

Attachment A to Form F17B

Question 10 - Summary comparison of the more beneficial terms under the *Optus Retail Agreement 2026 (Agreement)* compared to the *General Retail Industry Award 2020 (Award)*

Item	Subject matter	Agreement clause	Award clause	Comparison of clauses	Impact
1.	Casual employees – minimum engagements for school-aged workers	8.5(f)	11.2, 11.3	The Agreement guarantees a minimum engagement of 3 hours per shift to all casual employees – including school-aged students. The Award guarantees a minimum engagement of 3 hours; however, school-aged students are only guaranteed 1.5 hours in certain circumstances.	Better off under the Agreement.
2.	Ordinary hours of work	26.1	15.1	Under the Award, the start of the span of ordinary hours is 7:00am from Monday to Saturday. Under the Agreement, when working in a store other than those with extended trading hours, the start of the span of ordinary hours is 8:00am from Monday to Friday, and 8:30am on Saturday.	Better off under the Agreement because a later start to the span of ordinary hours means an employee would attract overtime rates for time worked between 7:00am to 8:00am Monday to Friday, and 7:00am to 8:30am on Saturday.
3.	Minimum rates	11.1, 13.1, Schedule 1	17.1	Clause 11.1 and Schedule 1 of the Agreement provide for significantly higher minimum rates of pay compared to the Award at all corresponding classification levels. A comparison of the Agreement and Award rates is Attachment F. Further, clause 13.1 of the Agreement includes a wage mechanism which increases the rates of pay on the basis of CPI, as published by the Australian Bureau of Statistics, at the start of each first full pay period on or after 1 July 2027, 1 July 2028 and 1 July 2029.	Better off under the Agreement.
4.	Travelling time reimbursement	17.5	19.5	The Award provides for a payment to be made to employees who are required to work at a place other than their usual place of work for any time spent travelling in excess of the time normally spent travelling to and from the employee's usual place of work. The Agreement provides the same benefit; however, the benefit is paid at a flat rate of 1 hour. Employees whose excess travel time exceeds 1 hour will be able to make a claim for additional time travelled.	Better off under the Agreement because employees will receive an allowance equal to pay for 1 hour of work even if their travel time is lesser.

Item	Subject matter	Agreement clause	Award clause	Comparison of clauses	Impact
5.	Bereavement Leave & Compassionate Leave	41.1, 41.3(d)	29.1	The Award aligns with compassionate leave entitlements under the NES. Under the NES, full-time and part-time employees are entitled to take 2 days of paid leave on each occasion where an immediate family or household member: contracts or develops a personal illness or sustains a personal injury, where either situation poses a serious threat to their life, or passes away, or experiences a stillbirth; or the employee or their spouse or de facto partner has a miscarriage. The Agreement provides for: • 5 days of paid leave on each occasion where an immediately family or household member passes away, or experiences a stillbirth or miscarriage (between 12 to 20 weeks of pregnancy); . • 2 days of paid compassionate leave on each occasion a member of the immediate family or household contracts or develops a personal illness or sustains a personal injury, where either situation poses a serious threat to their life. This also includes stillbirth or miscarriage (before 12 weeks of pregnancy). Further, the Agreement's definition of "immediate family" is expanded to include: • a member of the employee's household; and • for indigenous employees, kinships.	Better off under the Agreement.
6.	Parental leave	36	30	The Award aligns with parental leave entitlements under the NES, which does not provide for employer-funded paid parental leave. Under the Agreement, Optus Retail will provide a permanent employee (full-time or part-time) who is responsible for a child/children that is/are newly born or from a placement during their employment with Optus and has completed at least 12 months' continuous service by that birth/placement, with: • 16 weeks of paid parental leave (taken at the same time as unpaid parental leave under the NES); and • superannuation contributions on paid parental leave, and unpaid leave periods up to a maximum of 36 weeks' leave. There is a requirement for an employee to complete a further 12 months' continuous service with Optus Retail before being eligible for further paid parental leave benefits.	Better off under the Agreement.
7.	Community service leave – jury service	40.1	31	The Award aligns with community service leave entitlements for jury service under the NES. Under the NES, employers must pay full-time and part-time employees the difference between any jury duty payment from the court and the employee's base rate	Better off under the Agreement.

