25.87	\$25.87	\$25.87	\$33.26	\$33.26	\$33.26
Level 1 - year 3	\$23.64	\$21.35	\$26.69	\$26.69	\$26.69	\$34.31	\$34.31	\$34.31
Level 2 - year 1	\$23.92	\$21.60	\$27.00	\$27.00	\$27.00	\$34.72	\$34.72	\$34.72
Level 2 - year 2	\$24.35	\$21.99	\$27.49	\$27.49	\$27.49	\$35.35	\$35.35	\$35.35
Level 3	\$25.27	\$22.82	\$28.53	\$28.53	\$28.53	\$36.68	\$36.68	\$36.68
Call centre principal customer contact specialist	\$25.44	\$22.97	\$28.72	\$28.72	\$28.72	\$36.92	\$36.92	\$36.92
Level 4	\$26.52	\$23.95	\$29.94	\$29.94	\$29.94	\$38.50	\$38.50	\$38.50
Level 5	\$27.59	\$24.92	\$31.15	\$31.15	\$31.15	\$40.05	\$40.05	\$40.05
Call centre technical associate	\$30.23	\$27.30	\$34.13	\$34.13	\$34.13	\$43.88	\$43.88	\$43.88

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
Level 1 - year 1	\$24.64	\$31.68	\$24.64	\$31.68
Level 1 - year 2	\$25.87	\$33.26	\$25.87	\$33.26
Level 1 - year 3	\$26.69	\$34.31	\$26.69	\$34.31
Level 2 - year 1	\$27.00	\$34.72	\$27.00	\$34.72
Level 2 - year 2	\$27.49	\$35.35	\$27.49	\$35.35
Level 3	\$28.53	\$36.68	\$28.53	\$36.68
Call centre principal customer contact specialist	\$28.72	\$36.92	\$28.72	\$36.92
Level 4	\$29.94	\$38.50	\$29.94	\$38.50
Level 5	\$31.15	\$40.05	\$31.15	\$40.05
Call centre technical associate	\$34.13	\$43.88	\$34.13	\$43.88

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	\$20.13	\$24.15	\$36.23	\$44.28	\$28.18	\$36.23	\$36.23	\$22.54
Level 1 - year 2	\$21.13	\$25.35	\$38.03	\$46.48	\$29.58	\$38.03	\$38.03	\$23.66
Level 1 - year 3	\$21.78	\$26.13	\$39.20	\$47.91	\$30.49	\$39.20	\$39.20	\$24.39
Level 2 - year 1	\$22.04	\$26.45	\$39.67	\$48.48	\$30.85	\$39.67	\$39.67	\$24.68
Level 2 - year 2	\$22.44	\$26.93	\$40.39	\$49.36	\$31.41	\$40.39	\$40.39	\$25.13
Level 3	\$23.28	\$27.93	\$41.90	\$51.21	\$32.59	\$41.90	\$41.90	\$26.07
Call centre principal customer contact specialist	\$23.44	\$28.13	\$42.19	\$51.56	\$32.81	\$42.19	\$42.19	\$26.25
Level 4	\$24.44	\$29.33	\$43.99	\$53.76	\$34.21	\$43.99	\$43.99	\$27.37
Level 5	\$25.43	\$30.51	\$45.77	\$55.94	\$35.60	\$45.77	\$45.77	\$28.48
Call centre technical associate	\$27.86	\$33.44	\$50.15	\$61.30	\$39.01	\$50.15	\$50.15	\$31.21

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker
Level 1 - year 1	\$24.96	\$22.54	\$28.18	\$28.18	\$28.18	\$36.23	\$36.23	\$36.23
Level 1 - year 2	\$26.20	\$23.66	\$29.58	\$29.58	\$29.58	\$38.03	\$38.03	\$38.03
Level 1 - year 3	\$27.00	\$24.39	\$30.49	\$30.49	\$30.49	\$39.20	\$39.20	\$39.20
Level 2 - year 1	\$27.33	\$24.68	\$30.85	\$30.85	\$30.85	\$39.67	\$39.67	\$39.67
Level 2 - year 2	\$27.82	\$25.13	\$31.41	\$31.41	\$31.41	\$40.39	\$40.39	\$40.39
Level 3	\$28.86	\$26.07	\$32.59	\$32.59	\$32.59	\$41.90	\$41.90	\$41.90
Call centre principal customer contact specialist	\$29.06	\$26.25	\$32.81	\$32.81	\$32.81	\$42.19	\$42.19	\$42.19
Level 4	\$30.30	\$27.37	\$34.21	\$34.21	\$34.21	\$43.99	\$43.99	\$43.99
Level 5	\$31.53	\$28.48	\$35.60	\$35.60	\$35.60	\$45.77	\$45.77	\$45.77
Call centre technical associate	\$34.55	\$31.21	\$39.01	\$39.01	\$39.01	\$50.15	\$50.15	\$50.15

