



human resources

# HR Manual

## **RATES OF PAY**

**September 2021 to September 2023**

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# Rates of Pay – Occupational Groups

## POSTAL MANAGER

Classification	1.5% as at 28/11/2019	3% as at 02/09/2021	3% as at 01/09/2022	3% as at 07/09/2023
Postal Manager Grade 1	71,895	74,052	76,274	78,563
	75,495	77,760	80,093	82,496
	79,071	81,444	83,888	86,405
Postal Manager Grade 2	81,478	83,923	86,441	89,035
	85,081	87,634	90,264	92,972
	88,659	91,319	94,059	96,881
Postal Manager Grade 3	94,894	97,741	100,674	103,695
	98,730	101,692	104,743	107,886
Postal Manager Grade 4	102,564	105,641	108,811	112,076
	106,399	109,591	112,879	116,266
Postal Manager Grade 5	110,231	113,538	116,945	120,454
	114,530	117,966	121,505	125,151

## POSTAL SERVICES

Classification		1.5% as at 28/11/2019	3% as at 02/09/2021	3% as at 01/09/2022	3% as at 07/09/2023
Trainee Postal Services Officer	Under 17	21,864	22,520	23,196	23,892
	At 17	26,236	27,024	27,835	28,671
	At 18	30,609	31,528	32,474	33,449
	At 19	35,417	36,480	37,575	38,703
	At 20	39,790	40,984	42,214	43,481
	Adult	43,724	45,036	46,388	47,780
Postal Services Officer		46,736	48,139	49,584	51,072
		48,655	50,115	51,619	53,168
		50,803	52,328	53,898	55,515
		53,185	54,781	56,425	58,118
		56,059	57,741	59,474	61,259
Senior Postal Services Officer Grade 1		58,708	60,470	62,285	64,154
		61,583	63,431	65,334	67,295
Senior Postal Services Officer Grade 2		64,231	66,158	68,143	70,188
		67,101	69,115	71,189	73,325
		69,980	72,080	74,243	76,471

## POSTAL DELIVERY

Classification		1.5% as at 28/11/2019	3% as at 02/09/2021	3% as at 01/09/2022	3% as at 07/09/2023
Trainee Postal Delivery Officer	Under 17	21,518	22,164	22,829	23,514
	At 17	25,822	26,597	27,395	28,217
	At 18	30,124	31,028	31,959	32,918
	At 19	34,858	35,904	36,982	38,092
	At 20	39,161	40,336	41,547	42,794
	Adult	43,033	44,324	45,654	47,024
Postal Delivery Officer - Parity		46,004	47,385	48,807	50,272
		48,184	49,630	51,119	52,653
		49,220	50,697	52,218	53,785
		50,281	51,790	53,344	54,945
		51,343	52,884	54,471	56,106
Senior Postal Delivery Officer Grade 1 - Parity		53,182	54,778	56,422	58,115
Senior Postal Delivery Officer Grade 2 - Parity		53,902	55,520	57,186	58,902
Senior Postal Delivery Officer Grade 3 - Parity		56,428	58,121	59,865	61,661
Postal Delivery Co-Ordinator Grade 1 - Parity		57,782	59,516	61,302	63,142
		59,144	60,919	62,747	64,630
Postal Delivery Co-Ordinator Grade 2 - Parity		62,595	64,473	66,408	68,401
		64,324	66,254	68,242	70,290
		66,098	68,081	70,124	72,228
		67,936	69,975	72,075	74,238
Postal Delivery Co-Ordinator Grade 3 - Parity		71,895	74,052	76,274	78,563
		75,495	77,760	80,093	82,496
		79,071	81,444	83,888	86,405
Delivery Manager Level 1		71,895	74,052	76,274	78,563
		75,495	77,760	80,093	82,496
		79,071	81,444	83,888	86,405
Delivery Manager Level 2		81,478	83,923	86,441	89,035
		85,081	87,634	90,264	92,972
		88,659	91,319	94,059	96,881
Delivery Manager Level 3		94,894	97,741	100,674	103,695
		98,730	101,692	104,743	107,886
Delivery Manager Level 4		102,564	105,641	108,811	112,076
		106,399	109,591	112,879	116,266

