



DETERMINATION

Fair Work Act 2009
s 285—Annual wage review

Annual Wage Review 2023–24
(C2024/1)

CLERKS—PRIVATE SECTOR AWARD 2020
[MA000002]

Clerical industry

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

SYDNEY, 18 JUNE 2024

Annual Wage Review 2023–24.

A. Further to the decision issued by the Expert Panel in the Annual Wage Review 2023–24 on 3 June 2024 [[\[2024\] FWCFB 3500](#)], the above award is varied as follows:

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

Column 1	Column 2	Column 3
Classification	Minimum weekly rate (full-time employee)	Minimum hourly rate
	\$	\$
Level 1—Year 1	945.10	24.87
Level 1—Year 2	989.80	26.05
Level 1—Year 3	1020.30	26.85
Level 2—Year 1	1032.30	27.17
Level 2—Year 2	1051.40	27.67
Level 3	1090.30	28.69
Call centre principal customer contact specialist	1098.00	28.89

Column 1 Classification	Column 2 Minimum weekly rate (full-time employee)	Column 3 Minimum hourly rate
	\$	\$
Level 4	1145.00	30.13
Level 5	1191.50	31.36
Call centre technical associate	1305.20	34.35

2. By deleting the year “2023” in clause 16.6(b) and inserting “2024”.
3. By deleting the amount “\$14.93” appearing in clause 19.2(b) and inserting “\$15.48”.
4. By deleting the table appearing in clause B.1.1 and inserting the following:

	Monday to Friday	Saturday	Sunday	Public holiday
	% of minimum hourly rate			
	100%	125%	200%	250%
	\$	\$	\$	\$
Level 1—Year 1	24.87	31.09	49.74	62.18
Level 1—Year 2	26.05	32.56	52.10	65.13
Level 1—Year 3	26.85	33.56	53.70	67.13
Level 2—Year 1	27.17	33.96	54.34	67.93
Level 2—Year 2	27.67	34.59	55.34	69.18
Level 3	28.69	35.86	57.38	71.73
Call centre principal customer contact specialist	28.89	36.11	57.78	72.23
Level 4	30.13	37.66	60.26	75.33
Level 5	31.36	39.20	62.72	78.40
Call centre technical associate	34.35	42.94	68.70	85.88

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

	Monday to Saturday		Sunday – all day	Public holiday
	first 2 hours	after 2 hours		
	% of minimum hourly rate			
	150%	200%	200%	250%
	\$	\$	\$	\$
Level 1—Year 1	37.31	49.74	49.74	62.18
Level 1—Year 2	39.08	52.10	52.10	65.13
Level 1—Year 3	40.28	53.70	53.70	67.13
Level 2—Year 1	40.76	54.34	54.34	67.93
Level 2—Year 2	41.51	55.34	55.34	69.18
Level 3	43.04	57.38	57.38	71.73
Call centre principal customer contact specialist	43.34	57.78	57.78	72.23
Level 4	45.20	60.26	60.26	75.33
Level 5	47.04	62.72	62.72	78.40
Call centre technical associate	51.53	68.70	68.70	85.88

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

	Afternoon and night	Permanent night ¹	Saturday, Sunday or public holiday
		% of minimum hourly rate	
	115%	130%	150%
	\$	\$	\$
Level 1—Year 1	28.60	32.33	37.31
Level 1—Year 2	29.96	33.87	39.08
Level 1—Year 3	30.88	34.91	40.28
Level 2—Year 1	31.25	35.32	40.76
Level 2—Year 2	31.82	35.97	41.51
Level 3	32.99	37.30	43.04
Call centre principal customer contact specialist	33.22	37.56	43.34

	Afternoon and night	Permanent night¹	Saturday, Sunday or public holiday
	% of minimum hourly rate		
	115%	130%	150%
	\$	\$	\$
Level 4	34.65	39.17	45.20
Level 5	36.06	40.77	47.04
Call centre technical associate	39.50	44.66	51.53

