

# REVISED PLAIN LANGUAGE EXPOSURE DRAFT

## Clerks—Private Sector Award 2017

This plain language exposure draft has been prepared by staff of the Fair Work Commission based on the **Clerks—Private Sector Award 2010** (the Clerks Award) as at 3 February 2017. This exposure draft does not seek to amend any entitlements under the Clerks Award. It has been prepared to address some of the structural issues identified in modern awards and to apply plain language drafting principles and techniques to award-specific provisions.

The review of this award in accordance with section 156 of the *Fair Work Act 2009* is being dealt with in matters [AM2016/15](#) and [AM2014/219](#). Additionally, a number of common issues are being dealt with by the Commission which may affect this award. Transitional provisions have not been included in this exposure draft pending the outcome of the review.

This draft does not represent the concluded view of the Commission in this matter.

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## Part 1—Application and Operation of this award

### 1. Title and commencement

- 1.1 This is the *Clerks—Private Sector Award* [2017].
- 1.2 This modern award commenced operation on 1 January 2010. The terms of the award have been varied since that date.
- 1.3 Neither the making of this award nor the operation of any transitional arrangements is intended to result in a reduction in the take-home pay of employees covered by this award.
- 1.4 On application by or on behalf of an employee who suffers a reduction in take-home pay as a result of the making of this award or the operation of any transitional arrangements, the Fair Work Commission may make any order it considers appropriate to remedy the situation.

### 2. Definitions

In this award:

**Act** means the *Fair Work Act 2009* (Cth).

**afternoon shift**, see clause 27.1(a) (Application of Part).

**clerical work** includes recording, typing, calculating, invoicing, billing, charging, checking, receiving and answering calls, cash handling, operating a telephone switchboard, attending a reception desk and administrative duties of a clerical nature.

**defined benefit member** has the meaning given by the *Superannuation Guarantee (Administration) Act 1992* (Cth).

**employee** means a national system employee as defined by section 13 of the [Act](#).

**employer** means a national system employer as defined by section 14 of the [Act](#).

**enterprise instrument** has the meaning given by subitem 2(1) of Schedule 6 to the [Fair Work \(Transitional Provisions and Consequential Amendments\) Act 2009](#) (Cth).

**exempt public sector superannuation scheme** has the meaning given by the *Superannuation Industry (Supervision) Act 1993* (Cth).

**Fair Work Regulations** means the *Fair Work Regulations 2009* (Cth).

**minimum hourly rate**, in relation to an employee, means the minimum hourly rate to which the employee is entitled under this award.

**MySuper product** has the meaning given by the *Superannuation Industry (Supervision) Act 1993* (Cth).

**National Employment Standards**, see Part 2-2 of the [Act](#). Divisions 3 to 12 of Part 2-2 of the [Act](#) constitute the *National Employment Standards*. An extract of section 61 of the [Act](#) is reproduced below.

The National Employment Standards are minimum standards applying to employment of employees. The minimum standards relate to the following matters:

- (a) maximum weekly hours (Division 3);
- (b) requests for flexible working arrangements (Division 4);
- (c) parental leave and related entitlements (Division 5);
- (d) annual leave (Division 6);
- (e) personal/carer's leave and compassionate leave (Division 7);
- (f) community service leave (Division 8);
- (g) long service leave (Division 9);
- (h) public holidays (Division 10);
- (i) notice of termination and redundancy pay (Division 11);
- (j) Fair Work Information Statement (Division 12).

**night shift**, see clause 27.1(b) (Application of Part).

**on-hire** means the on-hire of an employee by their employer to a client, where the employee works under the general guidance and instruction of the client or a representative of the client.

**permanent night shift**, see clause 27.1(c) (Application of Part).

**shiftworker** means an employee to whom [Part 6—Shiftwork](#) applies.

**standard rate** means the minimum weekly wage for a **Level 2, Year 1** in clause 16.1 (Minimum rates).

**State reference public sector modern award** has the meaning given by subitem 3(2) of Schedule 6A to the [Fair Work \(Transitional Provisions and Consequential Amendments\) Act 2009 \(Cth\)](#).

**State reference public sector transitional award** has the meaning given by subitem 2(1) of Schedule 6A to the [Fair Work \(Transitional Provisions and Consequential Amendments\) Act 2009 \(Cth\)](#).

**Table 1—Facilitative provisions** means the Table in clause 7.2.

**Table 2—Entitlements to rest break(s)** means the Table in clause 15.2.

**Table 3—Minimum rates** means the Table in clause 16.1.

**Table 4—Junior rates** means the Table in clause 16.4.

**Table 5—Overtime rates for employees other than shiftworkers** means the Table in clause 24.4(a).

**Table 6—Penalty rates for shiftwork** means the Table in clause 28.1.

**Table 7—Overtime rates for shiftwork** means the Table in clause 31.1.

### **3. The National Employment Standards and this award**

- 3.1** The [National Employment Standards](#) (NES) and this award contain the minimum conditions of employment for employees covered by this award.
- 3.2** Where this award refers to a condition of employment provided for in the [NES](#), the [NES](#) definition applies.
- 3.3** The employer must ensure that copies of this award and of the [NES](#) are available to all employees to whom they apply, either on a notice board conveniently located at or near the workplace or through accessible electronic means.

### **4. Coverage**

- 4.1** This occupational award covers:
- (a) private sector employers throughout Australia in relation to employees wholly or principally engaged in clerical work; and
  - (b) private sector employees who are wholly or principally engaged in clerical work and who are employed by employers mentioned in paragraph (a).
- 4.2** This occupational award also covers:
- (a) on-hire employees working in a classification defined in Schedule A—Classification Structure and Definitions and the on-hire employers of those employees if the employee is not covered by another modern award containing a classification that is more appropriate to the work performed by the employee; and
  - (b) trainees employed by a group training employer and hosted by an employer working in a classification defined in Schedule A—Classification Structure and Definitions and the group training employers of those trainees.
- 4.3** However, this occupational award does not cover any of the following:
- (a) employers covered by a modern award that contains clerical classifications; or
  - (b) employees excluded from award coverage by the [Act](#); or
- NOTE: See section 143(7) of the [Act](#).
- (c) employees covered by a modern enterprise award or an enterprise instrument; or
  - (d) employees covered by a State reference public sector modern award or a State reference public sector transitional award; or
  - (e) employers in relation to employees mentioned in paragraphs (c) or (d).

**4.4** Without limiting clause 4.3, this occupational award does not cover employers covered by any of the following modern awards that contain clerical classifications for employees covered by the award:

- (a) *Aboriginal Community Controlled Health Services Award 2017*; or
- (b) *Aged Care Award 2017*; or
- (c) *Airline Operations—Ground Staff Award 2017*; or
- (d) *Airport Employees Award 2017*; or
- (e) *Alpine Resorts Award 2017*; or
- (f) *Ambulance and Patient Transport Industry Award 2017*; or
- (g) *Animal Care and Veterinary Services Award 2017*; or
- (h) *Banking, Finance and Insurance Award 2017*; or
- (i) *Black Coal Mining Industry Award 2017*; or
- (j) *Business Equipment Award 2017*; or
- (k) *Contract Call Centres Award 2017*; or
- (l) *Educational Services (Post-Secondary Education) Award 2017*; or
- (m) *Educational Services (Schools) General Staff Award 2017*; or
- (n) *Electrical Power Industry Award 2017*; or
- (o) *Fitness Industry Award 2017*; or
- (p) *Gas Industry Award 2017*; or
- (q) *General Retail Industry Award 2017*; or
- (r) *Health Professionals and Support Services Award 2017*; or
- (s) *Higher Education Industry—General Staff—Award 2017*; or
- (t) *Hospitality Industry (General) Award 2017*; or
- (u) *Labour Market Assistance Industry Award 2017*; or
- (v) *Legal Services Award 2017*; or
- (w) *Local Government Industry Award 2017*; or
- (x) *Market and Social Research Award 2017*; or
- (y) *Meat Industry Award 2017*; or
- (z) *Rail Industry Award 2017*; or
- (aa) *Restaurant Industry Award 2017*; or
- (bb) *Registered and Licensed Clubs Award 2017*; or

- (cc) *Sporting Organisations Award 2017*; or
- (dd) *State Government Agencies Administration Award 2017*; or
- (ee) *Supported Employment Services Award 2017*; or
- (ff) *Telecommunications Services Award 2017*; or
- (gg) *Water Industry Award 2017*.

**4.5** If an employer is covered by more than one award, an employee of the employer who is engaged wholly or principally in clerical work is covered by the award containing the classification that is most appropriate to the work performed by the employee and to the environment in which it is normally performed.

## **5. Effect of variations made by the Fair Work Commission**

A variation to this award made by the Fair Work Commission does not affect any right, privilege, obligation or liability acquired, accrued or incurred under this award.

## **6. Individual flexibility arrangements**

**6.1** Despite anything else in this award, an employer and an individual employee may agree to vary the application of the terms of this award relating to any of the following in order to meet the genuine needs of both the employee and the employer:

- (a) arrangements for when work is performed; or
- (b) overtime rates; or
- (c) penalty rates; or
- (d) allowances; or
- (e) annual leave loading.

**6.2** An agreement must be one that is genuinely made by the employer and the individual employee without coercion or duress.

**6.3** An agreement may only be made after the individual employee has commenced employment with the employer.

**6.4** An employer who wishes to initiate the making of an agreement must:

- (a) give the employee a written proposal; and
- (b) if the employer is aware that the employee has, or should reasonably be aware that the employee may have, limited understanding of written English, take reasonable steps (including providing a translation in an appropriate language) to ensure that the employee understands the proposal.

**6.5** An agreement must result in the employee being better off overall at the time the agreement is made than if the agreement had not been made.

**6.6** An agreement must do all of the following:



- (a) state the names of the employer and the employee; and
- (b) identify the award term, or award terms, the application of which is to be varied; and
- (c) set out how the application of the award term, or each award term, is varied; and
- (d) set out how the agreement results in the employee being better off overall at the time the agreement is made than if the agreement had not been made; and
- (e) state the date the agreement is to start.

**6.7** An agreement must be:

- (a) in writing; and
- (b) signed by the employer and the employee and, if the employee is under 18 years of age, by the employee’s parent or guardian.

**6.8** Except as provided in clause 6.7(b), an agreement must not require the approval or consent of a person other than the employer and the employee.

**6.9** The employer must keep the agreement as a time and wages record and give a copy to the employee.

**6.10** The employer and the employee must genuinely agree, without duress or coercion to any variation of an award provided for by an agreement.

**6.11** An agreement may be terminated:

- (a) at any time, by written agreement between the employer and the employee; or
- (b) by the employer or employee giving 13 weeks’ written notice to the other party (reduced to 4 weeks if the agreement was entered into before the first full pay period starting on or after 4 December 2013).

NOTE: If an employer and employee agree to an arrangement that purports to be an individual flexibility arrangement under this award term and the arrangement does not meet a requirement set out in section 144 of the [Act](#) then the employee or the employer may terminate the arrangement by giving written notice of not more than 28 days (see section 145 of the [Act](#)).

**6.12** An agreement terminated as mentioned in clause 6.11(b) ceases to have effect at the end of the period of notice required under that clause.

**6.13** The right to make an agreement under clause 6 is additional to, and does not affect, any other term of this award that provides for an agreement between an employer and an individual employee.

## **7. Facilitative provisions for flexible working practices**

**7.1** This award contains facilitative provisions which allow agreement between an employer and an individual employee, or the majority of employees, on how specific award provisions are to apply at the workplace.

7.2 The following clauses have facilitative provisions:

**Table 1—Facilitative provisions**

<b>Clause</b>	<b>Provision</b>	<b>Agreement between an employer and:</b>
13.4	Altering spread of hours	an individual employee or the majority of employees
13.8	Make-up time	an individual employee
14.5(a)	Substitution of rostered days off	an individual employee
14.6(a)	Banking rostered days off	an individual employee
19.2(b)	Monthly pay periods	an individual employee or the majority of employees
26.1	Time off instead of payment for overtime	an individual employee
29.1(b)	Shiftwork—averaging ordinary hours	the majority of employees
29.4	Shiftwork—beginning and end of shifts	an individual employee
29.5	Shiftwork—make-up time	an individual employee
32	Shiftwork—time off instead of payment for overtime	an individual employee
34.4	Annual leave in advance	an individual employee
34.9	Cashing out of annual leave	an individual employee
37.3	Substitution of public holidays	the majority of employees

## **Part 2—Types of Employment and Classifications**

### **8. Types of employment**

An employee covered by this award must be one of the following:

- 8.1 a full-time employee; or
- 8.2 a part-time employee; or
- 8.3 a casual employee.

## 9. Full-time employment

Each of the following is a full-time employee:

- 9.1 an employee who is engaged to work 38 ordinary hours per week; or
- 9.2 an employee who is engaged to work the number of ordinary hours (fewer than 38) per week that is considered full-time at the workplace by the employer.

NOTE: The number of ordinary hours worked per week by a full-time employee may be averaged over a period of up to 4 weeks or over an agreed roster period. See clause 13.2 (Ordinary hours of work).

## 10. Part-time employment

Part-time provisions will be considered in common issue proceedings in matter [AM2014/196](#). Plain language draft subclauses can be revised/generated following a Full Bench determination of these matters.

- 10.1 An employee who is engaged to work for fewer ordinary hours than 38 per week (or the number mentioned in clause 9.2 (Full-time employment)) and whose hours of work are reasonably predictable is a part-time employee.
- 10.2 At the time of engaging a part-time employee, the employer and employee must agree in writing on all of the following:
  - (a) the number of hours to be worked each day; and
  - (b) the days of the week on which the employee will work; and
  - (c) the times at which the employee will start and finish work each day.
- 10.3 Changes to the number of hours to be worked under clause 10.2(a), or to the times at which the employee will start and finish work each day under clause 10.2(c), must be agreed in writing between the employer and employee.
- 10.4 The days worked under clause 10.2(b) may be changed by the employer by giving the employee 7 days' notice of the change.
- 10.5 An employer must roster a part-time employee on any shift for a minimum of 3 consecutive hours.
- 10.6 All time worked in excess of the number of ordinary hours agreed under clause 10.2 or as varied under clause 10.3 is overtime and must be paid at the overtime rate in accordance with clause 24—Overtime (employees other than shiftworkers).