## MAIL PROCESSING

Classification		1.5% as at 28/11/2019	3% as at 02/09/2021	3% as at 01/09/2022	3% as at 07/09/2023
Trainee Mail Officer	Under 17	21,518	22,164	22,829	23,514
	At 17	25,822	26,597	27,395	28,217
	At 18	30,124	31,028	31,959	32,918
	At 19	34,858	35,904	36,982	38,092
	At 20	39,161	40,336	41,547	42,794
	Adult	43,033	44,324	45,654	47,024
Trainee Mail Officer (Teams)	Under 17	23,081	23,774	24,488	25,223
	At 17	27,697	28,528	29,384	30,266
	At 18	32,312	33,282	34,281	35,310
	At 19	37,389	38,511	39,667	40,858
	At 20	42,003	43,264	44,562	45,899
	Adult	46,159	47,544	48,971	50,441
Mail Officer	Under 17	23,004	23,695	24,406	25,139
	At 17	27,604	28,433	29,286	30,165
	At 18	32,203	33,170	34,166	35,191
	At 19	37,264	38,382	39,534	40,721
	At 20	41,865	43,121	44,415	45,748
	Adult	46,004	47,385	48,807	50,272
		48,184	49,630	51,119	52,653
		49,220	50,697	52,218	53,785
		50,281	51,790	53,344	54,945
		51,343	52,884	54,471	56,106
Mail Officer (Teams)	Under 17	23,514	24,220	24,947	25,696
	At 17	28,216	29,063	29,935	30,834
	At 18	32,920	33,908	34,926	35,974
	At 19	38,092	39,235	40,413	41,626
	At 20	42,794	44,078	45,401	46,764
	Adult	47,027	48,438	49,892	51,389
		49,207	50,684	52,205	53,772
		50,243	51,751	53,304	54,904
		51,305	52,845	54,431	56,064
		52,366	53,937	55,556	57,223
Senior Mail Officer Grade 1		53,902	55,520	57,186	58,902
Senior Mail Officer Grade 2		56,428	58,121	59,865	61,661

## MAIL PROCESSING CO-ORDINATOR

Classification	1.5% as at 28/11/2019	3% as at 02/09/2021	3% as at 01/09/2022	3% as at 07/09/2023
Trainee Mail Processing Co-Ordinator	52,650	54,230	55,857	57,533
Mail Processing Co-Ordinator Grade 1	57,782	59,516	61,302	63,142
	59,144	60,919	62,747	64,630
Mail Processing Co-Ordinator Grade 2	62,595	64,473	66,408	68,401
	64,324	66,254	68,242	70,290
	66,098	68,081	70,124	72,228
	67,936	69,975	72,075	74,238
Mail Processing Co-Ordinator Grade 3	70,179	72,285	74,454	76,688
	72,252	74,420	76,653	78,953
	74,416	76,649	78,949	81,318
	76,596	78,894	81,261	83,699
Mail Processing Co-Ordinator Grade 4	78,769	81,133	83,567	86,075
	81,340	83,781	86,295	88,884
	83,902	86,420	89,013	91,684

## ELECTRONIC MAIL

Classification	1.5% as at 28/11/2019	3% as at 02/09/2021	3% as at 01/09/2022	3% as at 07/09/2023
Electronic Mail Operator	49,285	50,764	52,287	53,856
	51,304	52,844	54,430	56,063
	53,990	55,610	57,279	58,998
Electronic Mail Co-Ordinator	57,177	58,893	60,660	62,480
	58,884	60,651	62,471	64,346
	60,260	62,068	63,931	65,849