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

	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 minimum hourly rate				
	150%	200%	150%	200%	200%
	\$	\$	\$	\$	\$
Level 1—Year 1	37.31	49.74	37.31	49.74	49.74
Level 1—Year 2	39.08	52.10	39.08	52.10	52.10
Level 1—Year 3	40.28	53.70	40.28	53.70	53.70
Level 2—Year 1	40.76	54.34	40.76	54.34	54.34
Level 2—Year 2	41.51	55.34	41.51	55.34	55.34
Level 3	43.04	57.38	43.04	57.38	57.38
Call centre principal customer contact specialist	43.34	57.78	43.34	57.78	57.78
Level 4	45.20	60.26	45.20	60.26	60.26
Level 5	47.04	62.72	47.04	62.72	62.72
Call centre technical associate	51.53	68.70	51.53	68.70	68.70

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

	Monday to Friday	Saturday	Sunday	Public holiday
	% of minimum hourly rate			
	125%	150%	225%	275%
	\$	\$	\$	\$
Level 1—Year 1	31.09	37.31	55.96	68.39
Level 1—Year 2	32.56	39.08	58.61	71.64
Level 1—Year 3	33.56	40.28	60.41	73.84
Level 2—Year 1	33.96	40.76	61.13	74.72
Level 2—Year 2	34.59	41.51	62.26	76.09
Level 3	35.86	43.04	64.55	78.90
Call centre principal customer contact specialist	36.11	43.34	65.00	79.45
Level 4	37.66	45.20	67.79	82.86
Level 5	39.20	47.04	70.56	86.24
Call centre technical associate	42.94	51.53	77.29	94.46

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

	Afternoon and night	Permanent night¹	Saturday, Sunday or public holiday
	% of minimum hourly rate		
	140%	155%	175%
	\$	\$	\$
Level 1—Year 1	34.82	38.55	43.52
Level 1—Year 2	36.47	40.38	45.59
Level 1—Year 3	37.59	41.62	46.99
Level 2—Year 1	38.04	42.11	47.55
Level 2—Year 2	38.74	42.89	48.42
Level 3	40.17	44.47	50.21
Call centre principal customer contact specialist	40.45	44.78	50.56

	Afternoon and night	Permanent night¹	Saturday, Sunday or public holiday
	% of minimum hourly rate		
	140%	155%	175%
	\$	\$	\$
Level 4	42.18	46.70	52.73
Level 5	43.90	48.61	54.88
Call centre technical associate	48.09	53.24	60.11

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

	Monday to Friday	Saturday	Sunday	Public holiday
	% of junior hourly rate			
	100%	125%	200%	250%
	\$	\$	\$	\$
Level 1—Year 1				
Under 16 years	11.19	13.99	22.38	27.98
16 years	12.44	15.55	24.88	31.10
17 years	14.92	18.65	29.84	37.30
18 years	17.41	21.76	34.82	43.53
19 years	19.90	24.88	39.80	49.75
20 years	22.38	27.98	44.76	55.95
Level 1—Year 2				
Under 16 years	11.72	14.65	23.44	29.30
16 years	13.02	16.28	26.04	32.55
17 years	15.63	19.54	31.26	39.08
18 years	18.23	22.79	36.46	45.58
19 years	20.84	26.05	41.68	52.10
20 years	23.44	29.30	46.88	58.60
Level 1—Year 3				
Under 16 years	12.08	15.10	24.16	30.20
16 years	13.43	16.79	26.86	33.58
17 years	16.11	20.14	32.22	40.28
18 years	18.80	23.50	37.60	47.00
19 years	21.48	26.85	42.96	53.70
20 years	24.17	30.21	48.34	60.43
Level 2—Year 1				
Under 16 years	12.22	15.28	24.44	30.55

