

Vice President Hatcher
Fair Work Commission
80 William Street
East Sydney NSW 2011

15 February 2018

Re: Clerks – Private Sector Award 2010 – Plain Language Redrafting – AM 2016/15

We refer to the above matter and to the Statement issued on 1 January 2018. We also refer to the Plain Language Exposure Draft Award (PLED) issued on 1 December 2017.

As indicated in previous correspondence to the Commission on 18 October 2017, the MTA Organisations – MTA –NSW, MTS- SA, MTA-WA and VACC - were seeking to keep informed on the progress of this matter and had made some initial submissions on the initial draft as issued on 7 July 2017. Our involvement in this process is simply to ensure that there is improved clarity in the Award and that changes of substance do not inadvertently result.

Following the issue of the revised PLED on 1 December 2017, we raised a number of issues on the revised PLED in correspondence with AIG, ABL and Business SA on 5 January 2018. While we have recently received some feedback from AIG, there has been no other comment received from other parties.

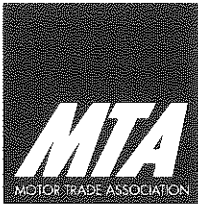
In referring to the Statement of 19 January 2018, paragraph 84 identifies the items on which the Commission invites submissions from interested parties and paragraph 85 invites further comment on the revised PLED by 15 February 2018.

Accordingly, MTA Employer Organisations makes the following submissions and further comment on the following issues having regard to paragraphs 84 and 85 of the Statement:

- 1) Paragraphs 8 & 9- Re: Clause 4.1 – Coverage / Definition of ‘clerical work’.

Comment:

- Subclause (a) attempts to identify employers to whom the occupational award applies i.e. employers *‘in relation to employees wholly or principally engaged in clerical work’*. Subclause (b) attempts to identify the clerical employees by repeating the same words and referring to ‘paragraph (a)’.
- To avoid such repetition and for consistency with the definition of Clerical work in Clause 2 - Definitions in the revised PLED, and also consistent with clause 4.1 of the current award, it is proposed that Clause 4.1 be re-drafted as follows:
‘This occupational award covers private sector employers throughout Australia in relation to their employees who are wholly or principally engaged in clerical work,



including administrative duties of a clerical nature, as prescribed in Schedule A – Classification Structure and Definitions.’

- The reference to the Classification structure and Definitions (Schedule A) in Clause 4.1 would also be consistent with the reference to the Classification Structure and Definitions in defining the employees covered under Clause 4.2 re employees engaged by on-hire employers. To only include such a reference in 4.2 and not in 4.1 which is the primary coverage provision would be odd and confusing.

2) Paragraphs 15-16 – Clauses 4.3 & 4.4 - Coverage

Comment:

- While we do not have any major issues with the clause, given that interested parties are invited to make final submissions on it, the option we would support is the non-inclusion of additional awards at clause 4.4. A general provision as set out in Clause 4.3 is adequate and preferred rather than a lengthy list of awards in Clause 4.4.

3) Paragraph 24 – Schedule A

Comment:

- We suggest the deletion of the reference to ‘typewriters’ in A.3.2 (b). The change is minimal and updating in nature and simply an attempt to modernise the award by removing archaic terms.

4) Paragraph 25 – Clause 4.1 – Coverage & Clause 12.2 – Classifications

Comment:

- We refer to our comments in (1) of this response in relation to the ‘coverage’ issue. In relation to Clause 12.2, it is suggested that Clause 12.2 be deleted. Instructions on how to classify an employee are already contained in Schedule A to which clause 12.1 refers, and any further provisions in this regard may create unnecessary problems.
- Alternatively, it is proposed that this subclause be amended to read as follows: *‘The classification of an employee by an employer must be based on the level of competency and skill that the employee is required to exercise in order to carry out the principal functions of their employment as determined by the employer’*. The amendments will result in the clause being more consistent with the terms of the current award at Clause 15.2 and also with Schedule A (A.I.4).
- On a point of clarification, the Classification structure in the modern award was based on the Clerks (South Australia) Award (NAPSA) which the ASU identified as having the most appropriate structure of the eight awards considered.



Paragraph 38 – Clause 13.5 – Example used to explain application of clause 13.5 (b)

Comment:

- While we do not have a major issue with the example adopted, given that interested parties are invited to make final submissions on it, an alternative example is set out below which might provide further information and clarity on the operation of ordinary hours in an alternative award. The rationale here is that ‘the spread of ordinary hours’ will also include the days on which ordinary hours can be worked.

*‘Example: An employee covered by this award works in association with employees who are covered by a **different** award that sets ordinary hours of work between 5.30 am and 6.30 pm Monday to **Sunday on not more than five days in any week. The award that sets ordinary hours of work between 5.30 am and 6.30 pm Monday to Sunday over a maximum of five days per week, covers the majority of employees at the workplace. The employer may direct the employee covered by this award to work ordinary hours between 5.30 am and 6.30 pm, Monday to Sunday, across any five days of the week (rather than the spread set out in clause 13.3).**’*

6) Paragraph 42 – Clauses 14.2 – Rostered days off other than shiftworkers

Comment:

- As raised at the conference on the 15th September 2017, clause 14.2 in the earlier draft of 7 July 2017 posed issues of uncertainty. The 1 December 2017 draft attempted to address these concerns. While the Commission’s view is to provisionally adopt the provisions in the revised PLED, it also invited any final submissions on the clause. An alternative arrangement of clauses 14.2, 14.3 and 14.4 is set out below for consideration:

‘14.2. An employer may roster full-time employees on any combination of ordinary hours of work within the roster cycles specified in Clause 13.2.

14.3 (a) Where the option of a rostered day off -is adopted in the operation of ordinary hours of work, the employee will be entitled to a paid rostered day off when the employee has accrued sufficient hours for a rostered day off.

14.3 (b) Where a rostered day off is accumulated on each 20 day roster cycle, the employee will be entitled to 12 rostered days off in a 12 month period, subject to the appropriate accrual of hours.

14.4. Employees working on a rostered day off work cycle must be given four weeks’ notice by the employer of the day the employee is to take as a rostered day off.’

- Additionally, the note in clause 14.1 should be amended to “Rostering arrangements for shiftworkers are set out in Part 6 – Shiftwork.”



7) Paragraph 46 – Clause 14.6 – Banking rostered days off

Comment:

- The Commission’s provisional view is to adopt clause 14.6 of the revised PLED. However interested parties have also been invited to make submissions on the Clause.
- Clause 14.6(d) and 14.6(e) should be redrafted as follows to meet the objective of plain language drafting:
 - *“14.6(d) The employer will pay the average ordinary time weekly wage when the employee works under the banking rostered day off system.*
 - *14.6(e) There will be no additional payments, including overtime payments, or reduction in payment to be made to an employee for working more or less hours than the average number of ordinary hours per week under the banking rostered day off system.”*
- Clause 14.6 (f) deals with the payment of outstanding RDO’s on termination. The concern is the inclusion of the words ‘average weekly wages’ which can imply payment of all earnings over the period of 6 months immediately preceding the date of termination, including overtime.
- RDO’s are solely based on the accumulated ordinary time hours and the inclusion of other components of an employee’s wages is not appropriate. Accordingly, it is proposed that the words ‘employee’s average weekly wages’ be amended to ‘employee’s average ordinary time weekly wage....’.

8) Paragraph 47 – Clause 15.4 – Breaks (employees other than shiftworkers)

Comment:

- The clause has been amended in the revised PLED. However, the construction is somewhat unclear. It is proposed that the clause be redrafted as follows:

‘An employer must pay an employee who is required to work through their meal break 200% of the minimum hourly rate from when the meal break would have commenced until a meal break is allowed.

- Additionally, it is unclear what meal breaks shiftworkers are entitled to when they work a shift that is not an afternoon or night shift (e.g. 9.00am to 5.00pm). In our view, the current award does not preclude an employee from working both shiftwork and non-shiftwork in one roster cycle, and there are employers, such as taxi companies, that operate on this basis. It is common for employees to be rostered on roster cycles made up of any combinations of afternoon shifts, night shifts, or shifts that do not fall within either of those definitions (e.g. 9.00am to



5.00pm). It is also common for casual employees to accept a combination of shiftwork and non-shiftwork in a week or roster cycle.

- We believe this arrangement is not precluded as there is no definition of a shiftworker in the current award (except for the definition for the purposes of the additional week of annual leave provided for in the NES), or any penalty for not working on successive afternoon or night shifts.
- In the PLED, the award is silent regarding meal breaks for shiftworkers who work a shift that is not an afternoon or night shift (e.g. 9.00am to 5.00pm). For example, an employee works Monday and Tuesday 9.00am to 5.00pm, and Wednesday to Friday 2.00pm to 10.00pm. As they are working their ordinary hours on an afternoon shift, Part 6 of the PLED applies (clause 27.1). However, the PLED does not address this employee's break entitlement for the Monday and Tuesday 9.00am to 5.00pm shift. Clause 30 only addresses the entitlement to a 20 minute paid meal break when they are working a shift defined in clause 27.1 (afternoon or night or permanent night shift), and clause 15 does not apply to shiftworkers.
- We suggest the clause heading for clause 15 is amended to ***"Breaks (employees not engaged on afternoon or night shift)"*** and this is clarified in clause 15.1. Alternatively, the definition of a shiftworker could be amended to allow the ability for an employee to apply both shiftworker and non-shiftworker provisions in the one roster cycle, or clause 30 is amended to include break entitlements when a shiftworker is not engaged on an afternoon or night shift (that reflect the entitlements in clause 15).

