



# DRAFT DETERMINATION

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

## **Annual Wage Review 2018–19** (C2019/1)

### **CONTRACT CALL CENTRES AWARD 2010** [MA000023]

Contract call centre industry

JUSTICE ROSS, PRESIDENT  
VICE PRESIDENT HATCHER  
DEPUTY PRESIDENT ASBURY  
COMMISSIONER HAMPTON  
PROFESSOR RICHARDSON  
MR GIBBS  
MR APTED

MELBOURNE, XX JUNE 2019

*Annual Wage Review 2018–19.*

A. Further to the decision issued by the Expert Panel in the Annual Wage Review 2018–19 on 30 May 2019 [[\[2019\] FWCFB 3500](#)], the above award is varied as follows:

1. By deleting the table appearing in clause 18.1 and inserting the following:

<b>Classification</b>	<b>Rate per week</b>
	<b>\$</b>
Customer Contact Trainee	791.30
Clerical and Administration Officer Level 1	791.30
Customer Contact Officer 1	818.50
Clerical and Administration Officer Level 2	818.50
Customer Contact Officer 2	862.50
Clerical and Administration Officer Level 3	862.50
Principal Customer Contact Specialist	917.40
Customer Contact Team Leader	941.10

<b>Classification</b>	<b>Rate per week</b>
	<b>\$</b>
Clerical and Administration Officer Level 4	941.10
Principal Customer Contact Leader	1009.00
Clerical and Administration Officer Level 5	1009.00
Contract Call Centre Industry Technical Associate	1090.50

2. By deleting the year “2018” in clause 18.3(b) and inserting “2019”.

B. This determination comes into operation from 1 July 2019. In accordance with s.166(5) of the *Fair Work Act 2009* this determination does not take effect until the start of the first full pay period that starts on or after 1 July 2019.

PRESIDENT