



DRAFT DETERMINATION

Fair Work Act 2009
s.285—Annual wage review

Annual Wage Review 2020–21 (C2021/1)

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 2021

Annual Wage Review 2020–21.

A. Further to the decision issued by the Expert Panel in the Annual Wage Review 2020–21 on 16 June 2021 [[2021] 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	825.20	21.72
Clerical and Administration Officer Level 1	825.20	21.72
Customer Contact Officer Level 1	853.60	22.46
Clerical and Administration Officer Level 2	853.60	22.46
Customer Contact Officer Level 2	899.50	23.67
Clerical and Administration Officer Level 3	899.50	23.67
Principal Customer Contact Specialist	956.80	25.18
Customer Contact Team Leader	981.50	25.83

Classification	Minimum weekly rate (full-time employee)	Minimum hourly rate
	\$	\$
Clerical and Administration Officer Level 4	981.50	25.83
Principal Customer Contact Leader	1052.40	27.69
Clerical and Administration Officer Level 5	1052.40	27.69
Contract Call Centre Industry Technical Associate	1137.30	29.93

2. By deleting the words “1 November 2020” in clause 15.6(b) and inserting “1 July 2021”.
3. By deleting the amount “\$17.03” appearing in clause 18.2(a) and inserting “\$17.45”.
4. By deleting the table appearing in clause B.1.1 and inserting the following:

	Monday to Friday		Saturday	Sunday		Public holiday¹
	Within spread of ordinary hours	Outside spread of ordinary hours¹		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	21.72	27.15	27.15	32.58	38.01	54.30
Clerical and Administration Officer Level 1	21.72	27.15	27.15	32.58	38.01	54.30
Customer Contact Officer Level 1	22.46	28.08	28.08	33.69	39.31	56.15
Clerical and Administration Officer Level 2	22.46	28.08	28.08	33.69	39.31	56.15
Customer Contact Officer Level 2	23.67	29.59	29.59	35.51	41.42	59.18
Clerical and Administration Officer Level 3	23.67	29.59	29.59	35.51	41.42	59.18
Principal Customer	25.18	31.48	31.48	37.77	44.07	62.95

	Monday to Friday		Saturday	Sunday		Public holiday ¹
	Within spread of ordinary hours	Outside spread of ordinary hours ¹		7 am–7 pm	12 am–7 am & 7 pm–12 am	
	% of minimum hourly rate					
	100%	125%	125%	150%	175%	250%
	\$	\$	\$	\$	\$	\$
Contact Specialist						
Customer Contact Team Leader	25.83	32.29	32.29	38.75	45.20	64.58
Clerical and Administration Officer Level 4	25.83	32.29	32.29	38.75	45.20	64.58
Principal Customer Contact Leader	27.69	34.61	34.61	41.54	48.46	69.23
Clerical and Administration Officer Level 5	27.69	34.61	34.61	41.54	48.46	69.23
Contract Call Centre Industry Technical Associate	29.93	37.41	37.41	44.90	52.38	74.83

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	21.72	24.98	28.24	43.44
Clerical and Administration Officer Level 1	21.72	24.98	28.24	43.44
Customer Contact Officer Level 1	22.46	25.83	29.20	44.92
Clerical and Administration Officer Level 2	22.46	25.83	29.20	44.92
Customer Contact	23.67	27.22	30.77	47.34

	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	23.67	27.22	30.77	47.34
Principal Customer Contact Specialist	25.18	28.96	32.73	50.36
Customer Contact Team Leader	25.83	29.70	33.58	51.66
Clerical and Administration Officer Level 4	25.83	29.70	33.58	51.66
Principal Customer Contact Leader	27.69	31.84	36.00	55.38
Clerical and Administration Officer Level 5	27.69	31.84	36.00	55.38
Contract Call Centre Industry Technical Associate	29.93	34.42	38.91	59.86

