



# DRAFT DETERMINATION

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

**Annual Wage Review 2021–22**  
(C2022/1)

**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 2022

*Annual Wage Review 2021–22.*

A. Further to the decision issued by the Expert Panel in the Annual Wage Review 2021–22 on 15 June 2022 [[2022] FWCFB 3500], the above award is varied as follows:

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

<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>
<b>Classification</b>	<b>Minimum weekly rate</b>	<b>Minimum hourly rate</b>
	<b>Full-time employees</b>	
	\$	\$
Level 1—Year 1	861.40	22.67
Level 1—Year 2	902.10	23.74
Level 1—Year 3	929.90	24.47
Level 2—Year 1	940.90	24.76
Level 2—Year 2	958.30	25.22
Level 3	993.80	26.15

**22 June 2022: Item A.1. has been corrected by removing duplicate rows in the table.**

<b>Column 1 Classification</b>	<b>Column 2 Minimum weekly rate Full-time employees</b>	<b>Column 3 Minimum hourly rate</b>
	<b>\$</b>	<b>\$</b>
Call centre principal customer contact specialist	1000.80	26.34
Level 4	1043.60	27.46
Level 5	1086.00	28.58
Call centre technical associate	1189.60	31.31

2. By deleting the year “2021” in clause 16.6(b) and inserting “2022”.
3. By deleting the amount “\$13.49” appearing in clause 19.2(b) and inserting “\$14.11”.
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</b>
	<b>% of minimum hourly rate</b>			
	<b>100%</b>	<b>125%</b>	<b>200%</b>	<b>250%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Level 1—Year 1	22.67	28.34	45.34	56.68
Level 1—Year 2	23.74	29.68	47.48	59.35
Level 1—Year 3	24.47	30.59	48.94	61.18
Level 2—Year 1	24.76	30.95	49.52	61.90
Level 2—Year 2	25.22	31.53	50.44	63.05
Level 3	26.15	32.69	52.30	65.38
Call centre principal customer contact specialist	26.34	32.93	52.68	65.85
Level 4	27.46	34.33	54.92	68.65
Level 5	28.58	35.73	57.16	71.45
Call centre technical associate	31.31	39.14	62.62	78.28

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

	<b>Monday to Saturday</b>		<b>Sunday – all day</b>	<b>Public holiday</b>
	<b>first 2 hours</b>	<b>after 2 hours</b>		
	<b>% of minimum hourly rate</b>			
	<b>150%</b>	<b>200%</b>	<b>200%</b>	<b>250%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Level 1—Year 1	34.01	45.34	45.34	56.68
Level 1—Year 2	35.61	47.48	47.48	59.35
Level 1—Year 3	36.71	48.94	48.94	61.18
Level 2—Year 1	37.14	49.52	49.52	61.90
Level 2—Year 2	37.83	50.44	50.44	63.05
Level 3	39.23	52.30	52.30	65.38
Call centre principal customer contact specialist	39.51	52.68	52.68	65.85
Level 4	41.19	54.92	54.92	68.65
Level 5	42.87	57.16	57.16	71.45
Call centre technical associate	46.97	62.62	62.62	78.28

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

	<b>Afternoon and night</b>	<b>Permanent night<sup>1</sup></b>	<b>Saturday, Sunday or public holiday</b>
	<b>% of minimum hourly rate</b>		
	<b>115%</b>	<b>130%</b>	<b>150%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>
Level 1—Year 1	26.07	29.47	34.01
Level 1—Year 2	27.30	30.86	35.61
Level 1—Year 3	28.14	31.81	36.71
Level 2—Year 1	28.47	32.19	37.14
Level 2—Year 2	29.00	32.79	37.83
Level 3	30.07	34.00	39.23
Call centre principal customer contact specialist	30.29	34.24	39.51
Level 4	31.58	35.70	41.19
Level 5	32.87	37.15	42.87

	<b>Afternoon and night</b>	<b>Permanent night<sup>1</sup></b>	<b>Saturday, Sunday or public holiday</b>
	<b>% of minimum hourly rate</b>		
	<b>115%</b>	<b>130%</b>	<b>150%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>
Call centre technical associate	36.01	40.70	46.97

