



# DRAFT DETERMINATION

*Fair Work Act 2009*

s.285—Annual wage review

## Annual Wage Review 2024–25

(C2025/1)

## CONTRACT CALL CENTRES AWARD 2020

[MA000023]

Contract call centre industry

JUSTICE HATCHER, PRESIDENT  
VICE PRESIDENT ASBURY  
DEPUTY PRESIDENT MILLHOUSE  
DEPUTY PRESIDENT O'NEILL  
MS LABINE-ROMAIN  
PROFESSOR BAIRD  
MR CULLY

SYDNEY, XX JUNE 2025

*Annual Wage Review 2024–25.*

A. Further to the decision issued by the Expert Panel in the Annual Wage Review 2024–25 on 3 June 2025 [[2025] FWCFB 3500], the above award is varied as follows:

- By deleting the table appearing in clause 15.1 and inserting the following:

Classification	Minimum weekly rate (full-time employee)	Minimum hourly rate
	\$	\$
Customer Contact Trainee	982.40	25.85
Clerical and Administration Officer Level 1	982.40	25.85
Customer Contact Officer Level 1	1014.70	26.70
Clerical and Administration Officer Level 2	1014.70	26.70
Customer Contact Officer Level 2	1068.40	28.12
Clerical and Administration Officer Level 3	1068.40	28.12
Principal Customer Contact Specialist	1136.40	29.91

<b>Classification</b>	<b>Minimum weekly rate (full-time employee)</b>	<b>Minimum hourly rate</b>
	<b>\$</b>	<b>\$</b>
Customer Contact Team Leader	1165.70	30.68
Clerical and Administration Officer Level 4	1165.70	30.68
Principal Customer Contact Leader	1250.10	32.90
Clerical and Administration Officer Level 5	1250.10	32.90
Contract Call Centre Industry Technical Associate	1350.90	35.55

2. By deleting the year “2024” in clause 15.6(b) and inserting “2025”.
3. By deleting the amount “\$20.03” appearing in clause 18.2(a) and inserting “\$20.73”.
4. By deleting the table appearing in clause B.1.1 and inserting the following:

	Monday to Friday		Saturday	Sunday		Public holiday <sup>1</sup>
	Within spread of ordinary hours	Outside spread of ordinary hours <sup>1</sup>		7 am–7 pm	12 am–7 am & 7 pm–12 am	
	% of minimum hourly rate					
	100%	125%	125%	150%	175%	250%
	\$	\$	\$	\$	\$	\$
Customer Contact Trainee	25.85	32.31	32.31	38.78	45.24	64.63
Clerical and Administration Officer Level 1	25.85	32.31	32.31	38.78	45.24	64.63
Customer Contact Officer Level 1	26.70	33.38	33.38	40.05	46.73	66.75
Clerical and Administration Officer Level 2	26.70	33.38	33.38	40.05	46.73	66.75
Customer Contact Officer Level 2	28.12	35.15	35.15	42.18	49.21	70.30
Clerical and Administration Officer Level 3	28.12	35.15	35.15	42.18	49.21	70.30

	Monday to Friday		Saturday	Sunday		Public holiday <sup>1</sup>
	Within spread of ordinary hours	Outside spread of ordinary hours <sup>1</sup>		7 am–7 pm	12 am–7 am & 7 pm–12 am	
	% of minimum hourly rate					
	100%	125%	125%	150%	175%	250%
	\$	\$	\$	\$	\$	\$
Principal Customer Contact Specialist	29.91	37.39	37.39	44.87	52.34	74.78
Customer Contact Team Leader	30.68	38.35	38.35	46.02	53.69	76.70
Clerical and Administration Officer Level 4	30.68	38.35	38.35	46.02	53.69	76.70
Principal Customer Contact Leader	32.90	41.13	41.13	49.35	57.58	82.25
Clerical and Administration Officer Level 5	32.90	41.13	41.13	49.35	57.58	82.25
Contract Call Centre Industry Technical Associate	35.55	44.44	44.44	53.33	62.21	88.88

5. By deleting the table appearing in clause B.1.2 and inserting the following:

	Ordinary hours	Afternoon and night shift	Permanent night shift <sup>1</sup>	Public holiday
	% of minimum hourly rate			
	<b>100%</b>	<b>115%</b>	<b>130%</b>	<b>200%</b>
	\$	\$	\$	\$
Customer Contact Trainee	25.85	29.73	33.61	51.70
Clerical and Administration Officer Level 1	25.85	29.73	33.61	51.70
Customer Contact Officer Level 1	26.70	30.71	34.71	53.40
Clerical and Administration Officer Level 2	26.70	30.71	34.71	53.40

	<b>Ordinary hours</b>	<b>Afternoon and night shift</b>	<b>Permanent night shift<sup>1</sup></b>	<b>Public holiday</b>
	<b>% of minimum hourly rate</b>			
	<b>100%</b>	<b>115%</b>	<b>130%</b>	<b>200%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Customer Contact Officer Level 2	28.12	32.34	36.56	56.24
Clerical and Administration Officer Level 3	28.12	32.34	36.56	56.24
Principal Customer Contact Specialist	29.91	34.40	38.88	59.82
Customer Contact Team Leader	30.68	35.28	39.88	61.36
Clerical and Administration Officer Level 4	30.68	35.28	39.88	61.36
Principal Customer Contact Leader	32.90	37.84	42.77	65.80
Clerical and Administration Officer Level 5	32.90	37.84	42.77	65.80
Contract Call Centre Industry Technical Associate	35.55	40.88	46.22	71.10