	Monday to Friday	Saturday	Sunday	Public holiday
	% of junior hourly rate			
	100%	125%	200%	250%
	\$	\$	\$	\$
16 years	13.58	16.98	27.16	33.95
17 years	16.30	20.38	32.60	40.75
18 years	19.02	23.78	38.04	47.55
19 years	21.73	27.16	43.46	54.33
20 years	24.45	30.56	48.90	61.13
Level 2—Year 2				
Under 16 years	12.45	15.56	24.90	31.13
16 years	13.83	17.29	27.66	34.58
17 years	16.60	20.75	33.20	41.50
18 years	19.37	24.21	38.74	48.43
19 years	22.13	27.66	44.26	55.33
20 years	24.90	31.13	49.80	62.25
Level 3				
Under 16 years	12.91	16.14	25.82	32.28
16 years	14.35	17.94	28.70	35.88
17 years	17.22	21.53	34.44	43.05
18 years	20.08	25.10	40.16	50.20
19 years	22.95	28.69	45.90	57.38
20 years	25.82	32.28	51.64	64.55
Call centre principal customer contact specialist				
Under 16 years	13.00	16.25	26.00	32.50
16 years	14.45	18.06	28.90	36.13
17 years	17.34	21.68	34.68	43.35
18 years	20.23	25.29	40.46	50.58
19 years	23.12	28.90	46.24	57.80
20 years	26.01	32.51	52.02	65.03
Level 4				
Under 16 years	13.56	16.95	27.12	33.90
16 years	15.07	18.84	30.14	37.68
17 years	18.08	22.60	36.16	45.20
18 years	21.09	26.36	42.18	52.73
19 years	24.11	30.14	48.22	60.28
20 years	27.12	33.90	54.24	67.80

	Monday to Friday	Saturday	Sunday	Public holiday
	% of junior hourly rate			
	100%	125%	200%	250%
	\$	\$	\$	\$
Level 5				
Under 16 years	14.11	17.64	28.22	35.28
16 years	15.68	19.60	31.36	39.20
17 years	18.81	23.51	37.62	47.03
18 years	21.95	27.44	43.90	54.88
19 years	25.08	31.35	50.16	62.70
20 years	28.22	35.28	56.44	70.55
Call centre technical associate				
Under 16 years	15.46	19.33	30.92	38.65
16 years	17.17	21.46	34.34	42.93
17 years	20.61	25.76	41.22	51.53
18 years	24.04	30.05	48.08	60.10
19 years	27.48	34.35	54.96	68.70
20 years	30.91	38.64	61.82	77.28

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

	Monday to Saturday		Sunday – all day	Public holiday
	first 2 hours	after 2 hours		
	% of junior hourly rate			
	150%	200%	200%	250%
	\$	\$	\$	\$
Level 1—Year 1				
Under 16 years	16.79	22.38	22.38	27.98
16 years	18.66	24.88	24.88	31.10
17 years	22.38	29.84	29.84	37.30
18 years	26.12	34.82	34.82	43.53
19 years	29.85	39.80	39.80	49.75
20 years	33.57	44.76	44.76	55.95
Level 1—Year 2				
Under 16 years	17.58	23.44	23.44	29.30
16 years	19.53	26.04	26.04	32.55
17 years	23.45	31.26	31.26	39.08
18 years	27.35	36.46	36.46	45.58

	Monday to Saturday		Sunday – all day	Public holiday
	first 2 hours	after 2 hours		
	% of junior hourly rate			
	150%	200%	200%	250%
	\$	\$	\$	\$
19 years	31.26	41.68	41.68	52.10
20 years	35.16	46.88	46.88	58.60
Level 1—Year 3				
Under 16 years	18.12	24.16	24.16	30.20
16 years	20.15	26.86	26.86	33.58
17 years	24.17	32.22	32.22	40.28
18 years	28.20	37.60	37.60	47.00
19 years	32.22	42.96	42.96	53.70
20 years	36.26	48.34	48.34	60.43
Level 2—Year 1				
Under 16 years	18.33	24.44	24.44	30.55
16 years	20.37	27.16	27.16	33.95
17 years	24.45	32.60	32.60	40.75
18 years	28.53	38.04	38.04	47.55
19 years	32.60	43.46	43.46	54.33
20 years	36.68	48.90	48.90	61.13
Level 2—Year 2				
Under 16 years	18.68	24.90	24.90	31.13
16 years	20.75	27.66	27.66	34.58
17 years	24.90	33.20	33.20	41.50
18 years	29.06	38.74	38.74	48.43
19 years	33.20	44.26	44.26	55.33
20 years	37.35	49.80	49.80	62.25
Level 3				
Under 16 years	19.37	25.82	25.82	32.28
16 years	21.53	28.70	28.70	35.88
17 years	25.83	34.44	34.44	43.05
18 years	30.12	40.16	40.16	50.20
19 years	34.43	45.90	45.90	57.38
20 years	38.73	51.64	51.64	64.55
Call centre principal customer contact specialist				
Under 16 years	19.50	26.00	26.00	32.50
16 years	21.68	28.90	28.90	36.13
17 years	26.01	34.68	34.68	43.35

