



# DETERMINATION

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

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

**CLERKS—PRIVATE SECTOR AWARD 2020**  
[MA000002]

Clerical 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:

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

<b>Column 1</b> <b>Classification</b>	<b>Column 2</b> <b>Minimum weekly rate</b> <b>(full-time employee)</b>	<b>Column 3</b> <b>Minimum hourly rate</b>
	\$	\$
Level 1—Year 1	910.90	23.97
Level 1—Year 2	954.00	25.11
Level 1—Year 3	983.40	25.88
Level 2—Year 1	995.00	26.18
Level 2—Year 2	1013.40	26.67
Level 3	1050.90	27.66
Call centre principal customer contact specialist	1058.30	27.85

<b>Column 1 Classification</b>	<b>Column 2 Minimum weekly rate (full-time employee)</b>	<b>Column 3 Minimum hourly rate</b>
	<b>\$</b>	<b>\$</b>
Level 4	1103.60	29.04
Level 5	1148.40	30.22
Call centre technical associate	1258.00	33.11

2. By deleting the year “2022” in clause 16.6(b) and inserting “2023”.
3. By deleting the amount “\$14.11” appearing in clause 19.2(b) and inserting “\$14.93”.
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	23.97	29.96	47.94	59.93
Level 1—Year 2	25.11	31.39	50.22	62.78
Level 1—Year 3	25.88	32.35	51.76	64.70
Level 2—Year 1	26.18	32.73	52.36	65.45
Level 2—Year 2	26.67	33.34	53.34	66.68
Level 3	27.66	34.58	55.32	69.15
Call centre principal customer contact specialist	27.85	34.81	55.70	69.63
Level 4	29.04	36.30	58.08	72.60
Level 5	30.22	37.78	60.44	75.55
Call centre technical associate	33.11	41.39	66.22	82.78

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	35.96	47.94	47.94	59.93
Level 1—Year 2	37.67	50.22	50.22	62.78
Level 1—Year 3	38.82	51.76	51.76	64.70
Level 2—Year 1	39.27	52.36	52.36	65.45
Level 2—Year 2	40.01	53.34	53.34	66.68
Level 3	41.49	55.32	55.32	69.15
Call centre principal customer contact specialist	41.78	55.70	55.70	69.63
Level 4	43.56	58.08	58.08	72.60
Level 5	45.33	60.44	60.44	75.55
Call centre technical associate	49.67	66.22	66.22	82.78

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	27.57	31.16	35.96
Level 1—Year 2	28.88	32.64	37.67
Level 1—Year 3	29.76	33.64	38.82
Level 2—Year 1	30.11	34.03	39.27
Level 2—Year 2	30.67	34.67	40.01
Level 3	31.81	35.96	41.49
Call centre principal customer contact specialist	32.03	36.21	41.78
Level 4	33.40	37.75	43.56
Level 5	34.75	39.29	45.33
Call centre technical associate	38.08	43.04	49.67

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	35.96	47.94	35.96	47.94	47.94
Level 1—Year 2	37.67	50.22	37.67	50.22	50.22
Level 1—Year 3	38.82	51.76	38.82	51.76	51.76
Level 2—Year 1	39.27	52.36	39.27	52.36	52.36
Level 2—Year 2	40.01	53.34	40.01	53.34	53.34
Level 3	41.49	55.32	41.49	55.32	55.32
Call centre principal customer contact specialist	41.78	55.70	41.78	55.70	55.70
Level 4	43.56	58.08	43.56	58.08	58.08
Level 5	45.33	60.44	45.33	60.44	60.44
Call centre technical associate	49.67	66.22	49.67	66.22	66.22

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	29.96	35.96	53.93	65.92
Level 1—Year 2	31.39	37.67	56.50	69.05
Level 1—Year 3	32.35	38.82	58.23	71.17
Level 2—Year 1	32.73	39.27	58.91	72.00
Level 2—Year 2	33.34	40.01	60.01	73.34
Level 3	34.58	41.49	62.24	76.07

	<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>
Call centre principal customer contact specialist	34.81	41.78	62.66	76.59
Level 4	36.30	43.56	65.34	79.86
Level 5	37.78	45.33	68.00	83.11
Call centre technical associate	41.39	49.67	74.50	91.05