## 11. Casual employment

Casual employment provisions may be affected by [AM2014/197](#)

- 11.1 An employee is a casual employee if they are engaged as a casual employee.

- 11.2** An employer must pay a casual employee for each ordinary hour worked a loading of **25%** on top of the minimum hourly rate otherwise applicable under clause 16—Minimum rates.

NOTE: The casual loading is payable instead of other entitlements (such as entitlement to paid leave) from which casuals are excluded by the terms of this award and the [NES](#). See Part 2-2 of the [Act](#).

- 11.3** An employer may determine the pay period of a casual employee as being weekly, fortnightly or at the end of each engagement.
- 11.4** An employer must pay a casual employee for a minimum of 3 hours' work on each engagement even if they are rostered to work for fewer than 3 consecutive hours.

## **12. Classifications**

- 12.1** An employer must classify an employee covered by this award in accordance with Schedule A—Classification Structure and Definitions.

NOTE: The minimum wages applicable to the classifications in this award are in clause 16—Minimum rates.

- 12.2** The classification by the employer must be based on the competencies that the employee is required to have, and skills that the employee is required to exercise, in order to carry out the principal functions of the employment.
- 12.3** Employers must notify employees in writing of their classification and of any change to it.

## **Part 3—Hours of Work**

### **13. Ordinary hours of work (employees other than shiftworkers)**

- 13.1** Clause 13 applies to employees other than shiftworkers.

NOTE 1: Ordinary hours of work per week for a full-time employee are as set out in clause 9—Full-time employment.

NOTE 2: Ordinary hours of work per week for a part-time employee are as agreed under clause 10—Part-time employment.

NOTE 3: Ordinary hours of work for for shiftworkers are set out in Part 6—Shiftwork.

- 13.2** The maximum number of ordinary hours that can be worked in a week by an employee is an average of:
- (a) 38 hours per week over a period of up to 4 weeks; or
  - (b) 38 hours per week over a roster period agreed between the employer and the employee.

- 13.3** Ordinary hours may be worked between:
- (a) 7.00 am and 7.00 pm on Monday to Friday; and
  - (b) 7.00 am and 12.30 pm on Saturday.
- 13.4** The spread of ordinary hours in clause 13.3 may be altered by up to one hour at either end:
- (a) by agreement between the employer and the majority of employees concerned; or
  - (b) by individual agreement between the employer and the employee.
- 13.5 Setting ordinary hours by a different award**
- (a) Clause 13.5 applies if each of the following applies:
    - (i) one or more employees covered by this award work in association with other employees who are covered by a different modern award; and
    - (ii) that different modern award sets a spread of hours other than that set out in clause 13.3; and
    - (iii) those other employees work ordinary hours outside the spread of hours set out in clause 13.3.
  - (b) The employer may direct the employees mentioned in paragraph (a)(i) who are covered by this award to work the spread of ordinary hours in the modern award that covers the majority of employees at the workplace.
- EXAMPLE: An employee covered by this award works in association with employees who are covered by an award that sets ordinary hours of work between 5.30 am and 6.30 pm Monday to Friday. The award that sets ordinary hours of work between 5.30 am and 6.30 pm Monday to Friday covers the majority of employees at the workplace. The employer may direct the employee covered by this award to work ordinary hours between 5.30 am and 6.30 pm Monday to Friday (rather than the spread set out in clause 13.3).
- 13.6** Ordinary hours of work are to be worked:
- (a) continuously, except for rest breaks and meal breaks as specified in clause 15—Breaks (employees other than shiftworkers); and
  - (b) at the discretion of the employer in accordance with this award.
- 13.7** The maximum number of ordinary hours that can be worked on any day is 10, excluding unpaid meal breaks.
- 13.8** The employer and an employee may agree that the employee may take time off during ordinary hours and make up that time by working at another time during ordinary hours.

## **14. Rostered days off (employees other than shiftworkers)**

**14.1** The following rostering arrangements apply to employees other than shiftworkers as defined in clause 27—Application of Part.

NOTE: Rostered arrangements for employees engaged to work on shifts are set out in Part 6—Shiftwork.

**14.2** An employer may roster employees in such a way that the employees:

- (a) work longer hours on one or more days over a roster cycle as part of their ordinary hours of duty; and
- (b) take a rostered day off at some later time.

**14.3** An employee who works on a rostered day off basis on a 20 day roster cycle over a 12 month period is entitled to 12 rostered days off over that period.

**14.4** The employer must give the employee 4 weeks' notice of the day the employee is to take as a rostered day off.

### **14.5 Substitution of rostered days off**

- (a) With the agreement of the employer, an employee may substitute their scheduled rostered day off for another day.
- (b) The employer may substitute another day for a rostered day off in any of the following circumstances:
  - (i) a machinery breakdown; or
  - (ii) an electrical power shortage or breakdown; or
  - (iii) an unexpected spike in the work required to be performed by the business; or
  - (iv) another emergency situation.

### **14.6 Banking rostered days off**

- (a) The employer and an employee may agree to an arrangement under which the employee works on their normal rostered days off and accumulates up to 5 banked rostered days off that may be taken at times that are convenient to both the employer and employee.
- (b) The employer must keep a record of the employee's banked rostered days off.
- (c) The employee must give at least 5 days' notice before taking a banked rostered day off.
- (d) No payments or penalty payments are to be made to an employee for working more than the average number of ordinary hours per week as a result of working on a rostered day off under the banking system.
- (e) No reduction in payment is to be made for an employee working less than the average number of ordinary hours per week as a result of taking banked

rostered days off but the employee must be paid according to the average pay system during any week the employee elects to take a banked rostered day off.

- (f) On the termination of an employee’s employment, the employer must pay an employee for any banked rostered day off that has not been taken an amount equal to **20%** of the employee’s average weekly wages over the period of 6 months immediately before the termination.

**15. Breaks (employees other than shiftworkers)**

- 15.1 Clause 15 applies to employees other than shiftworkers and gives them an entitlement to meal breaks and rest breaks.

NOTE: Breaks for shiftworkers are set out in Part 6—Shiftwork.

- 15.2 An employee who is required to work the number of hours on any one day specified in an item of column 1 of **Table 2—Entitlements to rest break(s)** is entitled to a break or breaks as specified in column 2.

**Table 2—Entitlements to rest break(s)**

<b>Column 1</b> <b>Hours worked</b>	<b>Column 2</b> <b>Breaks</b>
More than 3 but not more than 8 ordinary hours	One 10 minute paid rest break (to be taken at a time determined by the employer)
More than 8 ordinary hours	Two 10 minute paid rest breaks (to be taken at a time determined by the employer)
More than 4 hours overtime on a Saturday morning	One 10 minute paid rest break

- 15.3 An employee who works more than 5 hours at a time is entitled to one 30 to 60 minute unpaid meal break, to be taken within the first 5 hours of work and within 5 hours after resuming work after a meal break.
- 15.4 An employer must pay an employee who is required to work through their meal break **200%** of the minimum hourly rate from when they begin to so work until a meal break is allowed.

NOTE: Where suitable to business requirements, the employer may arrange for an employee who is entitled to 2 paid rest breaks to take one rest break before, and one rest break after, their unpaid meal break.

**Part 4—Wages and Allowances**

**16. Minimum rates**

- 16.1 An employer must pay an employee who is 21 years of age or older the rate applicable to the employee classification specified in column 1 of **Table 3—Minimum rates** for ordinary hours of work as follows:

- (a) for a full-time employee the minimum weekly rate specified in column 2; or
- (b) for a part-time employee, the minimum hourly rate specified in column 3.

NOTE 1: Overtime rates are specified in clause 24—Overtime (employees other than shiftworkers) and clause 31—Overtime for shiftwork. Penalty rates are specified in clause 23—Penalty rates (employees other than shiftworkers) and clause 28—Penalty rates for shiftwork

**Table 3—Minimum rates**

<b>Column 1 Classification</b>	<b>Column 2 Minimum weekly rate</b>	<b>Column 3 Minimum hourly rate</b>
Level 1		
Year 1	\$738.80	\$19.44
Year 2	\$775.40	\$20.41
Year 3	\$799.60	\$21.04
Level 2		
Year 1	\$809.10	\$21.29
Year 2	\$824.10	\$21.69
Level 3	\$854.60	\$22.49
Call centre principal customer contact specialist	\$860.60	\$22.65
Level 4	\$897.40	\$23.62
Level 5	\$933.80	\$24.57
Call centre technical associate	\$1,022.90	\$26.92

NOTE 2: Provisions for calculating rates for an employee aged under 21 years are at clause 16.4—Junior employees.

NOTE 3: Provisions for calculating rates for casual employees are at clause 11—Casual employment.

NOTE 4: See Schedule B—Summary of Hourly Rates of Pay for a summary of hourly rates of pay including casual, overtime, penalty and shiftwork rates.

- 16.2** In calculating years for the purposes of **Table 3—Minimum rates**, any service in the classification level, as described in Schedule A—Classification Structure and Definitions, including administrative and clerical experience with a previous employer, counts towards a year of service.
- 16.3** If required by their employer, an employee must provide reasonable evidence to verify their service as mentioned in clause 16.2.



**16.4 Junior employees**

An employer must pay an employee who is aged as specified in column 1 of **Table 4—Junior rates**, at least at the percentage specified in column 2 of the minimum rate that would otherwise be applicable under **Table 3—Minimum rates**:

**Table 4—Junior rates**

<b>Column 1 Age</b>	<b>Column 2 % of minimum rates</b>
Under 16 years of age	45%
16 years of age	50%
17 years of age	60%
18 years of age	70%
19 years of age	80%
20 years of age	90%

NOTE: See Schedule B—Summary of Hourly Rates of Pay for a summary of hourly rates of pay for junior employees including overtime and penalties.

**17. Supported wage system**

For employees who because of the effects of a disability are eligible for a supported wage, see Schedule D—Supported Wage System.

**18. National training wage**

**18.1** Schedule E to the *Miscellaneous Award 2010* sets out minimum wage rates and conditions for employees undertaking traineeships.

**18.2** This award incorporates the terms of Schedule E to the *Miscellaneous Award 2010* as at 1 July 2017. For that purpose, any reference to “this award” in Schedule E to the *Miscellaneous Award 2010* is to be read as referring to the *Clerks—Private Sector Award 2017* and not the *Miscellaneous Award 2010*.

**19. Payment of wages**

**19.1** The employer must pay wages by cash or by cheque or by electronic funds transfer into an account nominated by the employee.

**19.2 Pay period**

(a) The employer may determine the pay period of employees as being either weekly or fortnightly.

(b) The employer and an individual employee, or the majority of employees, may agree to monthly pay periods.

- (c) If an agreement is made under paragraph (b), payment must be made on the basis of 2 weeks in advance and 2 weeks in arrears.

NOTE: The Fair Work Regulations, regulation 3.33(3) and 3.46(1)(g), set out the requirements for pay records and the content of payslips including the requirement to separately identify any allowance paid.

### **19.3 Day off coinciding with payday**

- (a) Clause 19.3 applies to an employee if:
- (i) the employee is paid wages by cash or cheque; and
  - (ii) due to the arrangement of their ordinary hours the employee has a day off on payday.
- (b) The employer must pay the employee no later than the working day immediately after payday.

NOTE: The employer may pay the employee on the day before payday if suitable arrangements can be made.

### **19.4 Payment of wages under an averaging system**

Employees who work ordinary weekly hours under an averaging system may be paid according to the average number of ordinary hours worked in order to avoid fluctuating wage payments.

## **20. Annualised salaries**

The annualised salary clause may be affected by the Full Bench common issue proceedings in matter AM2016/13.

### **20.1 Annual salary instead of award provisions**

- (a) An employer may pay an employee an annual salary in satisfaction of any or all of the following provisions of the award:
- (i) clause 13.8 (Make-up time); and
  - (ii) clause 16—Minimum rates; and
  - (iii) clause 21—Allowances; and
  - (iv) clause 23—Penalty rates (employees other than shiftworkers); and
  - (v) clause 24—Overtime (employees other than shiftworkers); and
  - (vi) clause 25—Rest period after working overtime (employees other than shiftworkers); and
  - (vii) clause 26—Time off instead of payment for overtime (employees other than shiftworkers); and
  - (viii) clause 28—Penalty rates for shiftwork; and
  - (ix) clause 29—Ordinary hours of work and rostering for shiftwork; and

- (x) clause 31—Overtime for shiftwork; and
  - (xi) clause 32—Time off instead of payment for overtime for shiftwork; and
  - (xii) clause 33—Rest period after working overtime for shiftwork; and
  - (xiii) clause **Error! Reference source not found.**—Annual leave loading**Error! Reference source not found.**
- (b) Where an annual salary is paid, the employer must advise the employee in writing of the annual salary that is payable and which of the provisions of this award will be satisfied by payment of the annual salary.

## **20.2 Annual salary not to disadvantage employees**

- (a) The annual salary must be no less than the amount the employee would have received under this award for the work performed over the year for which the salary is paid (or, if the employment ceases earlier, over such lesser period as has been worked).
- (b) The annual salary of the employee must be reviewed by the employer at least annually to ensure that the compensation is appropriate having regard to the award provisions that are satisfied by the payment of the annual salary.

## **20.3 Base rate of pay for employees on annual salary arrangements**

For the purposes of the NES, the base rate of pay of an employee receiving an annual salary under clause 20 comprises the portion of the annual salary equivalent to the relevant rate of pay in clause 16—Minimum rates and excludes any incentive-based payments, bonuses, loadings, monetary allowances, overtime and penalties.

## **21. Allowances**

**21.1** Clause 21 gives employees an entitlement to monetary allowances of specified kinds in specified circumstances.

NOTE: Schedule C—Summary of Monetary Allowances contains a summary of monetary allowances and methods of adjustment.

### **21.2 First aid allowance**

- (a) Clause 21.2 applies to an employee who:
  - (i) has current first aid qualifications and training (such as a certificate from St John Ambulance Australia or a similar body) that the employer considers appropriate; and
  - (ii) is appointed by the employer to perform first aid duty.
- (b) The employer must pay the employee an allowance of **\$12.14** per week.

