



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, 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 [[\[2024\] FWC 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 | 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:

| Employee classification | Minimum weekly rate (full-time employees) | Minimum hourly rate |
|-------------------------------------|--|--------------------------------|
| | \$ | \$ |
| 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:

| Employee classification | Minimum weekly rate (full-time employees) | Minimum hourly rate |
|---|--|--------------------------------|
| | \$ | \$ |
| 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:

| In charge of | \$ per week |
|------------------------|--------------------|
| 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:

| 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 | 24.98 | 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:

| 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 | 24.98 | 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:

| 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 | 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:

| 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 | 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:

| 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 | 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 |

| 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 | 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:

| Allowance | Clause | % of standard rate | \$ | Payable |
|---|---------------|---------------------------|-----------|----------------|
| First aid allowance | 18.2(a) | 2.0 | 20.65 | per week |
| Team leader/leading hand allowance—in charge of 3–10 employees ¹ | 18.3(b) | 4.39 | 45.32 | per week |
| Team leader/leading hand allowance—in charge of 11–20 employees ¹ | 18.3(b) | 6.54 | 67.51 | per week |
| Team leader/leading hand allowance—in charge of more than 20 employees ¹ | 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

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