



DETERMINATION

Fair Work Act 2009
s.285—Annual wage review

Annual Wage Review 2018–19 (C2019/1)

CONTRACT CALL CENTRES AWARD 2010 [MA000023]

Contract call centre industry

JUSTICE ROSS, PRESIDENT
VICE PRESIDENT HATCHER
DEPUTY PRESIDENT ASBURY
COMMISSIONER HAMPTON
PROFESSOR RICHARDSON
MR GIBBS
MR APTED

SYDNEY, 20 JUNE 2019

Annual Wage Review 2018–19.

A. Further to the decision issued by the Expert Panel in the Annual Wage Review 2018–19 on 30 May 2019 [[\[2019\] FWCFB 3500](#)], the above award is varied as follows:

1. By deleting the table appearing in clause 18.1 and inserting the following:

Classification	Rate per week
	\$
Customer Contact Trainee	791.30
Clerical and Administration Officer Level 1	791.30
Customer Contact Officer 1	818.50
Clerical and Administration Officer Level 2	818.50
Customer Contact Officer 2	862.50
Clerical and Administration Officer Level 3	862.50
Principal Customer Contact Specialist	917.40
Customer Contact Team Leader	941.10
Clerical and Administration Officer Level 4	941.10
Principal Customer Contact Leader	1009.00
Clerical and Administration Officer Level 5	1009.00

Classification	Rate per week
	\$
Contract Call Centre Industry Technical Associate	1090.50

2. By deleting the year “2018” in clause 18.3(b) and inserting “2019”.

B. This determination comes into operation from 1 July 2019. In accordance with s.166(5) of the *Fair Work Act 2009* this determination does not take effect until the start of the first full pay period that starts on or after 1 July 2019.

PRESIDENT

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