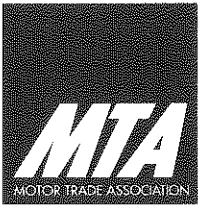
9) Paragraph 54 – Clauses 23.3 & 23.4 – Penalty rates – Sunday.

Comment:

- We note the Commission's provisional view to adopt subclauses 23.3 (a) and (b) in the revised PLED.
- While it is acknowledged that the drafting undertaken in the revised draft is partly an attempt to provide further clarity on how the award applies in instances where the ordinary hours provisions of another award may prevail over that of the Clerks Award, it should not result in the introduction of new terms or conditions. Our understanding is that clause 23.3 (c), and the final sentence of clause 24.4 (c) of the revised draft introduces new conditions that are not applicable under the current award.
- In examining the terms of Clause 27 – Overtime rates and penalties (other than shiftworkers), of the current award, clause 27.2 (a) deals with the penalties applying to 'work within the spread of ordinary hours on Saturday' ie. a penalty of time and a quarter. Clause 27.2 (b) further prescribes that all time worked on a Sunday is at double time while sub-clause (c) prescribes a minimum of 4 hours pay at such rates provided the employee is available for work for 4 hours.



- The above provisions are reflected in the revised PLED at clause 23.2 – Saturday, and in Table 5 – Overtime rates for employees other than shiftworkers, under clause 24.4 (a) – Payment for working overtime, and also the first sentence of 24.4 (c). We have no issues in relation to both these redrafted provisions.
- It is also acknowledged that clauses 23.3 (a) and (b) of the revised PLED are included to clarify the double time payment for any ordinary hours worked on a Sunday where the ordinary hours of another award may prevail. There are no issues with these redrafted provisions either.
- However, as referred to in our correspondence of 18 October 2017, it is our understanding, that clause 27.2 (c) of the current award (ie) the 4 hour minimum applying on a Sunday - provided that the employee is available to work 4 hours - is in relation to 'overtime' and not to 'ordinary hours' as suggested in clause 23.3(c) of the revised draft.
- It was not envisaged during the award modernisation process that ordinary hours be worked after 12-30 pm on a Saturday under this award (except as to where the terms of another award may have applied). In finalising the modern award, the Full Bench indicated at para 230 of their decision of 19 December 2008 as follows: *'The hours provisions published in the exposure draft have been modified slightly. We do not intend to remove the facility for ordinary hours on Saturday morning, as sought by the ASU, or extend ordinary hours to Saturday afternoon as sought by some employers. We will provide for a penalty of time and a quarter for ordinary hours worked on Saturday.'*
- The provisions of Clause 27.2 of the modern award was framed on that basis. In fact, it is our view that except for clause 27.2 (a) which deals with the payment of ordinary hours on Saturday and 27.6 – Make-up time, all other provisions under clause 27 of the modern award relate to overtime conditions.
- Provisions involving minimum payments on weekends are generally included in the context of overtime provisions and not ordinary hours. Note, similar provisions re overtime work on a Saturday in this Award are included in clause 27.1(d) of the current award (or clause 24.4 (b) of the revised draft), and also in clause 28.6 – Work on Saturday, Sunday or Public holiday in the current award (or clause 31.3 of the revised draft).
- In any case, where ordinary hours are worked on a Sunday in circumstances where the provisions of clause 13.5 (of the revised draft) are applicable, they will be based on the employee's roster as part of their ordinary hours and the employee would have to be available to work such hours. Any minimum engagement as included under clause 23.3(c) of the revised draft would therefore be inappropriate.
- In our view, Clause 23.3 (c) of the revised draft should be deleted, as well as the last sentence in clause 24.4 (c).



10) Paragraphs 58-59 – Clause 37.3 – Substitution of public holiday

Comment:

- We agree with the view that the current award does not preclude agreement between an employer and a majority of employees or with an individual employee. It is proposed that clauses 37.3 and 7.2 be amended to reflect this.

The proposed wording for 37.3 is:

*“37.3 Substitution of public holidays by agreement
An employer and an individual employee, or the majority of affected employees concerned, may agree to substitute another day for a public holiday”*

11) Paragraph 66-67 – Definition of ‘minimum hourly rate’ in Clause 2 – Definitions.

Comment:

- We agree that this issue is likely to affect a number of exposure drafts. However, we submit that the definition proposed in the revised PLED may not be as clear as it should be and consequently lead to further issues.
- The PLED refers to ‘minimum hourly rate’ in Table 3 of Clause 16. The term ‘minimum hourly rate’ is also referred to in various clauses in Part 5 – Penalty rates and overtime; Part 6 – Shiftwork; Part 7 – Leave & Public Holidays; and also in Schedule B.
- In our understanding, all such references relate to Column 3 of Clause 16 of the PLED or to rates derived from those rates ie. Junior rates.
- It is proposed that the definition in Clause 2 revert to the July draft version ie. ‘means the minimum hourly rate prescribed in clause 16 - Minimum rates’.

12) Paragraph 62 – Schedule B – Summary of hourly rates

Comment:

- We note the Commission’s provisional view that all calculations for penalties and overtime in Schedule B have been made on rounded hourly rates rather than the weekly rates and rounding to the nearest cent at the end of the calculation. This can cause a discrepancy of up to a few cents per hour and it is our view that the most accurate method is calculating on the weekly rates of pay and not rounding at each step, as rounding results in additional steps in the calculation which should not be completed unless there is an express instruction to do so.
- For example, in the PLED a full-time employee’s junior rate public holiday rate will be calculated as follows:
 - The adult weekly rate is converted to an hourly rate and rounded to the nearest cent.
 - The junior percentage is applied to this rounded adult hourly rate.
 - This junior hourly rate is also rounded to the nearest cent.
 - The public holiday penalty (250%) is applied



- In monetary terms, when we compare the two methods with the 20 year old Level 1 – Year 2 full-time (non-shiftworker) rate for ordinary hours on a public holiday, there was a discrepancy of two cents per hour.
 - Using the PLED method of rounding at each step the rate is \$45.93ph
 - Using the suggested method of not rounding at each step the rate is \$45.91ph.
- In addition to the above, there were a few errors with the rates outlined in the PLED:
 - Errors with the overtime public holiday penalty rate for permanent adult employees (not shiftworkers) for Levels 3 and above.
 - Errors with the casual adult shiftworker – ordinary and penalty rates for Levels 4 and above.
 - Few errors with permanent junior (not shiftworker) penalty rates – Level 2 – year 2 and Call centre principal customer contact specialist
 - Omission of casual overtime rates
 - Omission of junior shiftwork rates
- We have included an updated schedule of rates in the Appendices and with a heading of Appendix A.

13) ADDITIONAL MATTERS

Re: Part-time provisions – Clause 10.6

- While we do not have an issue with the changes proposed by the parties as reflected in clauses 10.3 and 10.6 of the revised PLED, some further clarity may be achieved by making the following change in 10.6: *'All time worked in excess of the number of ordinary hours agreed under clause 10.2 or in excess of the number of hours as varied under clause 10.3 is overtime and must be paidother than shiftworkers.'*
- This would prevent the clause to be interpreted as "All time worked...as varied under clause 10.3 is overtime and must be paid...". Our suggested wording simply clarifies that it is "All time worked... in excess of the number of hours as varied under clause 10.3 is overtime...".

Re: Reasonable evidence of service in the industry - Clause 16.3

- The revised PLED appears to have moved the onus on the employee to provide evidence of service to the employer under the current award (Clause 15.3) to the employer now being required to seek such evidence from the employee under clause 16.3 of the revised PLED. It is proposed that the provision remain as is contained in the current award.

Re: Shiftwork /Public holiday Provisions – Clause 28.3 & 31.4

- We also have concerns re the redrafting of the shiftwork provisions in Part 6 of the revised PLED. The unclear drafting of the current award may well be a factor in this regard.



- For example: I refer to the terms of Clause 31 (and in particular 31.3) in the current award – Public holidays. In our view Clause 31 applies to **non-shift workers** and the terms are correctly reflected in clause 23.4 of the revised PLED prescribing a payment of 250% for hours worked with a 4 hour minimum.
- However, the public holiday terms in relation to **shiftworkers** are different. Clause 28.4 (d) of the current award deals with **shiftworkers** whose ordinary hours **include weekends and p/hols**. The rate for hours worked is time and a half **and there is no 4 hour minimum**. Additionally, clause 28.6 of the current award deals with **shiftworkers** whose ordinary hours **does not include weekends and p/holidays** – so any time worked is essentially overtime and is payable at double time rates with a 4 hour minimum. This is correctly reflected in Table 7 under clause 31.1 and 31.3 of the revised PLED.
- However, in the revised PLED, Clause 28.3 – Penalty rates for shiftwork (for employees whose ordinary hours presumably **includes** weekends and p/holidays) there is a 4 hour minimum which is inconsistent with clause 28.4 (d) of the current award, as referred to in the previous paragraph.
- Additionally, Clause 31 of the revised PLED which deals with overtime for **shiftworkers** whose ordinary hours **does not include weekend and public holidays**, also includes a reference to the inconsistent terms of clause 28.3 (a) in 31.4 .
- In our understanding clause 28.3 and 31.4 of the redraft are both inconsistent with the terms of the current award and should both be deleted.

