



# DRAFT DETERMINATION

*Fair Work Act 2009*  
s.285—Annual wage review

**Annual Wage Review 2019–20**  
(C2020/1)

**CLERKS—PRIVATE SECTOR AWARD 2020**  
[MA000002]

Clerical industry

JUSTICE ROSS, PRESIDENT  
VICE PRESIDENT CATANZARITI  
DEPUTY PRESIDENT ASBURY  
COMMISSIONER HAMPTON  
MR FERGUSON  
PROFESSOR WOODEN  
MS LABINE-ROMAIN

MELBOURNE, XX JUNE 2020

*Annual Wage Review 2019–20.*

A. Further to the decision issued by the majority of the Expert Panel in the Annual Wage Review 2019–20 on 19 June 2020 [[2020] FWCFB 3500], the above award is varied as follows:

- By deleting the table appearing in clause 16.1(b) and inserting the following:

| <b>Column 1</b><br><b>Classification</b> | <b>Column 2</b><br><b>Minimum weekly<br/>rate</b><br><b>Full-time employees</b> | <b>Column 3</b><br><b>Minimum hourly<br/>rate</b> |
|--|---|---|
|  | <b>\$</b>   | <b>\$</b>   |
| Level 1—Year 1                           | 801.40  | 21.09   |
| Level 1—Year 2                           | 841.10  | 22.13   |
| Level 1—Year 3                           | 867.30  | 22.82   |
| Level 2—Year 1                           | 877.60  | 23.09   |
| Level 2—Year 2                           | 893.90  | 23.52   |
| Level 3                                  | 926.90  | 24.39   |

| <b>Column 1<br/>Classification</b>                | <b>Column 2<br/>Minimum weekly<br/>rate<br/>Full-time employees</b> | <b>Column 3<br/>Minimum hourly<br/>rate</b> |
|---|---|---|
|   | <b>\$</b>   | <b>\$</b>                                   |
| Call centre principal customer contact specialist | 933.50  | 24.57                                       |
| Level 4   | 973.40  | 25.62                                       |
| Level 5   | 1012.90   | 26.66                                       |
| Call centre technical associate                   | 1109.60   | 29.20                                       |

2. By deleting the year “2019” in clause 16.6(b) and inserting “2020”.
3. By deleting the amount "\$12.94" appearing in clause 19.2(b) and inserting "\$13.16".
4. By deleting the table appearing in clause B.1.1 and inserting the following:

|   | <b>Monday to<br/>Friday</b>     | <b>Saturday</b> | <b>Sunday</b> | <b>Public<br/>holiday</b> |
|---|---------------------------------|-----------------|---------------|---------------------------|
|   | <b>% of minimum hourly rate</b> |                 |               |                           |
|   | <b>100%</b>                     | <b>125%</b>     | <b>200%</b>   | <b>250%</b>               |
|   | <b>\$</b>                       | <b>\$</b>       | <b>\$</b>     | <b>\$</b>                 |
| Level 1—Year 1                                    | 21.09                           | 26.36           | 42.18         | 52.73                     |
| Level 1—Year 2                                    | 22.13                           | 27.66           | 44.26         | 55.33                     |
| Level 1—Year 3                                    | 22.82                           | 28.53           | 45.64         | 57.05                     |
| Level 2—Year 1                                    | 23.09                           | 28.86           | 46.18         | 57.73                     |
| Level 2—Year 2                                    | 23.52                           | 29.40           | 47.04         | 58.80                     |
| Level 3   | 24.39                           | 30.49           | 48.78         | 60.98                     |
| Call centre principal customer contact specialist | 24.57                           | 30.71           | 49.14         | 61.43                     |
| Level 4   | 25.62                           | 32.03           | 51.24         | 64.05                     |
| Level 5   | 26.66                           | 33.33           | 53.32         | 66.65                     |
| Call centre technical associate                   | 29.20                           | 36.50           | 58.40         | 73.00                     |

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

|   | <b>Monday to Saturday</b>       |                      | <b>Sunday – all day</b> | <b>Public holiday</b> |
|---|---------------------------------|----------------------|-------------------------|-----------------------|
|   | <b>first 2 hours</b>            | <b>after 2 hours</b> |                         |                       |
|   | <b>% of minimum hourly rate</b> |                      |                         |                       |
|   | <b>150%</b>                     | <b>200%</b>          | <b>200%</b>             | <b>250%</b>           |
|   | <b>\$</b>                       | <b>\$</b>            | <b>\$</b>               | <b>\$</b>             |
| Level 1—Year 1                                    | 31.64                           | 42.18                | 42.18                   | 52.73                 |
| Level 1—Year 2                                    | 33.20                           | 44.26                | 44.26                   | 55.33                 |
| Level 1—Year 3                                    | 34.23                           | 45.64                | 45.64                   | 57.05                 |
| Level 2—Year 1                                    | 34.64                           | 46.18                | 46.18                   | 57.73                 |
| Level 2—Year 2                                    | 35.28                           | 47.04                | 47.04                   | 58.80                 |
| Level 3   | 36.59                           | 48.78                | 48.78                   | 60.98                 |
| Call centre principal customer contact specialist | 36.86                           | 49.14                | 49.14                   | 61.43                 |
| Level 4   | 38.43                           | 51.24                | 51.24                   | 64.05                 |
| Level 5   | 39.99                           | 53.32                | 53.32                   | 66.65                 |
| Call centre technical associate                   | 43.80                           | 58.40                | 58.40                   | 73.00                 |

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

|   | <b>Afternoon and night</b>      | <b>Permanent night<sup>1</sup></b> | <b>Saturday, Sunday or public holiday</b> |
|---|---------------------------------|------------------------------------|---|
|   | <b>% of minimum hourly rate</b> |                                    |   |
|   | <b>115%</b>                     | <b>130%</b>                        | <b>150%</b>                               |
|   | <b>\$</b>                       | <b>\$</b>                          | <b>\$</b>                                 |
| Level 1—Year 1                                    | 24.25                           | 27.42                              | 31.64                                     |
| Level 1—Year 2                                    | 25.45                           | 28.77                              | 33.20                                     |
| Level 1—Year 3                                    | 26.24                           | 29.67                              | 34.23                                     |
| Level 2—Year 1                                    | 26.55                           | 30.02                              | 34.64                                     |
| Level 2—Year 2                                    | 27.05                           | 30.58                              | 35.28                                     |
| Level 3   | 28.05                           | 31.71                              | 36.59                                     |
| Call centre principal customer contact specialist | 28.26                           | 31.94                              | 36.86                                     |
| Level 4   | 29.46                           | 33.31                              | 38.43                                     |
| Level 5   | 30.66                           | 34.66                              | 39.99                                     |

|                                 | <b>Afternoon and night</b>      | <b>Permanent night<sup>1</sup></b> | <b>Saturday, Sunday or public holiday</b> |
|---------------------------------|---------------------------------|------------------------------------|---|
|                                 | <b>% of minimum hourly rate</b> |                                    |   |
|                                 | <b>115%</b>                     | <b>130%</b>                        | <b>150%</b>                               |
|                                 | <b>\$</b>                       | <b>\$</b>                          | <b>\$</b>                                 |
| Call centre technical associate | 33.58                           | 37.96                              | 43.80                                     |