Item	Subject matter	Agreement clause	Award clause	Comparison of clauses	Impact										
				of pay for the ordinary hours they would have worked for up to 10 days of jury selection and jury duty. The Agreement provides that employees will receive their salary for the duration of their jury attendance.											
8.	Community service leave – Emergency services leave	38.3	31	The Award aligns with community service leave entitlements under the NES. Under the NES, employees may take unpaid leave for undertaking a voluntary emergency management activity. Under the Agreement, employees are entitled to take up to 5 days of paid leave in a 12 month period for the purposes of attending to an emergency or natural disaster. For every 3 continuous days of emergency services activities, Optus Retail will grant employees with an additional day of Emergency Services Leave for the purposes of recovery.	Better off under the Agreement.										
9.	Family and domestic violence leave	45	32	The Award aligns with family and domestic violence leave under the NES which, among other things, provides for 10 days of paid leave each year for full-time, part-time and casual employees. Under the Agreement, all employees are entitled to up to 20 days per year of service of paid family and domestic violence leave (inclusive of NES entitlements).	Better off under the Agreement.										
10.	Redundancy	54.1, 54.2	38	The Award aligns with the redundancy pay entitlements under the NES as follows: <table><thead><tr><th>Employee's period of continuous service with the employer on termination</th><th>Redundancy pay period</th></tr></thead><tbody><tr><td>At least 1 year but less than 2 years</td><td>4 weeks</td></tr><tr><td>At least 2 years but less than 3 years</td><td>6 weeks</td></tr><tr><td>At least 3 years but less than 4 years</td><td>7 weeks</td></tr><tr><td>At least 4 years but less than 5 years</td><td>8 weeks</td></tr></tbody></table>	Employee's period of continuous service with the employer on termination	Redundancy pay period	At least 1 year but less than 2 years	4 weeks	At least 2 years but less than 3 years	6 weeks	At least 3 years but less than 4 years	7 weeks	At least 4 years but less than 5 years	8 weeks	Better off under the Agreement.
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Item	Subject matter	Agreement clause	Award clause	Comparison of clauses	Impact												
				<table><tr><td>At least 5 years but less than 6 years</td><td>10 weeks</td></tr><tr><td>At least 6 years but less than 7 years</td><td>11 weeks</td></tr><tr><td>At least 7 years but less than 8 years</td><td>13 weeks</td></tr><tr><td>At least 8 years but less than 9 years</td><td>14 weeks</td></tr><tr><td>At least 9 years but less than 10 years</td><td>16 weeks</td></tr><tr><td>At least 10 years</td><td>12 weeks</td></tr></table> Under the Agreement, full-time and part-time employees who are made redundant will receive a severance payment of 4 weeks' Base Salary for 1 year's completed service, then 3 weeks' Base Salary per completed year of service for each subsequent year. Employees with more than 10 years' completed service also receive an additional week's pay. Employees will be entitled to a maximum of 50 weeks' remuneration.	At least 5 years but less than 6 years	10 weeks	At least 6 years but less than 7 years	11 weeks	At least 7 years but less than 8 years	13 weeks	At least 8 years but less than 9 years	14 weeks	At least 9 years but less than 10 years	16 weeks	At least 10 years	12 weeks	
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Attachment B to Form F17B

Question 11 – Summary of entitlements in the *Optus Retail Agreement 2026 (Agreement)* which are not provided in the *General Retail Industry Award 2020 (Award)*

