

**EMPLOYER**  
**ASSIST** BY **ilg** INDUSTRY  
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GROUP

## PAY GUIDE

CLERKS – PRIVATE SECTOR AWARD 2020



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## ABOUT

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This pay guide (**Guide**) provides a summary and general overview of some key entitlements (including pay, overtime, penalties, loadings and allowances) that apply to employees covered under the [Clerks - Private Sector Award 2020](#).

The Guide is effective from the first full pay period on or after **1 JULY 2021**.

Contact us for any legal advice or questions about the Guide:

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### Disclaimer

The Guide is for general information and is not intended to be comprehensive. The Guide does not constitute and must not be relied on as legal advice or recommendation. You must seek specific advice tailored to your circumstances.

While care has been taken in the preparation of the Guide, we do not accept responsibility for any errors or omissions. We make no warranties or representations about the Guide or any of the content. We limit and exclude, to the maximum extent permitted by law, any liability which may arise as a result of the Guide or any of the content.

*Individual liability limited by a scheme approved under professional standards legislation.*

## MINIMUM RATES FROM 1 JULY 2021

Classification	Weekly Rate \$	Hourly Rate \$
Level 1 - Year 1	\$821.40	\$21.62
Level 1 - Year 2	\$862.10	\$22.69
Level 1 - Year 3	\$889.00	\$23.39
Level 2 - Year 1	\$899.50	\$23.67
Level 2 - Year 2	\$916.20	\$24.11
Level 3	\$950.10	\$25.00
Level 4	\$997.70	\$26.26
Level 5	\$1,038.20	\$27.32
Call centre principal customer contact specialist	\$956.80	\$25.18
Call centre technical associate	\$1,137.30	\$29.93

## OVERTIME, WEEKEND AND PUBLIC HOLIDAY RATES

Time Worked	% Rate
<i>Calculate overtime, weekend and public holiday rates by multiplying the minimum hourly rate by the % rate</i>	
<b>Penalty Rates (Ordinary Hours)</b>	
Saturday between 7am and 12.30pm	125%
Sunday	200%
Public Holiday	250%
<b>Overtime Rates</b>	
<b>Monday to Saturday</b>	
First 2 hours	150%
After 2 hours	200%
Sunday	200%
Public Holiday	250%

**Note:** All work performed in excess of 38 hours on average per week, 10 hours per day, outside 7am to 7pm Monday to Friday and 7am to 12.30pm on Saturday, or agreed part time hours, must be paid at overtime rates. The spread of hours may be altered by up to 1 hour at either end by agreement. For more information see [clause 13](#) (ordinary hours), [clause 21](#) (overtime) and [clause 24](#) (penalty rates). See below for shiftworkers.

## CASUAL RATES

Time Worked	% Rate
<i>Calculate casual rates by multiplying the minimum hourly rate (not the casual rate) by the % rate.</i>	
<b>Casual Loading and Penalty Rates (Ordinary Hours)</b>	
Casual Rate	125%
Saturday between 7am and 12.30pm	150%
Sunday	225%
Public Holiday	275%
<b>Casual Overtime Rates</b>	
<b>Monday to Saturday</b>	
First 2 hours	175%
After 2 hours	225%
Sunday	225%
Public Holiday	275%

**Note:** See below for casual shiftworkers.

## JUNIOR RATES

Years of Age	% Rate
<i>Calculate junior rates by multiplying the relevant minimum rate by the % rate.</i>	
Under 16 years	45%
16 years	50%
17 years	60%
18 years	70%
19 years	80%
20 years	90%

## SHIFTWORKER RATES

Time Worked	% Rate	
<i>Calculated by multiplying the minimum rate by the % rate.</i>		
	Permanent	Casual
<b>Afternoon Shift</b> (finishing after 7pm but at or before midnight)	115%	140%
<b>Night Shift</b> (finishing after midnight but before 7am)	115%	140%
<b>Permanent Night Shift</b> (night shift which does not rotate with other shift(s) or day work and which continues for a period of not less than 4 consecutive weeks)	130%	155%
<b>Saturday, Sunday or Public Holiday</b>	150%	175%
<b>Overtime Rates for Shiftworkers</b>		
<i>Calculated by multiplying the minimum rate by the % Rate.</i>		
	Permanent	Casual
<b>Hours in excess of weekly hours</b>		
First 3 hours	150%	175%
After 3 hours	200%	225%
<b>Hours in excess of daily hours</b>		
First 2 hours	150%	175%
After 2 hours	200%	225%
<b>Saturday, Sunday or Public Holiday that is not an ordinary working day</b>	200%	225%