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

|   | <b>Monday to Friday</b>                  |                      |   |                      | <b>Saturday, Sunday or Public holiday</b> |
|---|--|----------------------|---|----------------------|---|
|   | <b>in excess of ordinary daily hours</b> |                      | <b>in excess of ordinary weekly hours</b> |                      |   |
|   | <b>first 2 hours</b>                     | <b>after 2 hours</b> | <b>first 3 hours</b>                      | <b>after 3 hours</b> |   |
|   | <b>% of minimum hourly rate</b>          |                      |   |                      |   |
|   | <b>150%</b>                              | <b>200%</b>          | <b>150%</b>                               | <b>200%</b>          | <b>200%</b>                               |
|   | <b>\$</b>                                | <b>\$</b>            | <b>\$</b>                                 | <b>\$</b>            | <b>\$</b>                                 |
| Level 1—Year 1                                    | 31.64                                    | 42.18                | 31.64                                     | 42.18                | 42.18                                     |
| Level 1—Year 2                                    | 33.20                                    | 44.26                | 33.20                                     | 44.26                | 44.26                                     |
| Level 1—Year 3                                    | 34.23                                    | 45.64                | 34.23                                     | 45.64                | 45.64                                     |
| Level 2—Year 1                                    | 34.64                                    | 46.18                | 34.64                                     | 46.18                | 46.18                                     |
| Level 2—Year 2                                    | 35.28                                    | 47.04                | 35.28                                     | 47.04                | 47.04                                     |
| Level 3   | 36.59                                    | 48.78                | 36.59                                     | 48.78                | 48.78                                     |
| Call centre principal customer contact specialist | 36.86                                    | 49.14                | 36.86                                     | 49.14                | 49.14                                     |
| Level 4   | 38.43                                    | 51.24                | 38.43                                     | 51.24                | 51.24                                     |
| Level 5   | 39.99                                    | 53.32                | 39.99                                     | 53.32                | 53.32                                     |
| Call centre technical associate                   | 43.80                                    | 58.40                | 43.80                                     | 58.40                | 58.40                                     |

8. By deleting the table appearing in clause B.3.1 and inserting the following:

|  | <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                                    | 26.36 | 31.64 | 47.45 | 58.00 |
| Level 1—Year 2                                    | 27.66 | 33.20 | 49.79 | 60.86 |
| Level 1—Year 3                                    | 28.53 | 34.23 | 51.35 | 62.76 |
| Level 2—Year 1                                    | 28.86 | 34.64 | 51.95 | 63.50 |
| Level 2—Year 2                                    | 29.40 | 35.28 | 52.92 | 64.68 |
| Level 3   | 30.49 | 36.59 | 54.88 | 67.07 |
| Call centre principal customer contact specialist | 30.71 | 36.86 | 55.28 | 67.57 |
| Level 4   | 32.03 | 38.43 | 57.65 | 70.46 |
| Level 5   | 33.33 | 39.99 | 59.99 | 73.32 |
| Call centre technical associate                   | 36.50 | 43.80 | 65.70 | 80.30 |

9. By deleting the table appearing in clause B.3.2 and inserting the following:

|   | <b>Afternoon and night</b>      | <b>Permanent night<sup>1</sup></b> | <b>Saturday, Sunday or public holiday</b> |
|---|---------------------------------|------------------------------------|---|
|   | <b>% of minimum hourly rate</b> |                                    |   |
|   | <b>140%</b>                     | <b>155%</b>                        | <b>175%</b>                               |
|   | <b>\$</b>                       | <b>\$</b>                          | <b>\$</b>                                 |
| Level 1—Year 1                                    | 29.53                           | 32.69                              | 36.91                                     |
| Level 1—Year 2                                    | 30.98                           | 34.30                              | 38.73                                     |
| Level 1—Year 3                                    | 31.95                           | 35.37                              | 39.94                                     |
| Level 2—Year 1                                    | 32.33                           | 35.79                              | 40.41                                     |
| Level 2—Year 2                                    | 32.93                           | 36.46                              | 41.16                                     |
| Level 3   | 34.15                           | 37.80                              | 42.68                                     |
| Call centre principal customer contact specialist | 34.40                           | 38.08                              | 43.00                                     |
| Level 4   | 35.87                           | 39.71                              | 44.84                                     |
| Level 5   | 37.32                           | 41.32                              | 46.66                                     |
| Call centre technical associate                   | 40.88                           | 45.26                              | 51.10                                     |

10. By deleting the table appearing in clause B.4.1 and inserting the following:

|                       | <b>Monday to<br/>Friday</b>    | <b>Saturday</b> | <b>Sunday</b> | <b>Public<br/>holiday</b> |
|-----------------------|--------------------------------|-----------------|---------------|---------------------------|
|                       | <b>% of junior hourly rate</b> |                 |               |                           |
|                       | <b>100%</b>                    | <b>125%</b>     | <b>200%</b>   | <b>250%</b>               |
|                       | <b>\$</b>                      | <b>\$</b>       | <b>\$</b>     | <b>\$</b>                 |
| <b>Level 1—Year 1</b> |                                |                 |               |                           |
| Under 16 years        | 9.49                           | 11.86           | 18.98         | 23.73                     |
| 16 years              | 10.54                          | 13.18           | 21.08         | 26.35                     |
| 17 years              | 12.65                          | 15.81           | 25.30         | 31.63                     |
| 18 years              | 14.76                          | 18.45           | 29.52         | 36.90                     |
| 19 years              | 16.87                          | 21.09           | 33.74         | 42.18                     |
| 20 years              | 18.98                          | 23.73           | 37.96         | 47.45                     |
| <b>Level 1—Year 2</b> |                                |                 |               |                           |
| Under 16 years        | 9.96                           | 12.45           | 19.92         | 24.90                     |
| 16 years              | 11.07                          | 13.84           | 22.14         | 27.68                     |
| 17 years              | 13.28                          | 16.60           | 26.56         | 33.20                     |
| 18 years              | 15.49                          | 19.36           | 30.98         | 38.73                     |
| 19 years              | 17.71                          | 22.14           | 35.42         | 44.28                     |
| 20 years              | 19.92                          | 24.90           | 39.84         | 49.80                     |
| <b>Level 1—Year 3</b> |                                |                 |               |                           |
| Under 16 years        | 10.27                          | 12.84           | 20.54         | 25.68                     |
| 16 years              | 11.41                          | 14.26           | 22.82         | 28.53                     |
| 17 years              | 13.69                          | 17.11           | 27.38         | 34.23                     |
| 18 years              | 15.98                          | 19.98           | 31.96         | 39.95                     |
| 19 years              | 18.26                          | 22.83           | 36.52         | 45.65                     |
| 20 years              | 20.54                          | 25.68           | 41.08         | 51.35                     |
| <b>Level 2—Year 1</b> |                                |                 |               |                           |
| Under 16 years        | 10.39                          | 12.99           | 20.78         | 25.98                     |
| 16 years              | 11.55                          | 14.44           | 23.10         | 28.88                     |
| 17 years              | 13.86                          | 17.33           | 27.72         | 34.65                     |
| 18 years              | 16.17                          | 20.21           | 32.34         | 40.43                     |
| 19 years              | 18.48                          | 23.10           | 36.96         | 46.20                     |
| 20 years              | 20.79                          | 25.99           | 41.58         | 51.98                     |
| <b>Level 2—Year 2</b> |                                |                 |               |                           |
| Under 16 years        | 10.59                          | 13.24           | 21.18         | 26.48                     |
| 16 years              | 11.76                          | 14.70           | 23.52         | 29.40                     |
| 17 years              | 14.11                          | 17.64           | 28.22         | 35.28                     |
| 18 years              | 16.47                          | 20.59           | 32.94         | 41.18                     |

