



DRAFT DETERMINATION

Fair Work Act 2009
s.285—Annual wage review

Annual Wage Review 2020–21
(C2021/1)

CLERKS—PRIVATE SECTOR AWARD 2020
[MA000002]

Clerical industry

JUSTICE ROSS, PRESIDENT
VICE PRESIDENT CATANZARITI
DEPUTY PRESIDENT ASBURY
COMMISSIONER HAMPTON
MR FERGUSON
PROFESSOR WOODEN
MS LABINE-ROMAIN

MELBOURNE, XX JUNE 2021

Annual Wage Review 2020–21.

A. Further to the decision issued by the Expert Panel in the Annual Wage Review 2020–21 on 16 June 2021 [[2021] FWCFB 3500], the above award is varied as follows:

- By deleting the table appearing in clause 16.1 and inserting the following:

Column 1	Column 2	Column 3
Classification	Minimum weekly rate	Minimum hourly rate
	Full-time employees	
	\$	\$
Level 1—Year 1	821.40	21.62
Level 1—Year 2	862.10	22.69
Level 1—Year 3	889.00	23.39
Level 2—Year 1	899.50	23.67
Level 2—Year 2	916.20	24.11

Item A.2 was amended on 24 June 2021 to insert the correct date of reference to the National Training Wage in the Miscellaneous Award 2020

Column 1 Classification	Column 2 Minimum weekly rate Full-time employees	Column 3 Minimum hourly rate
	\$	\$
Level 3	950.10	25.00
Call centre principal customer contact specialist	956.80	25.18
Level 4	997.70	26.26
Level 5	1038.20	27.32
Call centre technical associate	1137.30	29.93

2. By deleting the words “1 November 2020” in clause 16.6(b) and inserting “1 July 2021”.
3. By deleting the amount “\$13.16” appearing in clause 19.2(b) and inserting “\$13.49”.
4. By deleting the table appearing in clause B.1.1 and inserting the following:

	Monday to Friday	Saturday	Sunday	Public holiday
	% of minimum hourly rate			
	100%	125%	200%	250%
	\$	\$	\$	\$
Level 1—Year 1	21.62	27.03	43.24	54.05
Level 1—Year 2	22.69	28.36	45.38	56.73
Level 1—Year 3	23.39	29.24	46.78	58.48
Level 2—Year 1	23.67	29.59	47.34	59.18
Level 2—Year 2	24.11	30.14	48.22	60.28
Level 3	25.00	31.25	50.00	62.50
Call centre principal customer contact specialist	25.18	31.48	50.36	62.95
Level 4	26.26	32.83	52.52	65.65
Level 5	27.32	34.15	54.64	68.30
Call centre technical associate	29.93	37.41	59.86	74.83

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

	Monday to Saturday		Sunday – all day	Public holiday
	first 2 hours	after 2 hours		
	% of minimum hourly rate			
	150%	200%	200%	250%
	\$	\$	\$	\$
Level 1—Year 1	32.43	43.24	43.24	54.05
Level 1—Year 2	34.04	45.38	45.38	56.73
Level 1—Year 3	35.09	46.78	46.78	58.48
Level 2—Year 1	35.51	47.34	47.34	59.18
Level 2—Year 2	36.17	48.22	48.22	60.28
Level 3	37.50	50.00	50.00	62.50
Call centre principal customer contact specialist	37.77	50.36	50.36	62.95
Level 4	39.39	52.52	52.52	65.65
Level 5	40.98	54.64	54.64	68.30
Call centre technical associate	44.90	59.86	59.86	74.83

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

	Afternoon and night	Permanent night¹	Saturday, Sunday or public holiday
	% of minimum hourly rate		
	115%	130%	150%
	\$	\$	\$
Level 1—Year 1	24.86	28.11	32.43
Level 1—Year 2	26.09	29.50	34.04
Level 1—Year 3	26.90	30.41	35.09
Level 2—Year 1	27.22	30.77	35.51
Level 2—Year 2	27.73	31.34	36.17
Level 3	28.75	32.50	37.50
Call centre principal customer contact specialist	28.96	32.73	37.77
Level 4	30.20	34.14	39.39
Level 5	31.42	35.52	40.98