### 21.3 Higher duties allowance

The employer must pay an employee required to perform any of the duties of a higher classification for more than one day at least the minimum rate applicable to the higher level under this award.

NOTE: Classification levels are described in Schedule A—Classification Structure and Definitions.

### 21.4 Clothing and footwear allowance

- (a) The employer must reimburse an employee who is required to work in conditions damaging to clothing for the cost of purchasing any uniforms and protective clothing not supplied or paid for by the employer.
- (b) The employer must reimburse an employee who is constantly required to work in conditions that are wet and damaging to footwear for the cost of purchasing appropriate protective footwear not supplied or paid for by the employer.
- (c) The employer must reimburse an employee who is required to wear a uniform for the cost of purchasing the uniform.
- (d) If the employee is required to launder the uniform that they are required to wear, the employer must pay the employee an allowance of:
  - (i) **\$3.55** each week for a full-time employee; or
  - (ii) **\$0.71** each shift for a part-time or casual employee.

### 21.5 Meal allowance

- (a) Clause 21.5 applies to an employee if:
  - (i) the employee is required to work overtime of more than 1.5 hours after the employee's ordinary time of ending work; and
  - (ii) the employee was not given at least 24 hours' notice of the requirement to work overtime.
- (b) The employer must:
  - (i) pay the employee a meal allowance of **\$15.14** ; or
  - (ii) supply the employee with a meal.
- (c) If the number of hours worked under a requirement mentioned in paragraph (a) exceeds 4, the employer must pay a further meal allowance of **\$12.12**.

### 21.6 Vehicle allowance

- (a) An employer who requires an employee to use their own motor vehicle in performing their duties must pay the employee an allowance of:
  - (i) for a motor car, **\$0.78** per kilometre; and
  - (ii) for a motor cycle, **\$0.26** per kilometre.
- (b) The maximum allowance payable is for 400 kilometres.

- (c) An employer who requires an employee to use a motor vehicle provided by the employer to perform their duties must pay all expenses for the motor vehicle including registration, running costs and maintenance.

## **21.7 Living away from home allowance**

- (a) Clause 21.7 applies to an employee to whom all of the following apply:
  - (i) the employee is required by the employer to temporarily work away from their usual place of employment; and
  - (ii) the location at which the employee is required to work makes it necessary for the employee to stay overnight away from their usual place of residence; and
  - (iii) the employee is not provided with fares, meals and accommodation by the employer.
- (b) The employer must pay the employee the following:
  - (i) an allowance to cover all fares to and from the location at which the employer requires the employee to work; and
  - (ii) an allowance to cover all reasonable expenses incurred for meals and accommodation.
- (c) The employer must pay an employee ordinary rates of pay for time spent travelling between the employee's usual place of employment and the temporary location, to a maximum of 8 hours in 24 hours.

## **21.8 Transport reimbursement for shiftwork**

- (a) Clause 21.8 applies to an employee working shiftwork to whom all of the following apply:
  - (i) the employee starts or finishes work at a time other than their normal time; and
  - (ii) reasonable means of transport are not available to the employee; and
  - (iii) the employer does not provide, or arrange for, a suitable means of transport to or from the employee's usual place of residence at no cost to the employee.
- (b) The employer must reimburse the employee the cost they reasonably incurred in taking a commercial passenger vehicle from the employee's usual place of residence to the place of employment or from the place of employment to the employee's usual place of residence, whichever is applicable.

## **22. Superannuation**

### **22.1 Superannuation legislation**

- (a) Superannuation legislation, including the *Superannuation Guarantee (Administration) Act 1992* (Cth), the *Superannuation Guarantee Charge Act*

*1992 (Cth), the Superannuation Industry (Supervision) Act 1993 (Cth) and the Superannuation (Resolution of Complaints) Act 1993 (Cth), deals with the superannuation rights and obligations of employers and employees. Under superannuation legislation individual employees generally have the opportunity to choose their own superannuation fund. If an employee does not choose a superannuation fund, any superannuation fund nominated in the award covering the employee applies.*

- (b) The rights and obligations in these clauses supplement those in superannuation legislation.

## **22.2 Employer contributions**

An employer must make such superannuation contributions to a superannuation fund for the benefit of an employee as will avoid the employer being required to pay the superannuation guarantee charge under superannuation legislation with respect to that employee.

## **22.3 Voluntary employee contributions**

- (a) Subject to the governing rules of the relevant superannuation fund, an employee may, in writing, authorise their employer to pay on behalf of the employee a specified amount from the post-taxation wages of the employee into the same superannuation fund as the employer makes the superannuation contributions provided for in clause 22.2.
- (b) An employee may adjust the amount the employee has authorised their employer to pay from the wages of the employee from the first of the month following the giving of 3 months' written notice to their employer.
- (c) The employer must pay the amount authorised under paragraphs (a) or (b) no later than 28 days after the end of the month in which the deduction authorised under paragraphs (a) or (b) was made.

## **22.4 Superannuation fund**

Unless, to comply with superannuation legislation, the employer is required to make the superannuation contributions provided for in clause 22.2 to another superannuation fund that is chosen by the employee, the employer must make the superannuation contributions provided for in clause 22.2 and pay the amount authorised under clauses 22.3(a) or (b) to one of the following superannuation funds or its successor:

- (a) CareSuper;
- (b) AustralianSuper;
- (c) SunSuper;
- (d) HESTA;
- (e) Statewide Superannuation;
- (f) Tasplan;
- (g) REI Super;

- (h) MTAA Superannuation Fund;
- (i) Kinetic Superannuation;
- (j) any superannuation fund to which the employer was making superannuation contributions for the benefit of its employees before 12 September 2008, provided the superannuation fund is an eligible choice fund and is a fund that offers a MySuper product or is an exempt public sector superannuation scheme; or
- (k) a superannuation fund or scheme which the employee is a defined benefit member of.

## **22.5 Absence from work**

Subject to the governing rules of the relevant superannuation fund, the employer must also make the superannuation contributions provided for in clause 22.2 and pay the amount authorised under clauses 22.3(a) or (b):

- (a) Paid leave—while the employee is on any paid leave.
- (b) Work-related injury or illness—For the period of absence from work (subject to a maximum of 52 weeks) of the employee due to work-related injury or work-related illness provided that:
  - (i) the employee is receiving workers compensation payments or is receiving regular payments directly from the employer in accordance with the statutory requirements; and
  - (ii) the employee remains employed by the employer.

## **Part 5—Penalty Rates and Overtime**

NOTE: Part 5 does not apply to shiftworkers. See Part 6—Shiftwork for overtime rates and penalties that apply to shiftworkers.

### **23. Penalty rates (employees other than shiftworkers)**

**23.1** Clause 23 sets out higher rates of pay (penalty rates) for ordinary hours worked at specified times and on specified days.

NOTE: Clause 24—Overtime prescribes overtime rates for hours worked in excess of, or outside, ordinary hours.

#### **23.2 Saturday**

An employer must pay an employee at the rate of **125%** of the minimum hourly rate for ordinary hours worked on a Saturday.

#### **23.3 Sunday**

- (a) Clause 23.3 applies if under clause 13.5(b) an employee is directed to work ordinary hours on a Sunday.

- (b) The employer must pay the employee at the rate of **200%** of the minimum hourly rate for ordinary hours worked on a Sunday.
- (c) An employee required to work ordinary hours on a Sunday is entitled to not less than 4 hours' pay, if the employee is available to work for 4 hours.

#### **23.4 Public holidays**

- (a) An employer must pay an employee at the rate of **250%** of the minimum hourly rate for hours worked on a public holiday or a substituted day.
- (b) Despite paragraph (a), if an employee works on both a public holiday and the substituted day, the employee is entitled to be paid for one of the days at the penalty rate specified in paragraph (a).
- (c) The employee may choose which day the penalty rate is applied to.
- (d) An employee required to work on a public holiday is entitled to not less than 4 hours' pay, if the employee is available to work for 4 hours.

### **24. Overtime (employees other than shiftworkers)**

**24.1** An employer must pay an employee at the overtime rate for any hours worked at the direction of the employer:

- (a) in excess of the ordinary weekly hours; or
- (b) in excess of 10 ordinary hours on any one day, excluding unpaid meal breaks; or
- (c) outside the spread of ordinary hours; or
- (d) for overtime worked on a rostered day off that is not substituted or banked; or
- (e) for part-time employees, in excess of the number of ordinary hours that the employee has agreed to work under clause 10.2 or as varied under clause 10.3 (Part-time employment).

**24.2** For the purposes of clause 24, ordinary weekly hours means the hours of work fixed in a workplace in accordance with clause 13—Ordinary hours of work (employees other than shiftworkers) and clause 14—Rostered days off (employees other than shiftworkers) or as varied in accordance with the relevant clauses of this award.

**24.3** An employee is entitled to be paid overtime when the total overtime an employee has worked in one week reaches a minimum of half an hour.

#### **24.4 Payment for working overtime**

- (a) The overtime rate in clause 24.1 is the relevant percentage specified in column 2 of **Table 5—Overtime rates for employees other than shiftworkers** (depending on when the overtime was worked as specified in column 1) of the minimum hourly rate of the employee, under clause 16—Minimum rates, calculated daily.



**Table 5—Overtime rates for employees other than shiftworkers**

<b>Column 1</b> <b>Hours of overtime worked per day</b>	<b>Column 2</b> <b>Overtime rate (% of minimum hourly rate)</b>
Monday to Saturday—first 2 hours	150%
Monday to Saturday—after 2 hours	200%
Sunday—all day	200%
Public holiday—all day	250%

NOTE: Schedule B—Summary of Hourly Rates of Pay sets out the hourly overtime rate for all employee classifications according to when overtime is worked.

- (b) An employer must pay an employee a minimum of 3 hours at overtime rates for work performed on a Saturday where an employee has worked 38 hours or more over Monday to Friday, if the employee is available to work for 3 hours.
- (c) An employer must pay an employee a minimum of 4 hours at overtime rates for overtime worked on a Sunday, if the employee is available to work for 4 hours. However, paragraph (c) does not apply if the employee, as a result of working ordinary hours on that day, has accrued an entitlement under clause 23.3(c) to not less than 4 hours' pay.

**24.5 Return to duty**

- (a) An employer must pay an employee at the overtime rate specified in clause 24.4 where an employee is required to return to duty after the usual finishing hour of work for that day.
- (b) The employer must pay an employee a minimum payment of 3 hours under a requirement in paragraph (a).
- (c) Clause 24.5 does not apply where the work is continuous (subject to a meal break of not more than one hour) with the start or finish of ordinary working time.

**25. Rest period after working overtime (employees other than shiftworkers)**

- 25.1** Clause 25 applies to full-time and part-time employees who are not working shifts.
- 25.2** Employees must, wherever reasonably practical, have at least 10 consecutive hours off duty between hours worked on successive days.
- 25.3** Despite clause 25.2 but subject to clause 25.4, where an employee, due to overtime worked, would be required to start working ordinary hours without having had 10 consecutive hours off duty since last working ordinary hours:

- (a) the employer must release the employee from duty after finishing the overtime until the employee has had 10 consecutive hours off duty; and
- (b) the employee must not suffer any loss of pay for any ordinary hours not worked as a result of being released from duty in accordance with paragraph (a).

**25.4** If, at the direction of the employer, an employee resumes or continues work without having at least 10 consecutive hours off duty in accordance with clause 25.3 all of the following apply:

- (a) the employer must pay the employee at **200%** of the employee's minimum hourly rate until such time as the employee is released from duty; and
- (b) the employer must release the employee from duty until the employee has had 10 consecutive hours off duty; and
- (c) the employee must not suffer any loss of pay for any ordinary hours not worked as a result of being released from duty in accordance with paragraph (b).

**25.5** Overtime worked in the circumstances specified in clause 24.5—Return to duty must not be regarded as overtime for the purposes of clause 25.

## **26. Time off instead of payment for overtime (employees other than shiftworkers)**

**26.1** An employee and employer may agree in writing to the employee taking time off instead of being paid for a particular amount of overtime that has been worked by the employee.

**26.2** Any amount of overtime that has been worked by an employee in a particular pay period and that is to be taken as time off instead of the employee being paid for it must be the subject of a separate agreement under clause 26.

**26.3** An agreement must state all of the following:

- (a) the number of overtime hours to which it applies and when those hours were worked; and
- (b) that the employer and employee agree that the employee may take time off instead of being paid for the overtime; and
- (c) that, if the employee requests at any time, the employer must pay the employee, for overtime covered by the agreement but not taken as time off, at the overtime rate applicable to the overtime when worked; and
- (d) that any payment mentioned in paragraph (c) must be made in the next pay period following the request.

NOTE: An example of the type of agreement required by clause 26 is set out at Schedule E—Agreement for Time Off Instead of Payment for Overtime. There is no requirement to use the form of agreement set out at Schedule E—Agreement for Time Off Instead of Payment for Overtime. An agreement under clause 26 can also

be made by an exchange of emails between the employee and employer, or by other electronic means.

- 26.4** The period of time off that an employee is entitled to take is the same as the number of overtime hours worked.

EXAMPLE: By making an agreement under clause 26 an employee who worked 2 overtime hours is entitled to 2 hours' time off.

- 26.5** Time off must be taken:

- (a) within the period of 6 months after the overtime is worked; and
- (b) at a time or times within that period of 6 months agreed by the employee and employer.

- 26.6** If the employee requests at any time to be paid for overtime covered by an agreement under clause 26 but not taken as time off, the employer must pay the employee for the overtime, in the next pay period following the request, at the overtime rate applicable to the overtime when worked.

- 26.7** If time off for overtime that has been worked is not taken within the period of 6 months mentioned in clause 26.5, the employer must pay the employee for the overtime, in the next pay period following those 6 months, at the overtime rate applicable to the overtime when worked.

- 26.8** The employer must keep a copy of any agreement under clause 26 as an employee record.

- 26.9** An employer must not exert undue influence or undue pressure on an employee in relation to a decision by the employee to make, or not make, an agreement to take time off instead of payment for overtime.