|   | <b>Monday to<br/>Friday</b>    | <b>Saturday</b> | <b>Sunday</b> | <b>Public<br/>holiday</b> |
|---|--------------------------------|-----------------|---------------|---------------------------|
|   | <b>% of junior hourly rate</b> |                 |               |                           |
|   | <b>100%</b>                    | <b>125%</b>     | <b>200%</b>   | <b>250%</b>               |
|   | <b>\$</b>                      | <b>\$</b>       | <b>\$</b>     | <b>\$</b>                 |
| 19 years  | 18.82                          | 23.53           | 37.64         | 47.05                     |
| 20 years  | 21.17                          | 26.46           | 42.34         | 52.93                     |
| <b>Level 3</b>                                      |                                |                 |               |                           |
| Under 16 years                                      | 10.98                          | 13.73           | 21.96         | 27.45                     |
| 16 years  | 12.20                          | 15.25           | 24.40         | 30.50                     |
| 17 years  | 14.64                          | 18.30           | 29.28         | 36.60                     |
| 18 years  | 17.07                          | 21.34           | 34.14         | 42.68                     |
| 19 years  | 19.51                          | 24.39           | 39.02         | 48.78                     |
| 20 years  | 21.95                          | 27.44           | 43.90         | 54.88                     |
| <b>Call centre principal<br/>contact specialist</b> |                                |                 |               |                           |
| Under 16 years                                      | 11.05                          | 13.81           | 22.10         | 27.63                     |
| 16 years  | 12.28                          | 15.35           | 24.56         | 30.70                     |
| 17 years  | 14.74                          | 18.43           | 29.48         | 36.85                     |
| 18 years  | 17.20                          | 21.50           | 34.40         | 43.00                     |
| 19 years  | 19.65                          | 24.56           | 39.30         | 49.13                     |
| 20 years  | 22.11                          | 27.64           | 44.22         | 55.28                     |
| <b>Level 4</b>                                      |                                |                 |               |                           |
| Under 16 years                                      | 11.53                          | 14.41           | 23.06         | 28.83                     |
| 16 years  | 12.81                          | 16.01           | 25.62         | 32.03                     |
| 17 years  | 15.37                          | 19.21           | 30.74         | 38.43                     |
| 18 years  | 17.93                          | 22.41           | 35.86         | 44.83                     |
| 19 years  | 20.49                          | 25.61           | 40.98         | 51.23                     |
| 20 years  | 23.05                          | 28.81           | 46.10         | 57.63                     |
| <b>Level 5</b>                                      |                                |                 |               |                           |
| Under 16 years                                      | 12.00                          | 15.00           | 24.00         | 30.00                     |
| 16 years  | 13.33                          | 16.66           | 26.66         | 33.33                     |
| 17 years  | 15.99                          | 19.99           | 31.98         | 39.98                     |
| 18 years  | 18.66                          | 23.33           | 37.32         | 46.65                     |
| 19 years  | 21.32                          | 26.65           | 42.64         | 53.30                     |
| 20 years  | 23.99                          | 29.99           | 47.98         | 59.98                     |
| <b>Call centre technical<br/>associate</b>          |                                |                 |               |                           |
| Under 16 years                                      | 13.14                          | 16.43           | 26.28         | 32.85                     |
| 16 years  | 14.60                          | 18.25           | 29.20         | 36.50                     |

|          | <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>\$</b>                      | <b>\$</b>       | <b>\$</b>     | <b>\$</b>             |
| 17 years | 17.52                          | 21.90           | 35.04         | 43.80                 |
| 18 years | 20.44                          | 25.55           | 40.88         | 51.10                 |
| 19 years | 23.36                          | 29.20           | 46.72         | 58.40                 |
| 20 years | 26.28                          | 32.85           | 52.56         | 65.70                 |

11. By deleting the table appearing in clause B.4.2 and inserting the following:

|                       | <b>Monday to Saturday</b>      |                      | <b>Sunday – all day</b> | <b>Public holiday</b> |
|-----------------------|--------------------------------|----------------------|-------------------------|-----------------------|
|                       | <b>first 2 hours</b>           | <b>after 2 hours</b> |                         |                       |
|                       | <b>% of junior hourly rate</b> |                      |                         |                       |
|                       | <b>150%</b>                    | <b>200%</b>          | <b>200%</b>             | <b>250%</b>           |
|                       | <b>\$</b>                      | <b>\$</b>            | <b>\$</b>               | <b>\$</b>             |
| <b>Level 1—Year 1</b> |                                |                      |                         |                       |
| Under 16 years        | 14.24                          | 18.98                | 18.98                   | 23.73                 |
| 16 years              | 15.81                          | 21.08                | 21.08                   | 26.35                 |
| 17 years              | 18.98                          | 25.30                | 25.30                   | 31.63                 |
| 18 years              | 22.14                          | 29.52                | 29.52                   | 36.90                 |
| 19 years              | 25.31                          | 33.74                | 33.74                   | 42.18                 |
| 20 years              | 28.47                          | 37.96                | 37.96                   | 47.45                 |
| <b>Level 1—Year 2</b> |                                |                      |                         |                       |
| Under 16 years        | 14.94                          | 19.92                | 19.92                   | 24.90                 |
| 16 years              | 16.61                          | 22.14                | 22.14                   | 27.68                 |
| 17 years              | 19.92                          | 26.56                | 26.56                   | 33.20                 |
| 18 years              | 23.24                          | 30.98                | 30.98                   | 38.73                 |
| 19 years              | 26.57                          | 35.42                | 35.42                   | 44.28                 |
| 20 years              | 29.88                          | 39.84                | 39.84                   | 49.80                 |
| <b>Level 1—Year 3</b> |                                |                      |                         |                       |
| Under 16 years        | 15.41                          | 20.54                | 20.54                   | 25.68                 |
| 16 years              | 17.12                          | 22.82                | 22.82                   | 28.53                 |
| 17 years              | 20.54                          | 27.38                | 27.38                   | 34.23                 |
| 18 years              | 23.97                          | 31.96                | 31.96                   | 39.95                 |
| 19 years              | 27.39                          | 36.52                | 36.52                   | 45.65                 |
| 20 years              | 30.81                          | 41.08                | 41.08                   | 51.35                 |
| <b>Level 2—Year 1</b> |                                |                      |                         |                       |
| Under 16 years        | 15.59                          | 20.78                | 20.78                   | 25.98                 |