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

	<b>Monday to Friday</b>				<b>Saturday, Sunday or Public holiday</b>
	<b>in excess of ordinary daily hours</b>		<b>in excess of ordinary weekly hours</b>		
	<b>first 2 hours</b>	<b>after 2 hours</b>	<b>first 3 hours</b>	<b>after 3 hours</b>	
	<b>% of minimum hourly rate</b>				
	<b>150%</b>	<b>200%</b>	<b>150%</b>	<b>200%</b>	<b>200%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Level 1—Year 1	34.01	45.34	34.01	45.34	45.34
Level 1—Year 2	35.61	47.48	35.61	47.48	47.48
Level 1—Year 3	36.71	48.94	36.71	48.94	48.94
Level 2—Year 1	37.14	49.52	37.14	49.52	49.52
Level 2—Year 2	37.83	50.44	37.83	50.44	50.44
Level 3	39.23	52.30	39.23	52.30	52.30
Call centre principal customer contact specialist	39.51	52.68	39.51	52.68	52.68
Level 4	41.19	54.92	41.19	54.92	54.92
Level 5	42.87	57.16	42.87	57.16	57.16
Call centre technical associate	46.97	62.62	46.97	62.62	62.62

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

	<b>Monday to Friday</b>	<b>Saturday</b>	<b>Sunday</b>	<b>Public holiday</b>
	<b>% of minimum hourly rate</b>			
	<b>125%</b>	<b>150%</b>	<b>225%</b>	<b>275%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Level 1—Year 1	28.34	34.01	51.01	62.34
Level 1—Year 2	29.68	35.61	53.42	65.29
Level 1—Year 3	30.59	36.71	55.06	67.29
Level 2—Year 1	30.95	37.14	55.71	68.09
Level 2—Year 2	31.53	37.83	56.75	69.36
Level 3	32.69	39.23	58.84	71.91
Call centre principal customer contact specialist	32.93	39.51	59.27	72.44
Level 4	34.33	41.19	61.79	75.52
Level 5	35.73	42.87	64.31	78.60
Call centre technical associate	39.14	46.97	70.45	86.10

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

	<b>Afternoon and night</b>	<b>Permanent night<sup>1</sup></b>	<b>Saturday, Sunday or public holiday</b>
	<b>% of minimum hourly rate</b>		
	<b>140%</b>	<b>155%</b>	<b>175%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>
Level 1—Year 1	31.74	35.14	39.67
Level 1—Year 2	33.24	36.80	41.55
Level 1—Year 3	34.26	37.93	42.82
Level 2—Year 1	34.66	38.38	43.33
Level 2—Year 2	35.31	39.09	44.14
Level 3	36.61	40.53	45.76
Call centre principal customer contact specialist	36.88	40.83	46.10
Level 4	38.44	42.56	48.06

	<b>Afternoon and night</b>	<b>Permanent night<sup>1</sup></b>	<b>Saturday, Sunday or public holiday</b>
	<b>% of minimum hourly rate</b>		
	<b>140%</b>	<b>155%</b>	<b>175%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>
Level 5	40.01	44.30	50.02
Call centre technical associate	43.83	48.53	54.79

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

	<b>Monday to Friday</b>	<b>Saturday</b>	<b>Sunday</b>	<b>Public holiday</b>
	<b>% of junior hourly rate</b>			
	<b>100%</b>	<b>125%</b>	<b>200%</b>	<b>250%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Level 1—Year 1</b>				
Under 16 years	10.20	12.75	20.40	25.50
16 years	11.33	14.16	22.66	28.33
17 years	13.60	17.00	27.20	34.00
18 years	15.87	19.84	31.74	39.68
19 years	18.13	22.66	36.26	45.33
20 years	20.40	25.50	40.80	51.00
<b>Level 1—Year 2</b>				
Under 16 years	10.68	13.35	21.36	26.70
16 years	11.87	14.84	23.74	29.68
17 years	14.24	17.80	28.48	35.60
18 years	16.62	20.78	33.24	41.55
19 years	18.99	23.74	37.98	47.48
20 years	21.37	26.71	42.74	53.43
<b>Level 1—Year 3</b>				
Under 16 years	11.01	13.76	22.02	27.53
16 years	12.24	15.30	24.48	30.60
17 years	14.68	18.35	29.36	36.70
18 years	17.13	21.41	34.26	42.83
19 years	19.58	24.48	39.16	48.95
20 years	22.02	27.53	44.04	55.05
<b>Level 2—Year 1</b>				
Under 16 years	11.14	13.93	22.28	27.85
16 years	12.38	15.48	24.76	30.95