Item	Subject matter	Agreement clause	Comparison of clauses	Impact
1.	Full-time employees – out of span hours	8.3(b)	The Agreement provides hours worked by a full-time employee outside the span of ordinary hours that form part of their 38 hours of work per week will receive the benefit of the applicable overtime rate as well as the accrual of entitlements as with ordinary hours.	Better off under the Agreement.
2.	Part-time employees – minimum hours	8.4(d)	The Agreement guarantees part-time employees a minimum of 5 hours work per week. There is no equivalent provision in the Award, although there is a minimum engagement of 3 hours per shift (clause 10.9 of the Award) which is comparable to clause 8.4(c) of the Agreement which provides that a part-time employee is rostered at a minimum of 3 consecutive hours in any shift.	Better off under the Agreement
3.	Optus Retail Incentive Plan	15	The Agreement provides for an incentive plan under which full-time and part-time employees earn 15% of their base salary for "on target" performance.	Better off under the Agreement.
4.	Salary packaging	21.1	The Agreement provides employees with the ability to salary package part of their base salary in return for other benefits.	Better off under the Agreement.
5.	Connected Day	37	The Agreement provides eligible employees with 2 days of paid leave per calendar year to be taken in accordance with Optus' policies. Eligible employees are: permanent full time and part time employees; and fixed term employees who have been engaged for a continuous period of 12 months or more.	Better off under the Agreement.
6.	Gender affirmation leave	39.1	The Agreement provides up to 4 weeks' paid leave for the purpose of an employee affirming their gender.	Better off under the Agreement.
7.	Blood donation leave	44	The Agreement provides full-time and part-time employees with up to 16 hours of paid leave each calendar year for an employee to support the community through blood, platelet, or plasma donations through the Australian Red Cross Lifeblood Service. This leave may be taken a maximum of 4 hours per occasion.	Better off under the Agreement.

Item	Subject matter	Agreement clause	Comparison of clauses	Impact
8.	Career break and leave without pay	42.1, 43.1	Under the Agreement, full-time and part-time employees would be able to seek a career break and/or take leave without pay. While this does not count as service, it will not sever the employee's continuous period of service.	Better off under the Agreement.
9.	Purchased leave	46.1	The Agreement provides employees with two opportunities to seek Optus Retail's approval to receive extra leave by sacrificing a portion of their pay over a few pay periods.	Better off under the Agreement.
10.	Defence Reserve leave	47	The Agreement provides for 20 calendar days of paid leave per calendar year and additional unpaid absences from work for full-time and part-time employees who render defence service in the Australian Defence Force Reserves within the meaning of the <i>Defence Reserve Service (Protection) Act 2001</i> (Cth). Paid leave does not accrue from year to year and is not paid out on termination.	Better off under the Agreement.
11.	Natural Disaster leave	48	The Agreement provides for up to 3 days of paid leave at Base Hourly Rate for each eligible natural disaster. for full-time or part-time employees who are unable to attend work because of a natural disaster (including but not limited to bushfire, flood, or cyclone).	Better off under the Agreement.
12.	Unpaid examination leave	49	The Agreement provides unpaid leave for employees to attend examinations subject to notice requirements.	Better off under the Agreement.
13.	Workers' Compensation	50	The Agreement provides that Optus Retail will top up workers' compensation payments to an employee's full salary for up to 52 weeks, subject to participation in any approved return to work program.	Better off under the Agreement.

Attachment C to Form F17B

Question 12 - Summary comparison of the less beneficial terms under the *Optus Retail Agreement 2026 (Agreement)* compared to the *General Retail Industry Award 2020 (Award)*