6. By deleting the table appearing in clause B.1.3 and inserting the following:

	<b>All employees</b>			<b>Other than shiftworker</b>	<b>Afternoon or night shiftworker</b>
	<b>Monday to Saturday</b>		<b>Sunday</b>	<b>Public holiday – day work</b>	<b>Public holiday</b>
	<b>First 3 hours</b>	<b>After 3 hours</b>			
	<b>% of minimum hourly rate</b>				
	<b>150%</b>	<b>200%</b>	<b>200%</b>	<b>250%</b>	<b>200%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Customer Contact Trainee	38.78	51.70	51.70	64.63	51.70
Clerical and Administration Officer Level 1	38.78	51.70	51.70	64.63	51.70

	All employees			Other than shiftworker	Afternoon or night shiftworker
	Monday to Saturday		Sunday	Public holiday – day work	Public holiday
	First 3 hours	After 3 hours			
	% of minimum hourly rate				
	150%	200%	200%	250%	200%
	\$	\$	\$	\$	\$
Customer Contact Officer Level 1	40.05	53.40	53.40	66.75	53.40
Clerical and Administration Officer Level 2	40.05	53.40	53.40	66.75	53.40
Customer Contact Officer Level 2	42.18	56.24	56.24	70.30	56.24
Clerical and Administration Officer Level 3	42.18	56.24	56.24	70.30	56.24
Principal Customer Contact Specialist	44.87	59.82	59.82	74.78	59.82
Customer Contact Team Leader	46.02	61.36	61.36	76.70	61.36
Clerical and Administration Officer Level 4	46.02	61.36	61.36	76.70	61.36
Principal Customer Contact Leader	49.35	65.80	65.80	82.25	65.80
Clerical and Administration Officer Level 5	49.35	65.80	65.80	82.25	65.80
Contract Call Centre Industry Technical Associate	53.33	71.10	71.10	88.88	71.10

7. By deleting the table appearing in clause B.2.1 and inserting the following:

	Monday to Friday		Saturday	Sunday		Public holiday <sup>1</sup>
	Within spread of ordinary hours	Outside spread of ordinary hours <sup>1</sup>		7 am—7 pm	12 am—7 am & 7 pm—12 am	
	% of minimum hourly rate					
	125%	150%	150%	175%	200%	275%
	\$	\$	\$	\$	\$	\$
Customer Contact Trainee	32.31	38.78	38.78	45.24	51.70	71.09
Clerical and Administration Officer Level 1	32.31	38.78	38.78	45.24	51.70	71.09
Customer Contact Officer Level 1	33.38	40.05	40.05	46.73	53.40	73.43
Clerical and Administration Officer Level 2	33.38	40.05	40.05	46.73	53.40	73.43
Customer Contact Officer Level 2	35.15	42.18	42.18	49.21	56.24	77.33
Clerical and Administration Officer Level 3	35.15	42.18	42.18	49.21	56.24	77.33
Principal Customer Contact Specialist	37.39	44.87	44.87	52.34	59.82	82.25
Customer Contact Team Leader	38.35	46.02	46.02	53.69	61.36	84.37
Clerical and Administration Officer Level 4	38.35	46.02	46.02	53.69	61.36	84.37
Principal Customer Contact Leader	41.13	49.35	49.35	57.58	65.80	90.48
Clerical and Administration Officer Level 5	41.13	49.35	49.35	57.58	65.80	90.48
Contract Call Centre Industry Technical Associate	44.44	53.33	53.33	62.21	71.10	97.76

8. By deleting the table appearing in clause B.2.2 and inserting the following:

	<b>Ordinary hours</b>	<b>Afternoon and night shift</b>	<b>Permanent night shift<sup>1</sup></b>	<b>Public holiday</b>
	<b>% of minimum hourly rate</b>			
	<b>125%</b>	<b>140%</b>	<b>155%</b>	<b>225%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Customer Contact Trainee	32.31	36.19	40.07	58.16
Clerical and Administration Officer Level 1	32.31	36.19	40.07	58.16
Customer Contact Officer Level 1	33.38	37.38	41.39	60.08
Clerical and Administration Officer Level 2	33.38	37.38	41.39	60.08
Customer Contact Officer Level 2	35.15	39.37	43.59	63.27
Clerical and Administration Officer Level 3	35.15	39.37	43.59	63.27
Principal Customer Contact Specialist	37.39	41.87	46.36	67.30
Customer Contact Team Leader	38.35	42.95	47.55	69.03
Clerical and Administration Officer Level 4	38.35	42.95	47.55	69.03
Principal Customer Contact Leader	41.13	46.06	51.00	74.03
Clerical and Administration Officer Level 5	41.13	46.06	51.00	74.03
Contract Call Centre Industry Technical Associate	44.44	49.77	55.10	79.99

9. By deleting the amount “\$1032.30” appearing in clause C.1.1 and inserting “\$1068.40”.

10. By deleting the table appearing in C.1.1 and inserting the following:

<b>Allowance</b>	<b>Clause</b>	<b>% of standard rate</b>	<b>\$</b>	<b>Payable</b>
First aid allowance	18.2(a)	1.94	20.73	per week

B. This determination comes into operation on 1 July 2025. In accordance with s 286(5) of the *Fair Work Act 2009* (Cth) this determination does not take effect in relation to a particular employee until the start of the employee’s first full pay period that starts on or after 1 July 2025.

PRESIDENT