



# DRAFT DETERMINATION

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

**Annual Wage Review 2023–24**  
(C2024/1)

**CONTRACT CALL CENTRES AWARD 2020**  
[MA000023]

Contract call centre industry

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

SYDNEY, XX JUNE 2024

*Annual Wage Review 2023–24.*

A. Further to the decision issued by the Expert Panel in the Annual Wage Review 2023–24 on 3 June 2024 [[2024] FWCFB 3500], the above award is varied as follows:

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

<b>Classification</b>	<b>Minimum weekly rate (full-time employee)</b>	<b>Minimum hourly rate</b>
	<b>\$</b>	<b>\$</b>
Customer Contact Trainee	949.20	24.98
Clerical and Administration Officer Level 1	949.20	24.98
Customer Contact Officer Level 1	980.40	25.80
Clerical and Administration Officer Level 2	980.40	25.80
Customer Contact Officer Level 2	1032.30	27.17
Clerical and Administration Officer Level 3	1032.30	27.17
Principal Customer Contact Specialist	1098.00	28.89

<b>Classification</b>	<b>Minimum weekly rate</b>	<b>Minimum hourly rate</b>
	<b>(full-time employee)</b>	
	<b>\$</b>	<b>\$</b>
Customer Contact Team Leader	1126.30	29.64
Clerical and Administration Officer Level 4	1126.30	29.64
Principal Customer Contact Leader	1207.80	31.78
Clerical and Administration Officer Level 5	1207.80	31.78
Contract Call Centre Industry Technical Associate	1305.20	34.35

2. By deleting the year “2023” in clause 15.6(b) and inserting “2024”.
3. By deleting the amount “\$19.30” appearing in clause 18.2(a) and inserting “\$20.03”.
4. By deleting the table appearing in clause B.1.1 and inserting the following:

	<b>Monday to Friday</b>		<b>Saturday</b>	<b>Sunday</b>		<b>Public holiday<sup>1</sup></b>
	<b>Within spread of ordinary hours</b>	<b>Outside spread of ordinary hours<sup>1</sup></b>		<b>7 am–7 pm</b>	<b>12 am–7 pm &amp; 7 pm–12 am</b>	
	<b>% of minimum hourly rate</b>					
	<b>100%</b>	<b>125%</b>	<b>125%</b>	<b>150%</b>	<b>175%</b>	<b>250%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Customer Contact Trainee	24.98	31.23	31.23	37.47	43.72	62.45
Clerical and Administration Officer Level 1	24.98	31.23	31.23	37.47	43.72	62.45
Customer Contact Officer Level 1	25.80	32.25	32.25	38.70	45.15	64.50
Clerical and Administration Officer Level 2	25.80	32.25	32.25	38.70	45.15	64.50
Customer Contact Officer Level 2	27.17	33.96	33.96	40.76	47.55	67.93
Clerical and Administration Officer Level 3	27.17	33.96	33.96	40.76	47.55	67.93

	Monday to Friday		Saturday	Sunday		Public holiday <sup>1</sup>
	Within spread of ordinary hours	Outside spread of ordinary hours <sup>1</sup>		7 am–7 pm	12 am–7 pm & 7 pm–12 am	
	<b>% of minimum hourly rate</b>					
	<b>100%</b>	<b>125%</b>	<b>125%</b>	<b>150%</b>	<b>175%</b>	<b>250%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Principal Customer Contact Specialist	28.89	36.11	36.11	43.34	50.56	72.23
Customer Contact Team Leader	29.64	37.05	37.05	44.46	51.87	74.10
Clerical and Administration Officer Level 4	29.64	37.05	37.05	44.46	51.87	74.10
Principal Customer Contact Leader	31.78	39.73	39.73	47.67	55.62	79.45
Clerical and Administration Officer Level 5	31.78	39.73	39.73	47.67	55.62	79.45
Contract Call Centre Industry Technical Associate	34.35	42.94	42.94	51.53	60.11	85.88

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

	Ordinary hours	Afternoon and night shift	Permanent night shift <sup>1</sup>	Public holiday
	<b>% of minimum hourly rate</b>			
	<b>100%</b>	<b>115%</b>	<b>130%</b>	<b>200%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Customer Contact Trainee	24.98	28.73	32.47	49.96
Clerical and Administration Officer Level 1	24.98	28.73	32.47	49.96
Customer Contact Officer Level 1	25.80	29.67	33.54	51.60
Clerical and Administration Officer Level 2	25.80	29.67	33.54	51.60

	<b>Ordinary hours</b>	<b>Afternoon and night shift</b>	<b>Permanent night shift<sup>1</sup></b>	<b>Public holiday</b>
	<b>% of minimum hourly rate</b>			
	<b>100%</b>	<b>115%</b>	<b>130%</b>	<b>200%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Customer Contact Officer Level 2	27.17	31.25	35.32	54.34
Clerical and Administration Officer Level 3	27.17	31.25	35.32	54.34
Principal Customer Contact Specialist	28.89	33.22	37.56	57.78
Customer Contact Team Leader	29.64	34.09	38.53	59.28
Clerical and Administration Officer Level 4	29.64	34.09	38.53	59.28
Principal Customer Contact Leader	31.78	36.55	41.31	63.56
Clerical and Administration Officer Level 5	31.78	36.55	41.31	63.56
Contract Call Centre Industry Technical Associate	34.35	39.50	44.66	68.70

