



DETERMINATION

Fair Work Act 2009
s.285—Annual wage review

Annual Wage Review 2021–22
(C2022/1)

TELECOMMUNICATIONS SERVICES AWARD 2020
[MA000041]

Telecommunications services

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

MELBOURNE, 28 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:

1. 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	865.20	22.77
Customer Contact Officer Level 1	893.60	23.52
Customer Contact Officer Level 2	940.90	24.76
Principal Customer Contact Specialist	991.40	26.09
Customer Contact Team Leader	1026.60	27.02
Principal Customer Contact Leader	1100.80	28.97

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	865.20	22.77
Clerical and Administration Level 2	893.60	23.52
Clerical and Administration Level 3	940.90	24.76
Clerical and Administration Level 4	1026.60	27.02
Clerical and Administration Level 5	1100.80	28.97

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	865.20	22.77
Telecommunications Technical Employee	940.90	24.76
Telecommunications Technician	999.00	26.29
Advanced Telecommunications Technician	1026.60	27.02
Principal Telecommunications Technician	1100.80	28.97
Telecommunications Associate	1189.50	31.30

4. By deleting the year “2021” in clause 15.6(b) and inserting “2022”.
5. By deleting the amount “\$17.99” appearing in clause 18.2(a) and inserting “\$18.82”.
6. By deleting the table appearing in clause 18.3(b) and inserting the following:

In charge of	\$ per week
3–10 employees	41.31
11–20 employees	61.53
more than 20 employees	79.13

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	22.77	34.16	56.93
Customer Contact Officer Level 1	23.52	35.28	58.80
Customer Contact Officer Level 2	24.76	37.14	61.90
Principal Customer Contact Specialist	26.09	39.14	65.23
Customer Contact Team Leader	27.02	40.53	67.55
Principal Customer Contact Leader	28.97	43.46	72.43
Clerical and Administration Level 1	22.77	34.16	56.93
Clerical and Administration Level 2	23.52	35.28	58.80
Clerical and Administration Level 3	24.76	37.14	61.90
Clerical and Administration Level 4	27.02	40.53	67.55
Clerical and Administration Level 5	28.97	43.46	72.43
Telecommunications Trainee	22.77	34.16	56.93
Telecommunications Technical Employee	24.76	37.14	61.90
Telecommunications Technician	26.29	39.44	65.73
Advanced Telecommunications Technician	27.02	40.53	67.55
Principal Telecommunications Technician	28.97	43.46	72.43
Telecommunications Associate	31.30	46.95	78.25

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	22.77	26.19	29.60	34.16	45.54
Customer Contact Officer Level 1	23.52	27.05	30.58	35.28	47.04
Customer Contact Officer Level 2	24.76	28.47	32.19	37.14	49.52
Principal Customer Contact Specialist	26.09	30.00	33.92	39.14	52.18
Customer Contact Team Leader	27.02	31.07	35.13	40.53	54.04
Principal Customer Contact Leader	28.97	33.32	37.66	43.46	57.94
Clerical and Administration Level 1	22.77	26.19	29.60	34.16	45.54
Clerical and Administration Level 2	23.52	27.05	30.58	35.28	47.04
Clerical and Administration Level 3	24.76	28.47	32.19	37.14	49.52
Clerical and Administration Level 4	27.02	31.07	35.13	40.53	54.04
Clerical and Administration Level 5	28.97	33.32	37.66	43.46	57.94
Telecommunications Trainee	22.77	26.19	29.60	34.16	45.54
Telecommunications Technical Employee	24.76	28.47	32.19	37.14	49.52
Telecommunications Technician	26.29	30.23	34.18	39.44	52.58
Advanced Telecommunications Technician	27.02	31.07	35.13	40.53	54.04
Principal Telecommunications Technician	28.97	33.32	37.66	43.46	57.94
Telecommunications Associate	31.30	36.00	40.69	46.95	62.60

