



# DETERMINATION

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

**Annual Wage Review 2022–23**  
(C2023/1)

**CONTRACT CALL CENTRES AWARD 2020**  
[MA000023]

Contract call centre industry

JUSTICE HATCHER, PRESIDENT  
VICE PRESIDENT CATANZARITI  
VICE PRESIDENT ASBURY  
DEPUTY PRESIDENT HAMPTON  
MS LABINE-ROMAIN  
PROFESSOR BAIRD  
MR CULLY

SYDNEY, 20 JUNE 2023

*Annual Wage Review 2022–23.*

A. Further to the decision issued by the Expert Panel in the Annual Wage Review 2022–23 on 2 June 2023 [[\[2023\] FWCFB 3500](#)], the above award is varied as follows:

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

<b>Classification</b>	<b>Minimum weekly rate (full-time employee)</b>	<b>Minimum hourly rate</b>
	<b>\$</b>	<b>\$</b>
Customer Contact Trainee	914.90	24.08
Clerical and Administration Officer Level 1	914.90	24.08
Customer Contact Officer Level 1	945.00	24.87
Clerical and Administration Officer Level 2	945.00	24.87
Customer Contact Officer Level 2	995.00	26.18
Clerical and Administration Officer Level 3	995.00	26.18
Principal Customer Contact Specialist	1058.30	27.85

<b>Classification</b>	<b>Minimum weekly rate (full-time employee)</b>	<b>Minimum hourly rate</b>
	<b>\$</b>	<b>\$</b>
Customer Contact Team Leader	1085.60	28.57
Clerical and Administration Officer Level 4	1085.60	28.57
Principal Customer Contact Leader	1164.10	30.63
Clerical and Administration Officer Level 5	1164.10	30.63
Contract Call Centre Industry Technical Associate	1258.00	33.11

2. By deleting the year “2022” in clause 15.6(b) and inserting “2023”.
3. By deleting the amount “\$18.25” appearing in clause 18.2(a) and inserting “\$19.30”.
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<sup>1</sup></b>
	<b>Within spread of ordinary hours</b>	<b>Outside spread of ordinary hours<sup>1</sup></b>		<b>7 am–7 pm</b>	<b>12 am–7 pm &amp; 7 pm–12 am</b>	
	<b>% of minimum hourly rate</b>					
	<b>100%</b>	<b>125%</b>	<b>125%</b>	<b>150%</b>	<b>175%</b>	<b>250%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Customer Contact Trainee	24.08	30.10	30.10	36.12	42.14	60.20
Clerical and Administration Officer Level 1	24.08	30.10	30.10	36.12	42.14	60.20
Customer Contact Officer Level 1	24.87	31.09	31.09	37.31	43.52	62.18
Clerical and Administration Officer Level 2	24.87	31.09	31.09	37.31	43.52	62.18
Customer Contact Officer Level 2	26.18	32.73	32.73	39.27	45.82	65.45
Clerical and Administration Officer Level 3	26.18	32.73	32.73	39.27	45.82	65.45

	Monday to Friday		Saturday	Sunday		Public holiday <sup>1</sup>
	Within spread of ordinary hours	Outside spread of ordinary hours <sup>1</sup>		7 am–7 pm	12 am–7 pm & 7 pm–12 am	
	<b>% of minimum hourly rate</b>					
	<b>100%</b>	<b>125%</b>	<b>125%</b>	<b>150%</b>	<b>175%</b>	<b>250%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Principal Customer Contact Specialist	27.85	34.81	34.81	41.78	48.74	69.63
Customer Contact Team Leader	28.57	35.71	35.71	42.86	50.00	71.43
Clerical and Administration Officer Level 4	28.57	35.71	35.71	42.86	50.00	71.43
Principal Customer Contact Leader	30.63	38.29	38.29	45.95	53.60	76.58
Clerical and Administration Officer Level 5	30.63	38.29	38.29	45.95	53.60	76.58
Contract Call Centre Industry Technical Associate	33.11	41.39	41.39	49.67	57.94	82.78

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

	Ordinary hours	Afternoon and night shift	Permanent night shift <sup>1</sup>	Public holiday
	<b>% of minimum hourly rate</b>			
	<b>100%</b>	<b>115%</b>	<b>130%</b>	<b>200%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Customer Contact Trainee	24.08	27.69	31.30	48.16
Clerical and Administration Officer Level 1	24.08	27.69	31.30	48.16
Customer Contact Officer Level 1	24.87	28.60	32.33	49.74
Clerical and Administration Officer Level 2	24.87	28.60	32.33	49.74

	<b>Ordinary hours</b>	<b>Afternoon and night shift</b>	<b>Permanent night shift<sup>1</sup></b>	<b>Public holiday</b>
	<b>% of minimum hourly rate</b>			
	<b>100%</b>	<b>115%</b>	<b>130%</b>	<b>200%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Customer Contact Officer Level 2	26.18	30.11	34.03	52.36
Clerical and Administration Officer Level 3	26.18	30.11	34.03	52.36
Principal Customer Contact Specialist	27.85	32.03	36.21	55.70
Customer Contact Team Leader	28.57	32.86	37.14	57.14
Clerical and Administration Officer Level 4	28.57	32.86	37.14	57.14
Principal Customer Contact Leader	30.63	35.22	39.82	61.26
Clerical and Administration Officer Level 5	30.63	35.22	39.82	61.26
Contract Call Centre Industry Technical Associate	33.11	38.08	43.04	66.22