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	32.58	43.44	43.44	54.30	43.44
Clerical and Administration Officer Level 1	32.58	43.44	43.44	54.30	43.44
Customer Contact Officer Level 1	33.69	44.92	44.92	56.15	44.92

	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	33.69	44.92	44.92	56.15	44.92
Customer Contact Officer Level 2	35.51	47.34	47.34	59.18	47.34
Clerical and Administration Officer Level 3	35.51	47.34	47.34	59.18	47.34
Principal Customer Contact Specialist	37.77	50.36	50.36	62.95	50.36
Customer Contact Team Leader	38.75	51.66	51.66	64.58	51.66
Clerical and Administration Officer Level 4	38.75	51.66	51.66	64.58	51.66
Principal Customer Contact Leader	41.54	55.38	55.38	69.23	55.38
Clerical and Administration Officer Level 5	41.54	55.38	55.38	69.23	55.38
Contract Call Centre Industry Technical Associate	44.90	59.86	59.86	74.83	59.86

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

	Monday to Friday		Saturday	Sunday		Public holiday ¹
	Within spread of ordinary hours	Outside spread of ordinary hours ¹		7 am—7 pm	12 am—7 am & 7 pm—12 am	
	% of minimum hourly rate					
	125%	150%	150%	175%	200%	275%
	\$	\$	\$	\$	\$	\$
Customer Contact	27.15	32.58	32.58	38.01	43.44	59.73

	Monday to Friday		Saturday	Sunday		Public holiday ¹
	Within spread of ordinary hours	Outside spread of ordinary hours ¹		7 am—7 pm	12 am—7 pm & 7 pm—12 am	
	% of minimum hourly rate					
	125%	150%	150%	175%	200%	275%
	\$	\$	\$	\$	\$	\$
Trainee						
Clerical and Administration Officer Level 1	27.15	32.58	32.58	38.01	43.44	59.73
Customer Contact Officer Level 1	28.08	33.69	33.69	39.31	44.92	61.77
Clerical and Administration Officer Level 2	28.08	33.69	33.69	39.31	44.92	61.77
Customer Contact Officer Level 2	29.59	35.51	35.51	41.42	47.34	65.09
Clerical and Administration Officer Level 3	29.59	35.51	35.51	41.42	47.34	65.09
Principal Customer Contact Specialist	31.48	37.77	37.77	44.07	50.36	69.25
Customer Contact Team Leader	32.29	38.75	38.75	45.20	51.66	71.03
Clerical and Administration Officer Level 4	32.29	38.75	38.75	45.20	51.66	71.03
Principal Customer Contact Leader	34.61	41.54	41.54	48.46	55.38	76.15
Clerical and Administration Officer Level 5	34.61	41.54	41.54	48.46	55.38	76.15
Contract Call Centre Industry Technical Associate	37.41	44.90	44.90	52.38	59.86	82.31

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	27.15	30.41	33.67	48.87
Clerical and Administration Officer Level 1	27.15	30.41	33.67	48.87
Customer Contact Officer Level 1	28.08	31.44	34.81	50.54
Clerical and Administration Officer Level 2	28.08	31.44	34.81	50.54
Customer Contact Officer Level 2	29.59	33.14	36.69	53.26
Clerical and Administration Officer Level 3	29.59	33.14	36.69	53.26
Principal Customer Contact Specialist	31.48	35.25	39.03	56.66
Customer Contact Team Leader	32.29	36.16	40.04	58.12
Clerical and Administration Officer Level 4	32.29	36.16	40.04	58.12
Principal Customer Contact Leader	34.61	38.77	42.92	62.30
Clerical and Administration Officer Level 5	34.61	38.77	42.92	62.30
Contract Call Centre Industry Technical Associate	37.41	41.90	46.39	67.34

9. By deleting the amount “\$877.60” appearing in clause C.1.1 and inserting “\$899.50”.

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	17.45	per week

B. This determination comes into operation on 1 July 2021. 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 2021.

PRESIDENT