|   | Monday to Saturday      |               | Sunday – all day | Public holiday |
|---|-------------------------|---------------|------------------|----------------|
|   | first 2 hours           | after 2 hours |                  |                |
|   | % of junior hourly rate |               |                  |                |
|   | 150%                    | 200%          | 200%             | 250%           |
|   | \$                      | \$            | \$               | \$             |
| 16 years  | 17.33                   | 23.10         | 23.10            | 28.88          |
| 17 years  | 20.79                   | 27.72         | 27.72            | 34.65          |
| 18 years  | 24.26                   | 32.34         | 32.34            | 40.43          |
| 19 years  | 27.72                   | 36.96         | 36.96            | 46.20          |
| 20 years  | 31.19                   | 41.58         | 41.58            | 51.98          |
| <b>Level 2—Year 2</b>                           |                         |               |                  |                |
| Under 16 years                                  | 15.89                   | 21.18         | 21.18            | 26.48          |
| 16 years  | 17.64                   | 23.52         | 23.52            | 29.40          |
| 17 years  | 21.17                   | 28.22         | 28.22            | 35.28          |
| 18 years  | 24.71                   | 32.94         | 32.94            | 41.18          |
| 19 years  | 28.23                   | 37.64         | 37.64            | 47.05          |
| 20 years  | 31.76                   | 42.34         | 42.34            | 52.93          |
| <b>Level 3</b>                                  |                         |               |                  |                |
| Under 16 years                                  | 16.47                   | 21.96         | 21.96            | 27.45          |
| 16 years  | 18.30                   | 24.40         | 24.40            | 30.50          |
| 17 years  | 21.96                   | 29.28         | 29.28            | 36.60          |
| 18 years  | 25.61                   | 34.14         | 34.14            | 42.68          |
| 19 years  | 29.27                   | 39.02         | 39.02            | 48.78          |
| 20 years  | 32.93                   | 43.90         | 43.90            | 54.88          |
| <b>Call centre principal contact specialist</b> |                         |               |                  |                |
| Under 16 years                                  | 16.58                   | 22.10         | 22.10            | 27.63          |
| 16 years  | 18.42                   | 24.56         | 24.56            | 30.70          |
| 17 years  | 22.11                   | 29.48         | 29.48            | 36.85          |
| 18 years  | 25.80                   | 34.40         | 34.40            | 43.00          |
| 19 years  | 29.48                   | 39.30         | 39.30            | 49.13          |
| 20 years  | 33.17                   | 44.22         | 44.22            | 55.28          |
| <b>Level 4</b>                                  |                         |               |                  |                |
| Under 16 years                                  | 17.30                   | 23.06         | 23.06            | 28.83          |
| 16 years  | 19.22                   | 25.62         | 25.62            | 32.03          |
| 17 years  | 23.06                   | 30.74         | 30.74            | 38.43          |
| 18 years  | 26.90                   | 35.86         | 35.86            | 44.83          |
| 19 years  | 30.74                   | 40.98         | 40.98            | 51.23          |
| 20 years  | 34.58                   | 46.10         | 46.10            | 57.63          |
| <b>Level 5</b>                                  |                         |               |                  |                |

|  | Monday to Saturday      |               | Sunday – all day | Public holiday |
|--|-------------------------|---------------|------------------|----------------|
|  | first 2 hours           | after 2 hours |                  |                |
|  | % of junior hourly rate |               |                  |                |
|  | 150%                    | 200%          | 200%             | 250%           |
|  | \$                      | \$            | \$               | \$             |
| Under 16 years                         | 18.00                   | 24.00         | 24.00            | 30.00          |
| 16 years                               | 20.00                   | 26.66         | 26.66            | 33.33          |
| 17 years                               | 23.99                   | 31.98         | 31.98            | 39.98          |
| 18 years                               | 27.99                   | 37.32         | 37.32            | 46.65          |
| 19 years                               | 31.98                   | 42.64         | 42.64            | 53.30          |
| 20 years                               | 35.99                   | 47.98         | 47.98            | 59.98          |
| <b>Call centre technical associate</b> |                         |               |                  |                |
| Under 16 years                         | 19.71                   | 26.28         | 26.28            | 32.85          |
| 16 years                               | 21.90                   | 29.20         | 29.20            | 36.50          |
| 17 years                               | 26.28                   | 35.04         | 35.04            | 43.80          |
| 18 years                               | 30.66                   | 40.88         | 40.88            | 51.10          |
| 19 years                               | 35.04                   | 46.72         | 46.72            | 58.40          |
| 20 years                               | 39.42                   | 52.56         | 52.56            | 65.70          |

12. By deleting the table appearing in clause B.4.3 and inserting the following:

|                       | Afternoon and Night     | Permanent night <sup>1</sup> | Saturday, Sunday or Public holiday |
|-----------------------|-------------------------|------------------------------|------------------------------------|
|                       | % of junior hourly rate |                              |                                    |
|                       | 115%                    | 130%                         | 150%                               |
|                       | \$                      | \$                           | \$                                 |
| <b>Level 1—Year 1</b> |                         |                              |                                    |
| Under 16 years        | 10.91                   | 12.34                        | 14.24                              |
| 16 years              | 12.12                   | 13.70                        | 15.81                              |
| 17 years              | 14.55                   | 16.45                        | 18.98                              |
| 18 years              | 16.97                   | 19.19                        | 22.14                              |
| 19 years              | 19.40                   | 21.93                        | 25.31                              |
| 20 years              | 21.83                   | 24.67                        | 28.47                              |
| <b>Level 1—Year 2</b> |                         |                              |                                    |
| Under 16 years        | 11.45                   | 12.95                        | 14.94                              |
| 16 years              | 12.73                   | 14.39                        | 16.61                              |
| 17 years              | 15.27                   | 17.26                        | 19.92                              |