- 26.10** An employee may, under section 65 of the [Act](#), request to take time off, at a time or times specified in the request or to be subsequently agreed by the employer and the employee, instead of being paid for overtime worked by the employee. If the employer agrees to the request, then clause 26 will apply, including the requirement for separate written agreements under clause 26.2 for overtime that has been worked.

NOTE: If an employee makes a request under section 65 of the [Act](#) for a change in working arrangements, the employer may only refuse that request on reasonable business grounds (see section 65(5) of the [Act](#)).

- 26.11** If, on the termination of the employee's employment, time off for overtime worked by the employee to which clause 26 applies has not been taken, the employer must pay the employee for the overtime at the overtime rate applicable to the overtime when worked.

NOTE: Under section 345(1) of the [Act](#), a person must not knowingly or recklessly make a false or misleading representation about the workplace rights of another person under clause 26.

## Part 6—Shiftwork

### 27. Application of Part

Feedback from the FWO and users indicate confusion about when and how these provisions apply. Given the different provisions for employees on shiftwork, including rostering and breaks, parties are asked to clarify when the provisions in this part apply.

**27.1** Part 6 applies to employees who are required to work their ordinary hours on any of the following shifts:

- (a) a shift finishing after 7.00 pm and at or before midnight (**afternoon shift**);
- (b) a shift finishing after midnight, and at or before 7.00 am (**night shift**);
- (c) a night shift which does not rotate with another shift or shifts or day work and which continues for a period of 4 consecutive weeks or longer (**permanent night shift**).

**27.2** The spread of ordinary hours on shifts referred to in clause 27.1 may be altered by up to one hour at either end:

- (a) by agreement between the employer and the majority of employees concerned;  
or
- (b) by individual agreement between the employer and employee.

### 28. Penalty rates for shiftwork

**28.1** An employer must pay an employee working ordinary hours on shifts in accordance with clause 27—Application of Part the relevant percentage specified in column 2 of **Table 6—Penalty rates for shiftwork** (depending on when the shift was worked as specified in column 1) of the minimum hourly rate of the employee, under clause 16—Minimum rates.

**Table 6—Penalty rates for shiftwork**

<b>Column 1 Shift</b>	<b>Column 2 Penalty rate (% of minimum hourly rate)</b>
Afternoon or night	115%
Permanent night	130%
Saturday, Sunday or public holiday	150%

NOTE: Schedule B—Summary of Hourly Rates of Pay sets out the hourly penalty rate for all employee classifications.

**28.2** Despite clause 28.1:

- (a) an employee who starts an ordinary shift between 11.00 pm and midnight on a Sunday or public holiday that extends into the next day that is not a public holiday is not entitled to the Sunday or public holiday penalty rate for the time worked on that Sunday or public holiday; but
- (b) an employee who starts an ordinary shift between 11.00 pm and midnight on the day before a Sunday or public holiday that extends into that Sunday or public holiday is entitled to the Sunday or public holiday penalty rate for the time worked on that day.

**28.3 Public holidays**

- (a) An employee required to work ordinary hours on a public holiday is entitled to not less than 4 hours' pay, if the employee is available to work for 4 hours.
- (b) If an employee works on both a public holiday and the substituted day, the employee is entitled to be paid for one of the days at the penalty rate specified in clause 28.1.
- (c) The employee may choose which day the penalty rate is applied to.

**29. Ordinary hours of work and rostering for shiftwork**

**29.1** The maximum number of ordinary hours that can be worked in a week is:

- (a) an average of 38 hours over a 4 week period; or
- (b) an average of 38 hours over a roster period, not exceeding 12 months, as agreed between an employer and the majority of employees concerned.

**29.2** The maximum number of ordinary hours that can be worked in any day is 10, including paid breaks.

**29.3** The following rostering arrangements apply to an employee who works ordinary hours on shiftwork:

- (a) a maximum of 6 shifts can be worked over the period of a week; and
- (b) a Sunday may be included.

**29.4** Changes to the times at which the employee will start and finish a shift may be made:

- (a) by the employer giving the employee at least 7 days' notice of the change; or
- (b) at any time by the employer and employee by mutual agreement.

**29.5** The employer and an employee may agree that the employee may take a period of ordinary hours as time off and make up that time off by working at another time during which the employee may work ordinary hours.

### 30. Breaks for shiftwork

30.1 Clause 30 gives employees working shifts an entitlement to meal breaks and rest breaks.

30.2 An employee working a shift defined in clause 27.1 is entitled to one 20 minute paid meal break per shift which is to be:

- (a) taken within 5 hours of starting the shift; and
- (b) counted as time worked.

### 30.3 Paid rest break

- (a) An employee required to work more than 3 ordinary hours and fewer than 8 ordinary hours is entitled to one paid 10 minute rest break.
- (b) An employee required to work 8 ordinary hours or more is entitled to two paid 10 minute rest breaks.
- (c) An employee working more than 4 hours overtime on Saturday morning must be allowed a paid 10 minute rest break.
- (d) The employer is responsible for determining the suitable time for taking a rest break in accordance with paragraphs (a) and (b).

NOTE: Where suitable to business requirements, the employer will arrange for an employee who is entitled to 2 paid rest breaks to take one rest break before and one rest break after their unpaid meal break.

### 31. Overtime for shiftwork

31.1 An employer must pay an employee on shiftwork overtime rates at the relevant percentage specified in column 2 of **Table 7—Overtime rates for shiftwork** (depending on when the overtime was worked as specified in column 1) of the minimum hourly wage of the employee, under clause 16—Minimum rates as follows:

**Table 7—Overtime rates for shiftwork**

<b>Column 1</b>	<b>Column 2</b>
<b>For all time worked:</b>	<b>Overtime rate (% of minimum hourly rate)</b>
In excess of the ordinary weekly hours fixed in clause 29.1	
first 3 hours	150%
after 3 hours	200%
In excess of ordinary daily hours on an ordinary shift	
first 2 hours	150%

<b>Column 1</b>	<b>Column 2</b>
<b>For all time worked:</b>	<b>Overtime rate (% of minimum hourly rate)</b>
after 2 hours	200%
Saturday, Sunday or public holiday that is not an ordinary working day	200%

NOTE: Schedule B—Summary of Hourly Rates of Pay sets out the hourly overtime rate for all employee classifications according to when overtime is worked.

- 31.2** Penalty rates for shiftwork are not cumulative on overtime rates.
- 31.3** An employer must pay an employee for a minimum of 4 hours at the overtime rate specified in clause 31.1 if the employee is available to work for 4 hours and:
- (a) the employee is required to work overtime on a Saturday, a Sunday or a public holiday (as prescribed in Division 10 of Part 2.2 of the [Act](#)); and
  - (b) the employee would not have been ordinarily rostered to work that day; and
  - (c) the work is not continuous with the start or finish of the employee’s ordinary shift.
- 31.4** However, clause 31.3 does not apply if the employee, as a result of working ordinary hours, has accrued an entitlement under clause 28.3(a) or to not less than 4 hours’ pay on the same day.

**32. Time off instead of payment for overtime for shiftwork**

- 32.1** An employee and employer may agree in writing to the employee taking time off instead of being paid for a particular amount of overtime that has been worked by the employee.
- 32.2** Any amount of overtime that has been worked by an employee in a particular pay period and that is to be taken as time off instead of the employee being paid for it must be the subject of a separate agreement under clause 32.
- 32.3** An agreement must state all of the following:
- (a) the number of overtime hours to which it applies and when those hours were worked; and
  - (b) that the employer and employee agree that the employee may take time off instead of being paid for the overtime; and
  - (c) that, if the employee requests at any time, the employer must pay the employee, for overtime covered by the agreement but not taken as time off, at the overtime rate applicable to the overtime when worked; and
  - (d) that any payment mentioned in paragraph (c) must be made in the next pay period following the request; and

NOTE: An example of the type of agreement required by clause 32 is set out at Schedule E—Agreement for Time Off Instead of Payment for Overtime. There is no requirement to use the form of agreement set out at Schedule E—Agreement for Time Off Instead of Payment for Overtime. An agreement under clause 32 can also be made by an exchange of emails between the employee and employer, or by other electronic means.

**32.4** The period of time off that an employee is entitled to take is the same as the number of overtime hours worked.

EXAMPLE: By making an agreement under clause 32 an employee who worked 2 overtime hours is entitled to 2 hours' time off.

**32.5** Time off must be taken:

- (a) within the period of 6 months after the overtime is worked; and
- (b) at a time or times within that period of 6 months agreed by the employee and employer.

**32.6** If the employee requests at any time to be paid for overtime covered by an agreement under clause 32 but not taken as time off, the employer must pay the employee for the overtime, in the next pay period following the request, at the overtime rate applicable to the overtime when worked.

**32.7** If time off for overtime that has been worked is not taken within the period of 6 months mentioned in clause 32.5, the employer must pay the employee for the overtime, in the next pay period following those 6 months, at the overtime rate applicable to the overtime when worked.

**32.8** The employer must keep a copy of any agreement under clause 32 as an employee record.

**32.9** An employer must not exert undue influence or undue pressure on an employee in relation to a decision by the employee to make, or not make, an agreement to take time off instead of payment for overtime.

**32.10** An employee may, under section 65 of the [Act](#), request to take time off, at a time or times specified in the request or to be subsequently agreed by the employer and the employee, instead of being paid for overtime worked by the employee. If the employer agrees to the request then clause 32 will apply, including the requirement for separate written agreements under clause 32.2 for overtime that has been worked.

NOTE: If an employee makes a request under section 65 of the [Act](#) for a change in working arrangements, the employer may only refuse that request on reasonable business grounds (see section 65(5) of the [Act](#)).

**32.11** If, on the termination of the employee's employment, time off for overtime worked by the employee to which clause 32 applies has not been taken, the employer must pay the employee for the overtime at the overtime rate applicable to the overtime when worked.

NOTE: Under section 345(1) of the [Act](#), a person must not knowingly or recklessly make a false or misleading representation about the workplace rights of another person under clause 32.



### **33. Rest period after working overtime for shiftwork**

**33.1** Clause 33 applies to full-time and part-time employees working shifts.

**33.2** The provisions of clause 33 apply when overtime is worked in any of the following circumstances:

- (a) for the purposes of changing shift rosters; or
- (b) where an employee working a shift does not report for duty and another employee is required to work their shift; or
- (c) where a shift is worked by arrangement between the employees themselves.

**33.3** When overtime is necessary employees must, wherever reasonably practical, have at least 8 consecutive hours off duty between hours worked on successive days.

**33.4** Despite clause 33.3, where an employee, due to overtime worked, would be required to start work without having had 8 consecutive hours off duty between finishing one shift of ordinary hours and beginning the next shift of ordinary hours:

- (a) the employer must release the employee from duty after finishing the overtime until the employee has had 8 consecutive hours off duty; and
- (b) the employee must not suffer any loss of pay for any ordinary hours not worked as a result of being released from duty.

**33.5** If, at the direction of the employer, an employee resumes or continues work without having at least 8 consecutive hours off duty in accordance with clause 33.4 all of the following apply:

- (a) the employer must pay the employee at **200%** of the employee's minimum hourly rate until such time as the employee is released from duty; and
- (b) the employer must release the employee from duty until the employee has had 8 consecutive hours off duty; and
- (c) the employee must not suffer any loss of pay for any ordinary hours not worked as a result of being released from duty in accordance with paragraph (b).

## **Part 7—Leave and Public Holidays**

### **34. Annual leave**

NOTE: Where an employee is receiving overaward payments resulting in the employee's base rate of pay being higher than the rate specified under this award, the employee is entitled to receive the higher rate while on a period of paid annual leave (see ss.16 and 90 of the [Act](#)).

**34.1** Annual leave is provided for in the [NES](#).

### 34.2 Additional paid annual leave for certain shiftworkers

- (a) Clause 34.2 applies to an employee who is a shiftworker regularly rostered to work on Sundays and public holidays in a business in which shifts are continuously rostered 24 hours a day for 7 days a week.
- (b) The employee is a shiftworker for the purposes of the [NES](#) (entitlement to an additional week of paid annual leave).

### 34.3 Annual leave loading

“Annual leave loading” will be considered further as part of a review of terminology used to describe additional payments. See paras [583]-[591] of [\[2017\] FWCFCB 5536](#)

- (a) During a period of paid annual leave an employer must pay an employee an additional payment in accordance with clause **Error! Reference source not found.** for the employee’s ordinary hours of work in the period.
- (b) The additional payment is payable on leave accrued.
- (c) For an employee other than a shiftworker the additional payment is the greater of:
  - (i) **17.5%** of the employee’s minimum hourly rate for all ordinary hours of work in the period; or
  - (ii) The employee’s minimum hourly rate for all ordinary hours of work in the period inclusive of penalty rates as specified in clause 23—Penalty rates (employees other than shiftworkers) .
- (d) For a shiftworker the additional payment is the greater of:
  - (i) **17.5%** of the employee’s minimum hourly rate for all ordinary hours of work in the period; or
  - (ii) The employee’s minimum hourly rate for all ordinary hours of work in the period inclusive of penalty rates for shiftwork as specified in clause 28—Penalty rates for shiftwork.

### 34.4 Annual leave in advance

- (a) An employer and employee may agree in writing to the employee taking a period of paid annual leave before the employee has accrued an entitlement to the leave.
- (b) An agreement must:
  - (i) state the amount of leave to be taken in advance and the date on which leave is to commence; and
  - (ii) be signed by the employer and employee and, if the employee is under 18 years of age, by the employee’s parent or guardian.

NOTE: An example of the type of agreement required by clause 34.4 is set out at Schedule F—Agreement to Take Annual Leave in Advance. There is no requirement to use the form of agreement set out at Schedule F—Agreement to Take Annual Leave in Advance.

- (c) The employer must keep a copy of any agreement under clause 34.4 as an employee record.
- (d) If, on the termination of the employee’s employment, the employee has not accrued an entitlement to all of a period of paid annual leave already taken in accordance with an agreement under clause 34.4, the employer may deduct from any money due to the employee on termination an amount equal to the amount that was paid to the employee in respect of any part of the period of annual leave taken in advance to which an entitlement has not been accrued.

### **34.5 Close-down**

An employer may require an employee to take annual leave as part of a close-down of its operations, by giving at least 4 weeks’ notice.