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
Level 1 - year 1	\$28.18	\$36.23	\$28.18	\$36.23
Level 1 - year 2	\$29.58	\$38.03	\$29.58	\$38.03
Level 1 - year 3	\$30.49	\$39.20	\$30.49	\$39.20
Level 2 - year 1	\$30.85	\$39.67	\$30.85	\$39.67
Level 2 - year 2	\$31.41	\$40.39	\$31.41	\$40.39
Level 3	\$32.59	\$41.90	\$32.59	\$41.90
Call centre principal customer contact specialist	\$32.81	\$42.19	\$32.81	\$42.19
Level 4	\$34.21	\$43.99	\$34.21	\$43.99
Level 5	\$35.60	\$45.77	\$35.60	\$45.77
Call centre technical associate	\$39.01	\$50.15	\$39.01	\$50.15

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	\$22.64	\$27.17	\$40.75	\$49.80	\$31.69	\$40.75	\$40.75	\$25.35
Level 1 - year 2	\$23.76	\$28.52	\$42.77	\$52.28	\$33.27	\$42.77	\$42.77	\$26.61
Level 1 - year 3	\$24.50	\$29.40	\$44.10	\$53.90	\$34.30	\$44.10	\$44.10	\$27.44
Level 2 - year 1	\$24.80	\$29.76	\$44.64	\$54.56	\$34.72	\$44.64	\$44.64	\$27.78
Level 2 - year 2	\$25.25	\$30.30	\$45.45	\$55.55	\$35.35	\$45.45	\$45.45	\$28.28
Level 3	\$26.19	\$31.43	\$47.14	\$57.61	\$36.66	\$47.14	\$47.14	\$29.33
Call centre principal customer contact specialist	\$26.38	\$31.65	\$47.48	\$58.03	\$36.93	\$47.48	\$47.48	\$29.54
Level 4	\$27.50	\$33.00	\$49.50	\$60.50	\$38.50	\$49.50	\$49.50	\$30.80
Level 5	\$28.61	\$34.34	\$51.50	\$62.95	\$40.06	\$51.50	\$51.50	\$32.05
Call centre technical associate	\$31.34	\$37.61	\$56.41	\$68.94	\$43.87	\$56.41	\$56.41	\$35.10

Table 2 of 3

Classification	Permanent night shift	Night shift	Saturday - shiftworker	Sunday - shiftworker	Public holiday - shiftworker	Overtime - Saturday - outside ordinary working period - shiftworker	Overtime - Sunday - outside ordinary working period - shiftworker	Overtime - public holiday - outside ordinary working period - shiftworker
Level 1 - year 1	\$28.07	\$25.35	\$31.69	\$31.69	\$31.69	\$40.75	\$40.75	\$40.75
Level 1 - year 2	\$29.47	\$26.61	\$33.27	\$33.27	\$33.27	\$42.77	\$42.77	\$42.77
Level 1 - year 3	\$30.38	\$27.44	\$34.30	\$34.30	\$34.30	\$44.10	\$44.10	\$44.10
Level 2 - year 1	\$30.75	\$27.78	\$34.72	\$34.72	\$34.72	\$44.64	\$44.64	\$44.64
Level 2 - year 2	\$31.31	\$28.28	\$35.35	\$35.35	\$35.35	\$45.45	\$45.45	\$45.45
Level 3	\$32.47	\$29.33	\$36.66	\$36.66	\$36.66	\$47.14	\$47.14	\$47.14
Call centre principal customer contact specialist	\$32.71	\$29.54	\$36.93	\$36.93	\$36.93	\$47.48	\$47.48	\$47.48
Level 4	\$34.10	\$30.80	\$38.50	\$38.50	\$38.50	\$49.50	\$49.50	\$49.50
Level 5	\$35.48	\$32.05	\$40.06	\$40.06	\$40.06	\$51.50	\$51.50	\$51.50
Call centre technical associate	\$38.86	\$35.10	\$43.87	\$43.87	\$43.87	\$56.41	\$56.41	\$56.41

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
Level 1 - year 1	\$31.69	\$40.75	\$31.69	\$40.75
Level 1 - year 2	\$33.27	\$42.77	\$33.27	\$42.77
Level 1 - year 3	\$34.30	\$44.10	\$34.30	\$44.10
Level 2 - year 1	\$34.72	\$44.64	\$34.72	\$44.64
Level 2 - year 2	\$35.35	\$45.45	\$35.35	\$45.45
Level 3	\$36.66	\$47.14	\$36.66	\$47.14
Call centre principal customer contact specialist	\$36.93	\$47.48	\$36.93	\$47.48
Level 4	\$38.50	\$49.50	\$38.50	\$49.50
Level 5	\$40.06	\$51.50	\$40.06	\$51.50
Call centre technical associate	\$43.87	\$56.41	\$43.87	\$56.41

Allowances

Allowances	Rate
First aid allowance	\$0.33 per hour up to a maximum of \$12.56 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 - board & lodging	an allowance to cover all reasonable expenses for board and lodging
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 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	\$15.45 for a meal and \$12.37 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	\$0.26 per km with a maximum of 400 kms per week
Vehicle allowance - motor car	\$0.78 per km with a maximum of 400 kms per week

Disclaimer

The Fair Work Ombudsman is committed to providing advice that you can rely on.

The information contained in this guide is general in nature. If you are unsure about how it applies to your situation you can call us on 13 13 94 or speak with a union, industry association or workplace relations professional.