



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, 18 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 [[\[2024\] FWCFCB 3500](#)], the above award is varied as follows:

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

Classification	Minimum weekly rate (full-time employee)	Minimum hourly rate
	\$	\$
Customer Contact Trainee	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

Classification	Minimum weekly rate	Minimum hourly rate
	(full-time employee)	
	\$	\$
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:

	Monday to Friday		Saturday	Sunday		Public holiday¹
	Within spread of ordinary hours	Outside spread of ordinary hours¹		7 am–7 pm	12 am–7 pm & 7 pm–12 am	
	% of minimum hourly rate					
	100%	125%	125%	150%	175%	250%
	\$	\$	\$	\$	\$	\$
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 ¹
	Within spread of ordinary hours	Outside spread of ordinary hours ¹		7 am–7 pm	12 am–7 pm & 7 pm–12 am	
	% of minimum hourly rate					
	100%	125%	125%	150%	175%	250%
	\$	\$	\$	\$	\$	\$
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 ¹	Public holiday
	% of minimum hourly rate			
	100%	115%	130%	200%
	\$	\$	\$	\$
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

	Ordinary hours	Afternoon and night shift	Permanent night shift¹	Public holiday
	% of minimum hourly rate			
	100%	115%	130%	200%
	\$	\$	\$	\$
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:

	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 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 ¹
	Within spread of ordinary hours	Outside spread of ordinary hours ¹		7 am—7 pm	12 am—7 pm & 7 pm—12 am	
	% of minimum hourly rate					
	125%	150%	150%	175%	200%	275%
	\$	\$	\$	\$	\$	\$
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:

	Ordinary hours	Afternoon and night shift	Permanent night shift¹	Public holiday
	% of minimum hourly rate			
	125%	140%	155%	225%
	\$	\$	\$	\$
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:

Allowance	Clause	% of standard rate	\$	Payable
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

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