## TRANSPORT

Classification		1.5% as at 28/11/2019	3% as at 02/09/2021	3% as at 01/09/2022	3% as at 07/09/2023
Postal Transport Officer - Parity		48,184	49,630	51,119	52,653
		49,220	50,697	52,218	53,785
		50,281	51,790	53,344	54,945
		51,343	52,884	54,471	56,106
Senior Postal Transport Officer - Parity		53,859	55,475	57,140	58,855
		54,824	56,469	58,164	59,909
Postal Transport Co-Ordinator Grade 1 - Parity		57,336	59,057	60,829	62,654
		58,292	60,041	61,843	63,699
		59,252	61,030	62,861	64,747
Postal Transport Co-Ordinator Grade 2 - Parity		61,770	63,624	65,533	67,499
		62,724	64,606	66,545	68,542
		63,681	65,592	67,560	69,587
Postal Transport Co-Ordinator Grade 3 - Parity		69,558	71,645	73,795	76,009
		70,925	73,053	75,245	77,503
Postal Transport Co-Ordinator Grade 4 - Parity		73,751	75,964	78,243	80,591
		75,110	77,364	79,685	82,076
Postal Transport Co-Ordinator Grade 5 - Parity		79,193	81,569	84,017	86,538
		80,912	83,340	85,841	88,417
Driver / Sorter	At 18	33,453	34,457	35,491	36,556
	At 19	38,709	39,871	41,068	42,301
	At 20	43,487	44,792	46,136	47,521
	Adult	47,790	49,224	50,701	52,223
		48,600	50,058	51,560	53,107
		49,415	50,898	52,425	53,998
		50,281	51,790	53,344	54,945
		51,343	52,884	54,471	56,106
Garage Attendant		44,712	46,054	47,436	48,860
		45,272	46,631	48,030	49,471
		45,843	47,219	48,636	50,096

## PARCEL POST

Classification		1.5% as at 28/11/2019	3% as at 02/09/2021	3% as at 01/09/2022	3% as at 07/09/2023
Trainee Parcel Post Officer	Under 19	30,124	31,028	31,959	32,918
	At 19	34,858	35,904	36,982	38,092
	At 20	39,161	40,336	41,547	42,794
	Adult	43,033	44,324	45,654	47,024
Parcel Post Officer	Under 19	33,729	34,741	35,784	36,858
	At 19	39,029	40,200	41,406	42,649
	At 20	43,845	45,161	46,516	47,912
	Adult	48,184	49,630	51,119	52,653
		49,220	50,697	52,218	53,785
		50,281	51,790	53,344	54,945
		51,343	52,884	54,471	56,106
Parcel Post Officer (Teams)	Under 19	34,447	35,481	36,546	37,643
	At 19	39,859	41,055	42,287	43,556
	At 20	44,778	46,122	47,506	48,932
	Adult	49,207	50,684	52,205	53,772
		50,243	51,751	53,304	54,904
		51,305	52,845	54,431	56,064
		52,366	53,937	55,556	57,223
Senior Parcel Post Officer Grade 1		53,902	55,520	57,186	58,902
Senior Parcel Post Officer Grade 2		56,428	58,121	59,865	61,661
Parcel Post Co-Ordinator Grade 2		62,595	64,473	66,408	68,401
		64,324	66,254	68,242	70,290
		66,098	68,081	70,124	72,228
		67,936	69,975	72,075	74,238
Parcel Post Co-Ordinator Grade 3		70,179	72,285	74,454	76,688
		72,252	74,420	76,653	78,953
		74,417	76,650	78,950	81,319
		76,596	78,894	81,261	83,699

## EXPRESS COURIER

Classification		1.5% as at 28/11/2019	3% as at 02/09/2021	3% as at 01/09/2022	3% as at 07/09/2023
Senior Express Courier Service Representative		51,926	53,484	55,089	56,742
		52,898	54,485	56,120	57,804
Express Courier Co-Ordinator Grade 1		55,406	57,069	58,782	60,546
		56,363	58,054	59,796	61,590
		57,324	59,044	60,816	62,641
Express Courier Co-Ordinator Grade 2		59,841	61,637	63,487	65,392
		60,797	62,621	64,500	66,435
		61,756	63,609	65,518	67,484