	Afternoon and night	Permanent night¹	Saturday, Sunday or public holiday
	% of minimum hourly rate		
	115%	130%	150%
	\$	\$	\$
Call centre technical associate	34.42	38.91	44.90

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

	Monday to Friday				Saturday, Sunday or Public holiday
	in excess of ordinary daily hours		in excess of ordinary weekly hours		
	first 2 hours	after 2 hours	first 3 hours	after 3 hours	
	% of minimum hourly rate				
	150%	200%	150%	200%	200%
	\$	\$	\$	\$	\$
Level 1—Year 1	32.43	43.24	32.43	43.24	43.24
Level 1—Year 2	34.04	45.38	34.04	45.38	45.38
Level 1—Year 3	35.09	46.78	35.09	46.78	46.78
Level 2—Year 1	35.51	47.34	35.51	47.34	47.34
Level 2—Year 2	36.17	48.22	36.17	48.22	48.22
Level 3	37.50	50.00	37.50	50.00	50.00
Call centre principal customer contact specialist	37.77	50.36	37.77	50.36	50.36
Level 4	39.39	52.52	39.39	52.52	52.52
Level 5	40.98	54.64	40.98	54.64	54.64
Call centre technical associate	44.90	59.86	44.90	59.86	59.86

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

	Monday to Friday	Saturday	Sunday	Public holiday
	% of minimum hourly rate			
	125%	150%	225%	275%
	\$	\$	\$	\$
Level 1—Year 1	27.03	32.43	48.65	59.46
Level 1—Year 2	28.36	34.04	51.05	62.40
Level 1—Year 3	29.24	35.09	52.63	64.32
Level 2—Year 1	29.59	35.51	53.26	65.09
Level 2—Year 2	30.14	36.17	54.25	66.30
Level 3	31.25	37.50	56.25	68.75
Call centre principal customer contact specialist	31.48	37.77	56.66	69.25
Level 4	32.83	39.39	59.09	72.22
Level 5	34.15	40.98	61.47	75.13
Call centre technical associate	37.41	44.90	67.34	82.31

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

	Afternoon and night	Permanent night¹	Saturday, Sunday or public holiday
	% of minimum hourly rate		
	140%	155%	175%
	\$	\$	\$
Level 1—Year 1	30.27	33.51	37.84
Level 1—Year 2	31.77	35.17	39.71
Level 1—Year 3	32.75	36.25	40.93
Level 2—Year 1	33.14	36.69	41.42
Level 2—Year 2	33.75	37.37	42.19
Level 3	35.00	38.75	43.75
Call centre principal customer contact specialist	35.25	39.03	44.07
Level 4	36.76	40.70	45.96

	Afternoon and night	Permanent night¹	Saturday, Sunday or public holiday
	% of minimum hourly rate		
	140%	155%	175%
	\$	\$	\$
Level 5	38.25	42.35	47.81
Call centre technical associate	41.90	46.39	52.38