	<b>Monday to Friday</b>	<b>Saturday</b>	<b>Sunday</b>	<b>Public holiday</b>
	<b>% of junior hourly rate</b>			
	<b>100%</b>	<b>125%</b>	<b>200%</b>	<b>250%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
17 years	14.86	18.58	29.72	37.15
18 years	17.33	21.66	34.66	43.33
19 years	19.81	24.76	39.62	49.53
20 years	22.28	27.85	44.56	55.70
<b>Level 2—Year 2</b>				
Under 16 years	11.35	14.19	22.70	28.38
16 years	12.61	15.76	25.22	31.53
17 years	15.13	18.91	30.26	37.83
18 years	17.65	22.06	35.30	44.13
19 years	20.17	25.21	40.34	50.43
20 years	22.70	28.38	45.40	56.75
<b>Level 3</b>				
Under 16 years	11.77	14.71	23.54	29.43
16 years	13.08	16.35	26.16	32.70
17 years	15.69	19.61	31.38	39.23
18 years	18.31	22.89	36.62	45.78
19 years	20.92	26.15	41.84	52.30
20 years	23.54	29.43	47.08	58.85
<b>Call centre principal customer contact specialist</b>				
Under 16 years	11.85	14.81	23.70	29.63
16 years	13.17	16.46	26.34	32.93
17 years	15.80	19.75	31.60	39.50
18 years	18.44	23.05	36.88	46.10
19 years	21.07	26.34	42.14	52.68
20 years	23.70	29.63	47.40	59.25
<b>Level 4</b>				
Under 16 years	12.36	15.45	24.72	30.90
16 years	13.73	17.16	27.46	34.33
17 years	16.48	20.60	32.96	41.20
18 years	19.22	24.03	38.44	48.05
19 years	21.97	27.46	43.94	54.93
20 years	24.72	30.90	49.44	61.80
<b>Level 5</b>				
Under 16 years	12.86	16.08	25.72	32.15

	<b>Monday to Friday</b>	<b>Saturday</b>	<b>Sunday</b>	<b>Public holiday</b>
	<b>% of junior hourly rate</b>			
	<b>100%</b>	<b>125%</b>	<b>200%</b>	<b>250%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
16 years	14.29	17.86	28.58	35.73
17 years	17.15	21.44	34.30	42.88
18 years	20.01	25.01	40.02	50.03
19 years	22.86	28.58	45.72	57.15
20 years	25.72	32.15	51.44	64.30
<b>Call centre technical associate</b>				
Under 16 years	14.09	17.61	28.18	35.23
16 years	15.65	19.56	31.30	39.13
17 years	18.78	23.48	37.56	46.95
18 years	21.91	27.39	43.82	54.78
19 years	25.04	31.30	50.08	62.60
20 years	28.17	35.21	56.34	70.43

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

	<b>Monday to Saturday</b>		<b>Sunday – all day</b>	<b>Public holiday</b>
	<b>first 2 hours</b>	<b>after 2 hours</b>		
	<b>% of junior hourly rate</b>			
	<b>150%</b>	<b>200%</b>	<b>200%</b>	<b>250%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Level 1—Year 1</b>				
Under 16 years	15.30	20.40	20.40	25.50
16 years	17.00	22.66	22.66	28.33
17 years	20.40	27.20	27.20	34.00
18 years	23.81	31.74	31.74	39.68
19 years	27.20	36.26	36.26	45.33
20 years	30.60	40.80	40.80	51.00
<b>Level 1—Year 2</b>				
Under 16 years	16.02	21.36	21.36	26.70
16 years	17.81	23.74	23.74	29.68
17 years	21.36	28.48	28.48	35.60
18 years	24.93	33.24	33.24	41.55
19 years	28.49	37.98	37.98	47.48
20 years	32.06	42.74	42.74	53.43