### **34.6 Excessive leave accruals: general provision**

NOTE: Clauses 34.6 to 34.8 contain provisions, additional to the NES, about the taking of paid annual leave as a way of dealing with the accrual of excessive paid annual leave. See Part 2.2, Division 6 of the [Act](#).

- (a) An employee has an **excessive leave accrual** if the employee has accrued more than 8 weeks’ paid annual leave (or 10 weeks’ paid annual leave for a shiftworker, as defined by clause 34.2).
- (b) If an employee has an excessive leave accrual, the employer or the employee may seek to confer with the other and genuinely try to reach agreement on how to reduce or eliminate the excessive leave accrual.
- (c) Clause 34.7 sets out how an employer may direct an employee who has an excessive leave accrual to take paid annual leave.
- (d) Clause 34.8 sets out how an employee who has an excessive leave accrual may require an employer to grant paid annual leave requested by the employee.

### **34.7 Excessive leave accruals: direction by employer that leave be taken**

- (a) If an employer has genuinely tried to reach agreement with an employee under clause 34.6(b) but agreement is not reached (including because the employee refuses to confer), the employer may direct the employee in writing to take one or more periods of paid annual leave.
- (b) However, a direction by the employer under paragraph (a):
  - (i) is of no effect if it would result at any time in the employee’s remaining accrued entitlement to paid annual leave being less than 6 weeks when any other paid annual leave arrangements (whether made under clause 34.6, 34.7 or 34.8 or otherwise agreed by the employer and employee) are taken into account; and
  - (ii) must not require the employee to take any period of paid annual leave of less than one week; and
  - (iii) must not require the employee to take a period of paid annual leave beginning less than 8 weeks, or more than 12 months, after the direction is given; and

- (iv) must not be inconsistent with any leave arrangement agreed by the employer and employee.
- (c) The employee must take paid annual leave in accordance with a direction under paragraph (a) that is in effect.
- (d) An employee to whom a direction has been given under paragraph (a) may request to take a period of paid annual leave as if the direction had not been given.

NOTE 1: Paid annual leave arising from a request mentioned in paragraph (d) may result in the direction ceasing to have effect. See paragraph (b)(i).

NOTE 2: Under section 88(2) of the [Act](#), the employer must not unreasonably refuse to agree to a request by the employee to take paid annual leave.

### **34.8 Excessive leave accruals: request by employee for leave**

- (a) If an employee has genuinely tried to reach agreement with an employer under clause 34.6(b) but agreement is not reached (including because the employer refuses to confer), the employee may give a written notice to the employer requesting to take one or more periods of paid annual leave.
- (b) However, an employee may only give a notice to the employer under paragraph (a) if:
  - (i) the employee has had an excessive leave accrual for more than 6 months at the time of giving the notice; and
  - (ii) the employee has not been given a direction under clause 34.7(a) that, when any other paid annual leave arrangements (whether made under clause 34.6, 34.7 or 34.8 or otherwise agreed by the employer and employee) are taken into account, would eliminate the employee's excessive leave accrual.
- (c) A notice given by an employee under paragraph (a) must not:
  - (i) if granted, result in the employee's remaining accrued entitlement to paid annual leave being at any time less than 6 weeks when any other paid annual leave arrangements (whether made under clause 34.6, 34.7 or 34.8 or otherwise agreed by the employer and employee) are taken into account; or
  - (ii) provide for the employee to take any period of paid annual leave of less than one week; or
  - (iii) provide for the employee to take a period of paid annual leave beginning less than 8 weeks, or more than 12 months, after the notice is given; or
  - (iv) be inconsistent with any leave arrangement agreed by the employer and employee.
- (d) An employee is not entitled to request by a notice under paragraph (a) more than 4 weeks' paid annual leave (or 5 weeks' paid annual leave for a shiftworker, as defined by clause 34.2) in any period of 12 months.

- (e) The employer must grant paid annual leave requested by a notice under paragraph (a).

### **34.9 Cashing out of annual leave**

- (a) Paid annual leave must not be cashed out except in accordance with an agreement under clause 34.9.
- (b) Each cashing out of a particular amount of paid annual leave must be the subject of a separate agreement under clause 34.9.
- (c) An employer and an employee may agree in writing to the cashing out of a particular amount of accrued paid annual leave by the employee.
- (d) An agreement under clause 34.9 must state:
  - (i) the amount of leave to be cashed out and the payment to be made to the employee for it; and
  - (ii) the date on which the payment is to be made.
- (e) An agreement under clause 34.9 must be signed by the employer and employee and, if the employee is under 18 years of age, by the employee's parent or guardian.
- (f) The payment must not be less than the amount that would have been payable had the employee taken the leave at the time the payment is made.
- (g) An agreement must not result in the employee's remaining accrued entitlement to paid annual leave being less than 4 weeks.
- (h) The maximum amount of accrued paid annual leave that may be cashed out in any period of 12 months is 2 weeks.
- (i) The employer must keep a copy of any agreement under clause 34.9 as an employee record.

NOTE 1: Under section 344 of the [Act](#), an employer must not exert undue influence or undue pressure on an employee to make, or not make, an agreement under clause 34.9.

NOTE 2: Under section 345(1) of the [Act](#), a person must not knowingly or recklessly make a false or misleading representation about the workplace rights of another person under clause 34.9.

NOTE 3: An example of the type of agreement required by clause 34.9 is set out at Schedule G—Agreement to Cash Out Annual Leave. There is no requirement to use the form of agreement set out at Schedule G—Agreement to Cash Out Annual Leave.

## **35. Personal/carer's leave and compassionate leave**

- 35.1** Personal/carer's leave and compassionate leave are provided for in the [NES](#).

**35.2** Subject to clause 35.3, casual employees are entitled to be absent from work (whether by making themselves unavailable for work or by leaving work) to care for a person who requires care or support because of:

- (a) illness or an injury; or
- (b) an emergency.

**35.3** A casual employee may only be absent from work under clause 35.2 for a period of up to 48 hours.

**35.4** With the agreement of the employer, a casual employee may be absent from work for a purpose mentioned in clause 35.2 for longer than 48 hours.

**35.5** A casual employee is not entitled to be paid for time away from work for a purpose mentioned in clause 35.2.

## **36. Parental leave and related entitlements**

Parental leave and related entitlements are provided for in the [NES](#).

## **37. Public holidays**

**37.1** Public holidays entitlements are provided for in the [NES](#).

**37.2** Where an employee works on a public holiday they will be paid in accordance with clause 23.4(a) (Penalty rates—employees other than shiftworkers)), clause 28.1 (Penalty rates for shiftwork) or clause 31.1 (Overtime for shiftwork).

### **37.3 Substitution of public holidays by agreement**

An employer and the majority of affected employees concerned may, by agreement, substitute another day for a public holiday.

### **37.4 Part-day public holidays**

For provisions relating to part-day public holidays see Schedule H—2017 Part-day Public Holidays

## **38. Community service leave**

Community service leave is provided for in the [NES](#).

## **Part 8—Consultation and Dispute Resolution**

### **39. Consultation about major workplace change**

**39.1** If an employer makes a definite decision to make major changes in production, program, organisation, structure or technology that are likely to have significant effects on employees, the employer must:

- (a) give notice of the changes to all employees who may be affected by them and their representatives (if any); and
- (b) discuss with affected employees and their representatives (if any):
  - (i) the introduction of the changes; and
  - (ii) their likely effect on employees; and
  - (iii) measures to avoid or reduce the adverse effects of the changes on employees; and
- (c) commence discussions as soon as practicable after a definite decision has been made.

**39.2** For the purposes of the discussion under clause 39.1(b), the employer must give in writing to the affected employees and their representatives (if any) all relevant information about the changes including:

- (a) their nature; and
- (b) their expected effect on employees; and
- (c) any other matters likely to affect employees.

**39.3** Clause 39.2 does not require an employer to disclose any confidential information if its disclosure would be contrary to the employer's interests.

**39.4** The employer must promptly consider any matters raised by the employees or their representatives about the changes in the course of the discussion under clause 39.1(b).

**39.5** In clause 39:

**significant effects**, on employees, includes any of the following:

- (a) termination of employment; or
- (b) major changes in the composition, operation or size of the employer's workforce or in the skills required; or
- (c) loss of, or reduction in, job or promotion opportunities; or
- (d) loss of, or reduction in, job tenure; or
- (e) alteration of hours of work; or
- (f) the need for employees to be retrained or transferred to other work or locations; or
- (g) job restructuring.

**39.6** Where this award makes provision for alteration of any of the matters defined at clause 39.5, such alteration is taken not to have significant effect.

#### **40. Consultation about changes to rosters or hours of work**

- 40.1** Clause 40 applies if an employer proposes to change the regular roster or ordinary hours of work of an employee, other than an employee whose working hours are irregular, sporadic or unpredictable.
- 40.2** The employer must consult with any employees affected by the proposed change and their representatives (if any).
- 40.3** For the purpose of the consultation, the employer must:
- (a)** provide to the employees and representatives mentioned in clause 40.2 information about the proposed change (for example, information about the nature of the change and when it is to begin); and
  - (b)** invite the employees to give their views about the impact of the proposed change on them (including any impact on their family or caring responsibilities) and also invite their representative (if any) to give their views about that impact.
- 40.4** The employer must consider any views given under clause 40.3(b).
- 40.5** Clause 40 is to be read in conjunction with any other provisions of this award concerning the scheduling of work or the giving of notice.

#### **41. Consultation about change of contract**

- 41.1** Clause 41 applies where an employer decides not to seek a renewal of a contract to perform security services work or is notified that such a contract to which the employer is a party is to be, or is likely to be, terminated.
- 41.2** The employer must, at least 28 days (or as soon as practicable if that is later than 28 days) before the contract is due to end, give written notice of the situation to the affected employees and their representatives (if any), including the date on which the contract is due to end.
- 41.3** The employer must, in the notice under clause 41.2, specify any options available for suitable alternative employment with the employer in the event that the contract ends.
- 41.4** The employer must give written notice to any affected employees who are offered suitable alternative employment with the employer of the offer, including the location at which the work is proposed to be performed, the proposed hours of work and the proposed rates of pay.
- 41.5** The employer must give a written notice to any employee who is not offered suitable alternative employment with the employer that:
- (a)** gives details of the employee's accrued statutory and award entitlements on termination of the employee's employment (including accrued annual leave); and
  - (b)** contains a statement of the employee's service with the employer (including the length of that service, their hours of work, their classification and the shifts they worked); and



- (c) invites the employee to notify the employer if they consent to the employer giving their name to the incoming contractor so that they may be considered for employment with that contractor.

**41.6** The employer must provide to the incoming contractor a list of the names of employees who have consented to their name being provided to that contractor so that they may be considered for employment with that contractor.

**41.7** The employer must take steps to organise a meeting between the incoming contractor and those employees who are not offered suitable alternative employment with the employer.

## **42. Dispute resolution**

**42.1** Clause 42 sets out the procedures to be followed if a dispute arises about a matter under this award or in relation to the NES.

**42.2** The parties to the dispute must first try to resolve the dispute at the workplace through discussion between the employee or employees concerned and the relevant supervisor.

**42.3** If the dispute is not resolved through discussion as mentioned in clause 42.2, the parties to the dispute must then try to resolve it in a timely manner at the workplace through discussion between the employee or employees concerned and more senior levels of management, as appropriate.

**42.4** If the dispute is unable to be resolved at the workplace and all appropriate steps have been taken under clauses 42.2 and 42.3, a party to the dispute may refer it to the Fair Work Commission.

**42.5** The parties may agree on the process to be followed by the Fair Work Commission in dealing with the dispute, including mediation, conciliation and consent arbitration.

**42.6** If the dispute remains unresolved, the Fair Work Commission may use any method of dispute resolution that it is permitted by the Act to use and that it considers appropriate for resolving the dispute.

**42.7** A party to the dispute may appoint a person, organisation or association to support and/or represent them in any discussion or process under clause 42.

**42.8** While procedures are being followed under clause 42 in relation to a dispute:

- (a) work must continue in accordance with this award and the Act; and
- (b) an employee must not unreasonably fail to comply with any direction given by the employer about performing work, whether at the same or another workplace, that is safe and appropriate for the employee to perform.

**42.9** Clause 42.8 is subject to any applicable work health and safety legislation.

## Part 9—Termination of Employment and Redundancy

### 43. Termination of employment

Standard clause – not reproduced here. See decision [\[2017\] FWCFB 5258](#)

### 44. Redundancy

Redundancy pay is provided for in the NES.

### 45. Transfer to lower paid job on redundancy

45.1 Clause 45 applies if, because of redundancy, an employee is transferred to new duties to which a lower ordinary rate of pay is applicable.

45.2 The employer may:

- (a) give the employee notice of the transfer of at least the same length as the employee would be entitled to under section 117 of the Act as if it were a notice of termination given by the employer; or
- (b) transfer the employee to the new duties without giving notice of transfer or before the expiry of a notice of transfer.

45.3 If the employer acts as mentioned in paragraph 45.2(b), the employee is entitled to a payment of an amount equal to the difference between the ordinary rate of pay of the employee (inclusive of all purpose allowances, shift allowances and penalty rates applicable to ordinary hours) for the hours of work the employee would have worked in the first role, and the ordinary rate of pay (also inclusive of all purpose allowances, shift allowances and penalty rates applicable to ordinary hours) of the employee in the second role for the period for which notice was not given.’

### 46. Employee leaving during redundancy notice period

Standard clause – not reproduced here. See decision [\[2017\] FWCFB 5258](#)

## **Schedule A—Classification Structure and Definitions**

### **A.1 Classifying employees**

- A.1.1** The classification criteria in this Schedule provide guidelines to determine the appropriate classification level of employees covered by this award. In determining that level, consideration must be given to both the characteristics and typical duties and skills of the level.
- A.1.2** However, the characteristics are the primary guide to classification as they indicate the level of basic knowledge, comprehension of issues, problems and procedures required and the level of supervision or accountability of the position. The totality of the characteristics must be read as a whole to obtain a clear understanding of the essential features of any particular level and the competency required.
- A.1.3** The typical duties and skills are non-exhaustive lists of those that may be required within the particular level. They are an indicative guide only and, at any particular level, employees may be expected to undertake duties of a lower classification level. Depending on the particular task, employees at a given level may perform or exercise one or more duty or skill listed.
- A.1.4** The key issue to be looked at in properly classifying an employee is the level of competency and skill that the employee is required to exercise in the work they perform, not the duties they perform as such.