10. By deleting the table appearing in clause B.4.1 and inserting the following:

	Monday to Friday	Saturday	Sunday	Public holiday
	% of junior hourly rate			
	100%	125%	200%	250%
	\$	\$	\$	\$
Level 1—Year 1				
Under 16 years	9.73	12.16	19.46	24.33
16 years	10.81	13.51	21.62	27.03
17 years	12.97	16.21	25.94	32.43
18 years	15.13	18.91	30.26	37.83
19 years	17.29	21.61	34.58	43.23
20 years	19.45	24.31	38.90	48.63
Level 1—Year 2				
Under 16 years	10.21	12.76	20.42	25.53
16 years	11.34	14.18	22.68	28.35
17 years	13.61	17.01	27.22	34.03
18 years	15.88	19.85	31.76	39.70
19 years	18.15	22.69	36.30	45.38
20 years	20.42	25.53	40.84	51.05
Level 1—Year 3				
Under 16 years	10.53	13.16	21.06	26.33
16 years	11.70	14.63	23.40	29.25
17 years	14.04	17.55	28.08	35.10
18 years	16.38	20.48	32.76	40.95
19 years	18.72	23.40	37.44	46.80
20 years	21.06	26.33	42.12	52.65
Level 2—Year 1				
Under 16 years	10.65	13.31	21.30	26.63
16 years	11.84	14.80	23.68	29.60

	Monday to Friday	Saturday	Sunday	Public holiday
	% of junior hourly rate			
	100%	125%	200%	250%
	\$	\$	\$	\$
17 years	14.20	17.75	28.40	35.50
18 years	16.57	20.71	33.14	41.43
19 years	18.94	23.68	37.88	47.35
20 years	21.30	26.63	42.60	53.25
Level 2—Year 2				
Under 16 years	10.85	13.56	21.70	27.13
16 years	12.06	15.08	24.12	30.15
17 years	14.47	18.09	28.94	36.18
18 years	16.88	21.10	33.76	42.20
19 years	19.29	24.11	38.58	48.23
20 years	21.70	27.13	43.40	54.25
Level 3				
Under 16 years	11.25	14.06	22.50	28.13
16 years	12.50	15.63	25.00	31.25
17 years	15.00	18.75	30.00	37.50
18 years	17.50	21.88	35.00	43.75
19 years	20.00	25.00	40.00	50.00
20 years	22.50	28.13	45.00	56.25
Call centre principal customer contact specialist				
Under 16 years	11.33	14.16	22.66	28.33
16 years	12.59	15.74	25.18	31.48
17 years	15.11	18.89	30.22	37.78
18 years	17.63	22.04	35.26	44.08
19 years	20.14	25.18	40.28	50.35
20 years	22.66	28.33	45.32	56.65
Level 4				
Under 16 years	11.82	14.78	23.64	29.55
16 years	13.13	16.41	26.26	32.83
17 years	15.75	19.69	31.50	39.38
18 years	18.38	22.98	36.76	45.95
19 years	21.00	26.25	42.00	52.50
20 years	23.63	29.54	47.26	59.08
Level 5				
Under 16 years	12.29	15.36	24.58	30.73

	Monday to Friday	Saturday	Sunday	Public holiday
	% of junior hourly rate			
	100%	125%	200%	250%
	\$	\$	\$	\$
16 years	13.66	17.08	27.32	34.15
17 years	16.39	20.49	32.78	40.98
18 years	19.12	23.90	38.24	47.80
19 years	21.86	27.33	43.72	54.65
20 years	24.59	30.74	49.18	61.48
Call centre technical associate				
Under 16 years	13.47	16.84	26.94	33.68
16 years	14.96	18.70	29.92	37.40
17 years	17.96	22.45	35.92	44.90
18 years	20.95	26.19	41.90	52.38
19 years	23.94	29.93	47.88	59.85
20 years	26.94	33.68	53.88	67.35

11. By deleting the table appearing in clause B.4.2 and inserting the following:

	Monday to Saturday		Sunday – all day	Public holiday
	first 2 hours	after 2 hours		
	% of junior hourly rate			
	150%	200%	200%	250%
	\$	\$	\$	\$
Level 1—Year 1				
Under 16 years	14.60	19.46	19.46	24.33
16 years	16.22	21.62	21.62	27.03
17 years	19.46	25.94	25.94	32.43
18 years	22.70	30.26	30.26	37.83
19 years	25.94	34.58	34.58	43.23
20 years	29.18	38.90	38.90	48.63
Level 1—Year 2				
Under 16 years	15.32	20.42	20.42	25.53
16 years	17.01	22.68	22.68	28.35
17 years	20.42	27.22	27.22	34.03
18 years	23.82	31.76	31.76	39.70
19 years	27.23	36.30	36.30	45.38
20 years	30.63	40.84	40.84	51.05

