



DETERMINATION

Fair Work Act 2009
s 285—Annual wage review

Annual Wage Review 2022–23
(C2023/1)

TELECOMMUNICATIONS SERVICES AWARD 2020
[MA000041]

Telecommunications services

JUSTICE HATCHER, PRESIDENT
VICE PRESIDENT CATANZARITI
VICE PRESIDENT ASBURY
DEPUTY PRESIDENT HAMPTON
MS LABINE-ROMAIN
PROFESSOR BAIRD
MR CULLY

SYDNEY, 20 JUNE 2023

Annual Wage Review 2022–23.

A. Further to the decision issued by the Expert Panel in the Annual Wage Review 2022–23 on 2 June 2023 [[\[2023\] FWC FB 3500](#)], the above award is varied as follows:

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

Employee classification	Minimum weekly rate (full-time employees)	Minimum hourly rate
	\$	\$
Customer Contact Trainee	914.90	24.08
Customer Contact Officer Level 1	945.00	24.87
Customer Contact Officer Level 2	995.00	26.18
Principal Customer Contact Specialist	1048.40	27.59
Customer Contact Team Leader	1085.60	28.57
Principal Customer Contact Leader	1164.10	30.63

2. By deleting the table appearing in clause 15.1(b) and inserting the following:

Employee classification	Minimum weekly rate (full-time employees)	Minimum hourly rate
	\$	\$
Clerical and Administration Level 1	914.90	24.08
Clerical and Administration Level 2	945.00	24.87
Clerical and Administration Level 3	995.00	26.18
Clerical and Administration Level 4	1085.60	28.57
Clerical and Administration Level 5	1164.10	30.63

3. By deleting the table appearing in clause 15.1(c) and inserting the following:

Employee classification	Minimum weekly rate (full-time employees)	Minimum hourly rate
	\$	\$
Telecommunications Trainee	914.90	24.08
Telecommunications Technical Employee	995.00	26.18
Telecommunications Technician	1056.40	27.80
Advanced Telecommunications Technician	1085.60	28.57
Principal Telecommunications Technician	1164.10	30.63
Telecommunications Associate	1257.90	33.10

4. By deleting the year “2022” in clause 15.6(b) and inserting “2023”.
5. By deleting the amount “\$18.82” appearing in clause 18.2(a) and inserting “\$19.90”.
6. By deleting the table appearing in clause 18.3(b) and inserting the following:

In charge of	\$ per week
3–10 employees	43.68
11–20 employees	65.07
more than 20 employees	83.68

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

Employee classification	Ordinary hours	Saturday – before 7.00 am or after 1.00 pm & Sunday – all day	Public holidays
	% of ordinary hourly rate¹		
	100%	150%	250%
	\$	\$	\$
Customer Contact Trainee	24.08	36.12	60.20
Customer Contact Officer Level 1	24.87	37.31	62.18
Customer Contact Officer Level 2	26.18	39.27	65.45
Principal Customer Contact Specialist	27.59	41.39	68.98
Customer Contact Team Leader	28.57	42.86	71.43
Principal Customer Contact Leader	30.63	45.95	76.58
Clerical and Administration Level 1	24.08	36.12	60.20
Clerical and Administration Level 2	24.87	37.31	62.18
Clerical and Administration Level 3	26.18	39.27	65.45
Clerical and Administration Level 4	28.57	42.86	71.43
Clerical and Administration Level 5	30.63	45.95	76.58
Telecommunications Trainee	24.08	36.12	60.20
Telecommunications Technical Employee	26.18	39.27	65.45
Telecommunications Technician	27.80	41.70	69.50
Advanced Telecommunications Technician	28.57	42.86	71.43
Principal Telecommunications Technician	30.63	45.95	76.58
Telecommunications Associate	33.10	49.65	82.75

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

Employee classification	Ordinary hours	Afternoon & night shift	Permanent night shift	Saturday – before 7.00 am or after 1.00 pm & Sunday – all day	Public holidays – afternoon & night shifts
	% of ordinary hourly rate¹				
	100%	115%	130%	150%	200%
	\$	\$	\$	\$	\$
Customer Contact Trainee	24.08	27.69	31.30	36.12	48.16
Customer Contact Officer Level 1	24.87	28.60	32.33	37.31	49.74
Customer Contact Officer Level 2	26.18	30.11	34.03	39.27	52.36
Principal Customer Contact Specialist	27.59	31.73	35.87	41.39	55.18
Customer Contact Team Leader	28.57	32.86	37.14	42.86	57.14
Principal Customer Contact Leader	30.63	35.22	39.82	45.95	61.26
Clerical and Administration Level 1	24.08	27.69	31.30	36.12	48.16
Clerical and Administration Level 2	24.87	28.60	32.33	37.31	49.74
Clerical and Administration Level 3	26.18	30.11	34.03	39.27	52.36
Clerical and Administration Level 4	28.57	32.86	37.14	42.86	57.14
Clerical and Administration Level 5	30.63	35.22	39.82	45.95	61.26
Telecommunications Trainee	24.08	27.69	31.30	36.12	48.16
Telecommunications Technical Employee	26.18	30.11	34.03	39.27	52.36
Telecommunications Technician	27.80	31.97	36.14	41.70	55.60
Advanced Telecommunications Technician	28.57	32.86	37.14	42.86	57.14
Principal Telecommunications Technician	30.63	35.22	39.82	45.95	61.26
Telecommunications Associate	33.10	38.07	43.03	49.65	66.20