NOTE 1: Some duties and skills appear in more than one level, however assigning a classification needs to be done by reference to the specific characteristics of the level. For example, an employee must be classified at Level 2 when they have achieved the level of skill and competency envisaged by the characteristics and the relevant indicative duties and skills of a Level 2. Therefore, an employee who operates a word processor or typewriter is not automatically to be classified at Level 2 despite word processing and copy typing being first specifically mentioned at Level 2.

NOTE 2: Level 1 is to be viewed as the level at which employees learn and gain competence in the basic clerical skills required by the employer, which in most cases would lead to progression through the classification structure as their competency and skills increase and are utilised.

### **A.2 Level 1**

#### **A.2.1 Characteristics**

- (a)** Employees at this level include initial recruits who have limited relevant experience. Initially work is performed under close supervision using established practices, procedures and instructions.
- (b)** Employees at this level perform routine clerical and office functions requiring an understanding of clear, straightforward rules or procedures and may be required to operate certain office equipment. Problems can usually be solved by reference to established practices, procedures and instructions.
- (c)** Employees at this level are responsible and accountable for their own work within established routines, methods and procedures and the less experienced

employees' work may be subject to checking at all stages. The more experienced employee may be required to give assistance to less experienced employees in the same classification.

### **A.2.2 Typical duties and skills**

Indicative typical duties and skills at this level may include:

- (a) reception and switchboard duties including:
  - (i) directing telephone callers to appropriate staff; and
  - (ii) issuing and receiving standard forms; and
  - (iii) relaying internal information; and
  - (iv) greeting visitors;
- (b) maintaining basic records;
- (c) filing, collating and copying documents;
- (d) handling or distributing mail including messenger service;
- (e) dealing with accounts, invoices, orders and store requisitions through recording, matching, checking and batching;
- (f) operating a keyboard and related business equipment in order to achieve the competency in Level 2.

### **A.2.3 Typical duties and skills—Call centre customer contact trainee**

A call centre customer contact trainee is employed to perform customer contact functions with direct supervision.

## **A.3 Level 2**

### **A.3.1 Characteristics**

- (a) This level caters for employees who have had sufficient experience or training to enable them to carry out their assigned duties under general direction.
- (b) Employees at this level are responsible and accountable for their own work which is performed within established guidelines. In some situations detailed instructions may be necessary. This may require the employee to exercise limited judgment and initiative within the range of their skills and knowledge.
- (c) The work of employees at this level may be subject to final checking and, as required, progress checking.
- (d) Employees at this level may be required to check the work or provide guidance to other employees at a lower level or provide assistance to less experienced employees at the same level.

### **A.3.2 Typical duties and skills**

Indicative typical duties and skills at this level may include:

- (a) reception and switchboard duties set out in Level 1 and, in addition, responding to enquiries, as appropriate, consistent with their knowledge of the organisation's operations and services or where presentation, or the use of interpersonal skills, is a key aspect of the position;
- (b) operation of business equipment including computerised radio or telephone equipment, computers, printing devices, dictaphone equipment and typewriters;
- (c) word processing, for example, the use of a word processing software package to create, format, edit, correct, print and save text documents such as standard correspondence and business documents;
- (d) stenographer or person employed to take shorthand and to transcribe by means of appropriate keyboard equipment;
- (e) copy typing and audio typing;
- (f) maintenance of records and journals including initial processing and recording relating to the following:
  - (i) reconciliation of accounts to balance; and
  - (ii) incoming and outgoing cheques; and
  - (iii) invoices; and
  - (iv) debit and credit items; and
  - (v) payroll data; and
  - (vi) petty cash imprest system; and
  - (vii) letters;
- (g) computer applications, including using a software package which may include one or more of the following functions:
  - (i) create new files and records;
  - (ii) spreadsheet or worksheet;
  - (iii) graphics;
  - (iv) accounting or payroll file;
  - (v) following standard procedures and using existing models or fields of information;
- (h) arrange routine travel bookings and itineraries or make appointments;
- (i) provide general advice and information on the organisation's products and services such as at the front counter or by telephone.

### **A.3.3 Typical duties and skills—Call centre customer contact officer grade 1**

- (a) A call centre customer contact officer grade 1 is employed to:
  - (i) use known routines and procedures;

- (ii) have some accountability for quality of outcomes;
  - (iii) receive calls;
  - (iv) use common call centre technology;
  - (v) enter and retrieve data;
  - (vi) work in a team;
  - (vii) manage their own work under guidance;
  - (viii) provide at least one specialised service such as sales and advice for products and services, complaints or fault enquiries and data collection surveys.
- (b) A call centre customer contact officer must be classified at this level if they hold a Certificate II in Telecommunications (Customer Contact) or equivalent and are employed to perform the duties and skills listed under paragraph (a).

## **A.4 Level 3**

### **A.4.1 Characteristics**

- (a) Employees at this level have achieved a standard to be able to perform specialised or non-routine tasks or features of the work.
- (b) Employees at this level require only general guidance or direction and there is scope for the exercise of limited initiative, discretion and judgment in carrying out their assigned duties.
- (c) Employees at this level may be required to give assistance or guidance (including guidance in relation to quality of work and which may require some allocation of duties) to employees in Levels 1 and 2 and should be able to train such employees by means of personal instruction and demonstration.

### **A.4.2 Typical duties and skills**

Indicative typical duties and skills at this level may include:

- (a) preparing cash payment summaries, banking reports and bank statements; calculating and maintaining wage and salary records; following credit referral procedures; applying purchasing and inventory control requirements; and posting journals to ledger;
- (b) providing specialised advice and information on the organisation's products and services;
- (c) responding to clients, the public and suppliers' problems within own functional area utilising a high degree of interpersonal skills;
- (d) \*applying computer software in order to:
  - (i) create new files and records;
  - (ii) maintain computer based records management systems;
  - (iii) identify and extract information from internal and external sources; or

- (iv) use advanced word processing and keyboard functions;
- (e) arranging travel bookings and itineraries, making appointments, screening telephone calls, responding to invitations, organising internal meetings, establishing and maintaining reference lists and personal contact systems;
- (f) applying specialist terminology and processes in professional offices.

#### **A.4.3 Typical duties and skills—Call centre customer contact officer grade 2**

- (a) A call centre customer contact officer grade 2 is employed to:
  - (i) perform a broader range of skilled operations than grade 1;
  - (ii) exercise some discretion and judgment in the selection of equipment, services or contingency measures;
  - (iii) work within known time constraints;
  - (iv) provide multiple specialised services to customers (including complex sales, service advice for a range of products or services, and difficult complaint and fault inquiries);
  - (v) deploy service staff using multiple technologies;
  - (vi) exercise a limited amount of leadership over less experienced employees.
- (b) An employee must be classified at this level if they hold a Certificate III (Customer Contact) or equivalent and are employed to perform the duties and skills listed under paragraph (a).

\* NOTE: These typical duties and skills may be either at Level 3 or Level 4 depending on the characteristics of that particular level.

#### **A.5 Call centre principal customer contact specialist**

Employees at this level are employed to:

- (a) perform a broad range of skilled applications; and
- (b) provide leadership as a coach, mentor or senior staff member, and provide guidance in the application and planning of skills;and
- (c) work with a high degree of autonomy with the authority to make decisions in relation to specific customer contact matters; and
- (d) take responsibility for the outcomes of customer contact and resolve complex situations.

#### **A.6 Level 4**

##### **A.6.1 Characteristics**

- (a) Employees at this level will have achieved a level of organisation or industry specific knowledge sufficient for them to give advice or information to the organisation and clients in relation to specific areas of their responsibility.

- (b) Employees at this level require only limited guidance or direction and would normally report to more senior staff as required.
- (c) A principal feature, but not a requirement, of this level is supervision of employees in lower levels in terms of responsibility for the allocation of duties, co-ordination of work flow, checking of progress, quality of work and resolving problems.
- (d) Employees at this level exercise initiative, discretion and judgment at times in performing their duties.
- (e) Employees at this level are able to train employees in Levels 1-3 by personal instruction and demonstration.

#### **A.6.2 Typical duties and skills**

Indicative typical duties and skills at this level may include:

- (a) secretarial and executive support services including:
  - (i) maintaining executive diary; and
  - (ii) attending executive and organisational meetings and taking minutes; and
  - (iii) establishing and maintaining current working and personal filing systems for executive; and
  - (iv) answering executive correspondence from oral or handwritten instructions;
- (b) ability to prepare financial and tax schedules, calculate costings, wage and salary requirements; complete personnel and payroll data for authorisation; reconcile accounts to balance;
- (c) advising or providing information on one or more of the following:
  - (i) employment conditions;
  - (ii) workers compensation procedures and regulations;
  - (iii) superannuation entitlements, procedures and regulations;
- (d) \*applying one or more computer software packages to:
  - (i) create new files and records; or
  - (ii) maintain computer based management systems; or
  - (iii) identify and extract information from internal and external sources; or
  - (iv) use advanced word processing/keyboard functions.

#### **A.6.3 Typical duties and skills—Call centre customer contact team leader**

- (a) A call centre customer contact team leader is employed to:
  - (i) perform a broad range of skilled applications;



- (ii) evaluate and analyse current practices;
  - (iii) develop new criteria and procedures for performing current practices;
  - (iv) provide leadership in team leader role and provide guidance to others in the application and planning of skills;
  - (v) work with a high degree of autonomy and exercise authority to take decisions in relation to specific customer contact matters.
- (b) An employee must be classified at this level if they hold a Certificate IV (Customer Contact) or equivalent and are employed to perform the duties and skills under paragraph (a).

\* NOTE: These typical duties and skills may be either at Level 3 or Level 4 depending on the characteristics of that particular level.

## **A.7 Level 5**

### **A.7.1 Characteristics**

- (a) Employees at this level are subject to broad guidance or direction and would report to more senior staff as required.
- (b) Employees at this level will typically have worked or studied in a relevant field and will have achieved a standard of relevant or specialist knowledge and experience sufficient to enable them to advise on a range of activities and features and contribute, as required, to the determination of objectives, with the relevant field or fields of their expertise.
- (c) Employees at this level are responsible for their own work and may have delegated responsibility for the work under their control or supervision including scheduling workloads, resolving operations problems, monitoring the quality of work produced and counselling staff for performance and work related matters:
- (d) Employees at this level would also be able to:
  - (i) train and supervise employees in lower levels by means of personal instruction and demonstration; and
  - (ii) assist in the delivery of training courses.
- (e) Employees at this level would often exercise initiative, discretion and judgment in the performance of their duties.
- (f) Employees at this level may possess relevant post-secondary qualifications. However, this is not essential.

### **A.7.2 Typical duties and skills required**

Indicative typical duties and skills at this level may include:

- (a) Application of knowledge of organisation's objectives, performance, projected areas of growth, product trends and general industry conditions;

- (b) application of computer software packages including the integration of complex word processing and desktop publishing, text and data documents;
- (c) providing reports for management in any or all of the following areas:
  - (i) accounts and finances; and
  - (ii) staffing; and
  - (iii) legislative requirements; and
  - (iv) other company activities;
- (d) administering individual executive salary packages, travel expenses, allowances and company transport; administering salary and payroll requirements of the organisation.

**A.7.3** An employee must be classified at this level if they hold a Diploma—Front Line Management or equivalent and is employed to perform the duties and skills under subclause A.7.2.

**A.7.4 Typical duties and skills—Call centre principal customer contact leader**

A call centre principal customer contact leader is employed to:

- (a) apply a significant range of fundamental principles and complex techniques across a wide and unpredictable variety of contexts in either varied or highly specialised functions;
- (b) coordinate the work of a number of teams within a call centre environment;
- (c) have a number of specialists or supervisors reporting to them.

**A.8 Call centre technical associate**

**A.8.1** A call centre technical associate is employed to:

- (a) apply a significant range of fundamental principles and complex techniques across a wide and unpredictable variety of contexts in relation to either varied or highly specialised functions; and
- (b) contribute to the development of a broad plan, budget or strategy; and
- (c) work with a high degree of autonomy and be accountable and responsible for themselves and others in achieving outcomes (some supervision may be required); and
- (d) be involved in the design, installation and management of telecommunications computer equipment and system development; and
- (e) assess installation requirements; and
- (f) design systems; and
- (g) plan and perform installations; and
- (h) install and manage data communications equipment and find faults.

## Schedule B—Summary of Hourly Rates of Pay

NOTE: Employers who pay wages in accordance with this schedule satisfy their obligations under the award to pay wages for hours worked.