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	33.56	37.15	41.95
Level 1—Year 2	35.15	38.92	43.94
Level 1—Year 3	36.23	40.11	45.29
Level 2—Year 1	36.65	40.58	45.82
Level 2—Year 2	37.34	41.34	46.67
Level 3	38.72	42.87	48.41
Call centre principal customer contact specialist	38.99	43.17	48.74
Level 4	40.66	45.01	50.82
Level 5	42.31	46.84	52.89
Call centre technical associate	46.35	51.32	57.94

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	10.79	13.49	21.58	26.98
16 years	11.99	14.99	23.98	29.98
17 years	14.38	17.98	28.76	35.95
18 years	16.78	20.98	33.56	41.95
19 years	19.18	23.98	38.36	47.95
20 years	21.57	26.96	43.14	53.93
<b>Level 1—Year 2</b>				
Under 16 years	11.30	14.13	22.60	28.25
16 years	12.55	15.69	25.10	31.38
17 years	15.06	18.83	30.12	37.65
18 years	17.57	21.96	35.14	43.93
19 years	20.08	25.10	40.16	50.20
20 years	22.59	28.24	45.18	56.48
<b>Level 1—Year 3</b>				
Under 16 years	11.65	14.56	23.30	29.13
16 years	12.94	16.18	25.88	32.35
17 years	15.53	19.41	31.06	38.83
18 years	18.12	22.65	36.24	45.30
19 years	20.70	25.88	41.40	51.75
20 years	23.29	29.11	46.58	58.23
<b>Level 2—Year 1</b>				
Under 16 years	11.78	14.73	23.56	29.45
16 years	13.09	16.36	26.18	32.73
17 years	15.71	19.64	31.42	39.28
18 years	18.33	22.91	36.66	45.83
19 years	20.95	26.19	41.90	52.38
20 years	23.57	29.46	47.14	58.93
<b>Level 2—Year 2</b>				
Under 16 years	12.00	15.00	24.00	30.00
16 years	13.33	16.66	26.66	33.33
17 years	16.00	20.00	32.00	40.00
18 years	18.67	23.34	37.34	46.68

	<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>
19 years	21.33	26.66	42.66	53.33
20 years	24.00	30.00	48.00	60.00
<b>Level 3</b>				
Under 16 years	12.45	15.56	24.90	31.13
16 years	13.83	17.29	27.66	34.58
17 years	16.59	20.74	33.18	41.48
18 years	19.36	24.20	38.72	48.40
19 years	22.12	27.65	44.24	55.30
20 years	24.89	31.11	49.78	62.23
<b>Call centre principal customer contact specialist</b>				
Under 16 years	12.53	15.66	25.06	31.33
16 years	13.93	17.41	27.86	34.83
17 years	16.71	20.89	33.42	41.78
18 years	19.50	24.38	39.00	48.75
19 years	22.28	27.85	44.56	55.70
20 years	25.07	31.34	50.14	62.68
<b>Level 4</b>				
Under 16 years	13.07	16.34	26.14	32.68
16 years	14.52	18.15	29.04	36.30
17 years	17.43	21.79	34.86	43.58
18 years	20.33	25.41	40.66	50.83
19 years	23.23	29.04	46.46	58.08
20 years	26.14	32.68	52.28	65.35
<b>Level 5</b>				
Under 16 years	13.60	17.00	27.20	34.00
16 years	15.11	18.89	30.22	37.78
17 years	18.13	22.66	36.26	45.33
18 years	21.15	26.44	42.30	52.88
19 years	24.18	30.23	48.36	60.45
20 years	27.20	34.00	54.40	68.00
<b>Call centre technical associate</b>				
Under 16 years	14.90	18.63	29.80	37.25
16 years	16.55	20.69	33.10	41.38

	<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	19.86	24.83	39.72	49.65
18 years	23.17	28.96	46.34	57.93
19 years	26.48	33.10	52.96	66.20
20 years	29.79	37.24	59.58	74.48