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	34.16	45.54	56.93	45.54
Customer Contact Officer Level 1	35.28	47.04	58.80	47.04
Customer Contact Officer Level 2	37.14	49.52	61.90	49.52
Principal Customer Contact Specialist	39.14	52.18	65.23	52.18
Customer Contact Team Leader	40.53	54.04	67.55	54.04
Principal Customer Contact Leader	43.46	57.94	72.43	57.94
Clerical and Administration Level 1	34.16	45.54	56.93	45.54
Clerical and Administration Level 2	35.28	47.04	58.80	47.04
Clerical and Administration Level 3	37.14	49.52	61.90	49.52
Clerical and Administration Level 4	40.53	54.04	67.55	54.04
Clerical and Administration Level 5	43.46	57.94	72.43	57.94
Telecommunications Trainee	34.16	45.54	56.93	45.54
Telecommunications Technical Employee	37.14	49.52	61.90	49.52
Telecommunications Technician	39.44	52.58	65.73	52.58
Advanced Telecommunications Technician	40.53	54.04	67.55	54.04
Principal Telecommunications Technician	43.46	57.94	72.43	57.94
Telecommunications Associate	46.95	62.60	78.25	62.60

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	28.46	39.85	62.62
Customer Contact Officer Level 1	29.40	41.16	64.68
Customer Contact Officer Level 2	30.95	43.33	68.09
Principal Customer Contact Specialist	32.61	45.66	71.75
Customer Contact Team Leader	33.78	47.29	74.31
Principal Customer Contact Leader	36.21	50.70	79.67
Clerical and Administration Level 1	28.46	39.85	62.62
Clerical and Administration Level 2	29.40	41.16	64.68
Clerical and Administration Level 3	30.95	43.33	68.09
Clerical and Administration Level 4	33.78	47.29	74.31
Clerical and Administration Level 5	36.21	50.70	79.67
Telecommunications Trainee	28.46	39.85	62.62
Telecommunications Technical Employee	30.95	43.33	68.09
Telecommunications Technician	32.86	46.01	72.30
Advanced Telecommunications Technician	33.78	47.29	74.31
Principal Telecommunications Technician	36.21	50.70	79.67
Telecommunications Associate	39.13	54.78	86.08

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	28.46	31.88	35.29	39.85	51.23
Customer Contact Officer Level 1	29.40	32.93	36.46	41.16	52.92
Customer Contact Officer Level 2	30.95	34.66	38.38	43.33	55.71
Principal Customer Contact Specialist	32.61	36.53	40.44	45.66	58.70
Customer Contact Team Leader	33.78	37.83	41.88	47.29	60.80
Principal Customer Contact Leader	36.21	40.56	44.90	50.70	65.18
Clerical and Administration Level 1	28.46	31.88	35.29	39.85	51.23
Clerical and Administration Level 2	29.40	32.93	36.46	41.16	52.92
Clerical and Administration Level 3	30.95	34.66	38.38	43.33	55.71
Clerical and Administration Level 4	33.78	37.83	41.88	47.29	60.80
Clerical and Administration Level 5	36.21	40.56	44.90	50.70	65.18
Telecommunications Trainee	28.46	31.88	35.29	39.85	51.23
Telecommunications Technical Employee	30.95	34.66	38.38	43.33	55.71
Telecommunications Technician	32.86	36.81	40.75	46.01	59.15
Advanced Telecommunications Technician	33.78	37.83	41.88	47.29	60.80

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	36.21	40.56	44.90	50.70	65.18
Telecommunications Associate	39.13	43.82	48.52	54.78	70.43

12. By deleting the amount “\$899.50” appearing in clause C.1.1 and inserting “\$940.90”.
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	18.82	per week
Team leader/leading hand allowance—in charge of 3–10 employees ¹	18.3(b)	4.39	41.31	per week
Team leader/leading hand allowance—in charge of 11–20 employees ¹	18.3(b)	6.54	61.53	per week
Team leader/leading hand allowance—in charge of more than 20 employees ¹	18.3(b)	8.41	79.13	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

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