6. By deleting the table appearing in clause B.1.3 and inserting the following:

	<b>All employees</b>			<b>Other than shiftworker</b>	<b>Afternoon or night shiftworker</b>
	<b>Monday to Saturday</b>		<b>Sunday</b>	<b>Public holiday – day work</b>	<b>Public holiday</b>
	<b>First 3 hours</b>	<b>After 3 hours</b>			
	<b>% of minimum hourly rate</b>				
	<b>150%</b>	<b>200%</b>	<b>200%</b>	<b>250%</b>	<b>200%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Customer Contact Trainee	36.12	48.16	48.16	60.20	48.16
Clerical and Administration Officer Level 1	36.12	48.16	48.16	60.20	48.16

	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	37.31	49.74	49.74	62.18	49.74
Clerical and Administration Officer Level 2	37.31	49.74	49.74	62.18	49.74
Customer Contact Officer Level 2	39.27	52.36	52.36	65.45	52.36
Clerical and Administration Officer Level 3	39.27	52.36	52.36	65.45	52.36
Principal Customer Contact Specialist	41.78	55.70	55.70	69.63	55.70
Customer Contact Team Leader	42.86	57.14	57.14	71.43	57.14
Clerical and Administration Officer Level 4	42.86	57.14	57.14	71.43	57.14
Principal Customer Contact Leader	45.95	61.26	61.26	76.58	61.26
Clerical and Administration Officer Level 5	45.95	61.26	61.26	76.58	61.26
Contract Call Centre Industry Technical Associate	49.67	66.22	66.22	82.78	66.22

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

	Monday to Friday		Saturday	Sunday		Public holiday <sup>1</sup>
	Within spread of ordinary hours	Outside spread of ordinary hours <sup>1</sup>		7 am—7 pm	12 am—7 pm & 7 pm—12 am	
	<b>% of minimum hourly rate</b>					
	<b>125%</b>	<b>150%</b>	<b>150%</b>	<b>175%</b>	<b>200%</b>	<b>275%</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Customer Contact Trainee	30.10	36.12	36.12	42.14	48.16	66.22
Clerical and Administration Officer Level 1	30.10	36.12	36.12	42.14	48.16	66.22
Customer Contact Officer Level 1	31.09	37.31	37.31	43.52	49.74	68.39
Clerical and Administration Officer Level 2	31.09	37.31	37.31	43.52	49.74	68.39
Customer Contact Officer Level 2	32.73	39.27	39.27	45.82	52.36	72.00
Clerical and Administration Officer Level 3	32.73	39.27	39.27	45.82	52.36	72.00
Principal Customer Contact Specialist	34.81	41.78	41.78	48.74	55.70	76.59
Customer Contact Team Leader	35.71	42.86	42.86	50.00	57.14	78.57
Clerical and Administration Officer Level 4	35.71	42.86	42.86	50.00	57.14	78.57
Principal Customer Contact Leader	38.29	45.95	45.95	53.60	61.26	84.23
Clerical and Administration Officer Level 5	38.29	45.95	45.95	53.60	61.26	84.23
Contract Call Centre Industry Technical Associate	41.39	49.67	49.67	57.94	66.22	91.05

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

	<b>Ordinary hours</b>	<b>Afternoon and night shift</b>	<b>Permanent night shift<sup>1</sup></b>	<b>Public holiday</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
	<b>% of minimum hourly rate</b>			
	<b>125%</b>	<b>140%</b>	<b>155%</b>	<b>225%</b>
Customer Contact Trainee	30.10	33.71	37.32	54.18
Clerical and Administration Officer Level 1	30.10	33.71	37.32	54.18
Customer Contact Officer Level 1	31.09	34.82	38.55	55.96
Clerical and Administration Officer Level 2	31.09	34.82	38.55	55.96
Customer Contact Officer Level 2	32.73	36.65	40.58	58.91
Clerical and Administration Officer Level 3	32.73	36.65	40.58	58.91
Principal Customer Contact Specialist	34.81	38.99	43.17	62.66
Customer Contact Team Leader	35.71	40.00	44.28	64.28
Clerical and Administration Officer Level 4	35.71	40.00	44.28	64.28
Principal Customer Contact Leader	38.29	42.88	47.48	68.92
Clerical and Administration Officer Level 5	38.29	42.88	47.48	68.92
Contract Call Centre Industry Technical Associate	41.39	46.35	51.32	74.50

9. By deleting the amount “\$940.90” appearing in clause C.1.1 and inserting “\$995.00”.

10. By deleting the table appearing in 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)	1.94	19.30	per week

B. This determination comes into operation on 1 July 2023. 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 2023.



PRESIDENT

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