Re: Paid Rest Breaks – clause 30.3

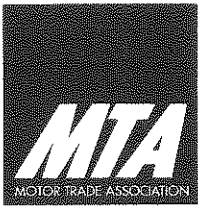
- It is our understanding that the 'Note' at the end of clause 30.3 should reflect an 'paid meal break' and not an 'unpaid meal break' (see clause 30.2 of the revised draft which sets out the paid meal break provisions for shiftworkers).

Re: Carer's Leave – Clause 35

- Clause 35.2 deals with unpaid carer's leave for casual employees. The NES allows for casual employees to access carer's leave **to care for a member of the employee's immediate family, or a member of the employee's household** who requires care or support. However, the terms of the award however appear to be more generously worded in allowing for care or support to any person. It would seem odd that casual employees appear have wider access to such an entitlement (albeit unpaid) than permanent employees. We raise this for comment as to whether this is intentional or an simply an oversight. In our view, it is an error that should be amended by deleting clauses 35.2, 35.3, 35.4 and 35.5.

Re: Consultation about change of contract – Clause 41

- We are unsure as to the origins of this clause which appears to involve changes of contract in the security industry. We question the relevance and the appropriateness of including industry-specific clauses in this award. If deemed appropriate, and this is meant to apply to clerks in the security industry, we suggest

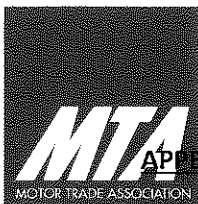


including a definition of security services work to mean the security services industry as provided in the Security Services Industry Award 2010.

With Kind Regards

A handwritten signature in black ink, appearing to read 'Michael Sheehan', is positioned below the text 'With Kind Regards'. The signature is fluid and cursive.

Michael Sheehan, Senior Workplace Relations Adviser, MTA-SA, on behalf of the MTA Organisations



APPENDIX A

Schedule B – Summary of Hourly Rates of Pay

NOTE: Employers who pay wages in accordance with this schedule satisfy their obligations under the award to pay wages for hours worked.

B.1 Full-time and part-time adult employees other than shiftworkers

B.1.1 Full-time and part-time adult employees other than shiftworkers – ordinary and penalty rates

	Monday to Friday	Saturday	Sunday	Public Holiday
	% of minimum hourly rate			
	100%	125%	200%	250%
Level 1 - Year 1	\$19.44	\$24.30	\$38.88	\$48.61
Level 1 - Year 2	\$20.41	\$25.51	\$40.81	\$51.01
Level 1 - Year 3	\$21.04	\$26.30	\$42.08	\$52.61
Level 2 - Year 1	\$21.29	\$26.62	\$42.58	\$53.23
Level 2 - Year 2	\$21.69	\$27.11	\$43.37	\$54.22
Level 3	\$22.49	\$28.11	\$44.98	\$56.22
Call centre principal customer contact specialist	\$22.65	\$28.31	\$45.29	\$56.62
Level 4	\$23.62	\$29.52	\$47.23	\$59.04
Level 5	\$24.57	\$30.72	\$49.15	\$61.43
Call centre technical associate	\$26.92	\$33.65	\$53.84	\$67.30



B.1 Full-time and part-time adult employees other than shiftworkers – overtime rates

	Monday to Saturday		Sunday	Public Holiday
	First 2 hours	After 2 hours		
	% of minimum hourly rate			
	150%	200%	200%	250%
Level 1 - Year 1	\$29.16	\$38.88	\$38.88	\$48.61
Level 1 - Year 2	\$30.61	\$40.81	\$40.81	\$51.01
Level 1 - Year 3	\$31.56	\$42.08	\$42.08	\$52.61
Level 2 - Year 1	\$31.94	\$42.58	\$42.58	\$53.23
Level 2 - Year 2	\$32.53	\$43.37	\$43.37	\$54.22
Level 3	\$33.73	\$44.98	\$44.98	\$56.22
Call centre principal customer contact specialist	\$33.97	\$45.29	\$45.29	\$56.62
Level 4	\$35.42	\$47.23	\$47.23	\$59.04
Level 5	\$36.86	\$49.15	\$49.15	\$61.43
Call centre technical associate	\$40.38	\$53.84	\$53.84	\$67.30



B.2 Full-time and part-time adult employees – shiftworkers

B.2.1 Full-time and part-time adult shiftworkers – ordinary and penalty rates

		Afternoon and night shift	Permanent night	Saturday, Sunday or public holiday
	% of minimum hourly rate			
	100%	115%	130%	150%
Level 1 - Year 1	\$19.44	\$22.36	\$25.27	\$29.16
Level 1 - Year 2	\$20.41	\$23.47	\$26.53	\$30.61
Level 1 - Year 3	\$21.04	\$24.20	\$27.35	\$31.56
Level 2 - Year 1	\$21.29	\$24.49	\$27.68	\$31.94
Level 2 - Year 2	\$21.69	\$24.94	\$28.19	\$32.53
Level 3	\$22.49	\$25.86	\$29.24	\$33.73
Call centre principal customer contact specialist	\$22.65	\$26.04	\$29.44	\$33.97
Level 4	\$23.62	\$27.16	\$30.70	\$35.42
Level 5	\$24.57	\$28.26	\$31.95	\$36.86
Call centre technical associate	\$26.92	\$30.96	\$34.99	\$40.38

B.2 Full-time and part-time adult shiftworkers – overtime rates

	Monday to Friday		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	\$29.16	\$38.88	\$29.16	\$38.88	\$38.88
Level 1 - Year 2	\$30.61	\$40.81	\$30.61	\$40.81	\$40.81
Level 1 - Year 3	\$31.56	\$42.08	\$31.56	\$42.08	\$42.08
Level 2 - Year 1	\$31.94	\$42.58	\$31.94	\$42.58	\$42.58
Level 2 - Year 2	\$32.53	\$43.37	\$32.53	\$43.37	\$43.37
Level 3	\$33.73	\$44.98	\$33.73	\$44.98	\$44.98
Call centre principal customer contact specialist	\$33.97	\$45.29	\$33.97	\$45.29	\$45.29
Level 4	\$35.42	\$47.23	\$35.42	\$47.23	\$47.23
Level 5	\$36.86	\$49.15	\$36.86	\$49.15	\$49.15
Call centre technical associate	\$40.38	\$53.84	\$40.38	\$53.84	\$53.84



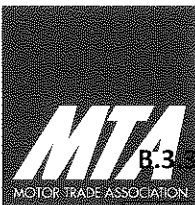
B.3 Casual adult employees

B.3.1 Casual adult employees other than shiftworkers – ordinary and penalty rates

	Monday to Friday	Saturday	Sunday	Public Holiday
	% of minimum hourly rate			
	125%	150%	225%	275%
Level 1 - Year 1	\$24.30	\$29.16	\$43.74	\$53.47
Level 1 - Year 2	\$25.51	\$30.61	\$45.91	\$56.11
Level 1 - Year 3	\$26.30	\$31.56	\$47.34	\$57.87
Level 2 - Year 1	\$26.62	\$31.94	\$47.91	\$58.55
Level 2 - Year 2	\$27.11	\$32.53	\$48.80	\$59.64
Level 3	\$28.11	\$33.73	\$50.60	\$61.85
Call centre principal customer contact specialist	\$28.31	\$33.97	\$50.96	\$62.28
Level 4	\$29.52	\$35.42	\$53.14	\$64.94
Level 5	\$30.72	\$36.86	\$55.29	\$67.58
Call centre technical associate	\$33.65	\$40.38	\$60.57	\$74.03

B.3 Casual adult employees other than shiftworkers – overtime rates

	Monday to Saturday		Sunday	Public Holiday
	First 2 hours	After 2 hours		
	% of minimum hourly rate			
	175%	225%	225%	275%
Level 1 - Year 1	\$34.02	\$43.74	\$43.74	\$53.47
Level 1 - Year 2	\$35.71	\$45.91	\$45.91	\$56.11
Level 1 - Year 3	\$36.82	\$47.34	\$47.34	\$57.87
Level 2 - Year 1	\$37.26	\$47.91	\$47.91	\$58.55
Level 2 - Year 2	\$37.95	\$48.80	\$48.80	\$59.64
Level 3	\$39.36	\$50.60	\$50.60	\$61.85
Call centre principal customer contact specialist	\$39.63	\$50.96	\$50.96	\$62.28
Level 4	\$41.33	\$53.14	\$53.14	\$64.94
Level 5	\$43.00	\$55.29	\$55.29	\$67.58
Call centre technical associate	\$47.11	\$60.57	\$60.57	\$74.03