	Monday to Saturday		Sunday – all day	Public holiday
	first 2 hours	after 2 hours		
	% of junior hourly rate			
	150%	200%	200%	250%
	\$	\$	\$	\$
Level 1—Year 3				
Under 16 years	15.80	21.06	21.06	26.33
16 years	17.55	23.40	23.40	29.25
17 years	21.06	28.08	28.08	35.10
18 years	24.57	32.76	32.76	40.95
19 years	28.08	37.44	37.44	46.80
20 years	31.59	42.12	42.12	52.65
Level 2—Year 1				
Under 16 years	15.98	21.30	21.30	26.63
16 years	17.76	23.68	23.68	29.60
17 years	21.30	28.40	28.40	35.50
18 years	24.86	33.14	33.14	41.43
19 years	28.41	37.88	37.88	47.35
20 years	31.95	42.60	42.60	53.25
Level 2—Year 2				
Under 16 years	16.28	21.70	21.70	27.13
16 years	18.09	24.12	24.12	30.15
17 years	21.71	28.94	28.94	36.18
18 years	25.32	33.76	33.76	42.20
19 years	28.94	38.58	38.58	48.23
20 years	32.55	43.40	43.40	54.25
Level 3				
Under 16 years	16.88	22.50	22.50	28.13
16 years	18.75	25.00	25.00	31.25
17 years	22.50	30.00	30.00	37.50
18 years	26.25	35.00	35.00	43.75
19 years	30.00	40.00	40.00	50.00
20 years	33.75	45.00	45.00	56.25
Call centre principal customer contact specialist				
Under 16 years	17.00	22.66	22.66	28.33
16 years	18.89	25.18	25.18	31.48
17 years	22.67	30.22	30.22	37.78
18 years	26.45	35.26	35.26	44.08
19 years	30.21	40.28	40.28	50.35

	Monday to Saturday		Sunday – all day	Public holiday
	first 2 hours	after 2 hours		
	% of junior hourly rate			
	150%	200%	200%	250%
	\$	\$	\$	\$
20 years	33.99	45.32	45.32	56.65
Level 4				
Under 16 years	17.73	23.64	23.64	29.55
16 years	19.70	26.26	26.26	32.83
17 years	23.63	31.50	31.50	39.38
18 years	27.57	36.76	36.76	45.95
19 years	31.50	42.00	42.00	52.50
20 years	35.45	47.26	47.26	59.08
Level 5				
Under 16 years	18.44	24.58	24.58	30.73
16 years	20.49	27.32	27.32	34.15
17 years	24.59	32.78	32.78	40.98
18 years	28.68	38.24	38.24	47.80
19 years	32.79	43.72	43.72	54.65
20 years	36.89	49.18	49.18	61.48
Call centre technical associate				
Under 16 years	20.21	26.94	26.94	33.68
16 years	22.44	29.92	29.92	37.40
17 years	26.94	35.92	35.92	44.90
18 years	31.43	41.90	41.90	52.38
19 years	35.91	47.88	47.88	59.85
20 years	40.41	53.88	53.88	67.35

12. By deleting the table appearing in clause B.4.3 and inserting the following:

	Afternoon and Night	Permanent night ¹	Saturday, Sunday or Public holiday
	% of junior hourly rate		
	115%	130%	150%
	\$	\$	\$
Level 1—Year 1			
Under 16 years	11.19	12.65	14.60
16 years	12.43	14.05	16.22