	Monday to Saturday		Sunday – all day	Public holiday
	first 2 hours	after 2 hours		
	% of junior hourly rate			
	150%	200%	200%	250%
	\$	\$	\$	\$
<b>Level 1—Year 3</b>				
Under 16 years	16.52	22.02	22.02	27.53
16 years	18.36	24.48	24.48	30.60
17 years	22.02	29.36	29.36	36.70
18 years	25.70	34.26	34.26	42.83
19 years	29.37	39.16	39.16	48.95
20 years	33.03	44.04	44.04	55.05
<b>Level 2—Year 1</b>				
Under 16 years	16.71	22.28	22.28	27.85
16 years	18.57	24.76	24.76	30.95
17 years	22.29	29.72	29.72	37.15
18 years	26.00	34.66	34.66	43.33
19 years	29.72	39.62	39.62	49.53
20 years	33.42	44.56	44.56	55.70
<b>Level 2—Year 2</b>				
Under 16 years	17.03	22.70	22.70	28.38
16 years	18.92	25.22	25.22	31.53
17 years	22.70	30.26	30.26	37.83
18 years	26.48	35.30	35.30	44.13
19 years	30.26	40.34	40.34	50.43
20 years	34.05	45.40	45.40	56.75
<b>Level 3</b>				
Under 16 years	17.66	23.54	23.54	29.43
16 years	19.62	26.16	26.16	32.70
17 years	23.54	31.38	31.38	39.23
18 years	27.47	36.62	36.62	45.78
19 years	31.38	41.84	41.84	52.30
20 years	35.31	47.08	47.08	58.85
<b>Call centre principal customer contact specialist</b>				
Under 16 years	17.78	23.70	23.70	29.63
16 years	19.76	26.34	26.34	32.93
17 years	23.70	31.60	31.60	39.50
18 years	27.66	36.88	36.88	46.10
19 years	31.61	42.14	42.14	52.68

	Monday to Saturday		Sunday – all day	Public holiday
	first 2 hours	after 2 hours		
	% of junior hourly rate			
	150%	200%	200%	250%
	\$	\$	\$	\$
20 years	35.55	47.40	47.40	59.25
<b>Level 4</b>				
Under 16 years	18.54	24.72	24.72	30.90
16 years	20.60	27.46	27.46	34.33
17 years	24.72	32.96	32.96	41.20
18 years	28.83	38.44	38.44	48.05
19 years	32.96	43.94	43.94	54.93
20 years	37.08	49.44	49.44	61.80
<b>Level 5</b>				
Under 16 years	19.29	25.72	25.72	32.15
16 years	21.44	28.58	28.58	35.73
17 years	25.73	34.30	34.30	42.88
18 years	30.02	40.02	40.02	50.03
19 years	34.29	45.72	45.72	57.15
20 years	38.58	51.44	51.44	64.30
<b>Call centre technical associate</b>				
Under 16 years	21.14	28.18	28.18	35.23
16 years	23.48	31.30	31.30	39.13
17 years	28.17	37.56	37.56	46.95
18 years	32.87	43.82	43.82	54.78
19 years	37.56	50.08	50.08	62.60
20 years	42.26	56.34	56.34	70.43

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

	Afternoon and Night	Permanent night <sup>1</sup>	Saturday, Sunday or Public holiday
	% of junior hourly rate		
	115%	130%	150%
	\$	\$	\$
<b>Level 1—Year 1</b>			
Under 16 years	11.73	13.26	15.30
16 years	13.03	14.73	17.00