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	16.19	21.58	21.58	26.98
16 years	17.99	23.98	23.98	29.98
17 years	21.57	28.76	28.76	35.95
18 years	25.17	33.56	33.56	41.95
19 years	28.77	38.36	38.36	47.95
20 years	32.36	43.14	43.14	53.93
<b>Level 1—Year 2</b>				
Under 16 years	16.95	22.60	22.60	28.25
16 years	18.83	25.10	25.10	31.38
17 years	22.59	30.12	30.12	37.65
18 years	26.36	35.14	35.14	43.93
19 years	30.12	40.16	40.16	50.20
20 years	33.89	45.18	45.18	56.48
<b>Level 1—Year 3</b>				
Under 16 years	17.48	23.30	23.30	29.13
16 years	19.41	25.88	25.88	32.35
17 years	23.30	31.06	31.06	38.83
18 years	27.18	36.24	36.24	45.30
19 years	31.05	41.40	41.40	51.75
20 years	34.94	46.58	46.58	58.23
<b>Level 2—Year 1</b>				
Under 16 years	17.67	23.56	23.56	29.45



	Monday to Saturday		Sunday – all day	Public holiday
	first 2 hours	after 2 hours		
	% of junior hourly rate			
	150%	200%	200%	250%
	\$	\$	\$	\$
16 years	19.64	26.18	26.18	32.73
17 years	23.57	31.42	31.42	39.28
18 years	27.50	36.66	36.66	45.83
19 years	31.43	41.90	41.90	52.38
20 years	35.36	47.14	47.14	58.93
<b>Level 2—Year 2</b>				
Under 16 years	18.00	24.00	24.00	30.00
16 years	20.00	26.66	26.66	33.33
17 years	24.00	32.00	32.00	40.00
18 years	28.01	37.34	37.34	46.68
19 years	32.00	42.66	42.66	53.33
20 years	36.00	48.00	48.00	60.00
<b>Level 3</b>				
Under 16 years	18.68	24.90	24.90	31.13
16 years	20.75	27.66	27.66	34.58
17 years	24.89	33.18	33.18	41.48
18 years	29.04	38.72	38.72	48.40
19 years	33.18	44.24	44.24	55.30
20 years	37.34	49.78	49.78	62.23
<b>Call centre principal customer contact specialist</b>				
Under 16 years	18.80	25.06	25.06	31.33
16 years	20.90	27.86	27.86	34.83
17 years	25.07	33.42	33.42	41.78
18 years	29.25	39.00	39.00	48.75
19 years	33.42	44.56	44.56	55.70
20 years	37.61	50.14	50.14	62.68
<b>Level 4</b>				
Under 16 years	19.61	26.14	26.14	32.68
16 years	21.78	29.04	29.04	36.30
17 years	26.15	34.86	34.86	43.58
18 years	30.50	40.66	40.66	50.83
19 years	34.85	46.46	46.46	58.08
20 years	39.21	52.28	52.28	65.35
<b>Level 5</b>				

	Monday to Saturday		Sunday – all day	Public holiday
	first 2 hours	after 2 hours		
	% of junior hourly rate			
	150%	200%	200%	250%
	\$	\$	\$	\$
Under 16 years	20.40	27.20	27.20	34.00
16 years	22.67	30.22	30.22	37.78
17 years	27.20	36.26	36.26	45.33
18 years	31.73	42.30	42.30	52.88
19 years	36.27	48.36	48.36	60.45
20 years	40.80	54.40	54.40	68.00
<b>Call centre technical associate</b>				
Under 16 years	22.35	29.80	29.80	37.25
16 years	24.83	33.10	33.10	41.38
17 years	29.79	39.72	39.72	49.65
18 years	34.76	46.34	46.34	57.93
19 years	39.72	52.96	52.96	66.20
20 years	44.69	59.58	59.58	74.48

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	12.41	14.03	16.19
16 years	13.79	15.59	17.99
17 years	16.54	18.69	21.57
18 years	19.30	21.81	25.17
19 years	22.06	24.93	28.77
20 years	24.81	28.04	32.36
<b>Level 1—Year 2</b>			
Under 16 years	13.00	14.69	16.95
16 years	14.43	16.32	18.83
17 years	17.32	19.58	22.59

