



NATIONAL CLERKS AWARD 2020 (MODERN AWARD) MA000002

Wage rates applicable from the first full pay period from 1 July 2021

Prepared by Fair Work Lawyers for the Association of Consulting Architects.

This wage guide covers employees that fall under the **Clerks – Private Sector Award 2020** ('the Award'). A broad range of employees are included and work within the classifications set out in 'Schedule A' of the Award.

Awards do not apply to employees to whom an enterprise agreement (including a pre-*Fair Work Act 2009* transitional instrument) applies.

A copy of the full award is available from:

https://www.fwc.gov.au/documents/documents/modern_awards/award/ma000002/default.htm

Currency

This wage sheet is applicable from the first full pay period on or after 1 July 2021.

Further information

If you are unsure about the coverage of any employee, or you would like further information about the Award, please submit an Industrial Relations Query via [our website](#).

Notes:

- (1) This sheet is intended as a summary of the rates of pay and allowances under the Award. It is not intended to be a substitute for the Award, and does not include other information contained in the Award, the National Employment Standards or other laws, such as redundancy payments, overtime, shift and penalty rates which affect employee's entitlements.
- (2) This is a complicated Award that contains unique and often misunderstood provisions. Each breach of an award can lead to penalties of up to \$66,600 (for a corporation) and \$13,320 for individuals, including individuals in corporations who are involved with a breach. ACA recommends clients obtain advice in relation to any matters that they are unsure about.
- (3) Businesses who provide above award entitlements should consider formalising their arrangements through an enterprise agreement and/or appropriately drafted contractual arrangements. Readers should seek specific legal advice in relation to their circumstances.

MINIMUM RATES OF PAY

ADULT BASE RATES

Classification (cl 16)	Weekly rate	Base hourly rate	Casual rate
Call centre technical associate	\$1,137.30	\$29.93	\$37.41
Level 5	\$1,038.20	\$27.32	\$34.15
Level 4	\$997.70	\$26.26	\$32.83
Call centre principal customer contact specialist	\$956.80	\$25.18	\$31.48
Level 3	\$950.10	\$25.00	\$31.25
Level 2 - Year 2	\$916.20	\$24.11	\$30.14
Level 2 - Year 1	\$899.50	\$23.67	\$29.59
Level 1 - Year 3	\$889.00	\$23.39	\$29.24
Level 1 - Year 2	\$862.10	\$22.69	\$28.36
Level 1 - Year 1	\$821.40	\$21.62	\$27.03

LEVEL 1 - JUNIORS

Classification (cl 16)	Relevant percentage	Level 1 - Year 1	Level 1 - Year 2	Level 1 - Year 3
Under 16 years of age	45%	\$9.73	\$10.21	\$10.53
16 years of age	50%	\$10.81	\$11.34	\$11.70
17 years of age	60%	\$12.97	\$13.61	\$14.04
18 years of age	70%	\$15.13	\$15.88	\$16.38
19 years of age	80%	\$17.29	\$18.15	\$18.72
20 years of age	90%	\$19.45	\$20.42	\$21.06

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LEVEL 2 – JUNIORS

Classification (cl 16)	Relevant percentage	Level 2 - Year 1	Level 2 - Year 2
Under 16 years of age	45%	\$10.65	\$10.85
16 years of age	50%	\$11.84	\$12.06
17 years of age	60%	\$14.20	\$14.47
18 years of age	70%	\$16.57	\$16.88
19 years of age	80%	\$18.94	\$19.29
20 years of age	90%	\$21.30	\$21.70

LEVEL 3 and Call Centre Principal Customer Contact Specialists – JUNIORS

Classification (cl 16)	Relevant percentage	Level 3	Call centre principal customer contact specialist
Under 16 years of age	45%	\$11.25	\$11.33
16 years of age	50%	\$12.50	\$12.59
17 years of age	60%	\$15.00	\$15.11
18 years of age	70%	\$17.50	\$17.63
19 years of age	80%	\$20.00	\$20.14
20 years of age	90%	\$22.50	\$22.66

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LEVELS 4, 5 and call centre technical associates – JUNIORS

Classification (cl 16)	Relevant percentage	Level 4	Level 5	Call centre technical associate
Under 16 years of age	45%	\$11.82	\$12.29	\$13.47
16 years of age	50%	\$13.13	\$13.66	\$14.96
17 years of age	60%	\$15.75	\$16.39	\$17.96
18 years of age	70%	\$18.38	\$19.12	\$20.95
19 years of age	80%	\$21.00	\$21.86	\$23.94
20 years of age	90%	\$23.63	\$24.59	\$26.94

A. ALLOWANCES

Some of the allowances in this Award are expressed as a percentage of the 'standard rate', i.e. the adult base rate for a Level 2, Year 1 employee (cl 2.1) being \$772.60. Other (expense-related) allowances are expressed as whole amounts and are increased each year with CPI (sch C2.2(b))