|                       | <b>Afternoon and Night</b>     | <b>Permanent night<sup>1</sup></b> | <b>Saturday, Sunday or Public holiday</b> |
|-----------------------|--------------------------------|------------------------------------|---|
|                       | <b>% of junior hourly rate</b> |                                    |   |
|                       | <b>115%</b>                    | <b>130%</b>                        | <b>150%</b>                               |
|                       | <b>\$</b>                      | <b>\$</b>                          | <b>\$</b>                                 |
| 18 years              | 17.81                          | 20.14                              | 23.24                                     |
| 19 years              | 20.37                          | 23.02                              | 26.57                                     |
| 20 years              | 22.91                          | 25.90                              | 29.88                                     |
| <b>Level 1—Year 3</b> |                                |                                    |   |
| Under 16 years        | 11.81                          | 13.35                              | 15.41                                     |
| 16 years              | 13.12                          | 14.83                              | 17.12                                     |
| 17 years              | 15.74                          | 17.80                              | 20.54                                     |
| 18 years              | 18.38                          | 20.77                              | 23.97                                     |
| 19 years              | 21.00                          | 23.74                              | 27.39                                     |
| 20 years              | 23.62                          | 26.70                              | 30.81                                     |
| <b>Level 2—Year 1</b> |                                |                                    |   |
| Under 16 years        | 11.95                          | 13.51                              | 15.59                                     |
| 16 years              | 13.28                          | 15.02                              | 17.33                                     |
| 17 years              | 15.94                          | 18.02                              | 20.79                                     |
| 18 years              | 18.60                          | 21.02                              | 24.26                                     |
| 19 years              | 21.25                          | 24.02                              | 27.72                                     |
| 20 years              | 23.91                          | 27.03                              | 31.19                                     |
| <b>Level 2—Year 2</b> |                                |                                    |   |
| Under 16 years        | 12.18                          | 13.77                              | 15.89                                     |
| 16 years              | 13.52                          | 15.29                              | 17.64                                     |
| 17 years              | 16.23                          | 18.34                              | 21.17                                     |
| 18 years              | 18.94                          | 21.41                              | 24.71                                     |
| 19 years              | 21.64                          | 24.47                              | 28.23                                     |
| 20 years              | 24.35                          | 27.52                              | 31.76                                     |
| <b>Level 3</b>        |                                |                                    |   |
| Under 16 years        | 12.63                          | 14.27                              | 16.47                                     |
| 16 years              | 14.03                          | 15.86                              | 18.30                                     |
| 17 years              | 16.84                          | 19.03                              | 21.96                                     |
| 18 years              | 19.63                          | 22.19                              | 25.61                                     |
| 19 years              | 22.44                          | 25.36                              | 29.27                                     |

|   | <b>Afternoon and Night</b>     | <b>Permanent night<sup>1</sup></b> | <b>Saturday, Sunday or Public holiday</b> |
|---|--------------------------------|------------------------------------|---|
|   | <b>% of junior hourly rate</b> |                                    |   |
|   | <b>115%</b>                    | <b>130%</b>                        | <b>150%</b>                               |
|   | <b>\$</b>                      | <b>\$</b>                          | <b>\$</b>                                 |
| 20 years  | 25.24                          | 28.54                              | 32.93                                     |
| <b>Call centre principal contact specialist</b> |                                |                                    |   |
| Under 16 years                                  | 12.71                          | 14.37                              | 16.58                                     |
| 16 years  | 14.12                          | 15.96                              | 18.42                                     |
| 17 years  | 16.95                          | 19.16                              | 22.11                                     |
| 18 years  | 19.78                          | 22.36                              | 25.80                                     |
| 19 years  | 22.60                          | 25.55                              | 29.48                                     |
| 20 years  | 25.43                          | 28.74                              | 33.17                                     |
| <b>Level 4</b>                                  |                                |                                    |   |
| Under 16 years                                  | 13.26                          | 14.99                              | 17.30                                     |
| 16 years  | 14.73                          | 16.65                              | 19.22                                     |
| 17 years  | 17.68                          | 19.98                              | 23.06                                     |
| 18 years  | 20.62                          | 23.31                              | 26.90                                     |
| 19 years  | 23.56                          | 26.64                              | 30.74                                     |
| 20 years  | 26.51                          | 29.97                              | 34.58                                     |
| <b>Level 5</b>                                  |                                |                                    |   |
| Under 16 years                                  | 13.80                          | 15.60                              | 18.00                                     |
| 16 years  | 15.33                          | 17.33                              | 20.00                                     |
| 17 years  | 18.39                          | 20.79                              | 23.99                                     |
| 18 years  | 21.46                          | 24.26                              | 27.99                                     |
| 19 years  | 24.52                          | 27.72                              | 31.98                                     |
| 20 years  | 27.59                          | 31.19                              | 35.99                                     |
| <b>Call centre technical associate</b>          |                                |                                    |   |
| Under 16 years                                  | 15.11                          | 17.08                              | 19.71                                     |
| 16 years  | 16.79                          | 18.98                              | 21.90                                     |
| 17 years  | 20.15                          | 22.78                              | 26.28                                     |
| 18 years  | 23.51                          | 26.57                              | 30.66                                     |
| 19 years  | 26.86                          | 30.37                              | 35.04                                     |

|          | <b>Afternoon and Night</b>     | <b>Permanent night<sup>1</sup></b> | <b>Saturday, Sunday or Public holiday</b> |
|----------|--------------------------------|------------------------------------|---|
|          | <b>% of junior hourly rate</b> |                                    |   |
|          | <b>115%</b>                    | <b>130%</b>                        | <b>150%</b>                               |
|          | <b>\$</b>                      | <b>\$</b>                          | <b>\$</b>                                 |
| 20 years | 30.22                          | 34.16                              | 39.42                                     |

13. By deleting the table appearing in clause B.4.4 and inserting the following:

|                       | <b>Monday to Friday</b>                  |                      |   |                      | <b>Saturday, Sunday or Public holiday</b> |
|-----------------------|--|----------------------|---|----------------------|---|
|                       | <b>in excess of ordinary daily hours</b> |                      | <b>in excess of ordinary weekly hours</b> |                      |   |
|                       | <b>first 2 hours</b>                     | <b>after 2 hours</b> | <b>first 3 hours</b>                      | <b>after 3 hours</b> |   |
|                       | <b>% of junior hourly rate</b>           |                      |   |                      |   |
|                       | <b>150%</b>                              | <b>200%</b>          | <b>150%</b>                               | <b>200%</b>          | <b>200%</b>                               |
|                       | <b>\$</b>                                | <b>\$</b>            | <b>\$</b>                                 | <b>\$</b>            | <b>\$</b>                                 |
| <b>Level 1—Year 1</b> |  |                      |   |                      |   |
| Under 16 years        | 14.24                                    | 18.98                | 14.24                                     | 18.98                | 18.98                                     |
| 16 years              | 15.81                                    | 21.08                | 15.81                                     | 21.08                | 21.08                                     |
| 17 years              | 18.98                                    | 25.30                | 18.98                                     | 25.30                | 25.30                                     |
| 18 years              | 22.14                                    | 29.52                | 22.14                                     | 29.52                | 29.52                                     |
| 19 years              | 25.31                                    | 33.74                | 25.31                                     | 33.74                | 33.74                                     |
| 20 years              | 28.47                                    | 37.96                | 28.47                                     | 37.96                | 37.96                                     |
| <b>Level 1—Year 2</b> |  |                      |   |                      |   |
| Under 16 years        | 14.94                                    | 19.92                | 14.94                                     | 19.92                | 19.92                                     |
| 16 years              | 16.61                                    | 22.14                | 16.61                                     | 22.14                | 22.14                                     |
| 17 years              | 19.92                                    | 26.56                | 19.92                                     | 26.56                | 26.56                                     |
| 18 years              | 23.24                                    | 30.98                | 23.24                                     | 30.98                | 30.98                                     |
| 19 years              | 26.57                                    | 35.42                | 26.57                                     | 35.42                | 35.42                                     |
| 20 years              | 29.88                                    | 39.84                | 29.88                                     | 39.84                | 39.84                                     |
| <b>Level 1—Year 3</b> |  |                      |   |                      |   |
| Under 16 years        | 15.41                                    | 20.54                | 15.41                                     | 20.54                | 20.54                                     |
| 16 years              | 17.12                                    | 22.82                | 17.12                                     | 22.82                | 22.82                                     |
| 17 years              | 20.54                                    | 27.38                | 20.54                                     | 27.38                | 27.38                                     |
| 18 years              | 23.97                                    | 31.96                | 23.97                                     | 31.96                | 31.96                                     |
| 19 years              | 27.39                                    | 36.52                | 27.39                                     | 36.52                | 36.52                                     |
| 20 years              | 30.81                                    | 41.08                | 30.81                                     | 41.08                | 41.08                                     |
| <b>Level 2—Year 1</b> |  |                      |   |                      |   |
| Under 16 years        | 15.59                                    | 20.78                | 15.59                                     | 20.78                | 20.78                                     |
| 16 years              | 17.33                                    | 23.10                | 17.33                                     | 23.10                | 23.10                                     |