	<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	20.21	22.84	26.36
19 years	23.09	26.10	30.12
20 years	25.98	29.37	33.89
<b>Level 1—Year 3</b>			
Under 16 years	13.40	15.15	17.48
16 years	14.88	16.82	19.41
17 years	17.86	20.19	23.30
18 years	20.84	23.56	27.18
19 years	23.81	26.91	31.05
20 years	26.78	30.28	34.94
<b>Level 2—Year 1</b>			
Under 16 years	13.55	15.31	17.67
16 years	15.05	17.02	19.64
17 years	18.07	20.42	23.57
18 years	21.08	23.83	27.50
19 years	24.09	27.24	31.43
20 years	27.11	30.64	35.36
<b>Level 2—Year 2</b>			
Under 16 years	13.80	15.60	18.00
16 years	15.33	17.33	20.00
17 years	18.40	20.80	24.00
18 years	21.47	24.27	28.01
19 years	24.53	27.73	32.00
20 years	27.60	31.20	36.00
<b>Level 3</b>			
Under 16 years	14.32	16.19	18.68
16 years	15.90	17.98	20.75
17 years	19.08	21.57	24.89
18 years	22.26	25.17	29.04

	<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>
19 years	25.44	28.76	33.18
20 years	28.62	32.36	37.34
<b>Call centre principal customer contact specialist</b>			
Under 16 years	14.41	16.29	18.80
16 years	16.02	18.11	20.90
17 years	19.22	21.72	25.07
18 years	22.43	25.35	29.25
19 years	25.62	28.96	33.42
20 years	28.83	32.59	37.61
<b>Level 4</b>			
Under 16 years	15.03	16.99	19.61
16 years	16.70	18.88	21.78
17 years	20.04	22.66	26.15
18 years	23.38	26.43	30.50
19 years	26.71	30.20	34.85
20 years	30.06	33.98	39.21
<b>Level 5</b>			
Under 16 years	15.64	17.68	20.40
16 years	17.38	19.64	22.67
17 years	20.85	23.57	27.20
18 years	24.32	27.50	31.73
19 years	27.81	31.43	36.27
20 years	31.28	35.36	40.80
<b>Call centre technical associate</b>			
Under 16 years	17.14	19.37	22.35
16 years	19.03	21.52	24.83
17 years	22.84	25.82	29.79
18 years	26.65	30.12	34.76

	<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>
19 years	30.45	34.42	39.72
20 years	34.26	38.73	44.69

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	16.19	21.58	16.19	21.58	21.58
16 years	17.99	23.98	17.99	23.98	23.98
17 years	21.57	28.76	21.57	28.76	28.76
18 years	25.17	33.56	25.17	33.56	33.56
19 years	28.77	38.36	28.77	38.36	38.36
20 years	32.36	43.14	32.36	43.14	43.14
<b>Level 1—Year 2</b>					
Under 16 years	16.95	22.60	16.95	22.60	22.60
16 years	18.83	25.10	18.83	25.10	25.10
17 years	22.59	30.12	22.59	30.12	30.12
18 years	26.36	35.14	26.36	35.14	35.14
19 years	30.12	40.16	30.12	40.16	40.16
20 years	33.89	45.18	33.89	45.18	45.18
<b>Level 1—Year 3</b>					
Under 16 years	17.48	23.30	17.48	23.30	23.30
16 years	19.41	25.88	19.41	25.88	25.88
17 years	23.30	31.06	23.30	31.06	31.06
18 years	27.18	36.24	27.18	36.24	36.24
19 years	31.05	41.40	31.05	41.40	41.40
20 years	34.94	46.58	34.94	46.58	46.58
<b>Level 2—Year 1</b>					

