



DRAFT DETERMINATION

Fair Work Act 2009

s.285—Annual wage review

Annual Wage Review 2019–20

(C2020/1)

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 2020

Annual Wage Review.

A. Further to the decision issued by the majority of the Expert Panel in the Annual Wage Review 2019–20 on 19 June 2020 [[2020] FWCFB 3500], the above award is varied as follows:

- By deleting the table appearing in clause 15.1 and inserting the following:

Classification	Minimum weekly rate (full-time employee) \$	Minimum hourly rate \$
Customer Contact Trainee	805.10	21.19
Clerical and Administration Officer Level 1	805.10	21.19
Customer Contact Officer Level 1	832.80	21.92
Clerical and Administration Officer Level 2	832.80	21.92
Customer Contact Officer Level 2	877.60	23.09
Clerical and Administration Officer Level 3	877.60	23.09
Principal Customer Contact Specialist	933.50	24.57
Customer Contact Team Leader	957.60	25.20

Classification	Minimum weekly rate (full-time employee) \$	Minimum hourly rate \$
Clerical and Administration Officer Level 4	957.60	25.20
Principal Customer Contact Leader	1026.70	27.02
Clerical and Administration Officer Level 5	1026.70	27.02
Contract Call Centre Industry Technical Associate	1109.60	29.20

2. By deleting the year “2019” in clause 15.6(b) and inserting “2020”.
3. By deleting the amount “\$16.73” appearing in clause 18.2(a) and inserting “\$17.03”.
4. By deleting the table appearing in clause B.1.1 and inserting the following:

	Ordinary hours	Monday to Friday	Saturday	Sunday		Public holiday¹
		Outside spread of ordinary hours		7 am—7 pm	12 am—7 pm & 7 pm—12 am	
% of minimum hourly rate						
	100%	125%	125%	150%	175%	250%
	\$	\$	\$	\$	\$	\$
Customer Contact Trainee	21.19	26.49	26.49	31.79	37.08	52.98
Clerical and Administration Officer Level 1	21.19	26.49	26.49	31.79	37.08	52.98
Customer Contact Officer Level 1	21.92	27.40	27.40	32.88	38.36	54.80
Clerical and Administration Officer Level 2	21.92	27.40	27.40	32.88	38.36	54.80
Customer Contact Officer Level 2	23.09	28.86	28.86	34.64	40.41	57.73
Clerical and Administration Officer Level 3	23.09	28.86	28.86	34.64	40.41	57.73
Principal Customer Contact Specialist	24.57	30.71	30.71	36.86	43.00	61.43

	Ordinary hours	Monday to Friday	Saturday	Sunday		Public holiday ¹
		Outside spread of ordinary hours		7 am—7 pm	12 am—7 pm & 7 pm—12 am	
% of minimum hourly rate						
	100%	125%	125%	150%	175%	250%
	\$	\$	\$	\$	\$	\$
Customer Contact Team Leader	25.20	31.50	31.50	37.80	44.10	63.00
Clerical and Administration Officer Level 4	25.20	31.50	31.50	37.80	44.10	63.00
Principal Customer Contact Leader	27.02	33.78	33.78	40.53	47.29	67.55
Clerical and Administration Officer Level 5	27.02	33.78	33.78	40.53	47.29	67.55
Contract Call Centre Industry Technical Associate	29.20	36.50	36.50	43.80	51.10	73.00

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

	Ordinary hours	Afternoon and night shift	Permanent night shift ¹	Public holiday
	% of minimum hourly rate			
	100%	115%	130%	200%
	\$	\$	\$	\$
Customer Contact Trainee	21.19	24.37	27.55	42.38
Clerical and Administration Officer Level 1	21.19	24.37	27.55	42.38
Customer Contact Officer Level 1	21.92	25.21	28.50	43.84
Clerical and Administration Officer Level 2	21.92	25.21	28.50	43.84
Customer Contact	23.09	26.55	30.02	46.18

	Ordinary hours	Afternoon and night shift	Permanent night shift¹	Public holiday
	% of minimum hourly rate			
	100%	115%	130%	200%
	\$	\$	\$	\$
Officer Level 2				
Clerical and Administration Officer Level 3	23.09	26.55	30.02	46.18
Principal Customer Contact Specialist	24.57	28.26	31.94	49.14
Customer Contact Team Leader	25.20	28.98	32.76	50.40
Clerical and Administration Officer Level 4	25.20	28.98	32.76	50.40
Principal Customer Contact Leader	27.02	31.07	35.13	54.04
Clerical and Administration Officer Level 5	27.02	31.07	35.13	54.04
Contract Call Centre Industry Technical Associate	29.20	33.58	37.96	58.40