|   | Monday to Friday                     |                  |                                       |                  | Saturday,<br>Sunday or<br>Public<br>holiday |
|---|--------------------------------------|------------------|---------------------------------------|------------------|---|
|   | in excess of ordinary<br>daily hours |                  | in excess of ordinary<br>weekly hours |                  |   |
|   | first<br>2 hours                     | after<br>2 hours | first<br>3 hours                      | after<br>3 hours |   |
|   | % of junior hourly rate              |                  |                                       |                  |   |
|   | 150%                                 | 200%             | 150%                                  | 200%             | 200%  |
|   | \$                                   | \$               | \$                                    | \$               | \$  |
| 17 years  | 20.79                                | 27.72            | 20.79                                 | 27.72            | 27.72                                       |
| 18 years  | 24.26                                | 32.34            | 24.26                                 | 32.34            | 32.34                                       |
| 19 years  | 27.72                                | 36.96            | 27.72                                 | 36.96            | 36.96                                       |
| 20 years  | 31.19                                | 41.58            | 31.19                                 | 41.58            | 41.58                                       |
| <b>Level 2—Year 2</b>                               |                                      |                  |                                       |                  |   |
| Under 16 years                                      | 15.89                                | 21.18            | 15.89                                 | 21.18            | 21.18                                       |
| 16 years  | 17.64                                | 23.52            | 17.64                                 | 23.52            | 23.52                                       |
| 17 years  | 21.17                                | 28.22            | 21.17                                 | 28.22            | 28.22                                       |
| 18 years  | 24.71                                | 32.94            | 24.71                                 | 32.94            | 32.94                                       |
| 19 years  | 28.23                                | 37.64            | 28.23                                 | 37.64            | 37.64                                       |
| 20 years  | 31.76                                | 42.34            | 31.76                                 | 42.34            | 42.34                                       |
| <b>Level 3</b>                                      |                                      |                  |                                       |                  |   |
| Under 16 years                                      | 16.47                                | 21.96            | 16.47                                 | 21.96            | 21.96                                       |
| 16 years  | 18.30                                | 24.40            | 18.30                                 | 24.40            | 24.40                                       |
| 17 years  | 21.96                                | 29.28            | 21.96                                 | 29.28            | 29.28                                       |
| 18 years  | 25.61                                | 34.14            | 25.61                                 | 34.14            | 34.14                                       |
| 19 years  | 29.27                                | 39.02            | 29.27                                 | 39.02            | 39.02                                       |
| 20 years  | 32.93                                | 43.90            | 32.93                                 | 43.90            | 43.90                                       |
| <b>Call centre principal<br/>contact specialist</b> |                                      |                  |                                       |                  |   |
| Under 16 years                                      | 16.58                                | 22.10            | 16.58                                 | 22.10            | 22.10                                       |
| 16 years  | 18.42                                | 24.56            | 18.42                                 | 24.56            | 24.56                                       |
| 17 years  | 22.11                                | 29.48            | 22.11                                 | 29.48            | 29.48                                       |
| 18 years  | 25.80                                | 34.40            | 25.80                                 | 34.40            | 34.40                                       |
| 19 years  | 29.48                                | 39.30            | 29.48                                 | 39.30            | 39.30                                       |
| 20 years  | 33.17                                | 44.22            | 33.17                                 | 44.22            | 44.22                                       |
| <b>Level 4</b>                                      |                                      |                  |                                       |                  |   |
| Under 16 years                                      | 17.30                                | 23.06            | 17.30                                 | 23.06            | 23.06                                       |
| 16 years  | 19.22                                | 25.62            | 19.22                                 | 25.62            | 25.62                                       |
| 17 years  | 23.06                                | 30.74            | 23.06                                 | 30.74            | 30.74                                       |
| 18 years  | 26.90                                | 35.86            | 26.90                                 | 35.86            | 35.86                                       |
| 19 years  | 30.74                                | 40.98            | 30.74                                 | 40.98            | 40.98                                       |

|  | Monday to Friday                     |                  |                                       |                  | Saturday,<br>Sunday or<br>Public<br>holiday |
|--|--------------------------------------|------------------|---------------------------------------|------------------|---|
|  | in excess of ordinary<br>daily hours |                  | in excess of ordinary<br>weekly hours |                  |   |
|  | first<br>2 hours                     | after<br>2 hours | first<br>3 hours                      | after<br>3 hours |   |
|  | % of junior hourly rate              |                  |                                       |                  |   |
|  | 150%                                 | 200%             | 150%                                  | 200%             | 200%  |
|  | \$                                   | \$               | \$                                    | \$               | \$  |
| 20 years                                   | 34.58                                | 46.10            | 34.58                                 | 46.10            | 46.10                                       |
| <b>Level 5</b>                             |                                      |                  |                                       |                  |   |
| Under 16 years                             | 18.00                                | 24.00            | 18.00                                 | 24.00            | 24.00                                       |
| 16 years                                   | 20.00                                | 26.66            | 20.00                                 | 26.66            | 26.66                                       |
| 17 years                                   | 23.99                                | 31.98            | 23.99                                 | 31.98            | 31.98                                       |
| 18 years                                   | 27.99                                | 37.32            | 27.99                                 | 37.32            | 37.32                                       |
| 19 years                                   | 31.98                                | 42.64            | 31.98                                 | 42.64            | 42.64                                       |
| 20 years                                   | 35.99                                | 47.98            | 35.99                                 | 47.98            | 47.98                                       |
| <b>Call centre technical<br/>associate</b> |                                      |                  |                                       |                  |   |
| Under 16 years                             | 19.71                                | 26.28            | 19.71                                 | 26.28            | 26.28                                       |
| 16 years                                   | 21.90                                | 29.20            | 21.90                                 | 29.20            | 29.20                                       |
| 17 years                                   | 26.28                                | 35.04            | 26.28                                 | 35.04            | 35.04                                       |
| 18 years                                   | 30.66                                | 40.88            | 30.66                                 | 40.88            | 40.88                                       |
| 19 years                                   | 35.04                                | 46.72            | 35.04                                 | 46.72            | 46.72                                       |
| 20 years                                   | 39.42                                | 52.56            | 39.42                                 | 52.56            | 52.56                                       |

