



# DRAFT DETERMINATION

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

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

**TELECOMMUNICATIONS SERVICES AWARD 2020**  
[MA000041]

Telecommunications services

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(a) and inserting the following:

<b>Employee classification</b>	<b>Minimum weekly rate (full-time employees)</b>	<b>Minimum hourly rate</b>
	<b>\$</b>	<b>\$</b>
Customer Contact Trainee	949.20	24.98
Customer Contact Officer Level 1	980.40	25.80
Customer Contact Officer Level 2	1032.30	27.17
Principal Customer Contact Specialist	1087.70	28.62
Customer Contact Team Leader	1126.30	29.64
Principal Customer Contact Leader	1207.80	31.78

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

<b>Employee classification</b>	<b>Minimum weekly rate (full-time employees)</b>	<b>Minimum hourly rate</b>
	<b>\$</b>	<b>\$</b>
Clerical and Administration Level 1	949.20	24.98
Clerical and Administration Level 2	980.40	25.80
Clerical and Administration Level 3	1032.30	27.17
Clerical and Administration Level 4	1126.30	29.64
Clerical and Administration Level 5	1207.80	31.78

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

<b>Employee classification</b>	<b>Minimum weekly rate (full-time employees)</b>	<b>Minimum hourly rate</b>
	<b>\$</b>	<b>\$</b>
Telecommunications Trainee	949.20	24.98
Telecommunications Technical Employee	1032.30	27.17
Telecommunications Technician	1096.00	28.84
Advanced Telecommunications Technician	1126.30	29.64
Principal Telecommunications Technician	1207.80	31.78
Telecommunications Associate	1305.10	34.34

4. By deleting the year “2023” in clause 15.6(b) and inserting “2024”.
5. By deleting the amount “\$19.90” appearing in clause 18.2(a) and inserting “\$20.65”.
6. By deleting the table appearing in clause 18.3(b) and inserting the following:

<b>In charge of</b>	<b>\$ per week</b>
3–10 employees	45.32
11–20 employees	67.51
more than 20 employees	86.82

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

<b>Employee classification</b>	<b>Ordinary hours</b>	<b>Saturday – before 7.00 am or after 1.00 pm &amp; Sunday – all day</b>	<b>Public holidays</b>
	<b>% of ordinary hourly rate<sup>1</sup></b>		
	<b>100%</b>	<b>150%</b>	<b>250%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>
Customer Contact Trainee	24.98	37.47	62.45
Customer Contact Officer Level 1	25.80	38.70	64.50
Customer Contact Officer Level 2	27.17	40.76	67.93
Principal Customer Contact Specialist	28.62	42.93	71.55
Customer Contact Team Leader	29.64	44.46	74.10
Principal Customer Contact Leader	31.78	47.67	79.45
Clerical and Administration Level 1	24.98	37.47	62.45
Clerical and Administration Level 2	25.80	38.70	64.50
Clerical and Administration Level 3	27.17	40.76	67.93
Clerical and Administration Level 4	29.64	44.46	74.10
Clerical and Administration Level 5	31.78	47.67	79.45
Telecommunications Trainee	24.98	37.47	62.45
Telecommunications Technical Employee	27.17	40.76	67.93
Telecommunications Technician	28.84	43.26	72.10
Advanced Telecommunications Technician	29.64	44.46	74.10
Principal Telecommunications Technician	31.78	47.67	79.45
Telecommunications Associate	34.34	51.51	85.85

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

<b>Employee classification</b>	<b>Ordinary hours</b>	<b>Afternoon &amp; night shift</b>	<b>Permanent night shift</b>	<b>Saturday – before 7.00 am or after 1.00 pm &amp; Sunday – all day</b>	<b>Public holidays – afternoon &amp; night shifts</b>
	<b>% of ordinary hourly rate<sup>1</sup></b>				
	<b>100%</b>	<b>115%</b>	<b>130%</b>	<b>150%</b>	<b>200%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Customer Contact Trainee	24.98	28.73	32.47	37.47	49.96
Customer Contact Officer Level 1	25.80	29.67	33.54	38.70	51.60
Customer Contact Officer Level 2	27.17	31.25	35.32	40.76	54.34
Principal Customer Contact Specialist	28.62	32.91	37.21	42.93	57.24
Customer Contact Team Leader	29.64	34.09	38.53	44.46	59.28
Principal Customer Contact Leader	31.78	36.55	41.31	47.67	63.56
Clerical and Administration Level 1	24.98	28.73	32.47	37.47	49.96
Clerical and Administration Level 2	25.80	29.67	33.54	38.70	51.60
Clerical and Administration Level 3	27.17	31.25	35.32	40.76	54.34
Clerical and Administration Level 4	29.64	34.09	38.53	44.46	59.28
Clerical and Administration Level 5	31.78	36.55	41.31	47.67	63.56
Telecommunications Trainee	24.98	28.73	32.47	37.47	49.96
Telecommunications Technical Employee	27.17	31.25	35.32	40.76	54.34
Telecommunications Technician	28.84	33.17	37.49	43.26	57.68
Advanced Telecommunications Technician	29.64	34.09	38.53	44.46	59.28
Principal Telecommunications Technician	31.78	36.55	41.31	47.67	63.56
Telecommunications Associate	34.34	39.49	44.64	51.51	68.68