### B.1 Full-time and part-time adult employees other than shiftworkers

#### B.1.1 Full-time and part-time adult employees other than shiftworkers—ordinary and penalty rates

	Monday to Friday	Saturday	Sunday	Public holiday
	% of minimum hourly rate			
	100%	125%	200%	250%
Level 1—Year 1	\$19.44	\$24.30	\$38.88	\$48.60
Level 1—Year 2	\$20.41	\$25.51	\$40.82	\$51.03
Level 1—Year 3	\$21.04	\$26.30	\$42.08	\$52.60
Level 2—Year 1	\$21.29	\$26.61	\$42.58	\$53.23
Level 2—Year 2	\$21.69	\$27.11	\$43.38	\$54.23
Level 3	\$22.49	\$28.11	\$44.98	\$56.23
Call centre principal customer contact specialist	\$22.65	\$28.31	\$45.30	\$56.63
Level 4	\$23.62	\$29.53	\$47.24	\$59.05
Level 5	\$24.57	\$30.71	\$49.14	\$61.43
Call centre technical associate	\$26.92	\$33.65	\$53.84	\$67.30

#### B.1.2 Full-time and part-time adult employees other than shiftworkers—overtime rates

	Monday to Saturday		Sunday – all day	Public holiday
	first 2 hours	after 2 hours		
	% of minimum hourly rate			
	150%	200%	200%	250%
Level 1—Year 1	\$29.16	\$38.88	\$38.88	\$48.60
Level 1—Year 2	\$30.62	\$40.82	\$40.82	\$51.03
Level 1—Year 3	\$31.56	\$42.08	\$42.08	\$52.60
Level 2—Year 1	\$31.94	\$42.58	\$42.58	\$53.23
Level 2—Year 2	\$32.54	\$43.38	\$43.38	\$54.23
Level 3	\$33.74	\$44.98	\$44.98	\$56.63

	Monday to Saturday		Sunday – all day	Public holiday
	first 2 hours	after 2 hours		
	<b>% of minimum hourly rate</b>			
	<b>150%</b>	<b>200%</b>	<b>200%</b>	<b>250%</b>
Call centre principal customer contact specialist	\$33.98	\$45.30	\$45.30	\$59.05
Level 4	\$35.43	\$47.24	\$47.24	\$61.43
Level 5	\$36.86	\$49.14	\$49.14	\$67.30
Call centre technical associate	\$40.38	\$53.84	\$53.84	\$56.63

## **B.2 Full-time and part-time adult employees—shiftworkers**

### **B.2.1 Full-time and part-time adult shiftworkers—ordinary and penalty rates**

		Afternoon and night	Permanent night <sup>1</sup>	Saturday, Sunday or public holiday
	<b>% of minimum hourly rate</b>			
	<b>100%</b>	<b>115%</b>	<b>130%</b>	<b>150%</b>
Level 1—Year 1	\$19.44	\$22.36	\$25.27	\$29.16
Level 1—Year 2	\$20.41	\$23.47	\$26.53	\$30.62
Level 1—Year 3	\$21.04	\$24.20	\$27.35	\$31.56
Level 2—Year 1	\$21.29	\$24.48	\$27.68	\$31.94
Level 2—Year 2	\$21.69	\$24.94	\$28.20	\$32.54
Level 3	\$22.49	\$25.86	\$29.24	\$33.74
Call centre principal customer contact specialist	\$22.65	\$26.05	\$29.45	\$33.98
Level 4	\$23.62	\$27.16	\$30.71	\$35.43
Level 5	\$24.57	\$28.26	\$31.94	\$36.86
Call centre technical associate	\$26.92	\$30.96	\$35.00	\$40.38

<sup>1</sup> **Permanent night shift** is defined in clause 27.1(c) (Shiftwork definitions).

**B.2.2 Full-time and part-time adult shiftworkers—overtime**

	Monday to Friday				Saturday, Sunday or Public holiday
	in excess of ordinary daily hours		in excess of ordinary weekly hours		
	first 2 hours	after 2 hours	first 3 hours	after 3 hours	
	<b>% of minimum hourly rate</b>				
	<b>150%</b>	<b>200%</b>	<b>150%</b>	<b>200%</b>	<b>200%</b>
Level 1—Year 1	\$29.16	\$38.88	\$29.16	\$38.88	\$38.88
Level 1—Year 2	\$30.62	\$40.82	\$30.62	\$40.82	\$40.82
Level 1—Year 3	\$31.56	\$42.08	\$31.56	\$42.08	\$42.08
Level 2—Year 1	\$31.94	\$42.58	\$31.94	\$42.58	\$42.58
Level 2—Year 2	\$32.54	\$43.38	\$32.54	\$43.38	\$43.38
Level 3	\$33.74	\$44.98	\$33.74	\$44.98	\$44.98
Call centre principal customer contact specialist	\$33.98	\$45.30	\$33.98	\$45.30	\$45.30
Level 4	\$35.43	\$47.24	\$35.43	\$47.24	\$47.24
Level 5	\$36.86	\$49.14	\$36.86	\$49.14	\$49.14
Call centre technical associate	\$40.38	\$53.84	\$40.38	\$53.84	\$53.84

### B.3 Casual adult employees

#### B.3.1 Casual adult employees other than shiftworkers—ordinary and penalty rates

	<b>Monday to Friday</b>	<b>Saturday</b>	<b>Sunday</b>	<b>Public holiday</b>
	<b>% of minimum hourly rate</b>			
	<b>125%</b>	<b>150%</b>	<b>225%</b>	<b>275%</b>
Level 1—Year 1	\$24.30	\$29.16	\$43.74	\$53.46
Level 1—Year 2	\$25.51	\$30.62	\$45.92	\$56.13
Level 1—Year 3	\$26.30	\$31.56	\$47.34	\$57.86
Level 2—Year 1	\$26.61	\$31.94	\$47.90	\$58.55
Level 2—Year 2	\$27.11	\$32.54	\$48.80	\$59.65
Level 3	\$28.11	\$33.74	\$50.60	\$61.85
Call centre principal customer contact specialist	\$28.31	\$33.98	\$50.96	\$62.29
Level 4	\$29.53	\$35.43	\$53.15	\$64.96
Level 5	\$30.71	\$36.86	\$55.28	\$67.57
Call centre technical associate	\$33.65	\$40.38	\$60.57	\$74.03

#### B.3.2 Casual adult shiftworkers—ordinary and penalty rates

		<b>Afternoon and night</b>	<b>Permanent night</b>	<b>Saturday, Sunday or public holiday</b>
	<b>% of minimum hourly rate</b>			
	<b>125%</b>	<b>140%</b>	<b>155%</b>	<b>175%</b>
Level 1—Year 1	\$24.30	\$27.22	\$30.13	\$34.02
Level 1—Year 2	\$25.51	\$28.57	\$31.64	\$35.72
Level 1—Year 3	\$26.30	\$29.46	\$32.61	\$36.82
Level 2—Year 1	\$26.61	\$29.81	\$33.00	\$37.26
Level 2—Year 2	\$27.11	\$30.37	\$33.62	\$37.96
Level 3	\$28.11	\$31.49	\$34.86	\$39.36
Call centre principal customer contact specialist	\$28.31	\$31.71	\$35.11	\$39.64
Level 5	\$29.53	\$33.07	\$36.61	\$41.34

		<b>Afternoon and night</b>	<b>Permanent night</b>	<b>Saturday, Sunday or public holiday</b>
	<b>% of minimum hourly rate</b>			
	<b>125%</b>	<b>140%</b>	<b>155%</b>	<b>175%</b>
Call centre technical associate	\$30.71	\$34.40	\$38.08	\$43.00

## **B.4 Junior employees**

The **junior hourly rate** is based on a percentage of the appropriate adult wage rate in accordance with clause 16.4—Junior employees. Adult rates apply from 21 years of age in accordance with clause 16.4—Junior employees.

### **B.4.1 Full-time and part-time junior employees other than shiftworkers—ordinary and penalty rates**

<b>Age</b>	<b>Monday to Friday</b>	<b>Saturday</b>	<b>Sunday</b>	<b>Public holiday</b>
	<b>% of junior hourly rate</b>			
	<b>100%</b>	<b>125%</b>	<b>200%</b>	<b>250%</b>
<b>Level 1—Year 1</b>				
Under 16 years	\$8.75	\$10.94	\$17.50	\$21.88
16 years	\$9.72	\$12.15	\$19.44	\$24.30
17 years	\$11.66	\$14.58	\$23.32	\$29.15
18 years	\$13.61	\$17.01	\$27.22	\$34.03
19 years	\$15.55	\$19.44	\$31.10	\$38.88
20 years	\$17.50	\$21.88	\$35.00	\$43.75
<b>Level 1—Year 2</b>				
Under 16 years	\$9.18	\$11.48	\$18.36	\$22.95
16 years	\$10.21	\$12.76	\$20.42	\$25.53
17 years	\$12.25	\$15.31	\$24.50	\$30.63
18 years	\$14.29	\$17.86	\$28.58	\$35.73
19 years	\$16.33	\$20.41	\$32.66	\$40.83
20 years	\$18.37	\$22.96	\$36.74	\$45.93
<b>Level 1—Year 3</b>				
Under 16 years	\$9.47	\$11.84	\$18.94	\$23.68
16 years	\$10.52	\$13.15	\$21.04	\$26.30

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Age	Monday to Friday	Saturday	Sunday	Public holiday
	<b>% of junior hourly rate</b>			
	<b>100%</b>	<b>125%</b>	<b>200%</b>	<b>250%</b>
17 years	\$12.62	\$15.78	\$25.24	\$31.55
18 years	\$14.73	\$18.41	\$29.46	\$36.83
19 years	\$16.83	\$21.04	\$33.66	\$42.08
20 years	\$18.94	\$23.68	\$37.88	\$47.35
<b>Level 2—Year 1</b>				
Under 16 years	\$9.58	\$11.98	\$19.16	\$23.95
16 years	\$10.65	\$13.31	\$21.30	\$26.63
17 years	\$12.77	\$15.96	\$25.54	\$31.93
18 years	\$14.90	\$18.63	\$29.80	\$37.25
19 years	\$17.03	\$21.29	\$34.06	\$42.58
20 years	\$19.16	\$23.95	\$38.32	\$47.90
<b>Level 2—Year 2</b>				
Under 16 years	\$9.76	\$11.98	\$19.16	\$23.95
16 years	\$10.85	\$13.31	\$21.30	\$26.63
17 years	\$13.01	\$15.96	\$25.54	\$31.93
18 years	\$15.18	\$18.63	\$29.80	\$37.25
19 years	\$17.35	\$21.29	\$34.06	\$42.58
20 years	\$19.52	\$23.95	\$38.32	\$47.90
<b>Level 3</b>				
Under 16 years	\$10.12	\$12.65	\$20.24	\$25.30
16 years	\$11.25	\$14.06	\$22.50	\$28.13
17 years	\$13.49	\$16.86	\$26.98	\$33.73
18 years	\$15.74	\$19.68	\$31.48	\$39.35
19 years	\$17.99	\$22.49	\$35.98	\$44.98
20 years	\$20.24	\$25.30	\$40.48	\$50.60
<b>Call centre principal customer contact specialist</b>				
Under 16 years	\$10.19	12.33	19.72	24.65



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Age	Monday to Friday	Saturday	Sunday	Public holiday
	<b>% of junior hourly rate</b>			
	<b>100%</b>	<b>125%</b>	<b>200%</b>	<b>250%</b>
16 years	\$11.33	\$12.74	\$20.38	\$25.48
17 years	\$13.59	\$14.16	\$22.66	\$28.33
18 years	\$15.86	\$16.99	\$27.18	\$33.98
19 years	\$18.12	\$19.83	\$31.72	\$39.65
20 years	\$20.39	\$22.65	\$36.24	\$45.30
<b>Level 4</b>				
Under 16 years	\$10.63	\$13.29	\$21.26	\$26.58
16 years	\$11.81	\$14.76	\$23.62	\$29.53
17 years	\$14.17	\$17.71	\$28.34	\$35.43
18 years	\$16.53	\$20.66	\$33.06	\$41.33
19 years	\$18.90	\$23.63	\$37.80	\$47.25
20 years	\$21.26	\$26.58	\$42.52	\$53.15
<b>Level 5</b>				
Under 16 years	\$11.06	\$13.83	\$22.12	\$27.65
16 years	\$12.29	\$15.36	\$24.58	\$30.73
17 years	\$14.74	\$18.43	\$29.48	\$36.85
18 years	\$17.20	\$21.50	\$34.40	\$43.00
19 years	\$19.66	\$24.58	\$39.32	\$49.15
20 years	\$22.11	\$27.64	\$44.22	\$55.28
<b>Call centre technical associate</b>				
Under 16 years	\$12.11	\$15.14	\$24.22	\$30.28
16 years	\$13.46	\$16.83	\$26.92	\$33.65
17 years	\$16.15	\$20.19	\$32.30	\$40.38
18 years	\$18.84	\$23.55	\$37.68	\$47.10
19 years	\$21.54	\$26.93	\$43.08	\$53.85
20 years	\$24.23	\$30.29	\$48.46	\$60.58

**B.4.2 Full-time and part-time junior employees other than shiftworkers—overtime rates**

Age	Monday to Saturday		Sunday – all day	Public holiday
	first 2 hours	after 2 hours		
	% of junior hourly rate			
	150%	200%	200%	250%
<b>Level 1—Year 1</b>				
Under 16 years	\$13.13	\$17.50	\$17.50	\$21.88
16 years	\$14.58	\$19.44	\$19.44	\$24.30
17 years	\$17.49	\$23.32	\$23.32	\$29.15
18 years	\$20.42	\$27.22	\$27.22	\$34.03
19 years	\$23.33	\$31.10	\$31.10	\$38.88
20 years	\$26.25	\$35.00	\$35.00	\$43.75
<b>Level 1—Year 2</b>				
Under 16 years	\$13.77	\$18.36	\$18.36	\$22.95
16 years	\$15.32	\$20.42	\$20.42	\$25.53
17 years	\$18.38	\$24.50	\$24.50	\$30.63
18 years	\$21.44	\$28.58	\$28.58	\$35.73
19 years	\$24.50	\$32.66	\$32.66	\$40.83
20 years	\$27.56	\$36.74	\$36.74	\$45.93
<b>Level 1—Year 3</b>				
Under 16 years	\$14.21	\$18.94	\$18.94	\$23.68
16 years	\$15.78	\$21.04	\$21.04	\$26.30
17 years	\$18.93	\$25.24	\$25.24	\$31.55
18 years	\$22.10	\$29.46	\$29.46	\$36.83
19 years	\$25.25	\$33.66	\$33.66	\$42.08
20 years	\$28.41	\$37.88	\$37.88	\$47.35
<b>Level 2—Year 1</b>				
Under 16 years	\$14.37	\$19.16	\$19.16	\$23.95
16 years	\$15.98	\$21.30	\$21.30	\$26.63
17 years	\$19.16	\$25.54	\$25.54	\$31.93