**Note:** See award for more information on shiftworkers including rostering arrangements.

## MINIMUM ENGAGEMENT

**Casual employees:** An employer must pay a casual employee for a minimum of 3 hours' work on each engagement even if they are rostered to work for fewer than 3 consecutive hours.

### **Employees other than shiftworkers:**

**Saturday** - An employer must pay an employee a minimum of 3 hours at overtime rates for work performed on a Saturday where an employee has worked 38 hours or more over Monday to Friday.

**Sunday** - An employee required to work ordinary hours on a Sunday is entitled to not less than 4 hours' pay.

**Public Holiday** - An employee required to work on a public holiday is entitled to not less than 4 hours' pay.

**Overtime** - An employee required to work overtime hours on a Sunday is entitled to not less than 4 hours' pay (inclusive of ordinary hours worked).

**Shiftworkers:** An employer must pay an employee for a minimum of 4 hours at the overtime rate if the employee is required to work overtime on a Saturday, Sunday or public holiday (which the employee is not ordinarily rostered to work) and the work is not continuous with the start or finish of the employee's ordinary shift.

# ALLOWANCES

Name	Clause	Description	Amount \$
First Aid	<a href="#">19.2</a>	For an employee with a current first aid qualification and training that the employer considers appropriate and is appointed by the employer to perform first aid duty.	\$13.49 per week
Uniform	<a href="#">19.4</a>	The employer must reimburse an employee who is: <ul style="list-style-type: none"> <li>required to work in conditions damaging to clothing for the cost of purchasing any uniforms and protective clothing not supplied or paid for by the employer.</li> <li>constantly required to work in conditions that are wet and damaging to footwear for the cost of purchasing appropriate protective footwear not supplied or paid for by the employer.</li> <li>required to wear a uniform for the cost of purchasing the uniform.</li> </ul>	
		For an employee required to launder any special uniform: (i) Full time employee. (ii) Part time or casual employee.	\$3.55 per week \$0.71 per shift
Meal	<a href="#">19.5</a>	An employee required to work overtime of more than 1.5 hours after the employee's ordinary time of ending work, without being given 24 hours' notice, must be supplied with a meal or paid a meal allowance.	\$16.53 per occasion
		An employee is entitled to a further meal allowance if the above number of hours worked exceeds 4.	\$13.23 per occasion
Vehicle	<a href="#">19.6</a>	For an employee required to use their own motor vehicle in the performance of their duties:	
		(i) Motor vehicle - maximum 400km/week. (ii) Motorcycles - maximum 400km/week.	\$0.80 per km \$0.27 per km

**Note:** The above is not an exhaustive list. See the full award for details on the above allowances and any other allowances or entitlements that may apply.