## STORES

Classification	1.5% as at 28/11/2019	3% as at 02/09/2021	3% as at 01/09/2022	3% as at 07/09/2023
Stores Officer	47,352	48,773	50,237	51,745
	48,317	49,767	51,261	52,799
	49,369	50,851	52,377	53,949
Senior Stores Officer	50,353	51,864	53,420	55,023
	51,158	52,693	54,274	55,903
	51,997	53,557	55,164	56,819
Stores Supervisor	57,099	58,812	60,577	62,395
	57,934	59,673	61,464	63,308
	58,814	60,579	62,397	64,269
Senior Stores Supervisor Grade 1	61,490	63,335	65,236	67,194
	62,692	64,573	66,511	68,507
Senior Stores Supervisor Grade 2	67,224	69,241	71,319	73,459
	68,753	70,816	72,941	75,130

## SUPPORT SERVICES

Classification	1.5% as at 28/11/2019	3% as at 02/09/2021	3% as at 01/09/2022	3% as at 07/09/2023
Support Services Officer Grade 1	44,203	45,530	46,896	48,303
	45,642	47,012	48,423	49,876
Support Services Officer Grade 2	47,250	48,668	50,129	51,633
	48,771	50,235	51,743	53,296
Support Services Officer Grade 3	50,803	52,328	53,898	55,515
	52,354	53,925	55,543	57,210
Support Services Officer Grade 4	54,674	56,315	58,005	59,746

## TRADES TECHNICAL

Classification		1.5% as at 28/11/2019	3% as at 02/09/2021	3% as at 01/09/2022	3% as at 07/09/2023
Apprentice Postal Technical Officer	Under 18	25,391	26,153	26,938	27,747
	At 18	29,094	29,967	30,867	31,794
	At 19	39,674	40,865	42,091	43,354
	At 20	46,551	47,948	49,387	50,869
	Adult	47,497	48,922	50,390	51,902
Postal Technical Officer Level 1	Under 17	24,536	25,273	26,032	26,813
	At 17	29,442	30,326	31,236	32,174
	At 18	34,348	35,379	36,441	37,535
	At 19	39,745	40,938	42,167	43,433
	At 20	44,651	45,991	47,371	48,793
	Adult	49,067	50,540	52,057	53,619
		50,229	51,736	53,289	54,888
		51,381	52,923	54,511	56,147
		53,138	54,733	56,375	58,067
		54,141	55,766	57,439	59,163
	55,346	57,007	58,718	60,480	
Postal Technical Officer Level 2		52,898	54,485	56,120	57,804
		54,254	55,882	57,559	59,286
		55,644	57,314	59,034	60,806
		57,040	58,752	60,515	62,331
Postal Technical Officer Level 3		58,589	60,347	62,158	64,023
		60,222	62,029	63,890	65,807
		61,857	63,713	65,625	67,594
		63,506	65,412	67,375	69,397
Postal Technical Officer Level 4		65,904	67,882	69,919	72,017
		67,457	69,481	71,566	73,713
		69,014	71,085	73,218	75,415
		71,418	73,561	75,768	78,042
		73,809	76,024	78,305	80,655
		76,447	78,741	81,104	83,538
		79,082	81,455	83,899	86,416
		81,721	84,173	86,699	89,300
Postal Technical Officer Level 5		84,353	86,884	89,491	92,176
		87,234	89,852	92,548	95,325
Postal Technical Officer Level 6		90,107	92,811	95,596	98,464
Postal Technical Officer Level 7		94,655	97,495	100,420	103,433
Postal Technical Officer Level 8		100,409	103,422	106,525	109,721
Postal Technical Officer Level 9		102,805	105,890	109,067	112,340