	<b>Afternoon and Night</b>	<b>Permanent night<sup>1</sup></b>	<b>Saturday, Sunday or Public holiday</b>
	<b>% of junior hourly rate</b>		
	<b>115%</b>	<b>130%</b>	<b>150%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>
17 years	15.64	17.68	20.40
18 years	18.25	20.63	23.81
19 years	20.85	23.57	27.20
20 years	23.46	26.52	30.60
<b>Level 1—Year 2</b>			
Under 16 years	12.28	13.88	16.02
16 years	13.65	15.43	17.81
17 years	16.38	18.51	21.36
18 years	19.11	21.61	24.93
19 years	21.84	24.69	28.49
20 years	24.58	27.78	32.06
<b>Level 1—Year 3</b>			
Under 16 years	12.66	14.31	16.52
16 years	14.08	15.91	18.36
17 years	16.88	19.08	22.02
18 years	19.70	22.27	25.70
19 years	22.52	25.45	29.37
20 years	25.32	28.63	33.03
<b>Level 2—Year 1</b>			
Under 16 years	12.81	14.48	16.71
16 years	14.24	16.09	18.57
17 years	17.09	19.32	22.29
18 years	19.93	22.53	26.00
19 years	22.78	25.75	29.72
20 years	25.62	28.96	33.42
<b>Level 2—Year 2</b>			
Under 16 years	13.05	14.76	17.03
16 years	14.50	16.39	18.92
17 years	17.40	19.67	22.70

	<b>Afternoon and Night</b>	<b>Permanent night<sup>1</sup></b>	<b>Saturday, Sunday or Public holiday</b>
	<b>% of junior hourly rate</b>		
	<b>115%</b>	<b>130%</b>	<b>150%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>
18 years	20.30	22.95	26.48
19 years	23.20	26.22	30.26
20 years	26.11	29.51	34.05
<b>Level 3</b>			
Under 16 years	13.54	15.30	17.66
16 years	15.04	17.00	19.62
17 years	18.04	20.40	23.54
18 years	21.06	23.80	27.47
19 years	24.06	27.20	31.38
20 years	27.07	30.60	35.31
<b>Call centre principal customer contact specialist</b>			
Under 16 years	13.63	15.41	17.78
16 years	15.15	17.12	19.76
17 years	18.17	20.54	23.70
18 years	21.21	23.97	27.66
19 years	24.23	27.39	31.61
20 years	27.26	30.81	35.55
<b>Level 4</b>			
Under 16 years	14.21	16.07	18.54
16 years	15.79	17.85	20.60
17 years	18.95	21.42	24.72
18 years	22.10	24.99	28.83
19 years	25.27	28.56	32.96
20 years	28.43	32.14	37.08
<b>Level 5</b>			
Under 16 years	14.79	16.72	19.29
16 years	16.43	18.58	21.44
17 years	19.72	22.30	25.73

	<b>Afternoon and Night</b>	<b>Permanent night<sup>1</sup></b>	<b>Saturday, Sunday or Public holiday</b>
	<b>% of junior hourly rate</b>		
	<b>115%</b>	<b>130%</b>	<b>150%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>
18 years	23.01	26.01	30.02
19 years	26.29	29.72	34.29
20 years	29.58	33.44	38.58
<b>Call centre technical associate</b>			
Under 16 years	16.20	18.32	21.14
16 years	18.00	20.35	23.48
17 years	21.60	24.41	28.17
18 years	25.20	28.48	32.87
19 years	28.80	32.55	37.56
20 years	32.40	36.62	42.26

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

	<b>Monday to Friday</b>				<b>Saturday, Sunday or Public holiday</b>
	<b>in excess of ordinary daily hours</b>		<b>in excess of ordinary weekly hours</b>		
	<b>first 2 hours</b>	<b>after 2 hours</b>	<b>first 3 hours</b>	<b>after 3 hours</b>	
	<b>% of junior hourly rate</b>				
	<b>150%</b>	<b>200%</b>	<b>150%</b>	<b>200%</b>	<b>200%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Level 1—Year 1</b>					
Under 16 years	15.30	20.40	15.30	20.40	20.40
16 years	17.00	22.66	17.00	22.66	22.66
17 years	20.40	27.20	20.40	27.20	27.20
18 years	23.81	31.74	23.81	31.74	31.74
19 years	27.20	36.26	27.20	36.26	36.26
20 years	30.60	40.80	30.60	40.80	40.80
<b>Level 1—Year 2</b>					
Under 16 years	16.02	21.36	16.02	21.36	21.36
16 years	17.81	23.74	17.81	23.74	23.74
17 years	21.36	28.48	21.36	28.48	28.48
18 years	24.93	33.24	24.93	33.24	33.24