# CLASSIFICATIONS

Characteristics	Typical duties/skills
<b>Level 1</b>	
<p>(a) Employees at this level include initial recruits who have limited relevant experience. Initially work is performed under close direction using established practices, procedures and instructions.</p> <p>(b) Employees at this level perform routine clerical and office functions requiring an understanding of clear, straightforward rules or procedures and may be required to operate certain office equipment. Problems can usually be solved by reference to established practices, procedures and instructions.</p> <p>(c) Employees at this level are responsible and accountable for their own work within established routines, methods and procedures and the less experienced employees' work may be subject to checking at all stages. The more experienced employee may be required to give assistance to less experienced employees in the same classification.</p>	<p>Indicative typical duties and skills at this level may include:</p> <p>(a) reception or switchboard duties including:</p> <ul style="list-style-type: none"> <li>(i) directing telephone callers to appropriate staff;</li> <li>(ii) issuing and receiving standard forms;</li> <li>(iii) relaying internal information;</li> <li>(iv) greeting visitors;</li> </ul> <p>(b) maintaining basic records;</p> <p>(c) filing, collating and copying documents;</p> <p>(d) handling or distributing mail including messenger service;</p> <p>(e) dealing with accounts, invoices, orders and store requisitions through recording, matching, checking and batching;</p> <p>(f) operating a keyboard and related business equipment in order to achieve the competency in Level 2.</p>
<b>Level 2</b>	
<p>(a) This level caters for employees who have had sufficient experience or training to enable them to carry out their assigned duties under general direction.</p> <p>(b) Employees at this level are responsible and accountable for their own work which is performed within established guidelines. In some situations detailed instructions may be necessary. This may require the employee to exercise limited judgment and initiative within the range of their skills and knowledge.</p> <p>(c) The work of employees at this level may be subject to final checking and, as required, progress checking.</p> <p>(d) Employees at this level may be required to check the work or provide guidance to other employees at a lower level or provide assistance to less experienced employees at the same level or any combination of one or more of these requirements.</p>	<p>Indicative typical duties and skills at this level may include:</p> <p>(a) reception or switchboard duties set out in Level 1 and, in addition, responding to enquiries, as appropriate, consistent with their knowledge of the organisation's operations and services or where presentation, or the use of interpersonal skills, is a key aspect of the position;</p> <p>(b) operation of business equipment including computerised radio or telephone equipment, computers, printing devices, dictaphone equipment and typewriters;</p> <p>(c) word processing, such as the use of a word processing software package to create, format, edit, correct, print and save text documents such as standard correspondence and business documents;</p> <p>(d) stenographer or person employed to take shorthand and to transcribe by means of appropriate keyboard equipment;</p> <p>(e) copy typing and audio typing;</p> <p>(f) maintenance of records or journals (or both) including initial processing and recording relating to the following:</p> <ul style="list-style-type: none"> <li>(i) reconciliation of accounts to balance; and</li> <li>(ii) incoming or outgoing cheques; and</li> <li>(iii) invoices; and</li> <li>(iv) debit or credit items; and</li> </ul>

	<ul style="list-style-type: none"> <li>(v) payroll data; and</li> <li>(vi) petty cash imprest system; and</li> <li>(vii) letters;</li> <li>(g) computer applications, including using a software package which may include one or more of the following functions: <ul style="list-style-type: none"> <li>(i) create new files and records;</li> <li>(ii) spreadsheet or worksheet;</li> <li>(iii) graphics;</li> <li>(iv) accounting or payroll file;</li> <li>(v) following standard procedures and using existing models or fields of information;</li> <li>(h) arrange routine travel bookings and itineraries or make appointments;</li> <li>(i) provide general advice and information on the organisation's products and services such as at the front counter or by telephone.</li> </ul> </li> </ul>
<b>Level 3</b>	
<p>(a) Employees at this level have achieved a standard to be able to perform specialised or non-routine tasks or features of the work.</p> <p>(b) Employees at this level require only general guidance or direction and there is scope for the exercise of limited initiative, discretion and judgment in carrying out their assigned duties.</p> <p>(c) Employees at this level may be required to give assistance or guidance (including guidance in relation to quality of work and which may require some allocation of duties) to employees in Levels 1 and 2 and should be able to train such employees by means of personal instruction and demonstration.</p>	<p>Indicative typical duties and skills at this level may include:</p> <ul style="list-style-type: none"> <li>(a) preparing cash payment summaries, banking reports and bank statements; calculating and maintaining wage and salary records; following credit referral procedures; applying purchasing and inventory control requirements; and posting journals to ledger;</li> <li>(b) providing specialised advice and information on the organisation's products and services;</li> <li>(c) responding to clients, the public or suppliers' problems within own functional area utilising a high degree of interpersonal skills;</li> <li>(d) applying computer software in order to: <ul style="list-style-type: none"> <li>(i) create new files and records;</li> <li>(ii) maintain computer based records management systems;</li> <li>(iii) identify and extract information from internal and external sources; or</li> <li>(iv) use advanced word processing or keyboard functions;</li> </ul> </li> <li>(e) arranging travel bookings and itineraries, making appointments, screening telephone calls, responding to invitations, organising internal meetings, establishing and maintaining reference lists or personal contact systems;</li> <li>(f) applying specialist terminology and processes in professional offices.</li> </ul>
<b>Level 4</b>	
<p>(a) Employees at this level will have achieved a level of organisation or industry specific knowledge sufficient for them to give advice or information to the organisation and clients in relation to specific areas of their responsibility.</p> <p>(b) Employees at this level require only limited guidance or direction and would normally report to more senior staff as required.</p>	<p>Indicative typical duties and skills at this level may include:</p> <ul style="list-style-type: none"> <li>(a) secretarial and executive support services including: <ul style="list-style-type: none"> <li>(i) maintaining executive diary; and</li> <li>(ii) attending executive and organisational meetings and taking minutes ;and</li> </ul> </li> </ul>