B.3 Casual adult shiftworkers – ordinary and penalty rates

		Afternoon and night shift	Permanent night	Saturday, Sunday or public holiday
	% of minimum hourly rate			
	125%	140%	155%	175%
Level 1 - Year 1	\$24.30	\$27.22	\$30.14	\$34.02
Level 1 - Year 2	\$25.51	\$28.57	\$31.63	\$35.71
Level 1 - Year 3	\$26.30	\$29.46	\$32.62	\$36.82
Level 2 - Year 1	\$26.62	\$29.81	\$33.00	\$37.26
Level 2 - Year 2	\$27.11	\$30.36	\$33.61	\$37.95
Level 3	\$28.11	\$31.49	\$34.86	\$39.36
Call centre principal customer contact specialist	\$28.31	\$31.71	\$35.10	\$39.63
Level 4	\$29.52	\$33.06	\$36.60	\$41.33
Level 5	\$30.72	\$34.40	\$38.09	\$43.00
Call centre technical associate	\$33.65	\$37.69	\$41.72	\$47.11

B.3 Casual adult shiftworkers – overtime rates

	Monday to Friday		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				
	175%	225%	175%	225%	225%
Level 1 - Year 1	\$34.02	\$43.74	\$34.02	\$43.74	\$43.74
Level 1 - Year 2	\$35.71	\$45.91	\$35.71	\$45.91	\$45.91
Level 1 - Year 3	\$36.82	\$47.34	\$36.82	\$47.34	\$47.34
Level 2 - Year 1	\$37.26	\$47.91	\$37.26	\$47.91	\$47.91
Level 2 - Year 2	\$37.95	\$48.80	\$37.95	\$48.80	\$48.80
Level 3	\$39.36	\$50.60	\$39.36	\$50.60	\$50.60
Call centre principal customer contact specialist	\$39.63	\$50.96	\$39.63	\$50.96	\$50.96
Level 4	\$41.33	\$53.14	\$41.33	\$53.14	\$53.14
Level 5	\$43.00	\$55.29	\$43.00	\$55.29	\$55.29
Call centre technical associate	\$47.11	\$60.57	\$47.11	\$60.57	\$60.57

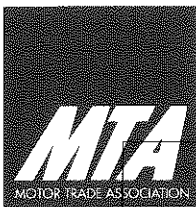


B.4 Junior employees

The **junior hourly rate** is based on a percentage of the appropriate adult wage rate in accordance with clause 16.4 – Junior employees. Adult rates apply from 21 years of age in accordance with clause 16.1.

B.4.1 Full-time and part-time junior employees other than shiftworkers – ordinary and penalty rates

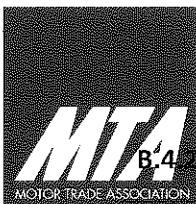
	Monday to Friday	Saturday	Sunday	Public Holiday
	% of minimum hourly rate			
	100%	125%	200%	250%
Level 1 - Year 1				
Under 16 years	\$8.75	\$10.94	\$17.50	\$21.87
16 years	\$9.72	\$12.15	\$19.44	\$24.30
17 years	\$11.67	\$14.58	\$23.33	\$29.16
18 years	\$13.61	\$17.01	\$27.22	\$34.02
19 years	\$15.55	\$19.44	\$31.11	\$38.88
20 years	\$17.50	\$21.87	\$35.00	\$43.74
Level 1 - Year 2				
Under 16 years	\$9.18	\$11.48	\$18.36	\$22.96
16 years	\$10.20	\$12.75	\$20.41	\$25.51
17 years	\$12.24	\$15.30	\$24.49	\$30.61
18 years	\$14.28	\$17.85	\$28.57	\$35.71
19 years	\$16.32	\$20.41	\$32.65	\$40.81
20 years	\$18.36	\$22.96	\$36.73	\$45.91
Level 1 - Year 3				
Under 16 years	\$9.47	\$11.84	\$18.94	\$23.67
16 years	\$10.52	\$13.15	\$21.04	\$26.30
17 years	\$12.63	\$15.78	\$25.25	\$31.56
18 years	\$14.73	\$18.41	\$29.46	\$36.82
19 years	\$16.83	\$21.04	\$33.67	\$42.08
20 years	\$18.94	\$23.67	\$37.88	\$47.34



	Monday to Friday	Saturday	Sunday	Public Holiday
	% of minimum hourly rate			
	100%	125%	200%	250%
Level 2 - Year 1				
Under 16 years	\$9.58	\$11.98	\$19.16	\$23.95
16 years	\$10.65	\$13.31	\$21.29	\$26.62
17 years	\$12.78	\$15.97	\$25.55	\$31.94
18 years	\$14.90	\$18.63	\$29.81	\$37.26
19 years	\$17.03	\$21.29	\$34.07	\$42.58
20 years	\$19.16	\$23.95	\$38.33	\$47.91
Level 2 - Year 2				
Under 16 years	\$9.76	\$12.20	\$19.52	\$24.40
16 years	\$10.84	\$13.55	\$21.69	\$27.11
17 years	\$13.01	\$16.27	\$26.02	\$32.53
18 years	\$15.18	\$18.98	\$30.36	\$37.95
19 years	\$17.35	\$21.69	\$34.70	\$43.37
20 years	\$19.52	\$24.40	\$39.04	\$48.80
Level 3				
Under 16 years	\$10.12	\$12.65	\$20.24	\$25.30
16 years	\$11.24	\$14.06	\$22.49	\$28.11
17 years	\$13.49	\$16.87	\$26.99	\$33.73
18 years	\$15.74	\$19.68	\$31.49	\$39.36
19 years	\$17.99	\$22.49	\$35.98	\$44.98
20 years	\$20.24	\$25.30	\$40.48	\$50.60
Call centre principal customer contact specialist				
Under 16 years	\$10.19	\$12.74	\$20.38	\$25.48
16 years	\$11.32	\$14.15	\$22.65	\$28.31
17 years	\$13.59	\$16.99	\$27.18	\$33.97
18 years	\$15.85	\$19.82	\$31.71	\$39.63
19 years	\$18.12	\$22.65	\$36.24	\$45.29
20 years	\$20.38	\$25.48	\$40.77	\$50.96



	Monday to Friday	Saturday	Sunday	Public Holiday
	% of minimum hourly rate			
	100%	125%	200%	250%
Level 4				
Under 16 years	\$10.63	\$13.28	\$21.25	\$26.57
16 years	\$11.81	\$14.76	\$23.62	\$29.52
17 years	\$14.17	\$17.71	\$28.34	\$35.42
18 years	\$16.53	\$20.66	\$33.06	\$41.33
19 years	\$18.89	\$23.62	\$37.79	\$47.23
20 years	\$21.25	\$26.57	\$42.51	\$53.14
Level 5				
Under 16 years	\$11.06	\$13.82	\$22.12	\$27.65
16 years	\$12.29	\$15.36	\$24.57	\$30.72
17 years	\$14.74	\$18.43	\$29.49	\$36.86
18 years	\$17.20	\$21.50	\$34.40	\$43.00
19 years	\$19.66	\$24.57	\$39.32	\$49.15
20 years	\$22.12	\$27.65	\$44.23	\$55.29
Call centre technical associate				
Under 16 years	\$12.11	\$15.14	\$24.23	\$30.28
16 years	\$13.46	\$16.82	\$26.92	\$33.65
17 years	\$16.15	\$20.19	\$32.30	\$40.38
18 years	\$18.84	\$23.55	\$37.69	\$47.11
19 years	\$21.53	\$26.92	\$43.07	\$53.84
20 years	\$24.23	\$30.28	\$48.45	\$60.57



B.4 Full-time and part-time junior employees other than shiftworkers – overtime rates

	Monday to Saturday		Sunday	Public Holiday
	First 2 hours	After 2 hours		
	% of minimum hourly rate			
	150%	200%	200%	250%
Level 1 - Year 1				
Under 16 years	\$13.12	\$17.50	\$17.50	\$21.87
16 years	\$14.58	\$19.44	\$19.44	\$24.30
17 years	\$17.50	\$23.33	\$23.33	\$29.16
18 years	\$20.41	\$27.22	\$27.22	\$34.02
19 years	\$23.33	\$31.11	\$31.11	\$38.88
20 years	\$26.25	\$35.00	\$35.00	\$43.74
Level 1 - Year 2				
Under 16 years	\$13.77	\$18.36	\$18.36	\$22.96
16 years	\$15.30	\$20.41	\$20.41	\$25.51
17 years	\$18.36	\$24.49	\$24.49	\$30.61
18 years	\$21.43	\$28.57	\$28.57	\$35.71
19 years	\$24.49	\$32.65	\$32.65	\$40.81
20 years	\$27.55	\$36.73	\$36.73	\$45.91
Level 1 - Year 3				
Under 16 years	\$14.20	\$18.94	\$18.94	\$23.67
16 years	\$15.78	\$21.04	\$21.04	\$26.30
17 years	\$18.94	\$25.25	\$25.25	\$31.56
18 years	\$22.09	\$29.46	\$29.46	\$36.82
19 years	\$25.25	\$33.67	\$33.67	\$42.08
20 years	\$28.41	\$37.88	\$37.88	\$47.34