	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	17.67	23.56	17.67	23.56	23.56
16 years	19.64	26.18	19.64	26.18	26.18
17 years	23.57	31.42	23.57	31.42	31.42
18 years	27.50	36.66	27.50	36.66	36.66
19 years	31.43	41.90	31.43	41.90	41.90
20 years	35.36	47.14	35.36	47.14	47.14
<b>Level 2—Year 2</b>					
Under 16 years	18.00	24.00	18.00	24.00	24.00
16 years	20.00	26.66	20.00	26.66	26.66
17 years	24.00	32.00	24.00	32.00	32.00
18 years	28.01	37.34	28.01	37.34	37.34
19 years	32.00	42.66	32.00	42.66	42.66
20 years	36.00	48.00	36.00	48.00	48.00
<b>Level 3</b>					
Under 16 years	18.68	24.90	18.68	24.90	24.90
16 years	20.75	27.66	20.75	27.66	27.66
17 years	24.89	33.18	24.89	33.18	33.18
18 years	29.04	38.72	29.04	38.72	38.72
19 years	33.18	44.24	33.18	44.24	44.24
20 years	37.34	49.78	37.34	49.78	49.78
<b>Call centre principal customer contact specialist</b>					
Under 16 years	18.80	25.06	18.80	25.06	25.06
16 years	20.90	27.86	20.90	27.86	27.86
17 years	25.07	33.42	25.07	33.42	33.42
18 years	29.25	39.00	29.25	39.00	39.00
19 years	33.42	44.56	33.42	44.56	44.56
20 years	37.61	50.14	37.61	50.14	50.14
<b>Level 4</b>					
Under 16 years	19.61	26.14	19.61	26.14	26.14
16 years	21.78	29.04	21.78	29.04	29.04
17 years	26.15	34.86	26.15	34.86	34.86

	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%
	\$	\$	\$	\$	\$
18 years	30.50	40.66	30.50	40.66	40.66
19 years	34.85	46.46	34.85	46.46	46.46
20 years	39.21	52.28	39.21	52.28	52.28
<b>Level 5</b>					
Under 16 years	20.40	27.20	20.40	27.20	27.20
16 years	22.67	30.22	22.67	30.22	30.22
17 years	27.20	36.26	27.20	36.26	36.26
18 years	31.73	42.30	31.73	42.30	42.30
19 years	36.27	48.36	36.27	48.36	48.36
20 years	40.80	54.40	40.80	54.40	54.40
<b>Call centre technical associate</b>					
Under 16 years	22.35	29.80	22.35	29.80	29.80
16 years	24.83	33.10	24.83	33.10	33.10
17 years	29.79	39.72	29.79	39.72	39.72
18 years	34.76	46.34	34.76	46.34	46.34
19 years	39.72	52.96	39.72	52.96	52.96
20 years	44.69	59.58	44.69	59.58	59.58

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%
	\$	\$	\$	\$
<b>Level 1—Year 1</b>				
Under 16 years	13.49	16.19	24.28	29.67
16 years	14.99	17.99	26.98	32.97
17 years	17.98	21.57	32.36	39.55
18 years	20.98	25.17	37.76	46.15

	<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>
19 years	23.98	28.77	43.16	52.75
20 years	26.96	32.36	48.53	59.32
<b>Level 1—Year 2</b>				
Under 16 years	14.13	16.95	25.43	31.08
16 years	15.69	18.83	28.24	34.51
17 years	18.83	22.59	33.89	41.42
18 years	21.96	26.36	39.53	48.32
19 years	25.10	30.12	45.18	55.22
20 years	28.24	33.89	50.83	62.12
<b>Level 1—Year 3</b>				
Under 16 years	14.56	17.48	26.21	32.04
16 years	16.18	19.41	29.12	35.59
17 years	19.41	23.30	34.94	42.71
18 years	22.65	27.18	40.77	49.83
19 years	25.88	31.05	46.58	56.93
20 years	29.11	34.94	52.40	64.05
<b>Level 2—Year 1</b>				
Under 16 years	14.73	17.67	26.51	32.40
16 years	16.36	19.64	29.45	36.00
17 years	19.64	23.57	35.35	43.20
18 years	22.91	27.50	41.24	50.41
19 years	26.19	31.43	47.14	57.61
20 years	29.46	35.36	53.03	64.82
<b>Level 2—Year 2</b>				
Under 16 years	15.00	18.00	27.00	33.00
16 years	16.66	20.00	29.99	36.66
17 years	20.00	24.00	36.00	44.00
18 years	23.34	28.01	42.01	51.34
19 years	26.66	32.00	47.99	58.66