## TRADES TECHNICAL

Classification		1.5% as at 28/11/2019	3% as at 02/09/2021	3% as at 01/09/2022	3% as at 07/09/2023
Postal Technical Officer Level 1 (Teams)	Under 17	25,076	25,829	26,604	27,403
	At 17	30,088	30,991	31,921	32,879
	At 18	35,104	36,158	37,243	38,361
	At 19	40,620	41,839	43,095	44,388
	At 20	45,635	47,005	48,416	49,869
	Adult	50,147	51,652	53,202	54,799
		51,308	52,848	54,434	56,068
		52,462	54,036	55,658	57,328
		54,217	55,844	57,520	59,246
		55,220	56,877	58,584	60,342
	56,426	58,119	59,863	61,659	
Postal Technical Officer Level 2 (Teams)		54,012	55,633	57,302	59,022
		55,370	57,032	58,743	60,506
		56,757	58,460	60,214	62,021
		58,153	59,898	61,695	63,546
Postal Technical Officer Level 3 (Teams)		59,830	61,625	63,474	65,379
		61,462	63,306	65,206	67,163
		63,098	64,991	66,941	68,950
		64,745	66,688	68,689	70,750
Postal Technical Officer Level 4 (Teams)		67,279	69,298	71,377	73,519
		68,832	70,897	73,024	75,215
		70,388	72,500	74,675	76,916
		72,989	75,179	77,435	79,759
		75,384	77,646	79,976	82,376
		78,021	80,362	82,773	85,257
		80,655	83,075	85,568	88,136
		83,396	85,898	88,475	91,130
Postal Technical Officer Level 5 (Teams)		86,028	88,609	91,268	94,007
		88,909	91,577	94,325	97,155

## TECHNICAL SERVICES

Classification		1.5% as at 28/11/2019	3% as at 02/09/2021	3% as at 01/09/2022	3% as at 07/09/2023
Drafting Assistant Grade 1 Graphic Design Assistant Grade 1	Under 17	23,959	24,678	25,419	26,182
	At 17	28,749	29,612	30,501	31,417
	At 18	33,540	34,547	35,584	36,652
	At 19	38,810	39,975	41,175	42,411
	At 20	43,601	44,910	46,258	47,646
	Adult	47,913	49,351	50,832	52,357
		49,067	50,540	52,057	53,619
		50,229	51,736	53,289	54,888
		51,381	52,923	54,511	56,147
		53,138	54,733	56,375	58,067
		54,141	55,766	57,439	59,163
		55,346	57,007	58,718	60,480
Senior Technical Services Officer Grade 1		81,721	84,173	86,699	89,300
		84,353	86,884	89,491	92,176
Senior Technical Services Officer Grade 2		87,234	89,852	92,548	95,325
		90,107	92,811	95,596	98,464
Senior Technical Services Officer Grade 3		94,655	97,495	100,420	103,433
Principal Technical Services Officer Grade 1		100,409	103,422	106,525	109,721
Principal Technical Services Officer Grade 2		102,805	105,890	109,067	112,340

## ENGINEER

Classification	1.5% as at 28/11/2019	3% as at 02/09/2021	3% as at 01/09/2022	3% as at 07/09/2023
Engineer Class 1	57,715	59,447	61,231	63,068
	60,034	61,836	63,692	65,603
	63,536	65,443	67,407	69,430
	67,619	69,648	71,738	73,891
	72,373	74,545	76,782	79,086
	77,166	79,481	81,866	84,322
Engineer Class 2	81,620	84,069	86,592	89,190
	84,335	86,866	89,472	92,157
	87,067	89,680	92,371	95,143
	89,786	92,480	95,255	98,113
Engineer Class 3	94,476	97,311	100,231	103,238
	97,688	100,619	103,638	106,748
	100,906	103,934	107,053	110,265
	104,117	107,241	110,459	113,773
Engineer Class 4	108,842	112,108	115,472	118,937
	112,147	115,512	118,978	122,548
	115,463	118,927	122,495	126,170
Engineer Class 5	120,421	124,034	127,756	131,589
	123,930	127,648	131,478	135,423
	127,428	131,251	135,189	139,245