	Monday to Saturday		Sunday	Public Holiday
	First 2 hours	After 2 hours		
	% of minimum hourly rate			
	150%	200%	200%	250%
Level 2 - Year 1				
Under 16 years	\$14.37	\$19.16	\$19.16	\$23.95
16 years	\$15.97	\$21.29	\$21.29	\$26.62
17 years	\$19.16	\$25.55	\$25.55	\$31.94
18 years	\$22.36	\$29.81	\$29.81	\$37.26
19 years	\$25.55	\$34.07	\$34.07	\$42.58
20 years	\$28.74	\$38.33	\$38.33	\$47.91
Level 2 - Year 2				
Under 16 years	\$14.64	\$19.52	\$19.52	\$24.40
16 years	\$16.27	\$21.69	\$21.69	\$27.11
17 years	\$19.52	\$26.02	\$26.02	\$32.53
18 years	\$22.77	\$30.36	\$30.36	\$37.95
19 years	\$26.02	\$34.70	\$34.70	\$43.37
20 years	\$29.28	\$39.04	\$39.04	\$48.80
Level 3				
Under 16 years	\$15.18	\$20.24	\$20.24	\$25.30
16 years	\$16.87	\$22.49	\$22.49	\$28.11
17 years	\$20.24	\$26.99	\$26.99	\$33.73
18 years	\$23.61	\$31.49	\$31.49	\$39.36
19 years	\$26.99	\$35.98	\$35.98	\$44.98
20 years	\$30.36	\$40.48	\$40.48	\$50.60
Call centre principal customer contact specialist				
Under 16 years	\$15.29	\$20.38	\$20.38	\$25.48
16 years	\$16.99	\$22.65	\$22.65	\$28.31
17 years	\$20.38	\$27.18	\$27.18	\$33.97
18 years	\$23.78	\$31.71	\$31.71	\$39.63
19 years	\$27.18	\$36.24	\$36.24	\$45.29
20 years	\$30.57	\$40.77	\$40.77	\$50.96



	Monday to Saturday		Sunday	Public Holiday
	First 2 hours	After 2 hours		
	% of minimum hourly rate			
	150%	200%	200%	250%
Level 4				
Under 16 years	\$15.94	\$21.25	\$21.25	\$26.57
16 years	\$17.71	\$23.62	\$23.62	\$29.52
17 years	\$21.25	\$28.34	\$28.34	\$35.42
18 years	\$24.80	\$33.06	\$33.06	\$41.33
19 years	\$28.34	\$37.79	\$37.79	\$47.23
20 years	\$31.88	\$42.51	\$42.51	\$53.14
Level 5				
Under 16 years	\$16.59	\$22.12	\$22.12	\$27.65
16 years	\$18.43	\$24.57	\$24.57	\$30.72
17 years	\$22.12	\$29.49	\$29.49	\$36.86
18 years	\$25.80	\$34.40	\$34.40	\$43.00
19 years	\$29.49	\$39.32	\$39.32	\$49.15
20 years	\$33.17	\$44.23	\$44.23	\$55.29
Call centre technical associate				
Under 16 years	\$18.17	\$24.23	\$24.23	\$30.28
16 years	\$20.19	\$26.92	\$26.92	\$33.65
17 years	\$24.23	\$32.30	\$32.30	\$40.38
18 years	\$28.26	\$37.69	\$37.69	\$47.11
19 years	\$32.30	\$43.07	\$43.07	\$53.84
20 years	\$36.34	\$48.45	\$48.45	\$60.57



B.4 Full-time and part-time junior shiftworkers – ordinary and penalty rates

		Afternoon and night shift	Permanent night	Saturday, Sunday or public holiday
% of minimum hourly rate				
	100%	115%	130%	150%
Level 1 - Year 1				
Under 16 years	\$8.75	\$10.06	\$11.37	\$13.12
16 years	\$9.72	\$11.18	\$12.64	\$14.58
17 years	\$11.67	\$13.42	\$15.16	\$17.50
18 years	\$13.61	\$15.65	\$17.69	\$20.41
19 years	\$15.55	\$17.89	\$20.22	\$23.33
20 years	\$17.50	\$20.12	\$22.75	\$26.25
Level 1 - Year 2				
Under 16 years	\$9.18	\$10.56	\$11.94	\$13.77
16 years	\$10.20	\$11.73	\$13.26	\$15.30
17 years	\$12.24	\$14.08	\$15.92	\$18.36
18 years	\$14.28	\$16.43	\$18.57	\$21.43
19 years	\$16.32	\$18.77	\$21.22	\$24.49
20 years	\$18.36	\$21.12	\$23.87	\$27.55
Level 1 - Year 3				
Under 16 years	\$9.47	\$10.89	\$12.31	\$14.20
16 years	\$10.52	\$12.10	\$13.68	\$15.78
17 years	\$12.63	\$14.52	\$16.41	\$18.94
18 years	\$14.73	\$16.94	\$19.15	\$22.09
19 years	\$16.83	\$19.36	\$21.88	\$25.25
20 years	\$18.94	\$21.78	\$24.62	\$28.41
Level 2 - Year 1				
Under 16 years	\$9.58	\$11.02	\$12.46	\$14.37
16 years	\$10.65	\$12.24	\$13.84	\$15.97
17 years	\$12.78	\$14.69	\$16.61	\$19.16
18 years	\$14.90	\$17.14	\$19.38	\$22.36
19 years	\$17.03	\$19.59	\$22.14	\$25.55
20 years	\$19.16	\$22.04	\$24.91	\$28.74



		Afternoon and night shift	Permanent night	Saturday, Sunday or public holiday
% of minimum hourly rate				
	100%	115%	130%	150%
Level 2 - Year 2				
Under 16 years	\$9.76	\$11.22	\$12.69	\$14.64
16 years	\$10.84	\$12.47	\$14.10	\$16.27
17 years	\$13.01	\$14.96	\$16.92	\$19.52
18 years	\$15.18	\$17.46	\$19.74	\$22.77
19 years	\$17.35	\$19.95	\$22.55	\$26.02
20 years	\$19.52	\$22.45	\$25.37	\$29.28
Level 3				
Under 16 years	\$10.12	\$11.64	\$13.16	\$15.18
16 years	\$11.24	\$12.93	\$14.62	\$16.87
17 years	\$13.49	\$15.52	\$17.54	\$20.24
18 years	\$15.74	\$18.10	\$20.47	\$23.61
19 years	\$17.99	\$20.69	\$23.39	\$26.99
20 years	\$20.24	\$23.28	\$26.31	\$30.36
Call centre principal customer contact specialist				
Under 16 years	\$10.19	\$11.72	\$13.25	\$15.29
16 years	\$11.32	\$13.02	\$14.72	\$16.99
17 years	\$13.59	\$15.63	\$17.66	\$20.38
18 years	\$15.85	\$18.23	\$20.61	\$23.78
19 years	\$18.12	\$20.84	\$23.55	\$27.18
20 years	\$20.38	\$23.44	\$26.50	\$30.57
Level 4				
Under 16 years	\$10.63	\$12.22	\$13.82	\$15.94
16 years	\$11.81	\$13.58	\$15.35	\$17.71
17 years	\$14.17	\$16.29	\$18.42	\$21.25
18 years	\$16.53	\$19.01	\$21.49	\$24.80
19 years	\$18.89	\$21.73	\$24.56	\$28.34
20 years	\$21.25	\$24.44	\$27.63	\$31.88



		Afternoon and night shift	Permanent night	Saturday, Sunday or public holiday
	% of minimum hourly rate			
	100%	115%	130%	150%
Level 5				
Under 16 years	\$11.06	\$12.72	\$14.38	\$16.59
16 years	\$12.29	\$14.13	\$15.97	\$18.43
17 years	\$14.74	\$16.96	\$19.17	\$22.12
18 years	\$17.20	\$19.78	\$22.36	\$25.80
19 years	\$19.66	\$22.61	\$25.56	\$29.49
20 years	\$22.12	\$25.43	\$28.75	\$33.17
Call centre technical associate				
Under 16 years	\$12.11	\$13.93	\$15.75	\$18.17
16 years	\$13.46	\$15.48	\$17.50	\$20.19
17 years	\$16.15	\$18.57	\$21.00	\$24.23
18 years	\$18.84	\$21.67	\$24.50	\$28.26
19 years	\$21.53	\$24.76	\$28.00	\$32.30
20 years	\$24.23	\$27.86	\$31.49	\$36.34