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Age	Monday to Saturday		Sunday – all day	Public holiday
	first 2 hours	after 2 hours		
	<b>% of junior hourly rate</b>			
	<b>150%</b>	<b>200%</b>	<b>200%</b>	<b>250%</b>
18 years	\$22.35	\$29.80	\$29.80	\$37.25
19 years	\$25.55	\$34.06	\$34.06	\$42.58
20 years	\$28.74	\$38.32	\$38.32	\$47.90
<b>Level 2—Year 2</b>				
Under 16 years	\$14.64	\$19.52	\$19.52	\$24.40
16 years	\$16.28	\$21.70	\$21.70	\$27.13
17 years	\$19.52	\$26.02	\$26.02	\$32.53
18 years	\$22.77	\$30.36	\$30.36	\$37.95
19 years	\$26.03	\$34.70	\$34.70	\$43.38
20 years	\$29.28	\$39.04	\$39.04	\$48.80
<b>Level 3</b>				
Under 16 years	\$15.18	\$20.24	\$20.24	\$25.30
16 years	\$16.88	\$22.50	\$22.50	\$28.13
17 years	\$20.24	\$26.98	\$26.98	\$33.73
18 years	\$23.61	\$31.48	\$31.48	\$39.35
19 years	\$26.99	\$35.98	\$35.98	\$44.98
20 years	\$30.36	\$40.48	\$40.48	\$50.60
<b>Call centre principal customer contact specialist</b>				
Under 16 years	\$15.29	\$20.38	\$20.38	\$25.48
16 years	\$17.00	\$22.66	\$22.66	\$28.33
17 years	\$20.39	\$27.18	\$27.18	\$33.98
18 years	\$23.79	\$31.72	\$31.72	\$39.65
19 years	\$27.18	\$36.24	\$36.24	\$45.30
20 years	\$30.59	\$40.78	\$40.78	\$50.98
<b>Level 4</b>				
Under 16 years	\$15.95	\$21.26	\$21.26	\$26.58
16 years	\$17.72	\$23.62	\$23.62	\$29.53

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Age	Monday to Saturday		Sunday – all day	Public holiday
	first 2 hours	after 2 hours		
	<b>% of junior hourly rate</b>			
	<b>150%</b>	<b>200%</b>	<b>200%</b>	<b>250%</b>
17 years	\$21.26	\$28.34	\$28.34	\$35.43
18 years	\$24.80	\$33.06	\$33.06	\$41.33
19 years	\$28.35	\$37.80	\$37.80	\$47.25
20 years	\$31.89	\$42.52	\$42.52	\$53.15
<b>Level 5</b>				
Under 16 years	\$16.59	\$22.12	\$22.12	\$27.65
16 years	\$18.44	\$24.58	\$24.58	\$30.73
17 years	\$22.11	\$29.48	\$29.48	\$36.85
18 years	\$25.80	\$34.40	\$34.40	\$43.00
19 years	\$29.49	\$39.32	\$39.32	\$49.15
20 years	\$33.17	\$44.22	\$44.22	\$55.28
<b>Call centre technical associate</b>				
Under 16 years	\$18.17	\$24.22	\$24.22	\$30.28
16 years	\$20.19	\$26.92	\$26.92	\$33.65
17 years	\$24.23	\$32.30	\$32.30	\$40.38
18 years	\$28.26	\$37.68	\$37.68	\$47.10
19 years	\$32.31	\$43.08	\$43.08	\$53.85
20 years	\$36.35	\$48.46	\$48.46	\$60.58

**B.4.3 Casual junior employees other than shiftworkers—ordinary and penalty rates**

Age	Monday to Friday	Saturday	Sunday	Public holiday
		<b>% of junior hourly rate</b>		
	<b>125%</b>	<b>150%</b>	<b>225%</b>	<b>275%</b>
<b>Level 1—Year 1</b>				
Under 16 years	\$10.94	\$13.13	\$19.69	\$24.06
16 years	\$12.15	\$14.58	\$21.87	\$26.73
17 years	\$14.58	\$17.49	\$26.24	\$32.07

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Age	Monday to Friday	Saturday	Sunday	Public holiday
	<b>% of junior hourly rate</b>			
	<b>125%</b>	<b>150%</b>	<b>225%</b>	<b>275%</b>
18 years	\$17.01	\$20.42	\$30.62	\$37.43
19 years	\$19.44	\$23.33	\$34.99	\$42.76
20 years	\$21.88	\$26.25	\$39.38	\$48.13
<b>Level 1—Year 2</b>				
Under 16 years	\$11.48	\$13.77	\$20.66	\$25.25
16 years	\$12.76	\$15.32	\$22.97	\$28.08
17 years	\$15.31	\$18.38	\$27.56	\$33.69
18 years	\$17.86	\$21.44	\$32.15	\$39.30
19 years	\$20.41	\$24.50	\$36.74	\$44.91
20 years	\$22.96	\$27.56	\$41.33	\$50.52
<b>Level 1—Year 3</b>				
Under 16 years	\$11.84	\$14.21	\$21.31	\$26.04
16 years	\$13.15	\$15.78	\$23.67	\$28.93
17 years	\$15.78	\$18.93	\$28.40	\$34.71
18 years	\$18.41	\$22.10	\$33.14	\$40.51
19 years	\$21.04	\$25.25	\$37.87	\$46.28
20 years	\$23.68	\$28.41	\$42.62	\$52.09
<b>Level 2—Year 1</b>				
Under 16 years	\$11.98	\$14.37	\$21.56	\$26.35
16 years	\$13.31	\$15.98	\$23.96	\$29.29
17 years	\$15.96	\$19.16	\$28.73	\$35.12
18 years	\$18.63	\$22.35	\$33.53	\$40.98
19 years	\$21.29	\$25.55	\$38.32	\$46.83
20 years	\$23.95	\$28.74	\$43.11	\$52.69
<b>Level 2—Year 2</b>				
Under 16 years	\$12.20	\$14.64	\$21.96	\$26.84
16 years	\$13.56	\$16.28	\$24.41	\$29.84

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Age	Monday to Friday	Saturday	Sunday	Public holiday
	<b>% of junior hourly rate</b>			
	<b>125%</b>	<b>150%</b>	<b>225%</b>	<b>275%</b>
17 years	\$16.26	\$19.52	\$29.27	\$35.78
18 years	\$18.98	\$22.77	\$34.16	\$41.75
19 years	\$21.69	\$26.03	\$39.04	\$47.71
20 years	\$24.40	\$29.28	\$43.92	\$53.68
<b>Level 3</b>				
Under 16 years	\$12.65	\$15.18	\$22.77	\$27.83
16 years	\$14.06	\$16.88	\$25.31	\$30.94
17 years	\$16.86	\$20.24	\$30.35	\$37.10
18 years	\$19.68	\$23.61	\$35.42	\$43.29
19 years	\$22.49	\$26.99	\$40.48	\$49.47
20 years	\$25.30	\$30.36	\$45.54	\$55.66
<b>Call centre principal customer contact specialist</b>				
Under 16 years	\$12.74	\$15.29	\$22.93	\$28.02
16 years	\$14.16	\$17.00	\$25.49	\$31.16
17 years	\$16.99	\$20.39	\$30.58	\$37.37
18 years	\$19.83	\$23.79	\$35.69	\$43.62
19 years	\$22.65	\$27.18	\$40.77	\$49.83
20 years	\$25.49	\$30.59	\$45.88	\$56.07
<b>Level 4</b>				
Under 16 years	\$13.29	\$15.95	\$23.92	\$29.23
16 years	\$14.76	\$17.72	\$26.57	\$32.48
17 years	\$17.71	\$21.26	\$31.88	\$38.97
18 years	\$20.66	\$24.80	\$37.19	\$45.46
19 years	\$23.63	\$28.35	\$42.53	\$51.98
20 years	\$26.58	\$31.89	\$47.84	\$58.47
<b>Level 5</b>				
Under 16 years	\$13.83	\$16.59	\$24.89	\$30.42

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<b>Age</b>	<b>Monday to Friday</b>	<b>Saturday</b>	<b>Sunday</b>	<b>Public holiday</b>
	<b>% of junior hourly rate</b>			
	<b>125%</b>	<b>150%</b>	<b>225%</b>	<b>275%</b>
16 years	\$15.36	\$18.44	\$27.65	\$33.80
17 years	\$18.43	\$22.11	\$33.17	\$40.54
18 years	\$21.50	\$25.80	\$38.70	\$47.30
19 years	\$24.58	\$29.49	\$44.24	\$54.07
20 years	\$27.64	\$33.17	\$49.75	\$60.80
<b>Call centre technical associate</b>				
Under 16 years	\$15.14	\$18.17	\$27.25	\$33.30
16 years	\$16.83	\$20.19	\$30.29	\$37.02
17 years	\$20.19	\$24.23	\$36.34	\$44.41
18 years	\$23.55	\$28.26	\$42.39	\$51.81
19 years	\$26.93	\$32.31	\$48.47	\$59.24
20 years	\$30.29	\$36.35	\$54.52	\$66.63

## Schedule C—Summary of Monetary Allowances

See clause 21—Allowances for full details of allowances payable under this award.

### C.1 Wage related allowances

**C.1.1** The following wage related allowances in this award are based on the standard rate as defined in Clause 2—Definitions as the minimum weekly wage for the Level 2, Year 1 classification in clause 16.1 (Minimum rates) = **\$809.10**

Allowance	Clause	% of standard rate <b>\$809.10</b>	\$ per week
First aid allowance	21.2	1.5%	\$12.14

### C.1.2 Adjustment of wage related allowances

Wage related allowances are adjusted in accordance with increases to wages and are based on a percentage of the standard rate as specified.

### C.2 Expense related allowances

**C.2.1** The following expense related allowances will be payable to employees in accordance with clause 21—Allowances:

Allowance	Clause	\$
Laundry allowance:	21.4(d)	
Full-time employee		\$3.55 per week
Part-time or casual employee		\$0.71 per shift
Meal allowance—more than one and a half hours of overtime without 24 hours' notice:		
First meal	21.5(b)(i)	\$15.14 per occasion
Further 4 hours' overtime	21.5(c)	\$12.12 per occasion
Vehicle allowance:		
Motor car	21.6(a)(i)	\$0.78 per km
Motorcycle	21.6(a)(ii)	\$0.26 per km

### C.2.2 Adjustment of expense related allowances

- (a) At the time of any adjustment to the standard rate, each expense related allowance will be increased by the relevant adjustment factor. The relevant adjustment factor for this purpose is the percentage movement in the applicable index figure most recently published by the Australian Bureau of Statistics since the allowance was last adjusted.
- (b) The applicable index figure is the index figure published by the Australian Bureau of Statistics for the Eight Capitals Consumer Price Index (Cat No. 6401.0), as follows:



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<b>Allowance</b>	<b>Applicable Consumer Price Index figure</b>
Laundry allowance	Clothing and footwear group
Meal allowance	Take away and fast foods sub-group
Vehicle allowance	Private motoring sub-group

## **Schedule D— Supported Wage System**

This Schedule has not been drafted in plain language, pending the outcome of [AM2013/30](#).

## Schedule E—Agreement for Time Off Instead of Payment for Overtime

Name of employee: \_\_\_\_\_

Name of employer: \_\_\_\_\_

**The employer and employee agree that the employee may take time off instead of being paid for the following amount of overtime that has been worked by the employee:**

Date and time overtime started: \_\_\_/\_\_\_/20\_\_\_ \_\_\_ am/pm

Date and time overtime ended: \_\_\_/\_\_\_/20\_\_\_ \_\_\_ am/pm

Amount of overtime worked: \_\_\_\_\_ hours and \_\_\_\_\_ minutes

**The employer and employee further agree that, if requested by the employee at any time, the employer must pay the employee for overtime covered by this agreement but not taken as time off. Payment must be made at the overtime rate applying to the overtime when worked and must be made in the next pay period following the request.**

Signature of employee: \_\_\_\_\_

Date signed: \_\_\_/\_\_\_/20\_\_\_

Name of employer  
representative: \_\_\_\_\_

Signature of employer  
representative: \_\_\_\_\_

Date signed: \_\_\_/\_\_\_/20\_\_\_

## Schedule F—Agreement to Take Annual Leave in Advance

Name of employee: \_\_\_\_\_

Name of employer: \_\_\_\_\_

**The employer and employee agree that the employee will take a period of paid annual leave before the employee has accrued an entitlement to the leave:**

The amount of leave to be taken in advance is: \_\_\_\_ hours/days

The leave in advance will commence on: \_\_\_\_/\_\_\_\_/20\_\_\_\_

Signature of employee: \_\_\_\_\_

Date signed: \_\_\_\_/\_\_\_\_/20\_\_\_\_

Name of employer representative: \_\_\_\_\_

Signature of employer representative: \_\_\_\_\_

Date signed: \_\_\_\_/\_\_\_\_/20\_\_\_\_

*[If the employee is under 18 years of age - include:]*

**I agree that:**

**if, on termination of the employee's employment, the employee has not accrued an entitlement to all of a period of paid annual leave already taken under this agreement, then the employer may deduct from any money due to the employee on termination an amount equal to the amount that was paid to the employee in respect of any part of the period of annual leave taken in advance to which an entitlement has not been accrued.**

Name of parent/guardian: \_\_\_\_\_

Signature of parent/guardian: \_\_\_\_\_

Date signed: \_\_\_\_/\_\_\_\_/20\_\_\_\_

## Schedule G—Agreement to Cash Out Annual Leave

Name of employee: \_\_\_\_\_

Name of employer: \_\_\_\_\_

**The employer and employee agree to the employee cashing out a particular amount of the employee's accrued paid annual leave:**

The amount of leave to be cashed out is: \_\_\_\_ hours/days

The payment to be made to the employee for the leave is: \$\_\_\_\_\_ subject to deduction of income tax/after deduction of income tax (strike out where not applicable)

The payment will be made to the employee on: \_\_\_\_/\_\_\_\_/20\_\_\_\_

Signature of employee: \_\_\_\_\_

Date signed: \_\_\_\_/\_\_\_\_/20\_\_\_\_

Name of employer  
representative: \_\_\_\_\_

Signature of employer  
representative: \_\_\_\_\_

Date signed: \_\_\_\_/\_\_\_\_/20\_\_\_\_

*Include if the employee is under 18 years of age:*

Name of parent/guardian: \_\_\_\_\_

Signature of parent/guardian: \_\_\_\_\_

Date signed: \_\_\_\_/\_\_\_\_/20\_\_\_\_

## **Schedule H—2017 Part-day Public Holidays**

The part-day public holidays schedule may be affected by [AM2014/301](#). The schedule has not been included in this exposure draft.