14. By deleting the table appearing in clause B.4.5 and inserting the following:

|                       | Monday to<br>Friday     | Saturday | Sunday | Public holiday |
|-----------------------|-------------------------|----------|--------|----------------|
|                       | % of junior hourly rate |          |        |                |
|                       | 125%                    | 150%     | 225%   | 275%           |
|                       | \$                      | \$       | \$     | \$             |
| <b>Level 1—Year 1</b> |                         |          |        |                |
| Under 16 years        | 11.86                   | 14.24    | 21.35  | 26.10          |
| 16 years              | 13.18                   | 15.81    | 23.72  | 28.99          |
| 17 years              | 15.81                   | 18.98    | 28.46  | 34.79          |
| 18 years              | 18.45                   | 22.14    | 33.21  | 40.59          |
| 19 years              | 21.09                   | 25.31    | 37.96  | 46.39          |
| 20 years              | 23.73                   | 28.47    | 42.71  | 52.20          |

|                       | <b>Monday to<br/>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>           |
|                       | <b>\$</b>                      | <b>\$</b>       | <b>\$</b>     | <b>\$</b>             |
| <b>Level 1—Year 2</b> |                                |                 |               |                       |
| Under 16 years        | 12.45                          | 14.94           | 22.41         | 27.39                 |
| 16 years              | 13.84                          | 16.61           | 24.91         | 30.44                 |
| 17 years              | 16.60                          | 19.92           | 29.88         | 36.52                 |
| 18 years              | 19.36                          | 23.24           | 34.85         | 42.60                 |
| 19 years              | 22.14                          | 26.57           | 39.85         | 48.70                 |
| 20 years              | 24.90                          | 29.88           | 44.82         | 54.78                 |
| <b>Level 1—Year 3</b> |                                |                 |               |                       |
| Under 16 years        | 12.84                          | 15.41           | 23.11         | 28.24                 |
| 16 years              | 14.26                          | 17.12           | 25.67         | 31.38                 |
| 17 years              | 17.11                          | 20.54           | 30.80         | 37.65                 |
| 18 years              | 19.98                          | 23.97           | 35.96         | 43.95                 |
| 19 years              | 22.83                          | 27.39           | 41.09         | 50.22                 |
| 20 years              | 25.68                          | 30.81           | 46.22         | 56.49                 |
| <b>Level 2—Year 1</b> |                                |                 |               |                       |
| Under 16 years        | 12.99                          | 15.59           | 23.38         | 28.57                 |
| 16 years              | 14.44                          | 17.33           | 25.99         | 31.76                 |
| 17 years              | 17.33                          | 20.79           | 31.19         | 38.12                 |
| 18 years              | 20.21                          | 24.26           | 36.38         | 44.47                 |
| 19 years              | 23.10                          | 27.72           | 41.58         | 50.82                 |
| 20 years              | 25.99                          | 31.19           | 46.78         | 57.17                 |
| <b>Level 2—Year 2</b> |                                |                 |               |                       |
| Under 16 years        | 13.24                          | 15.89           | 23.83         | 29.12                 |
| 16 years              | 14.70                          | 17.64           | 26.46         | 32.34                 |
| 17 years              | 17.64                          | 21.17           | 31.75         | 38.80                 |
| 18 years              | 20.59                          | 24.71           | 37.06         | 45.29                 |
| 19 years              | 23.53                          | 28.23           | 42.35         | 51.76                 |
| 20 years              | 26.46                          | 31.76           | 47.63         | 58.22                 |
| <b>Level 3</b>        |                                |                 |               |                       |



|   | <b>Monday to<br/>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>           |
|   | <b>\$</b>                      | <b>\$</b>       | <b>\$</b>     | <b>\$</b>             |
| Under 16 years                                      | 13.73                          | 16.47           | 24.71         | 30.20                 |
| 16 years  | 15.25                          | 18.30           | 27.45         | 33.55                 |
| 17 years  | 18.30                          | 21.96           | 32.94         | 40.26                 |
| 18 years  | 21.34                          | 25.61           | 38.41         | 46.94                 |
| 19 years  | 24.39                          | 29.27           | 43.90         | 53.65                 |
| 20 years  | 27.44                          | 32.93           | 49.39         | 60.36                 |
| <b>Call centre principal<br/>contact specialist</b> |                                |                 |               |                       |
| Under 16 years                                      | 13.81                          | 16.58           | 24.86         | 30.39                 |
| 16 years  | 15.35                          | 18.42           | 27.63         | 33.77                 |
| 17 years  | 18.43                          | 22.11           | 33.17         | 40.54                 |
| 18 years  | 21.50                          | 25.80           | 38.70         | 47.30                 |
| 19 years  | 24.56                          | 29.48           | 44.21         | 54.04                 |
| 20 years  | 27.64                          | 33.17           | 49.75         | 60.80                 |
| <b>Level 4</b>                                      |                                |                 |               |                       |
| Under 16 years                                      | 14.41                          | 17.30           | 25.94         | 31.71                 |
| 16 years  | 16.01                          | 19.22           | 28.82         | 35.23                 |
| 17 years  | 19.21                          | 23.06           | 34.58         | 42.27                 |
| 18 years  | 22.41                          | 26.90           | 40.34         | 49.31                 |
| 19 years  | 25.61                          | 30.74           | 46.10         | 56.35                 |
| 20 years  | 28.81                          | 34.58           | 51.86         | 63.39                 |
| <b>Level 5</b>                                      |                                |                 |               |                       |
| Under 16 years                                      | 15.00                          | 18.00           | 27.00         | 33.00                 |
| 16 years  | 16.66                          | 20.00           | 29.99         | 36.66                 |
| 17 years  | 19.99                          | 23.99           | 35.98         | 43.97                 |
| 18 years  | 23.33                          | 27.99           | 41.99         | 51.32                 |
| 19 years  | 26.65                          | 31.98           | 47.97         | 58.63                 |
| 20 years  | 29.99                          | 35.99           | 53.98         | 65.97                 |
| <b>Call centre technical<br/>associate</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>           |
|                | <b>\$</b>                      | <b>\$</b>       | <b>\$</b>     | <b>\$</b>             |
| Under 16 years | 16.43                          | 19.71           | 29.57         | 36.14                 |
| 16 years       | 18.25                          | 21.90           | 32.85         | 40.15                 |
| 17 years       | 21.90                          | 26.28           | 39.42         | 48.18                 |
| 18 years       | 25.55                          | 30.66           | 45.99         | 56.21                 |
| 19 years       | 29.20                          | 35.04           | 52.56         | 64.24                 |
| 20 years       | 32.85                          | 39.42           | 59.13         | 72.27                 |