<p>(c) A principal feature, but not a requirement, of this level is supervision of employees in lower levels in terms of responsibility for the allocation of duties, co-ordination of work flow, checking of progress, quality of work and resolving problems.</p> <p>(d) Employees at this level exercise initiative, discretion and judgment at times in performing their duties.</p> <p>(e) Employees at this level are able to train employees in Levels 1-3 by personal instruction and demonstration.</p>	<p>(iii) establishing and maintaining current working and personal filing systems for executive; and</p> <p>(iv) answering executive correspondence from oral or handwritten instructions;</p> <p>(b) ability to prepare financial or tax schedules, calculate costings, wage or salary requirements; complete personnel or payroll data for authorisation; reconcile accounts to balance;</p> <p>(c) advising or providing information on one or more of the following:</p> <p>(i) employment conditions;</p> <p>(ii) workers compensation procedures and regulations;</p> <p>(iii) superannuation entitlements, procedures and regulations;</p> <p>(d) applying one or more computer software packages to:</p> <p>(i) create new files and records; or</p> <p>(ii) maintain computer based management systems; or</p> <p>(iii) identify and extract information from internal and external sources; or</p> <p>(iv) use advanced word processing/keyboard functions.</p>
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**Level 5**

<p>(a) Employees at this level are subject to broad guidance or direction and would report to more senior staff as required.</p> <p>(b) Employees at this level will typically have worked or studied in a relevant field and will have achieved a standard of relevant or specialist knowledge and experience sufficient to enable them to advise on a range of activities and features and contribute, as required, to the determination of objectives, with the relevant field or fields of their expertise.</p> <p>(c) Employees at this level are responsible for their own work and may have delegated responsibility for the work under their control or supervision including scheduling workloads, resolving operations problems, monitoring the quality of work produced and counselling staff for performance and work related matters:</p> <p>(d) Employees at this level would also be able to:</p> <p>(i) train and supervise employees in lower levels by means of personal instruction and demonstration; and</p> <p>(ii) assist in the delivery of training courses.</p> <p>(e) Employees at this level would often exercise initiative, discretion and judgment in the performance of their duties.</p> <p>(f) Employees at this level may possess relevant post-secondary qualifications. However, this is not essential.</p>	<p>Indicative typical duties and skills at this level may include:</p> <p>(a) Application of knowledge of organisation’s objectives, performance, projected areas of growth, product trends and general industry conditions;</p> <p>(b) application of computer software packages including the integration of complex word processing and desktop publishing, text and data documents;</p> <p>(c) providing reports for management in any or all of the following areas:</p> <p>(i) accounts and finances; and</p> <p>(ii) staffing; and</p> <p>(iii) legislative requirements; and</p> <p>(iv) other company activities;</p> <p>(d) administering individual executive salary packages, travel expenses, allowances and company transport; administering salary and payroll requirements of the organisation.</p> <p>An employee must be classified at this level if they hold a Diploma—Front Line Management or equivalent and is employed to perform the duties and above.</p>
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**Note:** See award for call centre classifications.