	Monday to Saturday		Sunday – all day	Public holiday
	first 2 hours	after 2 hours		
	% of junior hourly rate			
	150%	200%	200%	250%
	\$	\$	\$	\$
18 years	30.35	40.46	40.46	50.58
19 years	34.68	46.24	46.24	57.80
20 years	39.02	52.02	52.02	65.03
Level 4				
Under 16 years	20.34	27.12	27.12	33.90
16 years	22.61	30.14	30.14	37.68
17 years	27.12	36.16	36.16	45.20
18 years	31.64	42.18	42.18	52.73
19 years	36.17	48.22	48.22	60.28
20 years	40.68	54.24	54.24	67.80
Level 5				
Under 16 years	21.17	28.22	28.22	35.28
16 years	23.52	31.36	31.36	39.20
17 years	28.22	37.62	37.62	47.03
18 years	32.93	43.90	43.90	54.88
19 years	37.62	50.16	50.16	62.70
20 years	42.33	56.44	56.44	70.55
Call centre technical associate				
Under 16 years	23.19	30.92	30.92	38.65
16 years	25.76	34.34	34.34	42.93
17 years	30.92	41.22	41.22	51.53
18 years	36.06	48.08	48.08	60.10
19 years	41.22	54.96	54.96	68.70
20 years	46.37	61.82	61.82	77.28

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

	Afternoon and Night	Permanent night ¹	Saturday, Sunday or Public holiday
	% of junior hourly rate		
	115%	130%	150%
	\$	\$	\$
Level 1—Year 1			

	Afternoon and Night	Permanent night¹	Saturday, Sunday or Public holiday
	% of junior hourly rate		
	115%	130%	150%
	\$	\$	\$
Under 16 years	12.87	14.55	16.79
16 years	14.31	16.17	18.66
17 years	17.16	19.40	22.38
18 years	20.02	22.63	26.12
19 years	22.89	25.87	29.85
20 years	25.74	29.09	33.57
Level 1—Year 2			
Under 16 years	13.48	15.24	17.58
16 years	14.97	16.93	19.53
17 years	17.97	20.32	23.45
18 years	20.96	23.70	27.35
19 years	23.97	27.09	31.26
20 years	26.96	30.47	35.16
Level 1—Year 3			
Under 16 years	13.89	15.70	18.12
16 years	15.44	17.46	20.15
17 years	18.53	20.94	24.17
18 years	21.62	24.44	28.20
19 years	24.70	27.92	32.22
20 years	27.80	31.42	36.26
Level 2—Year 1			
Under 16 years	14.05	15.89	18.33
16 years	15.62	17.65	20.37
17 years	18.75	21.19	24.45
18 years	21.87	24.73	28.53
19 years	24.99	28.25	32.60
20 years	28.12	31.79	36.68
Level 2—Year 2			
Under 16 years	14.32	16.19	18.68

	Afternoon and Night	Permanent night¹	Saturday, Sunday or Public holiday
	% of junior hourly rate		
	115%	130%	150%
	\$	\$	\$
16 years	15.90	17.98	20.75
17 years	19.09	21.58	24.90
18 years	22.28	25.18	29.06
19 years	25.45	28.77	33.20
20 years	28.64	32.37	37.35
Level 3			
Under 16 years	14.85	16.78	19.37
16 years	16.50	18.66	21.53
17 years	19.80	22.39	25.83
18 years	23.09	26.10	30.12
19 years	26.39	29.84	34.43
20 years	29.69	33.57	38.73
Call centre principal customer contact specialist			
Under 16 years	14.95	16.90	19.50
16 years	16.62	18.79	21.68
17 years	19.94	22.54	26.01
18 years	23.26	26.30	30.35
19 years	26.59	30.06	34.68
20 years	29.91	33.81	39.02
Level 4			
Under 16 years	15.59	17.63	20.34
16 years	17.33	19.59	22.61
17 years	20.79	23.50	27.12
18 years	24.25	27.42	31.64
19 years	27.73	31.34	36.17
20 years	31.19	35.26	40.68
Level 5			
Under 16 years	16.23	18.34	21.17