## ADMINISTRATIVE OFFICER

Classification		1.5% as at 28/11/2019	3% as at 02/09/2021	3% as at 01/09/2022	3% as at 07/09/2023
Administrative Officer Level 1	Under 17	22,384	23,056	23,748	24,461
	At 17	26,861	27,667	28,498	29,353
	At 18	31,338	32,279	33,248	34,246
	At 19	36,261	37,349	38,470	39,625
	At 20	40,738	41,961	43,220	44,517
	Adult	44,767	46,111	47,495	48,920
		46,744	48,147	49,592	51,080
		48,601	50,060	51,562	53,109
		50,207	51,714	53,266	54,864
		51,809	53,364	54,965	56,614
Administrative Officer Level 1 + Qualification Allowance	Under 17	24,364	25,095	25,848	26,624
	At 17	28,840	29,706	30,598	31,516
	At 18	33,318	34,318	35,348	36,409
	At 19	38,243	39,391	40,573	41,791
	At 20	42,718	44,000	45,320	46,680
	Adult	46,744	48,147	49,592	51,080
		48,601	50,060	51,562	53,109
		50,207	51,714	53,266	54,864
		51,809	53,364	54,965	56,614
	Administrative Officer Level 2		53,412	55,015	56,666
		55,267	56,926	58,634	60,394
		57,118	58,832	60,597	62,415
		58,970	60,740	62,563	64,440
		60,817	62,642	64,522	66,458
Administrative Officer Level 3		63,040	64,932	66,880	68,887
		65,540	67,507	69,533	71,619
		68,134	70,179	72,285	74,454
		70,756	72,879	75,066	77,318
		73,374	75,576	77,844	80,180
Administrative Officer Level 4		77,039	79,351	81,732	84,184
		80,443	82,857	85,343	87,904
		83,846	86,362	88,953	91,622
		87,253	89,871	92,568	95,346
Administrative Officer Level 5		91,359	94,100	96,923	99,831
		94,821	97,666	100,596	103,614

## ADMINISTRATIVE OFFICER cont..

Classification		1.5% as at 28/11/2019	3% as at 02/09/2021	3% as at 01/09/2022	3% as at 07/09/2023
Administrative Officer Level 6 (Acting) <i>These rates are only applicable to employees who are acting in an AO6 role ie. higher duties</i>		98,720	101,682	104,733	107,875
		102,152	105,217	108,374	111,626
Administrative Officer Level 6 – Non Shift (Nominal) Administrative Officer Level 6 (CISD OT) – Non Shift (Nominal) <i>These rates are only applicable to employees who are nominally appointed to an AO6 role</i>		106,078	109,261	112,539	115,916
		109,506	112,792	116,176	119,662
Administrative Officer Level 6 – Shift Work (Nominal) Administrative Officer Level 6 (CISD OT) – Shift Work (Nominal) <i>These rates are only applicable to employees who are nominally appointed to an AO6 role</i>		104,770	107,914	111,152	114,487
		108,202	111,449	114,793	118,237
Administrative Officer Level 7 (Acting) <i>These rates are only applicable to AO5 (or equivalent) &amp; below employees who are acting at this level</i>		106,050	109,232	112,509	115,885
		109,950	113,249	116,647	120,147
Administrative Officer Level 8 (Acting) <i>These rates are only applicable to AO5 (or equivalent) &amp; below employees who are acting at this level</i>		114,041	117,463	120,987	124,617
		118,670	122,231	125,898	129,675

## FACILITY MANAGER

Classification	1.5% as at 28/11/2019	3% as at 02/09/2021	3% as at 01/09/2022	3% as at 07/09/2023
Facility Manager Level 1	94,894	97,741	100,674	103,695
	98,730	101,692	104,743	107,886
Facility Manager Level 2	102,564	105,641	108,811	112,076
	106,399	109,591	112,879	116,266
Facility Manager Level 3	110,231	113,538	116,945	120,454
	114,530	117,966	121,505	125,151
Facility Manager Level 4	118,858	122,424	126,097	129,880
	123,654	127,364	131,185	135,121
Facility Manager Level 5	128,444	132,298	136,267	140,356
	133,705	137,717	141,849	146,105