B.4 Full-time and part-time junior shiftworkers – overtime rates

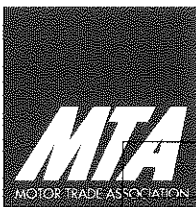
	Monday to Friday		Monday to Friday		Saturday, Sunday or public holiday
	in excess of ordinary daily hours		in excess of ordinary weekly hours		
	First 2 hours	After 2 hours	First 3 hours	After 3 hours	
	% of minimum hourly rate				
	150%	200%	150%	200%	200%
Level 1 - Year 1					
Under 16 years	\$13.12	\$17.50	\$13.12	\$17.50	\$17.50
16 years	\$14.58	\$19.44	\$14.58	\$19.44	\$19.44
17 years	\$17.50	\$23.33	\$17.50	\$23.33	\$23.33
18 years	\$20.41	\$27.22	\$20.41	\$27.22	\$27.22
19 years	\$23.33	\$31.11	\$23.33	\$31.11	\$31.11
20 years	\$26.25	\$35.00	\$26.25	\$35.00	\$35.00
Level 1 - Year 2					
Under 16 years	\$13.77	\$18.36	\$13.77	\$18.36	\$18.36
16 years	\$15.30	\$20.41	\$15.30	\$20.41	\$20.41
17 years	\$18.36	\$24.49	\$18.36	\$24.49	\$24.49
18 years	\$21.43	\$28.57	\$21.43	\$28.57	\$28.57
19 years	\$24.49	\$32.65	\$24.49	\$32.65	\$32.65
20 years	\$27.55	\$36.73	\$27.55	\$36.73	\$36.73
Level 1 - Year 3					
Under 16 years	\$14.20	\$18.94	\$14.20	\$18.94	\$18.94
16 years	\$15.78	\$21.04	\$15.78	\$21.04	\$21.04
17 years	\$18.94	\$25.25	\$18.94	\$25.25	\$25.25
18 years	\$22.09	\$29.46	\$22.09	\$29.46	\$29.46
19 years	\$25.25	\$33.67	\$25.25	\$33.67	\$33.67
20 years	\$28.41	\$37.88	\$28.41	\$37.88	\$37.88



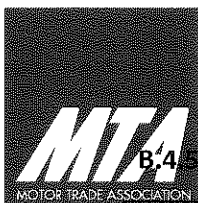
	Monday to Friday		Monday to Friday		Saturday, Sunday or public holiday
	in excess of ordinary daily hours		in excess of ordinary weekly hours		
	First 2 hours	After 2 hours	First 3 hours	After 3 hours	
% of minimum hourly rate					
	150%	200%	150%	200%	200%
Level 2 - Year 1					
Under 16 years	\$14.37	\$19.16	\$14.37	\$19.16	\$19.16
16 years	\$15.97	\$21.29	\$15.97	\$21.29	\$21.29
17 years	\$19.16	\$25.55	\$19.16	\$25.55	\$25.55
18 years	\$22.36	\$29.81	\$22.36	\$29.81	\$29.81
19 years	\$25.55	\$34.07	\$25.55	\$34.07	\$34.07
20 years	\$28.74	\$38.33	\$28.74	\$38.33	\$38.33
Level 2 - Year 2					
Under 16 years	\$14.64	\$19.52	\$14.64	\$19.52	\$19.52
16 years	\$16.27	\$21.69	\$16.27	\$21.69	\$21.69
17 years	\$19.52	\$26.02	\$19.52	\$26.02	\$26.02
18 years	\$22.77	\$30.36	\$22.77	\$30.36	\$30.36
19 years	\$26.02	\$34.70	\$26.02	\$34.70	\$34.70
20 years	\$29.28	\$39.04	\$29.28	\$39.04	\$39.04
Level 3					
Under 16 years	\$15.18	\$20.24	\$15.18	\$20.24	\$20.24
16 years	\$16.87	\$22.49	\$16.87	\$22.49	\$22.49
17 years	\$20.24	\$26.99	\$20.24	\$26.99	\$26.99
18 years	\$23.61	\$31.49	\$23.61	\$31.49	\$31.49
19 years	\$26.99	\$35.98	\$26.99	\$35.98	\$35.98
20 years	\$30.36	\$40.48	\$30.36	\$40.48	\$40.48



	Monday to Friday		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%
Call centre principal customer contact specialist					
Under 16 years	\$15.29	\$20.38	\$15.29	\$20.38	\$20.38
16 years	\$16.99	\$22.65	\$16.99	\$22.65	\$22.65
17 years	\$20.38	\$27.18	\$20.38	\$27.18	\$27.18
18 years	\$23.78	\$31.71	\$23.78	\$31.71	\$31.71
19 years	\$27.18	\$36.24	\$27.18	\$36.24	\$36.24
20 years	\$30.57	\$40.77	\$30.57	\$40.77	\$40.77
Level 4					
Under 16 years	\$15.94	\$21.25	\$15.94	\$21.25	\$21.25
16 years	\$17.71	\$23.62	\$17.71	\$23.62	\$23.62
17 years	\$21.25	\$28.34	\$21.25	\$28.34	\$28.34
18 years	\$24.80	\$33.06	\$24.80	\$33.06	\$33.06
19 years	\$28.34	\$37.79	\$28.34	\$37.79	\$37.79
20 years	\$31.88	\$42.51	\$31.88	\$42.51	\$42.51
Level 5					
Under 16 years	\$16.59	\$22.12	\$16.59	\$22.12	\$22.12
16 years	\$18.43	\$24.57	\$18.43	\$24.57	\$24.57
17 years	\$22.12	\$29.49	\$22.12	\$29.49	\$29.49
18 years	\$25.80	\$34.40	\$25.80	\$34.40	\$34.40
19 years	\$29.49	\$39.32	\$29.49	\$39.32	\$39.32
20 years	\$33.17	\$44.23	\$33.17	\$44.23	\$44.23



	Monday to Friday		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%
Call centre technical associate					
Under 16 years	\$18.17	\$24.23	\$18.17	\$24.23	\$24.23
16 years	\$20.19	\$26.92	\$20.19	\$26.92	\$26.92
17 years	\$24.23	\$32.30	\$24.23	\$32.30	\$32.30
18 years	\$28.26	\$37.69	\$28.26	\$37.69	\$37.69
19 years	\$32.30	\$43.07	\$32.30	\$43.07	\$43.07
20 years	\$36.34	\$48.45	\$36.34	\$48.45	\$48.45



B.4.5 Casual junior employees other than shiftworkers – ordinary and penalty rates

	Monday to Friday	Saturday	Sunday	Public Holiday
	% of minimum hourly rate			
	125%	150%	225%	275%
Level 1 - Year 1				
Under 16 years	\$10.94	\$13.12	\$19.69	\$24.06
16 years	\$12.15	\$14.58	\$21.87	\$26.73
17 years	\$14.58	\$17.50	\$26.25	\$32.08
18 years	\$17.01	\$20.41	\$30.62	\$37.43
19 years	\$19.44	\$23.33	\$35.00	\$42.77
20 years	\$21.87	\$26.25	\$39.37	\$48.12
Level 1 - Year 2				
Under 16 years	\$11.48	\$13.77	\$20.66	\$25.25
16 years	\$12.75	\$15.30	\$22.96	\$28.06
17 years	\$15.30	\$18.36	\$27.55	\$33.67
18 years	\$17.85	\$21.43	\$32.14	\$39.28
19 years	\$20.41	\$24.49	\$36.73	\$44.89
20 years	\$22.96	\$27.55	\$41.32	\$50.50
Level 1 - Year 3				
Under 16 years	\$11.84	\$14.20	\$21.31	\$26.04
16 years	\$13.15	\$15.78	\$23.67	\$28.93
17 years	\$15.78	\$18.94	\$28.41	\$34.72
18 years	\$18.41	\$22.09	\$33.14	\$40.51
19 years	\$21.04	\$25.25	\$37.88	\$46.29
20 years	\$23.67	\$28.41	\$42.61	\$52.08
Level 2 - Year 1				
Under 16 years	\$11.98	\$14.37	\$21.56	\$26.35
16 years	\$13.31	\$15.97	\$23.95	\$29.28
17 years	\$15.97	\$19.16	\$28.74	\$35.13
18 years	\$18.63	\$22.36	\$33.54	\$40.99
19 years	\$21.29	\$25.55	\$38.33	\$46.84
20 years	\$23.95	\$28.74	\$43.12	\$52.70

	Monday to Friday	Saturday	Sunday	Public Holiday
	% of minimum hourly rate			
	125%	150%	225%	275%
Level 2 - Year 2				
Under 16 years	\$12.20	\$14.64	\$21.96	\$26.84
16 years	\$13.55	\$16.27	\$24.40	\$29.82
17 years	\$16.27	\$19.52	\$29.28	\$35.78
18 years	\$18.98	\$22.77	\$34.16	\$41.75
19 years	\$21.69	\$26.02	\$39.04	\$47.71
20 years	\$24.40	\$29.28	\$43.92	\$53.67
Level 3				
Under 16 years	\$12.65	\$15.18	\$22.77	\$27.83
16 years	\$14.06	\$16.87	\$25.30	\$30.92
17 years	\$16.87	\$20.24	\$30.36	\$37.11
18 years	\$19.68	\$23.61	\$35.42	\$43.29
19 years	\$22.49	\$26.99	\$40.48	\$49.48
20 years	\$25.30	\$30.36	\$45.54	\$55.66
Call centre principal customer contact specialist				
Under 16 years	\$12.74	\$15.29	\$22.93	\$28.03
16 years	\$14.15	\$16.99	\$25.48	\$31.14
17 years	\$16.99	\$20.38	\$30.57	\$37.37
18 years	\$19.82	\$23.78	\$35.67	\$43.60
19 years	\$22.65	\$27.18	\$40.77	\$49.82
20 years	\$25.48	\$30.57	\$45.86	\$56.05
Level 4				
Under 16 years	\$13.28	\$15.94	\$23.91	\$29.22
16 years	\$14.76	\$17.71	\$26.57	\$32.47
17 years	\$17.71	\$21.25	\$31.88	\$38.97
18 years	\$20.66	\$24.80	\$37.19	\$45.46
19 years	\$23.62	\$28.34	\$42.51	\$51.95
20 years	\$26.57	\$31.88	\$47.82	\$58.45