	Afternoon and Night	Permanent night¹	Saturday, Sunday or Public holiday
	% of junior hourly rate		
	115%	130%	150%
	\$	\$	\$
16 years	18.03	20.38	23.52
17 years	21.63	24.45	28.22
18 years	25.24	28.54	32.93
19 years	28.84	32.60	37.62
20 years	32.45	36.69	42.33
Call centre technical associate			
Under 16 years	17.78	20.10	23.19
16 years	19.75	22.32	25.76
17 years	23.70	26.79	30.92
18 years	27.65	31.25	36.06
19 years	31.60	35.72	41.22
20 years	35.55	40.18	46.37

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

	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%
	\$	\$	\$	\$	\$
Level 1—Year 1					
Under 16 years	16.79	22.38	16.79	22.38	22.38
16 years	18.66	24.88	18.66	24.88	24.88
17 years	22.38	29.84	22.38	29.84	29.84
18 years	26.12	34.82	26.12	34.82	34.82
19 years	29.85	39.80	29.85	39.80	39.80
20 years	33.57	44.76	33.57	44.76	44.76
Level 1—Year 2					
Under 16 years	17.58	23.44	17.58	23.44	23.44
16 years	19.53	26.04	19.53	26.04	26.04

	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%
	\$	\$	\$	\$	\$
17 years	23.45	31.26	23.45	31.26	31.26
18 years	27.35	36.46	27.35	36.46	36.46
19 years	31.26	41.68	31.26	41.68	41.68
20 years	35.16	46.88	35.16	46.88	46.88
Level 1—Year 3					
Under 16 years	18.12	24.16	18.12	24.16	24.16
16 years	20.15	26.86	20.15	26.86	26.86
17 years	24.17	32.22	24.17	32.22	32.22
18 years	28.20	37.60	28.20	37.60	37.60
19 years	32.22	42.96	32.22	42.96	42.96
20 years	36.26	48.34	36.26	48.34	48.34
Level 2—Year 1					
Under 16 years	18.33	24.44	18.33	24.44	24.44
16 years	20.37	27.16	20.37	27.16	27.16
17 years	24.45	32.60	24.45	32.60	32.60
18 years	28.53	38.04	28.53	38.04	38.04
19 years	32.60	43.46	32.60	43.46	43.46
20 years	36.68	48.90	36.68	48.90	48.90
Level 2—Year 2					
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	24.90	33.20	24.90	33.20	33.20
18 years	29.06	38.74	29.06	38.74	38.74
19 years	33.20	44.26	33.20	44.26	44.26
20 years	37.35	49.80	37.35	49.80	49.80
Level 3					
Under 16 years	19.37	25.82	19.37	25.82	25.82
16 years	21.53	28.70	21.53	28.70	28.70
17 years	25.83	34.44	25.83	34.44	34.44
18 years	30.12	40.16	30.12	40.16	40.16
19 years	34.43	45.90	34.43	45.90	45.90
20 years	38.73	51.64	38.73	51.64	51.64

	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%
	\$	\$	\$	\$	\$
Call centre principal customer contact specialist					
Under 16 years	19.50	26.00	19.50	26.00	26.00
16 years	21.68	28.90	21.68	28.90	28.90
17 years	26.01	34.68	26.01	34.68	34.68
18 years	30.35	40.46	30.35	40.46	40.46
19 years	34.68	46.24	34.68	46.24	46.24
20 years	39.02	52.02	39.02	52.02	52.02
Level 4					
Under 16 years	20.34	27.12	20.34	27.12	27.12
16 years	22.61	30.14	22.61	30.14	30.14
17 years	27.12	36.16	27.12	36.16	36.16
18 years	31.64	42.18	31.64	42.18	42.18
19 years	36.17	48.22	36.17	48.22	48.22
20 years	40.68	54.24	40.68	54.24	54.24
Level 5					
Under 16 years	21.17	28.22	21.17	28.22	28.22
16 years	23.52	31.36	23.52	31.36	31.36
17 years	28.22	37.62	28.22	37.62	37.62
18 years	32.93	43.90	32.93	43.90	43.90
19 years	37.62	50.16	37.62	50.16	50.16
20 years	42.33	56.44	42.33	56.44	56.44
Call centre technical associate					
Under 16 years	23.19	30.92	23.19	30.92	30.92
16 years	25.76	34.34	25.76	34.34	34.34
17 years	30.92	41.22	30.92	41.22	41.22
18 years	36.06	48.08	36.06	48.08	48.08
19 years	41.22	54.96	41.22	54.96	54.96
20 years	46.37	61.82	46.37	61.82	61.82