	Afternoon and Night	Permanent night¹	Saturday, Sunday or Public holiday
	% of junior hourly rate		
	115%	130%	150%
	\$	\$	\$
17 years	14.92	16.86	19.46
18 years	17.40	19.67	22.70
19 years	19.88	22.48	25.94
20 years	22.37	25.29	29.18
Level 1—Year 2			
Under 16 years	11.74	13.27	15.32
16 years	13.04	14.74	17.01
17 years	15.65	17.69	20.42
18 years	18.26	20.64	23.82
19 years	20.87	23.60	27.23
20 years	23.48	26.55	30.63
Level 1—Year 3			
Under 16 years	12.11	13.69	15.80
16 years	13.46	15.21	17.55
17 years	16.15	18.25	21.06
18 years	18.84	21.29	24.57
19 years	21.53	24.34	28.08
20 years	24.22	27.38	31.59
Level 2—Year 1			
Under 16 years	12.25	13.85	15.98
16 years	13.62	15.39	17.76
17 years	16.33	18.46	21.30
18 years	19.06	21.54	24.86
19 years	21.78	24.62	28.41
20 years	24.50	27.69	31.95
Level 2—Year 2			
Under 16 years	12.48	14.11	16.28
16 years	13.87	15.68	18.09
17 years	16.64	18.81	21.71

	Afternoon and Night	Permanent night¹	Saturday, Sunday or Public holiday
	% of junior hourly rate		
	115%	130%	150%
	\$	\$	\$
18 years	19.41	21.94	25.32
19 years	22.18	25.08	28.94
20 years	24.96	28.21	32.55
Level 3			
Under 16 years	12.94	14.63	16.88
16 years	14.38	16.25	18.75
17 years	17.25	19.50	22.50
18 years	20.13	22.75	26.25
19 years	23.00	26.00	30.00
20 years	25.88	29.25	33.75
Call centre principal customer contact specialist			
Under 16 years	13.03	14.73	17.00
16 years	14.48	16.37	18.89
17 years	17.38	19.64	22.67
18 years	20.27	22.92	26.45
19 years	23.16	26.18	30.21
20 years	26.06	29.46	33.99
Level 4			
Under 16 years	13.59	15.37	17.73
16 years	15.10	17.07	19.70
17 years	18.11	20.48	23.63
18 years	21.14	23.89	27.57
19 years	24.15	27.30	31.50
20 years	27.17	30.72	35.45
Level 5			
Under 16 years	14.13	15.98	18.44
16 years	15.71	17.76	20.49
17 years	18.85	21.31	24.59

	Afternoon and Night	Permanent night¹	Saturday, Sunday or Public holiday
	% of junior hourly rate		
	115%	130%	150%
	\$	\$	\$
18 years	21.99	24.86	28.68
19 years	25.14	28.42	32.79
20 years	28.28	31.97	36.89
Call centre technical associate			
Under 16 years	15.49	17.51	20.21
16 years	17.20	19.45	22.44
17 years	20.65	23.35	26.94
18 years	24.09	27.24	31.43
19 years	27.53	31.12	35.91
20 years	30.98	35.02	40.41

13. By deleting the table appearing in clause B.4.4 and inserting the following:

	Monday to Friday				Saturday, Sunday or Public holiday
	in excess of ordinary daily hours		in excess of ordinary weekly hours		
	first 2 hours	after 2 hours	first 3 hours	after 3 hours	
	% of junior hourly rate				
	150%	200%	150%	200%	200%
	\$	\$	\$	\$	\$
Level 1—Year 1					
Under 16 years	14.60	19.46	14.60	19.46	19.46
16 years	16.22	21.62	16.22	21.62	21.62
17 years	19.46	25.94	19.46	25.94	25.94
18 years	22.70	30.26	22.70	30.26	30.26
19 years	25.94	34.58	25.94	34.58	34.58
20 years	29.18	38.90	29.18	38.90	38.90
Level 1—Year 2					
Under 16 years	15.32	20.42	15.32	20.42	20.42
16 years	17.01	22.68	17.01	22.68	22.68
17 years	20.42	27.22	20.42	27.22	27.22
18 years	23.82	31.76	23.82	31.76	31.76