	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	28.49	37.98	28.49	37.98	37.98
20 years	32.06	42.74	32.06	42.74	42.74
<b>Level 1—Year 3</b>					
Under 16 years	16.52	22.02	16.52	22.02	22.02
16 years	18.36	24.48	18.36	24.48	24.48
17 years	22.02	29.36	22.02	29.36	29.36
18 years	25.70	34.26	25.70	34.26	34.26
19 years	29.37	39.16	29.37	39.16	39.16
20 years	33.03	44.04	33.03	44.04	44.04
<b>Level 2—Year 1</b>					
Under 16 years	16.71	22.28	16.71	22.28	22.28
16 years	18.57	24.76	18.57	24.76	24.76
17 years	22.29	29.72	22.29	29.72	29.72
18 years	26.00	34.66	26.00	34.66	34.66
19 years	29.72	39.62	29.72	39.62	39.62
20 years	33.42	44.56	33.42	44.56	44.56
<b>Level 2—Year 2</b>					
Under 16 years	17.03	22.70	17.03	22.70	22.70
16 years	18.92	25.22	18.92	25.22	25.22
17 years	22.70	30.26	22.70	30.26	30.26
18 years	26.48	35.30	26.48	35.30	35.30
19 years	30.26	40.34	30.26	40.34	40.34
20 years	34.05	45.40	34.05	45.40	45.40
<b>Level 3</b>					
Under 16 years	17.66	23.54	17.66	23.54	23.54
16 years	19.62	26.16	19.62	26.16	26.16
17 years	23.54	31.38	23.54	31.38	31.38
18 years	27.47	36.62	27.47	36.62	36.62
19 years	31.38	41.84	31.38	41.84	41.84
20 years	35.31	47.08	35.31	47.08	47.08

	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%
	\$	\$	\$	\$	\$
<b>Call centre principal customer contact specialist</b>					
Under 16 years	17.78	23.70	17.78	23.70	23.70
16 years	19.76	26.34	19.76	26.34	26.34
17 years	23.70	31.60	23.70	31.60	31.60
18 years	27.66	36.88	27.66	36.88	36.88
19 years	31.61	42.14	31.61	42.14	42.14
20 years	35.55	47.40	35.55	47.40	47.40
<b>Level 4</b>					
Under 16 years	18.54	24.72	18.54	24.72	24.72
16 years	20.60	27.46	20.60	27.46	27.46
17 years	24.72	32.96	24.72	32.96	32.96
18 years	28.83	38.44	28.83	38.44	38.44
19 years	32.96	43.94	32.96	43.94	43.94
20 years	37.08	49.44	37.08	49.44	49.44
<b>Level 5</b>					
Under 16 years	19.29	25.72	19.29	25.72	25.72
16 years	21.44	28.58	21.44	28.58	28.58
17 years	25.73	34.30	25.73	34.30	34.30
18 years	30.02	40.02	30.02	40.02	40.02
19 years	34.29	45.72	34.29	45.72	45.72
20 years	38.58	51.44	38.58	51.44	51.44
<b>Call centre technical associate</b>					
Under 16 years	21.14	28.18	21.14	28.18	28.18
16 years	23.48	31.30	23.48	31.30	31.30
17 years	28.17	37.56	28.17	37.56	37.56
18 years	32.87	43.82	32.87	43.82	43.82
19 years	37.56	50.08	37.56	50.08	50.08
20 years	42.26	56.34	42.26	56.34	56.34