## SUMMARY CALCULATIONS FROM 1 JULY 2021

CLASSIFICATION	ORDINARY HOURS		PENALTY AND OVERTIME RATES					CASUAL RATES					
	2021/22 Weekly Rate	2021/22 Hourly Rate	Ordinary Saturday	Overtime Mon - Sat (First 2 Hrs)	Overtime Mon - Sat (> 2 Hrs)	Ordinary/ Overtime Sunday	Ordinary/ Overtime PH	Casual Rate	Ordinary Saturday	Overtime Mon - Sat (First 2 Hrs)	Overtime Mon - Sat (> 2 Hrs)	Ordinary/ Overtime Sunday	Ordinary/ Overtime PH
			125%	150%	200%	200%	250%	125%	150%	175%	225%	225%	275%
Level 1 - Yr 1	\$821.40	\$21.62	\$27.03	\$32.43	\$43.24	\$43.24	\$54.05	\$27.03	\$32.43	\$37.84	\$48.65	\$48.65	\$59.46
Level 1 - Yr 2	\$862.10	\$22.69	\$28.36	\$34.04	\$45.38	\$45.38	\$56.73	\$28.36	\$34.04	\$39.71	\$51.05	\$51.05	\$62.40
Level 1 - Yr 3	\$889.00	\$23.39	\$29.24	\$35.09	\$46.78	\$46.78	\$58.48	\$29.24	\$35.09	\$40.93	\$52.63	\$52.63	\$64.32
Level 2 - Yr 1	\$899.50	\$23.67	\$29.59	\$35.51	\$47.34	\$47.34	\$59.18	\$29.59	\$35.51	\$41.42	\$53.26	\$53.26	\$65.09
Level 2 - Yr 2	\$916.20	\$24.11	\$30.14	\$36.17	\$48.22	\$48.22	\$60.28	\$30.14	\$36.17	\$42.19	\$54.25	\$54.25	\$66.30
Level 3	\$950.10	\$25.00	\$31.25	\$37.50	\$50.00	\$50.00	\$62.50	\$31.25	\$37.50	\$43.75	\$56.25	\$56.25	\$68.75
Level 4	\$997.70	\$26.26	\$32.83	\$39.39	\$52.52	\$52.52	\$65.65	\$32.83	\$39.39	\$45.96	\$59.09	\$59.09	\$72.22
Level 5	\$1,038.20	\$27.32	\$34.15	\$40.98	\$54.64	\$54.64	\$68.30	\$34.15	\$40.98	\$47.81	\$61.47	\$61.47	\$75.13
Principal Customer Contact	\$956.80	\$25.18	\$31.48	\$37.77	\$50.36	\$50.36	\$62.95	\$31.48	\$37.77	\$44.07	\$56.66	\$56.66	\$69.25
Technical Associate	\$1,137.30	\$29.93	\$37.41	\$44.90	\$59.86	\$59.86	\$74.83	\$37.41	\$44.90	\$52.38	\$67.34	\$67.34	\$82.31

JUNIOR RATES	CLASSIFICATION										
	% of Rate	Level 1 - Yr 1	Level 1 - Yr 2	Level 1 - Yr 3	Level 2 - Yr 1	Level 2 - Yr 2	Level 3	Level 4	Level 5	Principal Customer Contact Specialist	Technical Associate
Under 16 years	45%	\$9.73	\$10.21	\$10.53	\$10.65	\$10.85	\$11.25	\$11.82	\$12.29	\$11.33	\$13.47
16 years	50%	\$10.81	\$11.34	\$11.70	\$11.84	\$12.06	\$12.50	\$13.13	\$13.66	\$12.59	\$14.96
17 years	60%	\$12.97	\$13.61	\$14.04	\$14.20	\$14.47	\$15.00	\$15.75	\$16.39	\$15.11	\$17.96
18 years	70%	\$15.13	\$15.88	\$16.38	\$16.57	\$16.88	\$17.50	\$18.38	\$19.12	\$17.63	\$20.95
19 years	80%	\$17.29	\$18.15	\$18.72	\$18.94	\$19.29	\$20.00	\$21.00	\$21.86	\$20.14	\$23.94
20 years	90%	\$19.45	\$20.42	\$21.06	\$21.30	\$21.70	\$22.50	\$23.63	\$24.59	\$22.66	\$26.94

## SUPERANNUATION

The minimum Superannuation Guarantee (SG) contribution is **10%** from 1 July 2021 to 30 June 2022.



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