Item	Subject matter	Agreement clause	Award clause	Comparison of clauses	Impact
1.	Part-time employees	8.4	10.5, 10.6	Under the Award: - at the time of commencement, the parties must agree in writing on the employee's regular pattern of work, including the number of hours to be worked on each day of the week and the times at which the employee will start and finish work; - the regular pattern of work may be varied on a temporary or ongoing basis by written agreement. Under the Agreement: - at the time of commencement, the parties will agree in writing on the employee's number of hours of work each week or over the roster cycle (guaranteed minimum hours), and the days of the week and periods in each of those days when the employee is available to work the guaranteed minimum hours (agreed availability); - Optus Retail may offer the employee to work additional hours on top of the guaranteed minimum hours within the employee's agreed availability; - the employee may have an ongoing agreement with Optus Retail to be considered for additional hours within their agreed availability (Standing Agreement); - employees may at any time decline to work any additional hours on top of their guaranteed minimum hours; and - any additional hours worked in excess of the guaranteed minimum hours within the employee's agreed availability: - are paid at ordinary rates; - may attract applicable penalty rates; - will not attract overtime, unless those additional hours are independently overtime; and	- A similar provision in <i>Hungry Jack's National Enterprise Agreement 2019</i> was considered and approved by the Full Bench in <i>Retail and Fast Food Workers Union Incorporated v Hungry Jack's Australia Pty Ltd t/a Hungry Jack's</i> [2020] FWCFB 1693. <i>Hungry Jack's National Enterprise Agreement 2024</i> contains a similar part-time provision, which was approved by the Commission on 20 March 2026. - The Agreement introduces the concept of an employee's "agreed availability" when the employee would be available for work. The Agreement also introduces a "Standing Agreement" mechanism whereby employees may indicate they wish to be considered for additional hours to be worked during their agreed availability on an ongoing basis. - Any additional hours worked during an employee's agreed availability would be paid at ordinary rates, not overtime, unless those additional hours would independently attract overtime. - However, part-time employees are still better off overall under the Agreement because: - the scheme under the Agreement is similar to and consistent with the principles of being able to change an employee's regular pattern of work by agreement under clause 10.6 of the Award; - employees can decline any additional hours, even if they fall within their agreed availability and even if they have a Standing Agreement to be available for work during the proposed additional hours; - penalty rates still apply and overtime rates are applicable if the hours worked would independently attract overtime; and

Item	Subject matter	Agreement clause	Award clause	Comparison of clauses	Impact																
				will count for the purposes of accruing service-based entitlements.	the Agreement provides other benefits which are substantially more generous than under the Award, including significantly higher minimum rates of pay.																
2.	Ordinary hours of work	26.1	15.1	Under the Award, other than if the trading hours of the retailer extend beyond 9:00 pm on a Monday to Friday or 6:00 pm on a Saturday or Sunday, ordinary hours may be worked during the span of hours specified below: <table><tr><th>Days</th><th>Span of hours</th></tr><tr><td>Monday to Friday, inclusive</td><td>7.00 am – 9.00 pm</td></tr><tr><td>Saturday</td><td>7.00 am – 6.00 pm</td></tr><tr><td>Sunday</td><td>9.00 am – 6.00 pm</td></tr></table> Under the Agreement, ordinary hours may be worked during the span of hours specified below: <table><tr><th>Days</th><th>Span of hours</th></tr><tr><td>Monday to Friday, inclusive</td><td>8am – 9.30 pm</td></tr><tr><td>Saturday</td><td>8.30am – 6.30pm</td></tr><tr><td>Sunday</td><td>9:00 am – 6.00 pm</td></tr></table>	Days	Span of hours	Monday to Friday, inclusive	7.00 am – 9.00 pm	Saturday	7.00 am – 6.00 pm	Sunday	9.00 am – 6.00 pm	Days	Span of hours	Monday to Friday, inclusive	8am – 9.30 pm	Saturday	8.30am – 6.30pm	Sunday	9:00 am – 6.00 pm	- The end of the span of ordinary hours is half an hour later from Monday to Saturday under the Agreement compared to the Award. - This is less beneficial because employees under the Agreement will not attract overtime rates for time worked between: 9:00pm to 9:30pm, Monday to Friday; and 6:00pm to 6:30pm, Saturday. - However, employees under the Agreement would be better off overall under the Agreement because the start of the span of hours has been moved backwards, and therefore employees will attract overtime rates under the Agreement for time worked between: 7:00am to 8:00am, Monday to Friday; and 7:00am to 8:30am, Saturday. - Further, the Agreement provides other benefits which are substantially more generous than under the Award - including significantly higher minimum rates of pay.
Days	Span of hours																				
Monday to Friday, inclusive	7.00 am – 9.00 pm																				
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3.	Rostering arrangements	27.2(d)	15.8	Under the Award, employees who regularly work on Sundays will be rostered to have at least one period of 3 consecutive days off (including Saturday and Sunday) per 4 week cycle (3 Days Off). The Agreement provides for substantively the same provision, except that it does not apply to part-time or casual employees whose available days of work make it impracticable to roster as provided for in the clause (for example, part-time employees who specifically request to work on Sundays).	The Agreement is consistent with the principle from clause 15.8(b) of the Award which permits a different arrangement to be agreed between an employer and employee. The Award permits an employer and employee to agree to depart from this. The Agreement has a limited additional exclusion where a part-time or casual employee's availability to work would otherwise make rostering impracticable – but practically speaking, the employer and employee would agree that the employee would not have the 3 Days Off in these circumstances.																