## SPRINTPAK

Classification		1.5% as at 28/11/2019	3% as at 02/09/2021	3% as at 01/09/2022	3% as at 07/09/2023
Sprintpak Operator Level 1	Under 17	23,004	23,695	24,406	25,139
	At 17	27,604	28,433	29,286	30,165
	At 18	32,203	33,170	34,166	35,191
	At 19	37,264	38,382	39,534	40,721
	At 20	41,865	43,121	44,415	45,748
	Adult	46,004	47,385	48,807	50,272
		48,184	49,630	51,119	52,653
		49,220	50,697	52,218	53,785
		50,281	51,790	53,344	54,945
		51,343	52,884	54,471	56,106
Sprintpak Operator Level 2		53,412	55,015	56,666	58,366
		55,267	56,926	58,634	60,394
		57,118	58,832	60,597	62,415
		58,970	60,740	62,563	64,440
		60,817	62,642	64,522	66,458
Sprintpak Operator Level 3		63,040	64,932	66,880	68,887
		65,540	67,507	69,533	71,619
		68,134	70,179	72,285	74,454
		70,756	72,879	75,066	77,318
		73,374	75,576	77,844	80,180



## MAIL ROOM SOLUTIONS

Classification		1.5% as at 28/11/2019	3% as at 02/09/2021	3% as at 01/09/2022	3% as at 07/09/2023
Mail Room Officer	Under 17	21,688	22,339	23,010	23,701
	At 17	26,025	26,806	27,611	28,440
	At 18	30,361	31,272	32,211	33,178
	At 19	35,131	36,185	37,271	38,390
	At 20	39,468	40,653	41,873	43,130
	Adult	43,372	44,674	46,015	47,396
		44,485	45,820	47,195	48,611
		45,635	47,005	48,416	49,869
		46,772	48,176	49,622	51,111
Mail Room Team Leader		53,412	55,015	56,666	58,366
		55,267	56,926	58,634	60,394
		57,118	58,832	60,597	62,415
		58,970	60,740	62,563	64,440
		60,817	62,642	64,522	66,458
Mail Room Supervisor		63,040	64,932	66,880	68,887
		65,540	67,507	69,533	71,619
		68,134	70,179	72,285	74,454
		70,756	72,879	75,066	77,318
		73,374	75,576	77,844	80,180
Mail Room Network Supervisor		77,039	79,351	81,732	84,184
		80,443	82,857	85,343	87,904
		83,846	86,362	88,953	91,622
		87,253	89,871	92,568	95,346

## CUSTOMER CONTACT CENTRE

Classification	1.5% as at 28/11/2019	3% as at 02/09/2021	3% as at 01/09/2022	3% as at 07/09/2023
Level 1 Customer Service Trainee	49,184	50,660	52,180	53,746
Level 2 Customer Service Consultant	54,273	55,902	57,580	59,308
Level 3 Customer Care Consultant	58,512	60,268	62,077	63,940
Level 4 Business Relationship Consultant	62,755	64,638	66,578	68,576
Level 5 Team Leader Customer Service	74,621	76,860	79,166	81,541
Level 6 Team Manager Level 6 Learning & Development Consultant	78,014	80,355	82,766	85,249
Level 7 Supervisor Customer Service Level 7 Manager Customer Service Level 7 Supervisor Business Sales & Support Level 7 Manager Business Sales & Support Level 7 Resource Planner / Scheduler Level 7 Manager Learning & Development	81,410	83,853	86,369	88,961