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

	<b>All employees</b>			<b>Other than shiftworker</b>	<b>Afternoon or night shiftworker</b>
	<b>Monday to Saturday</b>		<b>Sunday</b>	<b>Public holiday – day work</b>	<b>Public holiday</b>
	<b>First 3 hours</b>	<b>After 3 hours</b>			
	<b>% of minimum hourly rate</b>				
	<b>150%</b>	<b>200%</b>	<b>200%</b>	<b>250%</b>	<b>200%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Customer Contact Trainee	37.47	49.96	49.96	62.45	49.96
Clerical and Administration Officer Level 1	37.47	49.96	49.96	62.45	49.96

	All employees			Other than shiftworker	Afternoon or night shiftworker
	Monday to Saturday		Sunday	Public holiday – day work	Public holiday
	First 3 hours	After 3 hours			
	% of minimum hourly rate				
	150%	200%	200%	250%	200%
	\$	\$	\$	\$	\$
Customer Contact Officer Level 1	38.70	51.60	51.60	64.50	51.60
Clerical and Administration Officer Level 2	38.70	51.60	51.60	64.50	51.60
Customer Contact Officer Level 2	40.76	54.34	54.34	67.93	54.34
Clerical and Administration Officer Level 3	40.76	54.34	54.34	67.93	54.34
Principal Customer Contact Specialist	43.34	57.78	57.78	72.23	57.78
Customer Contact Team Leader	44.46	59.28	59.28	74.10	59.28
Clerical and Administration Officer Level 4	44.46	59.28	59.28	74.10	59.28
Principal Customer Contact Leader	47.67	63.56	63.56	79.45	63.56
Clerical and Administration Officer Level 5	47.67	63.56	63.56	79.45	63.56
Contract Call Centre Industry Technical Associate	51.53	68.70	68.70	85.88	68.70

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

	Monday to Friday		Saturday	Sunday		Public holiday <sup>1</sup>
	Within spread of ordinary hours	Outside spread of ordinary hours <sup>1</sup>		7 am—7 pm	12 am—7 pm & 7 pm—12 am	
	<b>% of minimum hourly rate</b>					
	<b>125%</b>	<b>150%</b>	<b>150%</b>	<b>175%</b>	<b>200%</b>	<b>275%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Customer Contact Trainee	31.23	37.47	37.47	43.72	49.96	68.70
Clerical and Administration Officer Level 1	31.23	37.47	37.47	43.72	49.96	68.70
Customer Contact Officer Level 1	32.25	38.70	38.70	45.15	51.60	70.95
Clerical and Administration Officer Level 2	32.25	38.70	38.70	45.15	51.60	70.95
Customer Contact Officer Level 2	33.96	40.76	40.76	47.55	54.34	74.72
Clerical and Administration Officer Level 3	33.96	40.76	40.76	47.55	54.34	74.72
Principal Customer Contact Specialist	36.11	43.34	43.34	50.56	57.78	79.45
Customer Contact Team Leader	37.05	44.46	44.46	51.87	59.28	81.51
Clerical and Administration Officer Level 4	37.05	44.46	44.46	51.87	59.28	81.51
Principal Customer Contact Leader	39.73	47.67	47.67	55.62	63.56	87.40
Clerical and Administration Officer Level 5	39.73	47.67	47.67	55.62	63.56	87.40
Contract Call Centre Industry Technical Associate	42.94	51.53	51.53	60.11	68.70	94.46

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

	<b>Ordinary hours</b>	<b>Afternoon and night shift</b>	<b>Permanent night shift<sup>1</sup></b>	<b>Public holiday</b>
	<b>% of minimum hourly rate</b>			
	<b>125%</b>	<b>140%</b>	<b>155%</b>	<b>225%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Customer Contact Trainee	31.23	34.97	38.72	56.21
Clerical and Administration Officer Level 1	31.23	34.97	38.72	56.21
Customer Contact Officer Level 1	32.25	36.12	39.99	58.05
Clerical and Administration Officer Level 2	32.25	36.12	39.99	58.05
Customer Contact Officer Level 2	33.96	38.04	42.11	61.13
Clerical and Administration Officer Level 3	33.96	38.04	42.11	61.13
Principal Customer Contact Specialist	36.11	40.45	44.78	65.00
Customer Contact Team Leader	37.05	41.50	45.94	66.69
Clerical and Administration Officer Level 4	37.05	41.50	45.94	66.69
Principal Customer Contact Leader	39.73	44.49	49.26	71.51
Clerical and Administration Officer Level 5	39.73	44.49	49.26	71.51
Contract Call Centre Industry Technical Associate	42.94	48.09	53.24	77.29

9. By deleting the amount “\$995.00” appearing in clause C.1.1 and inserting “\$1032.30”.

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

<b>Allowance</b>	<b>Clause</b>	<b>% of standard rate</b>	<b>\$</b>	<b>Payable</b>
First aid allowance	18.2(a)	1.94	20.03	per week

B. This determination comes into operation on 1 July 2024. In accordance with s 286(5) of the *Fair Work Act 2009* (Cth) this determination does not take effect in relation to a particular employee until the start of the employee’s first full pay period that starts on or after 1 July 2024.

PRESIDENT