Allowance	Clause	Amount	Comment
Transport of shiftworkers	19.8	Reimburse cost of transport home	Payable where a shiftworker commences or finishes work at a time other than normal, and where means of reasonable transport not available and employer does not provide suitable transport
Clothing damage	19.4(a)	Reimburse cost of uniforms / protective clothing	Payable where employee engaged in work damaging to clothing, except where uniforms and protective clothing provided free by employer
Footwear damage	19.4(b)	Reimburse cost of appropriate protective footwear	Payable where employee constantly engaged in work wet and damaging to footwear, except where employer provides protective footwear free of charge
Laundry Allowance - Full-time employee - Part-time or casual	19.4(d)	\$3.55 per week \$0.71 per shift	Payable to employees required to wear and self-laundry a uniform. Employers must also reimburse employees any cost of the uniform.
Overtime Meal Allowance - More than one and a half hours - More than four hours	19.5	\$16.53 per meal \$13.23 per meal	Payable to employees required to work for more than one and a half hours overtime after completion of ordinary hours (without receiving 24 hours' notice). A further allowance is payable if they work more than four hours of overtime.
Vehicle Allowance - Motor cars - Motorcycles	19.6	\$0.80 per km \$0.27 per km	Payable to employees required to use own motor vehicle in performance of duties. Payment is capped at 400km per week.
Living away from home allowance	19.7	Either: - Payment of an allowance to cover fares to and from the temporary place of work and reasonable board and lodging expenses; or - Employer provides / supplies fares, board and lodging	Payable to employee required to work temporarily away from usual place of employment and required to sleep away from usual place of residence.
Travel to distant work	19.7(c)	Payment at ordinary rates for time spent travelling between usual place of employment and temporary location	Payable to employees who qualify for living away from home allowance (above) NB: Payment capped at 8 hours for each 24 hour period
First aid allowance	19.2	\$13.49 per week	Payable to employees appointed to perform first aid and that hold first aid qualifications

B. CLASSIFICATIONS

The following is a broad description of the classifications under the Award. If you are unsure of how to classify an employee, you should seek advice.

Classification	Description of duties
Level 1	<ul style="list-style-type: none"> · Reception/switchboard duties; · Maintenance of basic records; · Filing, collating, photocopying, etc; · Handling or distributing mail including messenger service; · Recording, matching, checking and batching of accounts, invoices, orders, store requisitions, etc; and · The basic operation of keyboard and other allied equipment.
Level 2	<ul style="list-style-type: none"> · Reception/switchboard duties as in Level 1 and in addition responding to enquiries as appropriate, consistent with knowledge of the organisation's operations, and/or where presentation and interpersonal skills are important; · Operation of computerised radio/telephone equipment, micro personal computer, printing devices attached to personal computer, Dictaphone equipment, typewriter; · Word processing, e.g. the use of a word processing software package to create, format, edit, correct, print and save text documents, e.g. standard correspondence and business documents; · Stenographer/person solely employed to take shorthand and to transcribe by means of appropriate keyboard equipment. · Copy typing and audio typing. · Maintenance of records and/or journals including initial processing and recording relating to reconciliation of accounts to balance, incoming/outgoing cheques, invoices, debit/credit items, payroll data, petty cash interest system and letters etc. · Computer application involving use of a software package which may include creation of new files and records, spreadsheet/worksheet, graphics, accounting/payroll file and following standard procedures and using existing models/fields of information. · Arrange routine travel bookings and itineraries, make appointments. · Provide general advice and information on the organisation's products and services, e.g. front counter/telephone.
Level 3	<ul style="list-style-type: none"> · Prepare cash payment summaries, banking report and bank statements; · Calculate and maintain wage and salary records; follow credit referral procedures; apply purchasing and inventory control requirements; post journals to ledger; · Provide specialised advice and information on the organisation's products and services; respond to client/public/supplier problems within own functional area utilising a high degree of interpersonal skills; · Apply one or more computer software packages developed for a micro personal computer or a central computer resource to either create new files and records, maintain computer based records management systems, identify and extract information from internal and external sources; or use of advanced word processing/keyboard functions; · Arrange travel bookings and itineraries; make appointments; screen telephone calls; respond to invitations; organise internal meetings on behalf of executive(s); establish and maintain reference lists/personal contact systems for executive(s); · Application of specialist terminology/processes in professional offices.

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Classification	Description of duties
Level 4	<ul style="list-style-type: none"> · Secretarial/executive support services which may include maintaining executive diary, attending executive/organisational meetings and taking minutes, establishing and/or maintaining current working and personal filing systems for executive; answering executive correspondence from verbal or handwritten instructions; · Able to prepare financial/tax schedules, calculating costings and/or wage and salary requirements; completing personnel/payroll data for authorisation; reconciliation of accounts to balance; · Advising on/providing information on one or more of, employment conditions, workers compensation procedures and regulations and superannuation entitlements, procedures and regulations; · Applying one or more computer software packages, developed for a micro personal computer or a central computer resource to either create new files and records, maintain computer based management systems, identifying and extract information from internal and external sources or using of advanced word processing/keyboard functions
Level 5	<ul style="list-style-type: none"> · Apply knowledge of organisation's objectives, performance, projected areas of growth, product trends and general industry conditions; · Application of computer software packages within either a micro personal computer or a central computer resource including the integration of complex word processing/desktop publishing, text and data documents; · Provide reports for management in any or all of account/financial, staffing, legislative requirements and other company activities; · Administer individual executive salary packages, travel expenses, allowances and company transport; administer salary and payroll requirements of the organisation.