6. By deleting the table appearing in clause B.1.3 and inserting the following:

	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%
	\$	\$	\$	\$	\$
Customer Contact Trainee	31.79	42.38	42.38	52.98	42.38
Clerical and Administration Officer Level 1	31.79	42.38	42.38	52.98	42.38
Customer Contact Officer Level 1	32.88	43.84	43.84	54.80	43.84

	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%
	\$	\$	\$	\$	\$
Clerical and Administration Officer Level 2	32.88	43.84	43.84	54.80	43.84
Customer Contact Officer Level 2	34.64	46.18	46.18	57.73	46.18
Clerical and Administration Officer Level 3	34.64	46.18	46.18	57.73	46.18
Principal Customer Contact Specialist	36.86	49.14	49.14	61.43	49.14
Customer Contact Team Leader	37.80	50.40	50.40	63.00	50.40
Clerical and Administration Officer Level 4	37.80	50.40	50.40	63.00	50.40
Principal Customer Contact Leader	40.53	54.04	54.04	67.55	54.04
Clerical and Administration Officer Level 5	40.53	54.04	54.04	67.55	54.04
Contract Call Centre Industry Technical Associate	43.80	58.40	58.40	73.00	58.40

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

	Ordinary hours	Monday to Friday	Saturday	Sunday		Public holiday ¹
		Outside spread of ordinary hours		7 am—7 pm	12 am—7 am & 7 pm—12 am	
	% of minimum hourly rate					
	125%	150%	150%	175%	200%	275%
	\$	\$	\$	\$	\$	\$
Customer Contact Trainee	26.49	31.79	31.79	37.08	42.38	58.27
Clerical and Administration Officer Level 1	26.49	31.79	31.79	37.08	42.38	58.27
Customer Contact Officer Level 1	27.40	32.88	32.88	38.36	43.84	60.28
Clerical and Administration Officer Level 2	27.40	32.88	32.88	38.36	43.84	60.28
Customer Contact Officer Level 2	28.86	34.64	34.64	40.41	46.18	63.50
Clerical and Administration Officer Level 3	28.86	34.64	34.64	40.41	46.18	63.50
Principal Customer Contact Specialist	30.71	36.86	36.86	43.00	49.14	67.57
Customer Contact Team Leader	31.50	37.80	37.80	44.10	50.40	69.30
Clerical and Administration Officer Level 4	31.50	37.80	37.80	44.10	50.40	69.30
Principal Customer Contact Leader	33.78	40.53	40.53	47.29	54.04	74.31
Clerical and Administration Officer Level 5	33.78	40.53	40.53	47.29	54.04	74.31
Contract Call Centre Industry Technical Associate	36.50	43.80	43.80	51.10	58.40	80.30

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

	Ordinary hours	Afternoon and night shift	Permanent night shift¹	Public holiday
	\$	\$	\$	\$
	% of minimum hourly rate			
	125%	140%	155%	225%
Customer Contact Trainee	26.49	29.67	32.84	47.68
Clerical and Administration Officer Level 1	26.49	29.67	32.84	47.68
Customer Contact Officer Level 1	27.40	30.69	33.98	49.32
Clerical and Administration Officer Level 2	27.40	30.69	33.98	49.32
Customer Contact Officer Level 2	28.86	32.33	35.79	51.95
Clerical and Administration Officer Level 3	28.86	32.33	35.79	51.95
Principal Customer Contact Specialist	30.71	34.40	38.08	55.28
Customer Contact Team Leader	31.50	35.28	39.06	56.70
Clerical and Administration Officer Level 4	31.50	35.28	39.06	56.70
Principal Customer Contact Leader	33.78	37.83	41.88	60.80
Clerical and Administration Officer Level 5	33.78	37.83	41.88	60.80
Contract Call Centre Industry Technical Associate	36.50	40.88	45.26	65.70

9. By deleting the amount “\$862.50” appearing in clause C.1.1 and inserting “\$877.60”.

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

Allowance	Clause	% of standard rate	\$	Payable
First aid allowance	18.2(a)	1.94	17.03	per week

B. This determination comes into operation on 1 November 2020. 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 November 2020.

PRESIDENT