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

	<b>Monday to Friday</b>	<b>Saturday</b>	<b>Sunday</b>	<b>Public holiday</b>
	<b>% of junior hourly rate</b>			
	<b>125%</b>	<b>150%</b>	<b>225%</b>	<b>275%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Level 1—Year 1</b>				
Under 16 years	12.75	15.30	22.95	28.05
16 years	14.16	17.00	25.49	31.16
17 years	17.00	20.40	30.60	37.40
18 years	19.84	23.81	35.71	43.64
19 years	22.66	27.20	40.79	49.86
20 years	25.50	30.60	45.90	56.10
<b>Level 1—Year 2</b>				
Under 16 years	13.35	16.02	24.03	29.37
16 years	14.84	17.81	26.71	32.64
17 years	17.80	21.36	32.04	39.16
18 years	20.78	24.93	37.40	45.71
19 years	23.74	28.49	42.73	52.22
20 years	26.71	32.06	48.08	58.77
<b>Level 1—Year 3</b>				
Under 16 years	13.76	16.52	24.77	30.28
16 years	15.30	18.36	27.54	33.66
17 years	18.35	22.02	33.03	40.37
18 years	21.41	25.70	38.54	47.11
19 years	24.48	29.37	44.06	53.85
20 years	27.53	33.03	49.55	60.56
<b>Level 2—Year 1</b>				
Under 16 years	13.93	16.71	25.07	30.64
16 years	15.48	18.57	27.86	34.05
17 years	18.58	22.29	33.44	40.87
18 years	21.66	26.00	38.99	47.66
19 years	24.76	29.72	44.57	54.48
20 years	27.85	33.42	50.13	61.27



	<b>Monday to Friday</b>	<b>Saturday</b>	<b>Sunday</b>	<b>Public holiday</b>
	<b>% of junior hourly rate</b>			
	<b>125%</b>	<b>150%</b>	<b>225%</b>	<b>275%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Level 2—Year 2</b>				
Under 16 years	14.19	17.03	25.54	31.21
16 years	15.76	18.92	28.37	34.68
17 years	18.91	22.70	34.04	41.61
18 years	22.06	26.48	39.71	48.54
19 years	25.21	30.26	45.38	55.47
20 years	28.38	34.05	51.08	62.43
<b>Level 3</b>				
Under 16 years	14.71	17.66	26.48	32.37
16 years	16.35	19.62	29.43	35.97
17 years	19.61	23.54	35.30	43.15
18 years	22.89	27.47	41.20	50.35
19 years	26.15	31.38	47.07	57.53
20 years	29.43	35.31	52.97	64.74
<b>Call centre principal customer contact specialist</b>				
Under 16 years	14.81	17.78	26.66	32.59
16 years	16.46	19.76	29.63	36.22
17 years	19.75	23.70	35.55	43.45
18 years	23.05	27.66	41.49	50.71
19 years	26.34	31.61	47.41	57.94
20 years	29.63	35.55	53.33	65.18
<b>Level 4</b>				
Under 16 years	15.45	18.54	27.81	33.99
16 years	17.16	20.60	30.89	37.76
17 years	20.60	24.72	37.08	45.32
18 years	24.03	28.83	43.25	52.86
19 years	27.46	32.96	49.43	60.42
20 years	30.90	37.08	55.62	67.98

	<b>Monday to Friday</b>	<b>Saturday</b>	<b>Sunday</b>	<b>Public holiday</b>
	<b>% of junior hourly rate</b>			
	<b>125%</b>	<b>150%</b>	<b>225%</b>	<b>275%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Level 5</b>				
Under 16 years	16.08	19.29	28.94	35.37
16 years	17.86	21.44	32.15	39.30
17 years	21.44	25.73	38.59	47.16
18 years	25.01	30.02	45.02	55.03
19 years	28.58	34.29	51.44	62.87
20 years	32.15	38.58	57.87	70.73
<b>Call centre technical associate</b>				
Under 16 years	17.61	21.14	31.70	38.75
16 years	19.56	23.48	35.21	43.04
17 years	23.48	28.17	42.26	51.65
18 years	27.39	32.87	49.30	60.25
19 years	31.30	37.56	56.34	68.86
20 years	35.21	42.26	63.38	77.47