# Allowances

## ENTERPRISE AGREEMENT ALLOWANCES

Clause	Allowance		as at 28/11/2019	as at 02/09/2021	as at 01/09/2022	as at 07/09/2023
14.1	<b>Dirty Cleaning Work Allowance</b>	per day	3.07	3.17	3.27	3.37
14.2	<b>Divide Allowance</b>	per day	10.63	10.95	11.28	11.62
		per annum	2,773	2,857	2,943	3,032
14.4	<b>First Aid Allowance</b>					
	Certificate Standard A	per week	11.60	11.96	12.33	12.71
	Standard B	per week	14.38	14.82	15.28	15.74
	Medallion Standard C	per week	17.27	17.81	18.35	18.90
14.5	<b>Gladstone Locality Allowance</b>					
	With Dependants	per annum	815	840	866	892
	Without Dependants	per annum	422	435	449	463
14.7.5	<b>In-Charge Allowance – Retail Staff</b>	per annum	67,101	69,115	71,189	73,325
14.8	<b>Industry Allowance</b>	per week	37.11	38.24	39.39	40.58
14.10	<b>Overtime Meal Allowance</b>		16.68	17.18	17.69	18.22
14.11	<b>PDO Functional Allowance</b>	per day	10.63	10.95	11.28	11.62
		per annum	2,773	2,857	2,943	3,032
14.13	<b>Administrative Officer – Qualification Allowance</b>	per annum	1,982	2,042	2,104	2,168
14.14	<b>Shoe Allowance – Retail Staff</b>	per annum	128	132	136	141
14,15,1 (a)	<b>Disability Allowance 1</b>	per hour	0.83	0.86	0.88	0.91
13.15.1 (b)	<b>Disability Allowance 2</b>	per hour	1.00	1.03	1.06	1.09
14.17	<b>Team Skills Loading</b>					
	Mail Officer	per annum	1,024	1,053	1,085	1,117
	<b>Technical Structure</b>					
	Level 1	per annum	1,079	1,112	1,144	1,179
	Level 2	per annum	1,113	1,148	1,182	1,218
	Level 3	per annum	1,241	1,278	1,316	1,356
	Level 4 (1-3 : Level 4)	per annum	1,375	1,416	1,458	1,502
	Level 5 (4-7 : Level 4)	per annum	1,573	1,620.25	1,669	1,719.25
Level 6 (8 : Level 4) (1-2 : Level 5)	per annum	1,674	1,725	1,776	1,830	
14.20	<b>Tonnage Allowance</b>					
	<b>Light Rigid Vehicle</b> (Trucks from 4.5 to 13.9 tonnes Gross Vehicle Mass)	per day	4.55	4.69	4.83	4.98
	<b>Heavy Rigid Vehicle</b> (Trucks exceeding 13.9 tonnes Gross Vehicle Mass)	per day	8.96	9.23	9.51	9.80
	<b>Articulated Vehicles</b> (linehaul, wharf work and heavy rigid/dog trailer combinations)	per day	15.60	16.07	16.55	17.05
	<b>Road Train</b> (B Double combinations)	per day	21.09	21.73	22.39	23.06

## SPRINTPAK AGREEMENT

Clause	Allowance		as at 28/11/2019	as at 02/09/2021	as at 01/09/2022	as at 07/09/2023
5.1	Drive and operate a forklift	per annum	3,533	3,639	3,749	3,862
		per day	13.55	13.95	14.37	14.81
5.2	Machine adjustment	per annum	3,608	3,717	3,829	3,944
		per day	13.83	14.25	14.68	15.12

## MISCELLANEOUS ALLOWANCES

	Allowance		as at 28/11/2019	as at 02/09/2021	as at 01/09/2022	as at 07/09/2023
	Delivery duty allowance	per week	22.70	22.70	22.70	22.70
	A-Double Road Train Additional Allowance	per shift	N/A	8.00	8.24	8.49

## PRINCIPAL DETERMINATION ALLOWANCES

Clause	Allowance		as at 28/11/2019	as at 02/09/2021	as at 01/09/2022	as at 07/09/2023
14 (a)	Linguistic allowance Performance availability	per annum	1,177	1,213	1,250	1,288
14 (b)	Apprentices – Proficiency allowance	per annum	104	108	112	116
15 (a)	Hosiery reimbursement allowance	per annum	323	333	343	354
15 (i) – (k)	Footwear subsidy	per annum	66	68	71	74
18 (d)	Broken Hill allowance					
	Employee over 21 years old with dependants	per week	14.19	14.63	15.07	15.53
	Any other case	per week	7.23	7.46	7.69	7.94
18 (e)	Snowy Mountains allowance					
	With dependants	per week	48.40	49.86	51.37	52.93
	Without dependants	per week	37.94	39.09	40.27	41.50

Updated 17 September 2021