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

<b>Employee classification</b>	<b>Monday to Sunday – first 3 hours</b>	<b>Monday to Sunday – after 3 hours</b>	<b>Public holidays (day work)</b>	<b>Public holidays (afternoon and night shifts)</b>
	<b>% of ordinary hourly rate<sup>1</sup></b>			
	<b>150%</b>	<b>200%</b>	<b>250%</b>	<b>200%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Customer Contact Trainee	37.47	49.96	62.45	49.96
Customer Contact Officer Level 1	38.70	51.60	64.50	51.60
Customer Contact Officer Level 2	40.76	54.34	67.93	54.34
Principal Customer Contact Specialist	42.93	57.24	71.55	57.24
Customer Contact Team Leader	44.46	59.28	74.10	59.28
Principal Customer Contact Leader	47.67	63.56	79.45	63.56
Clerical and Administration Level 1	37.47	49.96	62.45	49.96
Clerical and Administration Level 2	38.70	51.60	64.50	51.60
Clerical and Administration Level 3	40.76	54.34	67.93	54.34
Clerical and Administration Level 4	44.46	59.28	74.10	59.28
Clerical and Administration Level 5	47.67	63.56	79.45	63.56
Telecommunications Trainee	37.47	49.96	62.45	49.96
Telecommunications Technical Employee	40.76	54.34	67.93	54.34
Telecommunications Technician	43.26	57.68	72.10	57.68
Advanced Telecommunications Technician	44.46	59.28	74.10	59.28
Principal Telecommunications Technician	47.67	63.56	79.45	63.56
Telecommunications Associate	51.51	68.68	85.85	68.68

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

<b>Employee classification</b>	<b>Ordinary hours</b>	<b>Saturday – before 7.00 am or after 1.00 pm &amp; Sunday – all day</b>	<b>Public holidays</b>
	<b>% of ordinary hourly rate <sup>1</sup></b>		
	<b>125%</b>	<b>175%</b>	<b>275%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>
Customer Contact Trainee	31.23	43.72	68.70
Customer Contact Officer Level 1	32.25	45.15	70.95
Customer Contact Officer Level 2	33.96	47.55	74.72
Principal Customer Contact Specialist	35.78	50.09	78.71
Customer Contact Team Leader	37.05	51.87	81.51
Principal Customer Contact Leader	39.73	55.62	87.40
Clerical and Administration Level 1	31.23	43.72	68.70
Clerical and Administration Level 2	32.25	45.15	70.95
Clerical and Administration Level 3	33.96	47.55	74.72
Clerical and Administration Level 4	37.05	51.87	81.51
Clerical and Administration Level 5	39.73	55.62	87.40
Telecommunications Trainee	31.23	43.72	68.70
Telecommunications Technical Employee	33.96	47.55	74.72
Telecommunications Technician	36.05	50.47	79.31
Advanced Telecommunications Technician	37.05	51.87	81.51
Principal Telecommunications Technician	39.73	55.62	87.40
Telecommunications Associate	42.93	60.10	94.44

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

<b>Employee classification</b>	<b>Ordinary hours</b>	<b>Afternoon &amp; night shift</b>	<b>Permanent night shift</b>	<b>Saturday – before 7.00 am or after 1.00 pm &amp; Sunday – all day</b>	<b>Public holidays – afternoon &amp; night shift</b>
	<b>% of ordinary hourly rate<sup>1</sup></b>				
	<b>125%</b>	<b>140%</b>	<b>155%</b>	<b>175%</b>	<b>225%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Customer Contact Trainee	31.23	34.97	38.72	43.72	56.21
Customer Contact Officer Level 1	32.25	36.12	39.99	45.15	58.05
Customer Contact Officer Level 2	33.96	38.04	42.11	47.55	61.13
Principal Customer Contact Specialist	35.78	40.07	44.36	50.09	64.40
Customer Contact Team Leader	37.05	41.50	45.94	51.87	66.69
Principal Customer Contact Leader	39.73	44.49	49.26	55.62	71.51
Clerical and Administration Level 1	31.23	34.97	38.72	43.72	56.21
Clerical and Administration Level 2	32.25	36.12	39.99	45.15	58.05
Clerical and Administration Level 3	33.96	38.04	42.11	47.55	61.13
Clerical and Administration Level 4	37.05	41.50	45.94	51.87	66.69
Clerical and Administration Level 5	39.73	44.49	49.26	55.62	71.51
Telecommunications Trainee	31.23	34.97	38.72	43.72	56.21
Telecommunications Technical Employee	33.96	38.04	42.11	47.55	61.13
Telecommunications Technician	36.05	40.38	44.70	50.47	64.89
Advanced Telecommunications Technician	37.05	41.50	45.94	51.87	66.69

<b>Employee classification</b>	<b>Ordinary hours</b>	<b>Afternoon &amp; night shift</b>	<b>Permanent night shift</b>	<b>Saturday – before 7.00 am or after 1.00 pm &amp; Sunday – all day</b>	<b>Public holidays – afternoon &amp; night shift</b>
	<b>% of ordinary hourly rate<sup>1</sup></b>				
	<b>125%</b>	<b>140%</b>	<b>155%</b>	<b>175%</b>	<b>225%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Principal Telecommunications Technician	39.73	44.49	49.26	55.62	71.51
Telecommunications Associate	42.93	48.08	53.23	60.10	77.27

12. By deleting the amount “\$995.00” appearing in clause C.1.1 and inserting “\$1032.30”.
13. By deleting the table appearing in clause 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)	2.0	20.65	per week
Team leader/leading hand allowance—in charge of 3–10 employees <sup>1</sup>	18.3(b)	4.39	45.32	per week
Team leader/leading hand allowance—in charge of 11–20 employees <sup>1</sup>	18.3(b)	6.54	67.51	per week
Team leader/leading hand allowance—in charge of more than 20 employees <sup>1</sup>	18.3(b)	8.41	86.82	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