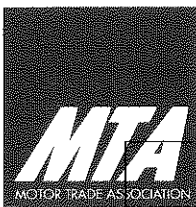


	Monday to Friday	Saturday	Sunday	Public Holiday
	% of minimum hourly rate			
	125%	150%	225%	275%
Level 5				
Under 16 years	\$13.82	\$16.59	\$24.88	\$30.41
16 years	\$15.36	\$18.43	\$27.65	\$33.79
17 years	\$18.43	\$22.12	\$33.17	\$40.55
18 years	\$21.50	\$25.80	\$38.70	\$47.30
19 years	\$24.57	\$29.49	\$44.23	\$54.06
20 years	\$27.65	\$33.17	\$49.76	\$60.82
Call centre technical associate				
Under 16 years	\$15.14	\$18.17	\$27.25	\$33.31
16 years	\$16.82	\$20.19	\$30.28	\$37.01
17 years	\$20.19	\$24.23	\$36.34	\$44.42
18 years	\$23.55	\$28.26	\$42.40	\$51.82
19 years	\$26.92	\$32.30	\$48.45	\$59.22
20 years	\$30.28	\$36.34	\$54.51	\$66.62



B.4.6 Casual junior employees other than shiftworkers – overtime rates

	Monday to Saturday		Sunday	Public Holiday
	First 2 hours	After 2 hours		
	% of minimum hourly rate			
	175%	225%	225%	275%
Level 1 - Year 1				
Under 16 years	\$15.31	\$19.69	\$19.69	\$24.06
16 years	\$17.01	\$21.87	\$21.87	\$26.73
17 years	\$20.41	\$26.25	\$26.25	\$32.08
18 years	\$23.82	\$30.62	\$30.62	\$37.43
19 years	\$27.22	\$35.00	\$35.00	\$42.77
20 years	\$30.62	\$39.37	\$39.37	\$48.12
Level 1 - Year 2				
Under 16 years	\$16.07	\$20.66	\$20.66	\$25.25
16 years	\$17.85	\$22.96	\$22.96	\$28.06
17 years	\$21.43	\$27.55	\$27.55	\$33.67
18 years	\$25.00	\$32.14	\$32.14	\$39.28
19 years	\$28.57	\$36.73	\$36.73	\$44.89
20 years	\$32.14	\$41.32	\$41.32	\$50.50
Level 1 - Year 3				
Under 16 years	\$16.57	\$21.31	\$21.31	\$26.04
16 years	\$18.41	\$23.67	\$23.67	\$28.93
17 years	\$22.09	\$28.41	\$28.41	\$34.72
18 years	\$25.78	\$33.14	\$33.14	\$40.51
19 years	\$29.46	\$37.88	\$37.88	\$46.29
20 years	\$33.14	\$42.61	\$42.61	\$52.08
Level 2 - Year 1				
Under 16 years	\$16.77	\$21.56	\$21.56	\$26.35
16 years	\$18.63	\$23.95	\$23.95	\$29.28
17 years	\$22.36	\$28.74	\$28.74	\$35.13
18 years	\$26.08	\$33.54	\$33.54	\$40.99
19 years	\$29.81	\$38.33	\$38.33	\$46.84
20 years	\$33.54	\$43.12	\$43.12	\$52.70



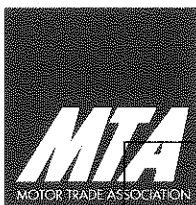
	Monday to Saturday		Sunday	Public Holiday
	First 2 hours	After 2 hours		
	% of minimum hourly rate			
	175%	225%	225%	275%
Level 2 - Year 2				
Under 16 years	\$17.08	\$21.96	\$21.96	\$26.84
16 years	\$18.98	\$24.40	\$24.40	\$29.82
17 years	\$22.77	\$29.28	\$29.28	\$35.78
18 years	\$26.57	\$34.16	\$34.16	\$41.75
19 years	\$30.36	\$39.04	\$39.04	\$47.71
20 years	\$34.16	\$43.92	\$43.92	\$53.67
Level 3				
Under 16 years	\$17.71	\$22.77	\$22.77	\$27.83
16 years	\$19.68	\$25.30	\$25.30	\$30.92
17 years	\$23.61	\$30.36	\$30.36	\$37.11
18 years	\$27.55	\$35.42	\$35.42	\$43.29
19 years	\$31.49	\$40.48	\$40.48	\$49.48
20 years	\$35.42	\$45.54	\$45.54	\$55.66
Call centre principal customer contact specialist				
Under 16 years	\$17.83	\$22.93	\$22.93	\$28.03
16 years	\$19.82	\$25.48	\$25.48	\$31.14
17 years	\$23.78	\$30.57	\$30.57	\$37.37
18 years	\$27.74	\$35.67	\$35.67	\$43.60
19 years	\$31.71	\$40.77	\$40.77	\$49.82
20 years	\$35.67	\$45.86	\$45.86	\$56.05
Level 4				
Under 16 years	\$18.60	\$23.91	\$23.91	\$29.22
16 years	\$20.66	\$26.57	\$26.57	\$32.47
17 years	\$24.80	\$31.88	\$31.88	\$38.97
18 years	\$28.93	\$37.19	\$37.19	\$45.46
19 years	\$33.06	\$42.51	\$42.51	\$51.95
20 years	\$37.19	\$47.82	\$47.82	\$58.45



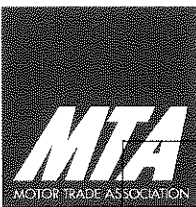
	Monday to Saturday		Sunday	Public Holiday
	First 2 hours	After 2 hours		
	% of minimum hourly rate			
	175%	225%	225%	275%
Level 5				
Under 16 years	\$19.35	\$24.88	\$24.88	\$30.41
16 years	\$21.50	\$27.65	\$27.65	\$33.79
17 years	\$25.80	\$33.17	\$33.17	\$40.55
18 years	\$30.10	\$38.70	\$38.70	\$47.30
19 years	\$34.40	\$44.23	\$44.23	\$54.06
20 years	\$38.70	\$49.76	\$49.76	\$60.82
Call centre technical associate				
Under 16 years	\$21.20	\$27.25	\$27.25	\$33.31
16 years	\$23.55	\$30.28	\$30.28	\$37.01
17 years	\$28.26	\$36.34	\$36.34	\$44.42
18 years	\$32.98	\$42.40	\$42.40	\$51.82
19 years	\$37.69	\$48.45	\$48.45	\$59.22
20 years	\$42.40	\$54.51	\$54.51	\$66.62

B.4 Casual junior shiftworkers – ordinary and penalty rates

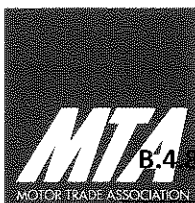
		Afternoon and night shift	Permanent night	Saturday, Sunday or public holiday
% of minimum hourly rate				
125% 140% 155% 175%				
Level 1 - Year 1				
Under 16 years	\$10.94	\$12.25	\$13.56	\$15.31
16 years	\$12.15	\$13.61	\$15.07	\$17.01
17 years	\$14.58	\$16.33	\$18.08	\$20.41
18 years	\$17.01	\$19.05	\$21.09	\$23.82
19 years	\$19.44	\$21.78	\$24.11	\$27.22
20 years	\$21.87	\$24.50	\$27.12	\$30.62
Level 1 - Year 2				
Under 16 years	\$11.48	\$12.86	\$14.23	\$16.07
16 years	\$12.75	\$14.28	\$15.81	\$17.85
17 years	\$15.30	\$17.14	\$18.98	\$21.43
18 years	\$17.85	\$20.00	\$22.14	\$25.00
19 years	\$20.41	\$22.85	\$25.30	\$28.57
20 years	\$22.96	\$25.71	\$28.47	\$32.14
Level 1 - Year 3				
Under 16 years	\$11.84	\$13.26	\$14.68	\$16.57
16 years	\$13.15	\$14.73	\$16.31	\$18.41
17 years	\$15.78	\$17.68	\$19.57	\$22.09
18 years	\$18.41	\$20.62	\$22.83	\$25.78
19 years	\$21.04	\$23.57	\$26.09	\$29.46
20 years	\$23.67	\$26.51	\$29.35	\$33.14
Level 2 - Year 1				
Under 16 years	\$11.98	\$13.41	\$14.85	\$16.77
16 years	\$13.31	\$14.90	\$16.50	\$18.63
17 years	\$15.97	\$17.89	\$19.80	\$22.36
18 years	\$18.63	\$20.87	\$23.10	\$26.08
19 years	\$21.29	\$23.85	\$26.40	\$29.81
20 years	\$23.95	\$26.83	\$29.70	\$33.54