	Monday to Friday				Saturday, Sunday or Public holiday
	in excess of ordinary daily hours		in excess of ordinary weekly hours		
	first 2 hours	after 2 hours	first 3 hours	after 3 hours	
	% of junior hourly rate				
	150%	200%	150%	200%	200%
	\$	\$	\$	\$	\$
19 years	27.23	36.30	27.23	36.30	36.30
20 years	30.63	40.84	30.63	40.84	40.84
Level 1—Year 3					
Under 16 years	15.80	21.06	15.80	21.06	21.06
16 years	17.55	23.40	17.55	23.40	23.40
17 years	21.06	28.08	21.06	28.08	28.08
18 years	24.57	32.76	24.57	32.76	32.76
19 years	28.08	37.44	28.08	37.44	37.44
20 years	31.59	42.12	31.59	42.12	42.12
Level 2—Year 1					
Under 16 years	15.98	21.30	15.98	21.30	21.30
16 years	17.76	23.68	17.76	23.68	23.68
17 years	21.30	28.40	21.30	28.40	28.40
18 years	24.86	33.14	24.86	33.14	33.14
19 years	28.41	37.88	28.41	37.88	37.88
20 years	31.95	42.60	31.95	42.60	42.60
Level 2—Year 2					
Under 16 years	16.28	21.70	16.28	21.70	21.70
16 years	18.09	24.12	18.09	24.12	24.12
17 years	21.71	28.94	21.71	28.94	28.94
18 years	25.32	33.76	25.32	33.76	33.76
19 years	28.94	38.58	28.94	38.58	38.58
20 years	32.55	43.40	32.55	43.40	43.40
Level 3					
Under 16 years	16.88	22.50	16.88	22.50	22.50
16 years	18.75	25.00	18.75	25.00	25.00
17 years	22.50	30.00	22.50	30.00	30.00
18 years	26.25	35.00	26.25	35.00	35.00
19 years	30.00	40.00	30.00	40.00	40.00
20 years	33.75	45.00	33.75	45.00	45.00
Call centre principal customer contact specialist					

	Monday to Friday				Saturday, Sunday or Public holiday
	in excess of ordinary daily hours		in excess of ordinary weekly hours		
	first 2 hours	after 2 hours	first 3 hours	after 3 hours	
	% of junior hourly rate				
	150%	200%	150%	200%	200%
	\$	\$	\$	\$	\$
Under 16 years	17.00	22.66	17.00	22.66	22.66
16 years	18.89	25.18	18.89	25.18	25.18
17 years	22.67	30.22	22.67	30.22	30.22
18 years	26.45	35.26	26.45	35.26	35.26
19 years	30.21	40.28	30.21	40.28	40.28
20 years	33.99	45.32	33.99	45.32	45.32
Level 4					
Under 16 years	17.73	23.64	17.73	23.64	23.64
16 years	19.70	26.26	19.70	26.26	26.26
17 years	23.63	31.50	23.63	31.50	31.50
18 years	27.57	36.76	27.57	36.76	36.76
19 years	31.50	42.00	31.50	42.00	42.00
20 years	35.45	47.26	35.45	47.26	47.26
Level 5					
Under 16 years	18.44	24.58	18.44	24.58	24.58
16 years	20.49	27.32	20.49	27.32	27.32
17 years	24.59	32.78	24.59	32.78	32.78
18 years	28.68	38.24	28.68	38.24	38.24
19 years	32.79	43.72	32.79	43.72	43.72
20 years	36.89	49.18	36.89	49.18	49.18
Call centre technical associate					
Under 16 years	20.21	26.94	20.21	26.94	26.94
16 years	22.44	29.92	22.44	29.92	29.92
17 years	26.94	35.92	26.94	35.92	35.92
18 years	31.43	41.90	31.43	41.90	41.90
19 years	35.91	47.88	35.91	47.88	47.88
20 years	40.41	53.88	40.41	53.88	53.88