9. By deleting the table appearing in clause B.2.3 and inserting the following:

Employee classification	Monday to Sunday – first 3 hours	Monday to Sunday – after 3 hours	Public holidays (day work)	Public holidays (afternoon and night shifts)
	% of ordinary hourly rate¹			
	150%	200%	250%	200%
	\$	\$	\$	\$
Customer Contact Trainee	36.12	48.16	60.20	48.16
Customer Contact Officer Level 1	37.31	49.74	62.18	49.74
Customer Contact Officer Level 2	39.27	52.36	65.45	52.36
Principal Customer Contact Specialist	41.39	55.18	68.98	55.18
Customer Contact Team Leader	42.86	57.14	71.43	57.14
Principal Customer Contact Leader	45.95	61.26	76.58	61.26
Clerical and Administration Level 1	36.12	48.16	60.20	48.16
Clerical and Administration Level 2	37.31	49.74	62.18	49.74
Clerical and Administration Level 3	39.27	52.36	65.45	52.36
Clerical and Administration Level 4	42.86	57.14	71.43	57.14
Clerical and Administration Level 5	45.95	61.26	76.58	61.26
Telecommunications Trainee	36.12	48.16	60.20	48.16
Telecommunications Technical Employee	39.27	52.36	65.45	52.36
Telecommunications Technician	41.70	55.60	69.50	55.60
Advanced Telecommunications Technician	42.86	57.14	71.43	57.14
Principal Telecommunications Technician	45.95	61.26	76.58	61.26
Telecommunications Associate	49.65	66.20	82.75	66.20

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

Employee classification	Ordinary hours	Saturday – before 7.00 am or after 1.00 pm & Sunday – all day	Public holidays
	% of ordinary hourly rate ¹		
	125%	175%	275%
	\$	\$	\$
Customer Contact Trainee	30.10	42.14	66.22
Customer Contact Officer Level 1	31.09	43.52	68.39
Customer Contact Officer Level 2	32.73	45.82	72.00
Principal Customer Contact Specialist	34.49	48.28	75.87
Customer Contact Team Leader	35.71	50.00	78.57
Principal Customer Contact Leader	38.29	53.60	84.23
Clerical and Administration Level 1	30.10	42.14	66.22
Clerical and Administration Level 2	31.09	43.52	68.39
Clerical and Administration Level 3	32.73	45.82	72.00
Clerical and Administration Level 4	35.71	50.00	78.57
Clerical and Administration Level 5	38.29	53.60	84.23
Telecommunications Trainee	30.10	42.14	66.22
Telecommunications Technical Employee	32.73	45.82	72.00
Telecommunications Technician	34.75	48.65	76.45
Advanced Telecommunications Technician	35.71	50.00	78.57
Principal Telecommunications Technician	38.29	53.60	84.23
Telecommunications Associate	41.38	57.93	91.03

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

Employee classification	Ordinary hours	Afternoon & night shift	Permanent night shift	Saturday – before 7.00 am or after 1.00 pm & Sunday – all day	Public holidays – afternoon & night shift
	% of ordinary hourly rate¹				
	125%	140%	155%	175%	225%
	\$	\$	\$	\$	\$
Customer Contact Trainee	30.10	33.71	37.32	42.14	54.18
Customer Contact Officer Level 1	31.09	34.82	38.55	43.52	55.96
Customer Contact Officer Level 2	32.73	36.65	40.58	45.82	58.91
Principal Customer Contact Specialist	34.49	38.63	42.76	48.28	62.08
Customer Contact Team Leader	35.71	40.00	44.28	50.00	64.28
Principal Customer Contact Leader	38.29	42.88	47.48	53.60	68.92
Clerical and Administration Level 1	30.10	33.71	37.32	42.14	54.18
Clerical and Administration Level 2	31.09	34.82	38.55	43.52	55.96
Clerical and Administration Level 3	32.73	36.65	40.58	45.82	58.91
Clerical and Administration Level 4	35.71	40.00	44.28	50.00	64.28
Clerical and Administration Level 5	38.29	42.88	47.48	53.60	68.92
Telecommunications Trainee	30.10	33.71	37.32	42.14	54.18
Telecommunications Technical Employee	32.73	36.65	40.58	45.82	58.91
Telecommunications Technician	34.75	38.92	43.09	48.65	62.55
Advanced Telecommunications Technician	35.71	40.00	44.28	50.00	64.28

Employee classification	Ordinary hours	Afternoon & night shift	Permanent night shift	Saturday – before 7.00 am or after 1.00 pm & Sunday – all day	Public holidays – afternoon & night shift
	% of ordinary hourly rate¹				
	125%	140%	155%	175%	225%
	\$	\$	\$	\$	\$
Principal Telecommunications Technician	38.29	42.88	47.48	53.60	68.92
Telecommunications Associate	41.38	46.34	51.31	57.93	74.48

12. By deleting the amount “\$940.90” appearing in clause C.1.1 and inserting “\$995.00”.
13. By deleting the table appearing in clause C.1.1 and inserting the following:

Allowance	Clause	% of standard rate	\$	Payable
First aid allowance	18.2(a)	2.0	19.90	per week
Team leader/leading hand allowance—in charge of 3–10 employees ¹	18.3(b)	4.39	43.68	per week
Team leader/leading hand allowance—in charge of 11–20 employees ¹	18.3(b)	6.54	65.07	per week
Team leader/leading hand allowance—in charge of more than 20 employees ¹	18.3(b)	8.41	83.68	per week

B. This determination comes into operation on 1 July 2023. 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 July 2023.



PRESIDENT

Printed by authority of the Commonwealth Government Printer