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%
	\$	\$	\$	\$
Level 1—Year 1				
Under 16 years	13.99	16.79	25.18	30.77
16 years	15.55	18.66	27.99	34.21
17 years	18.65	22.38	33.57	41.03
18 years	21.76	26.12	39.17	47.88
19 years	24.88	29.85	44.78	54.73
20 years	27.98	33.57	50.36	61.55
Level 1—Year 2				
Under 16 years	14.65	17.58	26.37	32.23
16 years	16.28	19.53	29.30	35.81
17 years	19.54	23.45	35.17	42.98
18 years	22.79	27.35	41.02	50.13
19 years	26.05	31.26	46.89	57.31
20 years	29.30	35.16	52.74	64.46
Level 1—Year 3				
Under 16 years	15.10	18.12	27.18	33.22
16 years	16.79	20.15	30.22	36.93
17 years	20.14	24.17	36.25	44.30
18 years	23.50	28.20	42.30	51.70
19 years	26.85	32.22	48.33	59.07
20 years	30.21	36.26	54.38	66.47
Level 2—Year 1				
Under 16 years	15.28	18.33	27.50	33.61
16 years	16.98	20.37	30.56	37.35
17 years	20.38	24.45	36.68	44.83
18 years	23.78	28.53	42.80	52.31
19 years	27.16	32.60	48.89	59.76
20 years	30.56	36.68	55.01	67.24

	Monday to Friday	Saturday	Sunday	Public holiday
	% of junior hourly rate			
	125%	150%	225%	275%
	\$	\$	\$	\$
Level 2—Year 2				
Under 16 years	15.56	18.68	28.01	34.24
16 years	17.29	20.75	31.12	38.03
17 years	20.75	24.90	37.35	45.65
18 years	24.21	29.06	43.58	53.27
19 years	27.66	33.20	49.79	60.86
20 years	31.13	37.35	56.03	68.48
Level 3				
Under 16 years	16.14	19.37	29.05	35.50
16 years	17.94	21.53	32.29	39.46
17 years	21.53	25.83	38.75	47.36
18 years	25.10	30.12	45.18	55.22
19 years	28.69	34.43	51.64	63.11
20 years	32.28	38.73	58.10	71.01
Call centre principal customer contact specialist				
Under 16 years	16.25	19.50	29.25	35.75
16 years	18.06	21.68	32.51	39.74
17 years	21.68	26.01	39.02	47.69
18 years	25.29	30.35	45.52	55.63
19 years	28.90	34.68	52.02	63.58
20 years	32.51	39.02	58.52	71.53
Level 4				
Under 16 years	16.95	20.34	30.51	37.29
16 years	18.84	22.61	33.91	41.44
17 years	22.60	27.12	40.68	49.72
18 years	26.36	31.64	47.45	58.00
19 years	30.14	36.17	54.25	66.30
20 years	33.90	40.68	61.02	74.58

	Monday to Friday	Saturday	Sunday	Public holiday
	% of junior hourly rate			
	125%	150%	225%	275%
	\$	\$	\$	\$
Level 5				
Under 16 years	17.64	21.17	31.75	38.80
16 years	19.60	23.52	35.28	43.12
17 years	23.51	28.22	42.32	51.73
18 years	27.44	32.93	49.39	60.36
19 years	31.35	37.62	56.43	68.97
20 years	35.28	42.33	63.50	77.61
Call centre technical associate				
Under 16 years	19.33	23.19	34.79	42.52
16 years	21.46	25.76	38.63	47.22
17 years	25.76	30.92	46.37	56.68
18 years	30.05	36.06	54.09	66.11
19 years	34.35	41.22	61.83	75.57
20 years	38.64	46.37	69.55	85.00