14. By deleting the table appearing in clause B.4.5 and inserting the following:

	Monday to Friday	Saturday	Sunday	Public holiday
	% of junior hourly rate			
	125%	150%	225%	275%
	\$	\$	\$	\$
Level 1—Year 1				
Under 16 years	12.16	14.60	21.89	26.76
16 years	13.51	16.22	24.32	29.73
17 years	16.21	19.46	29.18	35.67
18 years	18.91	22.70	34.04	41.61
19 years	21.61	25.94	38.90	47.55
20 years	24.31	29.18	43.76	53.49
Level 1—Year 2				
Under 16 years	12.76	15.32	22.97	28.08
16 years	14.18	17.01	25.52	31.19
17 years	17.01	20.42	30.62	37.43
18 years	19.85	23.82	35.73	43.67
19 years	22.69	27.23	40.84	49.91
20 years	25.53	30.63	45.95	56.16
Level 1—Year 3				
Under 16 years	13.16	15.80	23.69	28.96
16 years	14.63	17.55	26.33	32.18
17 years	17.55	21.06	31.59	38.61
18 years	20.48	24.57	36.86	45.05
19 years	23.40	28.08	42.12	51.48
20 years	26.33	31.59	47.39	57.92
Level 2—Year 1				
Under 16 years	13.31	15.98	23.96	29.29
16 years	14.80	17.76	26.64	32.56
17 years	17.75	21.30	31.95	39.05
18 years	20.71	24.86	37.28	45.57
19 years	23.68	28.41	42.62	52.09
20 years	26.63	31.95	47.93	58.58

	Monday to Friday	Saturday	Sunday	Public holiday
	% of junior hourly rate			
	125%	150%	225%	275%
	\$	\$	\$	\$
Level 2—Year 2				
Under 16 years	13.56	16.28	24.41	29.84
16 years	15.08	18.09	27.14	33.17
17 years	18.09	21.71	32.56	39.79
18 years	21.10	25.32	37.98	46.42
19 years	24.11	28.94	43.40	53.05
20 years	27.13	32.55	48.83	59.68
Level 3				
Under 16 years	14.06	16.88	25.31	30.94
16 years	15.63	18.75	28.13	34.38
17 years	18.75	22.50	33.75	41.25
18 years	21.88	26.25	39.38	48.13
19 years	25.00	30.00	45.00	55.00
20 years	28.13	33.75	50.63	61.88
Call centre principal customer contact specialist				
Under 16 years	14.16	17.00	25.49	31.16
16 years	15.74	18.89	28.33	34.62
17 years	18.89	22.67	34.00	41.55
18 years	22.04	26.45	39.67	48.48
19 years	25.18	30.21	45.32	55.39
20 years	28.33	33.99	50.99	62.32
Level 4				
Under 16 years	14.78	17.73	26.60	32.51
16 years	16.41	19.70	29.54	36.11
17 years	19.69	23.63	35.44	43.31
18 years	22.98	27.57	41.36	50.55
19 years	26.25	31.50	47.25	57.75
20 years	29.54	35.45	53.17	64.98

	Monday to Friday	Saturday	Sunday	Public holiday
	% of junior hourly rate			
	125%	150%	225%	275%
	\$	\$	\$	\$
Level 5				
Under 16 years	15.36	18.44	27.65	33.80
16 years	17.08	20.49	30.74	37.57
17 years	20.49	24.59	36.88	45.07
18 years	23.90	28.68	43.02	52.58
19 years	27.33	32.79	49.19	60.12
20 years	30.74	36.89	55.33	67.62
Call centre technical associate				
Under 16 years	16.84	20.21	30.31	37.04
16 years	18.70	22.44	33.66	41.14
17 years	22.45	26.94	40.41	49.39
18 years	26.19	31.43	47.14	57.61
19 years	29.93	35.91	53.87	65.84
20 years	33.68	40.41	60.62	74.09