15. By deleting the table appearing in clause B.4.6 and inserting the following:

|                       | <b>Afternoon and Night</b>     | <b>Permanent night<sup>1</sup></b> | <b>Saturday, Sunday or Public holiday</b> |
|-----------------------|--------------------------------|------------------------------------|---|
|                       | <b>% of junior hourly rate</b> |                                    |   |
|                       | <b>140%</b>                    | <b>155%</b>                        | <b>175%</b>                               |
|                       | <b>\$</b>                      | <b>\$</b>                          | <b>\$</b>                                 |
| <b>Level 1—Year 1</b> |                                |                                    |   |
| Under 16 years        | 13.29                          | 14.71                              | 16.61                                     |
| 16 years              | 14.76                          | 16.34                              | 18.45                                     |
| 17 years              | 17.71                          | 19.61                              | 22.14                                     |
| 18 years              | 20.66                          | 22.88                              | 25.83                                     |
| 19 years              | 23.62                          | 26.15                              | 29.52                                     |
| 20 years              | 26.57                          | 29.42                              | 33.22                                     |
| <b>Level 1—Year 2</b> |                                |                                    |   |
| Under 16 years        | 13.94                          | 15.44                              | 17.43                                     |
| 16 years              | 15.50                          | 17.16                              | 19.37                                     |
| 17 years              | 18.59                          | 20.58                              | 23.24                                     |
| 18 years              | 21.69                          | 24.01                              | 27.11                                     |
| 19 years              | 24.79                          | 27.45                              | 30.99                                     |
| 20 years              | 27.89                          | 30.88                              | 34.86                                     |
| <b>Level 1—Year 3</b> |                                |                                    |   |
| Under 16 years        | 14.38                          | 15.92                              | 17.97                                     |
| 16 years              | 15.97                          | 17.69                              | 19.97                                     |

|   | <b>Afternoon and<br/>Night</b> | <b>Permanent<br/>night<sup>1</sup></b> | <b>Saturday,<br/>Sunday or<br/>Public holiday</b> |
|---|--------------------------------|--|---|
|   | <b>% of junior hourly rate</b> |  |   |
|   | <b>140%</b>                    | <b>155%</b>                            | <b>175%</b>                                       |
|   | <b>\$</b>                      | <b>\$</b>                              | <b>\$</b>   |
| 17 years  | 19.17                          | 21.22                                  | 23.96   |
| 18 years  | 22.37                          | 24.77                                  | 27.97   |
| 19 years  | 25.56                          | 28.30                                  | 31.96   |
| 20 years  | 28.76                          | 31.84                                  | 35.95   |
| <b>Level 2—Year 1</b>                               |                                |  |   |
| Under 16 years                                      | 14.55                          | 16.10                                  | 18.18   |
| 16 years  | 16.17                          | 17.90                                  | 20.21   |
| 17 years  | 19.40                          | 21.48                                  | 24.26   |
| 18 years  | 22.64                          | 25.06                                  | 28.30   |
| 19 years  | 25.87                          | 28.64                                  | 32.34   |
| 20 years  | 29.11                          | 32.22                                  | 36.38   |
| <b>Level 2—Year 2</b>                               |                                |  |   |
| Under 16 years                                      | 14.83                          | 16.41                                  | 18.53   |
| 16 years  | 16.46                          | 18.23                                  | 20.58   |
| 17 years  | 19.75                          | 21.87                                  | 24.69   |
| 18 years  | 23.06                          | 25.53                                  | 28.82   |
| 19 years  | 26.35                          | 29.17                                  | 32.94   |
| 20 years  | 29.64                          | 32.81                                  | 37.05   |
| <b>Level 3</b>                                      |                                |  |   |
| Under 16 years                                      | 15.37                          | 17.02                                  | 19.22   |
| 16 years  | 17.08                          | 18.91                                  | 21.35   |
| 17 years  | 20.50                          | 22.69                                  | 25.62   |
| 18 years  | 23.90                          | 26.46                                  | 29.87   |
| 19 years  | 27.31                          | 30.24                                  | 34.14   |
| 20 years  | 30.73                          | 34.02                                  | 38.41   |
| <b>Call centre principal<br/>contact specialist</b> |                                |  |   |
| Under 16 years                                      | 15.47                          | 17.13                                  | 19.34   |
| 16 years  | 17.19                          | 19.03                                  | 21.49   |
| 17 years  | 20.64                          | 22.85                                  | 25.80   |

|  | <b>Afternoon and Night</b>     | <b>Permanent night<sup>1</sup></b> | <b>Saturday, Sunday or Public holiday</b> |
|--|--------------------------------|------------------------------------|---|
|  | <b>% of junior hourly rate</b> |                                    |   |
|  | <b>140%</b>                    | <b>155%</b>                        | <b>175%</b>                               |
|  | <b>\$</b>                      | <b>\$</b>                          | <b>\$</b>                                 |
| 18 years                               | 24.08                          | 26.66                              | 30.10                                     |
| 19 years                               | 27.51                          | 30.46                              | 34.39                                     |
| 20 years                               | 30.95                          | 34.27                              | 38.69                                     |
| <b>Level 4</b>                         |                                |                                    |   |
| Under 16 years                         | 16.14                          | 17.87                              | 20.18                                     |
| 16 years                               | 17.93                          | 19.86                              | 22.42                                     |
| 17 years                               | 21.52                          | 23.82                              | 26.90                                     |
| 18 years                               | 25.10                          | 27.79                              | 31.38                                     |
| 19 years                               | 28.69                          | 31.76                              | 35.86                                     |
| 20 years                               | 32.27                          | 35.73                              | 40.34                                     |
| <b>Level 5</b>                         |                                |                                    |   |
| Under 16 years                         | 16.80                          | 18.60                              | 21.00                                     |
| 16 years                               | 18.66                          | 20.66                              | 23.33                                     |
| 17 years                               | 22.39                          | 24.78                              | 27.98                                     |
| 18 years                               | 26.12                          | 28.92                              | 32.66                                     |
| 19 years                               | 29.85                          | 33.05                              | 37.31                                     |
| 20 years                               | 33.59                          | 37.18                              | 41.98                                     |
| <b>Call centre technical associate</b> |                                |                                    |   |
| Under 16 years                         | 18.40                          | 20.37                              | 23.00                                     |
| 16 years                               | 20.44                          | 22.63                              | 25.55                                     |
| 17 years                               | 24.53                          | 27.16                              | 30.66                                     |
| 18 years                               | 28.62                          | 31.68                              | 35.77                                     |
| 19 years                               | 32.70                          | 36.21                              | 40.88                                     |
| 20 years                               | 36.79                          | 40.73                              | 45.99                                     |

16. By deleting the amount “\$862.50” appearing in clause C.1.1 and inserting “\$877.60”.

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

| <b>Allowance</b>    | <b>Clause</b> | <b>% of<br/>standard rate</b> | <b>\$</b> | <b>Payable</b> |
|---------------------|---------------|-------------------------------|-----------|----------------|
| First aid allowance | 19.2(b)       | 1.5%                          | 13.16     | per week       |

B. This determination comes into operation on 1 November 2020. In accordance with s.286(5) of the *Fair Work Act 2009* 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 November 2020.

PRESIDENT