		Afternoon and night shift	Permanent night	Saturday, Sunday or public holiday
	% of minimum hourly rate			
	125%	140%	155%	175%
Level 2 - Year 2				
Under 16 years	\$12.20	\$13.66	\$15.13	\$17.08
16 years	\$13.55	\$15.18	\$16.81	\$18.98
17 years	\$16.27	\$18.22	\$20.17	\$22.77
18 years	\$18.98	\$21.25	\$23.53	\$26.57
19 years	\$21.69	\$24.29	\$26.89	\$30.36
20 years	\$24.40	\$27.33	\$30.25	\$34.16
Level 3				
Under 16 years	\$12.65	\$14.17	\$15.69	\$17.71
16 years	\$14.06	\$15.74	\$17.43	\$19.68
17 years	\$16.87	\$18.89	\$20.92	\$23.61
18 years	\$19.68	\$22.04	\$24.40	\$27.55
19 years	\$22.49	\$25.19	\$27.89	\$31.49
20 years	\$25.30	\$28.34	\$31.37	\$35.42
Call centre principal customer contact specialist				
Under 16 years	\$12.74	\$14.27	\$15.80	\$17.83
16 years	\$14.15	\$15.85	\$17.55	\$19.82
17 years	\$16.99	\$19.02	\$21.06	\$23.78
18 years	\$19.82	\$22.19	\$24.57	\$27.74
19 years	\$22.65	\$25.37	\$28.08	\$31.71
20 years	\$25.48	\$28.54	\$31.59	\$35.67
Level 4				
Under 16 years	\$13.28	\$14.88	\$16.47	\$18.60
16 years	\$14.76	\$16.53	\$18.30	\$20.66
17 years	\$17.71	\$19.84	\$21.96	\$24.80
18 years	\$20.66	\$23.14	\$25.62	\$28.93
19 years	\$23.62	\$26.45	\$29.28	\$33.06
20 years	\$26.57	\$29.76	\$32.94	\$37.19



		Afternoon and night shift	Permanent night	Saturday, Sunday or public holiday
	% of minimum hourly rate			
	125%	140%	155%	175%
Level 5				
Under 16 years	\$13.82	\$15.48	\$17.14	\$19.35
16 years	\$15.36	\$17.20	\$19.04	\$21.50
17 years	\$18.43	\$20.64	\$22.85	\$25.80
18 years	\$21.50	\$24.08	\$26.66	\$30.10
19 years	\$24.57	\$27.52	\$30.47	\$34.40
20 years	\$27.65	\$30.96	\$34.28	\$38.70
Call centre technical associate				
Under 16 years	\$15.14	\$16.96	\$18.78	\$21.20
16 years	\$16.82	\$18.84	\$20.86	\$23.55
17 years	\$20.19	\$22.61	\$25.03	\$28.26
18 years	\$23.55	\$26.38	\$29.21	\$32.98
19 years	\$26.92	\$30.15	\$33.38	\$37.69
20 years	\$30.28	\$33.92	\$37.55	\$42.40

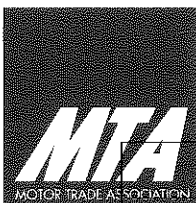


B.4 Casual junior shiftworkers – overtime rates

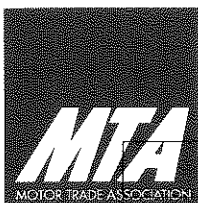
	Monday to Friday		Monday to Friday		Saturday, Sunday or public holiday
	in excess of ordinary daily hours		in excess of ordinary weekly hours		
	First 2 hours	After 2 hours	First 3 hours	After 3 hours	
% of minimum hourly rate					
	175%	225%	175%	225%	225%
Level 1 - Year 1					
Under 16 years	\$15.31	\$19.69	\$15.31	\$19.69	\$19.69
16 years	\$17.01	\$21.87	\$17.01	\$21.87	\$21.87
17 years	\$20.41	\$26.25	\$20.41	\$26.25	\$26.25
18 years	\$23.82	\$30.62	\$23.82	\$30.62	\$30.62
19 years	\$27.22	\$35.00	\$27.22	\$35.00	\$35.00
20 years	\$30.62	\$39.37	\$30.62	\$39.37	\$39.37
Level 1 - Year 2					
Under 16 years	\$16.07	\$20.66	\$16.07	\$20.66	\$20.66
16 years	\$17.85	\$22.96	\$17.85	\$22.96	\$22.96
17 years	\$21.43	\$27.55	\$21.43	\$27.55	\$27.55
18 years	\$25.00	\$32.14	\$25.00	\$32.14	\$32.14
19 years	\$28.57	\$36.73	\$28.57	\$36.73	\$36.73
20 years	\$32.14	\$41.32	\$32.14	\$41.32	\$41.32
Level 1 - Year 3					
Under 16 years	\$16.57	\$21.31	\$16.57	\$21.31	\$21.31
16 years	\$18.41	\$23.67	\$18.41	\$23.67	\$23.67
17 years	\$22.09	\$28.41	\$22.09	\$28.41	\$28.41
18 years	\$25.78	\$33.14	\$25.78	\$33.14	\$33.14
19 years	\$29.46	\$37.88	\$29.46	\$37.88	\$37.88
20 years	\$33.14	\$42.61	\$33.14	\$42.61	\$42.61



	Monday to Friday		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					
	175%	225%	175%	225%	225%
Level 2 - Year 1					
Under 16 years	\$16.77	\$21.56	\$16.77	\$21.56	\$21.56
16 years	\$18.63	\$23.95	\$18.63	\$23.95	\$23.95
17 years	\$22.36	\$28.74	\$22.36	\$28.74	\$28.74
18 years	\$26.08	\$33.54	\$26.08	\$33.54	\$33.54
19 years	\$29.81	\$38.33	\$29.81	\$38.33	\$38.33
20 years	\$33.54	\$43.12	\$33.54	\$43.12	\$43.12
Level 2 - Year 2					
Under 16 years	\$17.08	\$21.96	\$17.08	\$21.96	\$21.96
16 years	\$18.98	\$24.40	\$18.98	\$24.40	\$24.40
17 years	\$22.77	\$29.28	\$22.77	\$29.28	\$29.28
18 years	\$26.57	\$34.16	\$26.57	\$34.16	\$34.16
19 years	\$30.36	\$39.04	\$30.36	\$39.04	\$39.04
20 years	\$34.16	\$43.92	\$34.16	\$43.92	\$43.92
Level 3					
Under 16 years	\$17.71	\$22.77	\$17.71	\$22.77	\$22.77
16 years	\$19.68	\$25.30	\$19.68	\$25.30	\$25.30
17 years	\$23.61	\$30.36	\$23.61	\$30.36	\$30.36
18 years	\$27.55	\$35.42	\$27.55	\$35.42	\$35.42
19 years	\$31.49	\$40.48	\$31.49	\$40.48	\$40.48
20 years	\$35.42	\$45.54	\$35.42	\$45.54	\$45.54



	Monday to Friday		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					
	175%	225%	175%	225%	225%
Call centre principal customer contact specialist					
Under 16 years	\$17.83	\$22.93	\$17.83	\$22.93	\$22.93
16 years	\$19.82	\$25.48	\$19.82	\$25.48	\$25.48
17 years	\$23.78	\$30.57	\$23.78	\$30.57	\$30.57
18 years	\$27.74	\$35.67	\$27.74	\$35.67	\$35.67
19 years	\$31.71	\$40.77	\$31.71	\$40.77	\$40.77
20 years	\$35.67	\$45.86	\$35.67	\$45.86	\$45.86
Level 4					
Under 16 years	\$18.60	\$23.91	\$18.60	\$23.91	\$23.91
16 years	\$20.66	\$26.57	\$20.66	\$26.57	\$26.57
17 years	\$24.80	\$31.88	\$24.80	\$31.88	\$31.88
18 years	\$28.93	\$37.19	\$28.93	\$37.19	\$37.19
19 years	\$33.06	\$42.51	\$33.06	\$42.51	\$42.51
20 years	\$37.19	\$47.82	\$37.19	\$47.82	\$47.82
Level 5					
Under 16 years	\$19.35	\$24.88	\$19.35	\$24.88	\$24.88
16 years	\$21.50	\$27.65	\$21.50	\$27.65	\$27.65
17 years	\$25.80	\$33.17	\$25.80	\$33.17	\$33.17
18 years	\$30.10	\$38.70	\$30.10	\$38.70	\$38.70
19 years	\$34.40	\$44.23	\$34.40	\$44.23	\$44.23
20 years	\$38.70	\$49.76	\$38.70	\$49.76	\$49.76



	Monday to Friday		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				
	175%	225%	175%	225%	225%
Call centre technical associate					
Under 16 years	\$21.20	\$27.25	\$21.20	\$27.25	\$27.25
16 years	\$23.55	\$30.28	\$23.55	\$30.28	\$30.28
17 years	\$28.26	\$36.34	\$28.26	\$36.34	\$36.34
18 years	\$32.98	\$42.40	\$32.98	\$42.40	\$42.40
19 years	\$37.69	\$48.45	\$37.69	\$48.45	\$48.45
20 years	\$42.40	\$54.51	\$42.40	\$54.51	\$54.51