15. By deleting the table appearing in clause B.4.6 and inserting the following:

	Afternoon and Night	Permanent night¹	Saturday, Sunday or Public holiday
	% of junior hourly rate		
	140%	155%	175%
	\$	\$	\$
Level 1—Year 1			
Under 16 years	13.62	15.08	17.03
16 years	15.13	16.76	18.92
17 years	18.16	20.10	22.70
18 years	21.18	23.45	26.48
19 years	24.21	26.80	30.26
20 years	27.23	30.15	34.04
Level 1—Year 2			

	Afternoon and Night	Permanent night¹	Saturday, Sunday or Public holiday
	% of junior hourly rate		
	140%	155%	175%
	\$	\$	\$
Under 16 years	14.29	15.83	17.87
16 years	15.88	17.58	19.85
17 years	19.05	21.10	23.82
18 years	22.23	24.61	27.79
19 years	25.41	28.13	31.76
20 years	28.59	31.65	35.74
Level 1—Year 3			
Under 16 years	14.74	16.32	18.43
16 years	16.38	18.14	20.48
17 years	19.66	21.76	24.57
18 years	22.93	25.39	28.67
19 years	26.21	29.02	32.76
20 years	29.48	32.64	36.86
Level 2—Year 1			
Under 16 years	14.91	16.51	18.64
16 years	16.58	18.35	20.72
17 years	19.88	22.01	24.85
18 years	23.20	25.68	29.00
19 years	26.52	29.36	33.15
20 years	29.82	33.02	37.28
Level 2—Year 2			
Under 16 years	15.19	16.82	18.99
16 years	16.88	18.69	21.11
17 years	20.26	22.43	25.32
18 years	23.63	26.16	29.54
19 years	27.01	29.90	33.76
20 years	30.38	33.64	37.98
Level 3			
Under 16 years	15.75	17.44	19.69
16 years	17.50	19.38	21.88

	Afternoon and Night	Permanent night¹	Saturday, Sunday or Public holiday
	% of junior hourly rate		
	140%	155%	175%
	\$	\$	\$
17 years	21.00	23.25	26.25
18 years	24.50	27.13	30.63
19 years	28.00	31.00	35.00
20 years	31.50	34.88	39.38
Call centre principal customer contact specialist			
Under 16 years	15.86	17.56	19.83
16 years	17.63	19.51	22.03
17 years	21.15	23.42	26.44
18 years	24.68	27.33	30.85
19 years	28.20	31.22	35.25
20 years	31.72	35.12	39.66
Level 4			
Under 16 years	16.55	18.32	20.69
16 years	18.38	20.35	22.98
17 years	22.05	24.41	27.56
18 years	25.73	28.49	32.17
19 years	29.40	32.55	36.75
20 years	33.08	36.63	41.35
Level 5			
Under 16 years	17.21	19.05	21.51
16 years	19.12	21.17	23.91
17 years	22.95	25.40	28.68
18 years	26.77	29.64	33.46
19 years	30.60	33.88	38.26
20 years	34.43	38.11	43.03
Call centre technical associate			
Under 16 years	18.86	20.88	23.57
16 years	20.94	23.19	26.18
17 years	25.14	27.84	31.43

	Afternoon and Night	Permanent night¹	Saturday, Sunday or Public holiday
	% of junior hourly rate		
	140%	155%	175%
	\$	\$	\$
18 years	29.33	32.47	36.66
19 years	33.52	37.11	41.90
20 years	37.72	41.76	47.15

16. By deleting the amount “\$877.60” appearing in clause C.1.1 and inserting “\$899.50”.

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

Allowance	Clause	% of standard rate	\$	Payable
First aid allowance	19.2(b)	1.5%	13.49	per week

B. This determination comes into operation on 1 July 2021. 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 2021.

PRESIDENT