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

	<b>Afternoon and Night</b>	<b>Permanent night<sup>1</sup></b>	<b>Saturday, Sunday or Public holiday</b>
	<b>% of junior hourly rate</b>		
	<b>140%</b>	<b>155%</b>	<b>175%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Level 1—Year 1</b>			
Under 16 years	14.28	15.81	17.85
16 years	15.86	17.56	19.83
17 years	19.04	21.08	23.80
18 years	22.22	24.60	27.77
19 years	25.38	28.10	31.73
20 years	28.56	31.62	35.70

	<b>Afternoon and Night</b>	<b>Permanent night<sup>1</sup></b>	<b>Saturday, Sunday or Public holiday</b>
	<b>% of junior hourly rate</b>		
	<b>140%</b>	<b>155%</b>	<b>175%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>
<b>Level 1—Year 2</b>			
Under 16 years	14.95	16.55	18.69
16 years	16.62	18.40	20.77
17 years	19.94	22.07	24.92
18 years	23.27	25.76	29.09
19 years	26.59	29.43	33.23
20 years	29.92	33.12	37.40
<b>Level 1—Year 3</b>			
Under 16 years	15.41	17.07	19.27
16 years	17.14	18.97	21.42
17 years	20.55	22.75	25.69
18 years	23.98	26.55	29.98
19 years	27.41	30.35	34.27
20 years	30.83	34.13	38.54
<b>Level 2—Year 1</b>			
Under 16 years	15.60	17.27	19.50
16 years	17.33	19.19	21.67
17 years	20.80	23.03	26.01
18 years	24.26	26.86	30.33
19 years	27.73	30.71	34.67
20 years	31.19	34.53	38.99
<b>Level 2—Year 2</b>			
Under 16 years	15.89	17.59	19.86
16 years	17.65	19.55	22.07
17 years	21.18	23.45	26.48
18 years	24.71	27.36	30.89
19 years	28.24	31.26	35.30
20 years	31.78	35.19	39.73
<b>Level 3</b>			
Under 16 years	16.48	18.24	20.60

	<b>Afternoon and Night</b>	<b>Permanent night<sup>1</sup></b>	<b>Saturday, Sunday or Public holiday</b>
	<b>% of junior hourly rate</b>		
	<b>140%</b>	<b>155%</b>	<b>175%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>
16 years	18.31	20.27	22.89
17 years	21.97	24.32	27.46
18 years	25.63	28.38	32.04
19 years	29.29	32.43	36.61
20 years	32.96	36.49	41.20
<b>Call centre principal customer contact specialist</b>			
Under 16 years	16.59	18.37	20.74
16 years	18.44	20.41	23.05
17 years	22.12	24.49	27.65
18 years	25.82	28.58	32.27
19 years	29.50	32.66	36.87
20 years	33.18	36.74	41.48
<b>Level 4</b>			
Under 16 years	17.30	19.16	21.63
16 years	19.22	21.28	24.03
17 years	23.07	25.54	28.84
18 years	26.91	29.79	33.64
19 years	30.76	34.05	38.45
20 years	34.61	38.32	43.26
<b>Level 5</b>			
Under 16 years	18.00	19.93	22.51
16 years	20.01	22.15	25.01
17 years	24.01	26.58	30.01
18 years	28.01	31.02	35.02
19 years	32.00	35.43	40.01
20 years	36.01	39.87	45.01
<b>Call centre technical associate</b>			
Under 16 years	19.73	21.84	24.66
16 years	21.91	24.26	27.39

	<b>Afternoon and Night</b>	<b>Permanent night<sup>1</sup></b>	<b>Saturday, Sunday or Public holiday</b>
	<b>% of junior hourly rate</b>		
	<b>140%</b>	<b>155%</b>	<b>175%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>
17 years	26.29	29.11	32.87
18 years	30.67	33.96	38.34
19 years	35.06	38.81	43.82
20 years	39.44	43.66	49.30

16. By deleting the amount “\$899.50” appearing in clause C.1.1 and inserting “\$940.90”.

17. 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	19.2(b)	1.5%	14.11	per week

B. This determination comes into operation on 1 July 2022. 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 2022.

PRESIDENT