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

	Afternoon and Night	Permanent night¹	Saturday, Sunday or Public holiday
	% of junior hourly rate		
	140%	155%	175%
	\$	\$	\$
Level 1—Year 1			
Under 16 years	15.67	17.34	19.58
16 years	17.42	19.28	21.77
17 years	20.89	23.13	26.11
18 years	24.37	26.99	30.47
19 years	27.86	30.85	34.83
20 years	31.33	34.69	39.17

	Afternoon and Night	Permanent night¹	Saturday, Sunday or Public holiday
	% of junior hourly rate		
	140%	155%	175%
	\$	\$	\$
Level 1—Year 2			
Under 16 years	16.41	18.17	20.51
16 years	18.23	20.18	22.79
17 years	21.88	24.23	27.35
18 years	25.52	28.26	31.90
19 years	29.18	32.30	36.47
20 years	32.82	36.33	41.02
Level 1—Year 3			
Under 16 years	16.91	18.72	21.14
16 years	18.80	20.82	23.50
17 years	22.55	24.97	28.19
18 years	26.32	29.14	32.90
19 years	30.07	33.29	37.59
20 years	33.84	37.46	42.30
Level 2—Year 1			
Under 16 years	17.11	18.94	21.39
16 years	19.01	21.05	23.77
17 years	22.82	25.27	28.53
18 years	26.63	29.48	33.29
19 years	30.42	33.68	38.03
20 years	34.23	37.90	42.79
Level 2—Year 2			
Under 16 years	17.43	19.30	21.79
16 years	19.36	21.44	24.20
17 years	23.24	25.73	29.05
18 years	27.12	30.02	33.90
19 years	30.98	34.30	38.73
20 years	34.86	38.60	43.58
Level 3			
Under 16 years	18.07	20.01	22.59

	Afternoon and Night	Permanent night¹	Saturday, Sunday or Public holiday
	% of junior hourly rate		
	140%	155%	175%
	\$	\$	\$
16 years	20.09	22.24	25.11
17 years	24.11	26.69	30.14
18 years	28.11	31.12	35.14
19 years	32.13	35.57	40.16
20 years	36.15	40.02	45.19
Call centre principal customer contact specialist			
Under 16 years	18.20	20.15	22.75
16 years	20.23	22.40	25.29
17 years	24.28	26.88	30.35
18 years	28.32	31.36	35.40
19 years	32.37	35.84	40.46
20 years	36.41	40.32	45.52
Level 4			
Under 16 years	18.98	21.02	23.73
16 years	21.10	23.36	26.37
17 years	25.31	28.02	31.64
18 years	29.53	32.69	36.91
19 years	33.75	37.37	42.19
20 years	37.97	42.04	47.46
Level 5			
Under 16 years	19.75	21.87	24.69
16 years	21.95	24.30	27.44
17 years	26.33	29.16	32.92
18 years	30.73	34.02	38.41
19 years	35.11	38.87	43.89
20 years	39.51	43.74	49.39
Call centre technical associate			
Under 16 years	21.64	23.96	27.06
16 years	24.04	26.61	30.05

	Afternoon and Night	Permanent night¹	Saturday, Sunday or Public holiday
	% of junior hourly rate		
	140%	155%	175%
	\$	\$	\$
17 years	28.85	31.95	36.07
18 years	33.66	37.26	42.07
19 years	38.47	42.59	48.09
20 years	43.27	47.91	54.09

16. By deleting the amount “\$995.00” appearing in clause C.1.1 and inserting “\$1032.30”.

17. By deleting the table appearing in clause C.1.1 and inserting the following:

Allowance	Clause	% of standard rate	\$	Payable
First aid allowance	19.2(b)	1.5%	15.48	per week

B. This determination comes into operation on 1 July 2024. In accordance with s 286(5) of the *Fair Work Act 2009* (Cth) 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 2024.



PRESIDENT

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