	<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>
20 years	30.00	36.00	54.00	66.00
<b>Level 3</b>				
Under 16 years	15.56	18.68	28.01	34.24
16 years	17.29	20.75	31.12	38.03
17 years	20.74	24.89	37.33	45.62
18 years	24.20	29.04	43.56	53.24
19 years	27.65	33.18	49.77	60.83
20 years	31.11	37.34	56.00	68.45
<b>Call centre principal customer contact specialist</b>				
Under 16 years	15.66	18.80	28.19	34.46
16 years	17.41	20.90	31.34	38.31
17 years	20.89	25.07	37.60	45.95
18 years	24.38	29.25	43.88	53.63
19 years	27.85	33.42	50.13	61.27
20 years	31.34	37.61	56.41	68.94
<b>Level 4</b>				
Under 16 years	16.34	19.61	29.41	35.94
16 years	18.15	21.78	32.67	39.93
17 years	21.79	26.15	39.22	47.93
18 years	25.41	30.50	45.74	55.91
19 years	29.04	34.85	52.27	63.88
20 years	32.68	39.21	58.82	71.89
<b>Level 5</b>				
Under 16 years	17.00	20.40	30.60	37.40
16 years	18.89	22.67	34.00	41.55
17 years	22.66	27.20	40.79	49.86
18 years	26.44	31.73	47.59	58.16
19 years	30.23	36.27	54.41	66.50

	<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>
20 years	34.00	40.80	61.20	74.80
<b>Call centre technical associate</b>				
Under 16 years	18.63	22.35	33.53	40.98
16 years	20.69	24.83	37.24	45.51
17 years	24.83	29.79	44.69	54.62
18 years	28.96	34.76	52.13	63.72
19 years	33.10	39.72	59.58	72.82
20 years	37.24	44.69	67.03	81.92

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	15.11	16.72	18.88
16 years	16.79	18.58	20.98
17 years	20.13	22.29	25.17
18 years	23.49	26.01	29.37
19 years	26.85	29.73	33.57
20 years	30.20	33.43	37.75
<b>Level 1—Year 2</b>			
Under 16 years	15.82	17.52	19.78
16 years	17.57	19.45	21.96
17 years	21.08	23.34	26.36
18 years	24.60	27.23	30.75
19 years	28.11	31.12	35.14
20 years	31.63	35.01	39.53

	<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 3</b>			
Under 16 years	16.31	18.06	20.39
16 years	18.12	20.06	22.65
17 years	21.74	24.07	27.18
18 years	25.37	28.09	31.71
19 years	28.98	32.09	36.23
20 years	32.61	36.10	40.76
<b>Level 2—Year 1</b>			
Under 16 years	16.49	18.26	20.62
16 years	18.33	20.29	22.91
17 years	21.99	24.35	27.49
18 years	25.66	28.41	32.08
19 years	29.33	32.47	36.66
20 years	33.00	36.53	41.25
<b>Level 2—Year 2</b>			
Under 16 years	16.80	18.60	21.00
16 years	18.66	20.66	23.33
17 years	22.40	24.80	28.00
18 years	26.14	28.94	32.67
19 years	29.86	33.06	37.33
20 years	33.60	37.20	42.00
<b>Level 3</b>			
Under 16 years	17.43	19.30	21.79
16 years	19.36	21.44	24.20
17 years	23.23	25.71	29.03
18 years	27.10	30.01	33.88
19 years	30.97	34.29	38.71
20 years	34.85	38.58	43.56
<b>Call centre principal customer contact specialist</b>			

	<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>
Under 16 years	17.54	19.42	21.93
16 years	19.50	21.59	24.38
17 years	23.39	25.90	29.24
18 years	27.30	30.23	34.13
19 years	31.19	34.53	38.99
20 years	35.10	38.86	43.87
<b>Level 4</b>			
Under 16 years	18.30	20.26	22.87
16 years	20.33	22.51	25.41
17 years	24.40	27.02	30.50
18 years	28.46	31.51	35.58
19 years	32.52	36.01	40.65
20 years	36.60	40.52	45.75
<b>Level 5</b>			
Under 16 years	19.04	21.08	23.80
16 years	21.15	23.42	26.44
17 years	25.38	28.10	31.73
18 years	29.61	32.78	37.01
19 years	33.85	37.48	42.32
20 years	38.08	42.16	47.60
<b>Call centre technical associate</b>			
Under 16 years	20.86	23.10	26.08
16 years	23.17	25.65	28.96
17 years	27.80	30.78	34.76
18 years	32.44	35.91	40.55
19 years	37.07	41.04	46.34
20 years	41.71	46.17	52.13

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

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%	14.93	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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