



# DRAFT DETERMINATION

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

**Annual Wage Review 2021–22**  
(C2022/1)

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

Contract call centre industry

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

MELBOURNE, XX 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:

- 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	865.20	22.77
Clerical and Administration Officer Level 1	865.20	22.77
Customer Contact Officer Level 1	893.60	23.52
Clerical and Administration Officer Level 2	893.60	23.52
Customer Contact Officer Level 2	940.90	24.76
Clerical and Administration Officer Level 3	940.90	24.76
Principal Customer Contact Specialist	1000.80	26.34

Classification	Minimum weekly rate	Minimum hourly rate
	(full-time employee)	
	\$	\$
Customer Contact Team Leader	1026.60	27.02
Clerical and Administration Officer Level 4	1026.60	27.02
Principal Customer Contact Leader	1100.80	28.97
Clerical and Administration Officer Level 5	1100.80	28.97
Contract Call Centre Industry Technical Associate	1189.60	31.31

2. By deleting the year “2021” in clause 15.6(b) and inserting “2022”.
3. By deleting the amount “\$17.45” appearing in clause 18.2(a) and inserting “\$18.25”.
4. By deleting the table appearing in clause B.1.1 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>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	22.77	28.46	28.46	34.16	39.85	56.93
Clerical and Administration Officer Level 1	22.77	28.46	28.46	34.16	39.85	56.93
Customer Contact Officer Level 1	23.52	29.40	29.40	35.28	41.16	58.80
Clerical and Administration Officer Level 2	23.52	29.40	29.40	35.28	41.16	58.80
Customer Contact Officer Level 2	24.76	30.95	30.95	37.14	43.33	61.90
Clerical and Administration Officer Level 3	24.76	30.95	30.95	37.14	43.33	61.90

	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	26.34	32.93	32.93	39.51	46.10	65.85
Customer Contact Team Leader	27.02	33.78	33.78	40.53	47.29	67.55
Clerical and Administration Officer Level 4	27.02	33.78	33.78	40.53	47.29	67.55
Principal Customer Contact Leader	28.97	36.21	36.21	43.46	50.70	72.43
Clerical and Administration Officer Level 5	28.97	36.21	36.21	43.46	50.70	72.43
Contract Call Centre Industry Technical Associate	31.31	39.14	39.14	46.97	54.79	78.28

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	22.77	26.19	29.60	45.54
Clerical and Administration Officer Level 1	22.77	26.19	29.60	45.54
Customer Contact Officer Level 1	23.52	27.05	30.58	47.04
Clerical and Administration Officer Level 2	23.52	27.05	30.58	47.04

	<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	24.76	28.47	32.19	49.52
Clerical and Administration Officer Level 3	24.76	28.47	32.19	49.52
Principal Customer Contact Specialist	26.34	30.29	34.24	52.68
Customer Contact Team Leader	27.02	31.07	35.13	54.04
Clerical and Administration Officer Level 4	27.02	31.07	35.13	54.04
Principal Customer Contact Leader	28.97	33.32	37.66	57.94
Clerical and Administration Officer Level 5	28.97	33.32	37.66	57.94
Contract Call Centre Industry Technical Associate	31.31	36.01	40.70	62.62

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	34.16	45.54	45.54	56.93	45.54
Clerical and Administration Officer Level 1	34.16	45.54	45.54	56.93	45.54
Customer Contact	35.28	47.04	47.04	58.80	47.04

	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%
	\$	\$	\$	\$	\$
Officer Level 1					
Clerical and Administration Officer Level 2	35.28	47.04	47.04	58.80	47.04
Customer Contact Officer Level 2	37.14	49.52	49.52	61.90	49.52
Clerical and Administration Officer Level 3	37.14	49.52	49.52	61.90	49.52
Principal Customer Contact Specialist	39.51	52.68	52.68	65.85	52.68
Customer Contact Team Leader	40.53	54.04	54.04	67.55	54.04
Clerical and Administration Officer Level 4	40.53	54.04	54.04	67.55	54.04
Principal Customer Contact Leader	43.46	57.94	57.94	72.43	57.94
Clerical and Administration Officer Level 5	43.46	57.94	57.94	72.43	57.94
Contract Call Centre Industry Technical Associate	46.97	62.62	62.62	78.28	62.62

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	28.46	34.16	34.16	39.85	45.54	62.62
Clerical and Administration Officer Level 1	28.46	34.16	34.16	39.85	45.54	62.62
Customer Contact Officer Level 1	29.40	35.28	35.28	41.16	47.04	64.68
Clerical and Administration Officer Level 2	29.40	35.28	35.28	41.16	47.04	64.68
Customer Contact Officer Level 2	30.95	37.14	37.14	43.33	49.52	68.09
Clerical and Administration Officer Level 3	30.95	37.14	37.14	43.33	49.52	68.09
Principal Customer Contact Specialist	32.93	39.51	39.51	46.10	52.68	72.44
Customer Contact Team Leader	33.78	40.53	40.53	47.29	54.04	74.31
Clerical and Administration Officer Level 4	33.78	40.53	40.53	47.29	54.04	74.31
Principal Customer Contact Leader	36.21	43.46	43.46	50.70	57.94	79.67
Clerical and Administration Officer Level 5	36.21	43.46	43.46	50.70	57.94	79.67
Contract Call Centre Industry Technical Associate	39.14	46.97	46.97	54.79	62.62	86.10

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	28.46	31.88	35.29	51.23
Clerical and Administration Officer Level 1	28.46	31.88	35.29	51.23
Customer Contact Officer Level 1	29.40	32.93	36.46	52.92
Clerical and Administration Officer Level 2	29.40	32.93	36.46	52.92
Customer Contact Officer Level 2	30.95	34.66	38.38	55.71
Clerical and Administration Officer Level 3	30.95	34.66	38.38	55.71
Principal Customer Contact Specialist	32.93	36.88	40.83	59.27
Customer Contact Team Leader	33.78	37.83	41.88	60.80
Clerical and Administration Officer Level 4	33.78	37.83	41.88	60.80
Principal Customer Contact Leader	36.21	40.56	44.90	65.18
Clerical and Administration Officer Level 5	36.21	40.56	44.90	65.18
Contract Call Centre Industry Technical Associate	39.14	43.83	48.53	70.45

9. By deleting the amount “\$899.50” appearing in clause C.1.1 and inserting “\$940.90”.

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	18.25	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