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4.	Breaks between work periods	31	16.6	Under the Award, employees must have a minimum break of 12 hours between working days; although employees may agree with their employer to have a minimum break of only 10 hours. Under the Agreement, employees will have a minimum break of 10 hours between working days.	The Agreement is consistent with clause 16.6(d) of the Award which permits a minimum break of 10 hours if agreed between an employer and employees – the Agreement amounts to an agreement between Optus Retail and its employees.																												
5.	Higher duties	16	17.5	Under the Award, employees who perform duties of a classification higher than the employee's ordinary classification are entitled to rates of pay for that higher classification for: - if the employee performs higher duties for 2 hours or less: the time during which those higher duties were performed; - if the employee performs higher duties for more than 2 hours: the entire day or shift. Under the Agreement, the corresponding provision also provides for a higher duties payment depending on an employee's classification under the Agreement: - similar provisions to higher duties payment provision in the Award apply to Retail Consultants, except that Retail Consultants performing higher duties will be paid at least the minimum Specialist Retail Consultant Base Hourly Rate, even if they perform duties ordinarily performed by higher classifications under the Agreement such as duties performed by Assistant Store Managers or Store Managers; and - Specialist Retail Consultants, Assistant Store Managers, and Store Managers will only be entitled to receive the minimum rate for a higher classification under the Agreement if they have been directed to perform duties of that higher classification for at least 2 weeks in which case they will be paid for the entire period at the higher classification rate.	- The minimum rates for a Specialist Retail Consultant are higher than the minimum rates for a Level 6 employee (which is the Award classification corresponding to the highest Agreement classification) under the Award; therefore, Retail Consultants are still better off overall, regardless of the higher duties performed by them. - Specialist Retail Consultants, Assistant Store Managers, and Store Managers are all paid significantly above the minimum rates of a Level 6 employee under the Award (which is the Award classification corresponding to the highest Agreement classification); therefore, they are still better off overall under the Agreement. <table><tr><th>Agreement classification</th><th>Award classification</th><th>Agreement hourly rates (1 July 2026)</th><th>Award hourly rates</th></tr><tr><td>Retail Consultant</td><td>Level 1</td><td>\$29.24</td><td>\$27.81</td></tr><tr><td>Specialist Consultant</td><td>Level 3</td><td>\$31.71</td><td>\$28.89</td></tr><tr><td>ASM</td><td>Level 4</td><td>\$34.18</td><td>\$29.45</td></tr><tr><td>SM 1</td><td>Level 6</td><td>\$44.57</td><td>\$31.11</td></tr><tr><td>SM 2</td><td>Level 6</td><td>\$48.71</td><td>\$31.11</td></tr><tr><td>SM 3</td><td>Level 6</td><td>\$53.03</td><td>\$31.11</td></tr></table>	Agreement classification	Award classification	Agreement hourly rates (1 July 2026)	Award hourly rates	Retail Consultant	Level 1	\$29.24	\$27.81	Specialist Consultant	Level 3	\$31.71	\$28.89	ASM	Level 4	\$34.18	\$29.45	SM 1	Level 6	\$44.57	\$31.11	SM 2	Level 6	\$48.71	\$31.11	SM 3	Level 6	\$53.03	\$31.11
Agreement classification	Award classification	Agreement hourly rates (1 July 2026)	Award hourly rates																														
Retail Consultant	Level 1	\$29.24	\$27.81																														
Specialist Consultant	Level 3	\$31.71	\$28.89																														
ASM	Level 4	\$34.18	\$29.45																														
SM 1	Level 6	\$44.57	\$31.11																														
SM 2	Level 6	\$48.71	\$31.11																														
SM 3	Level 6	\$53.03	\$31.11																														

Item	Subject matter	Agreement clause	Award clause	Comparison of clauses	Impact
6.	Special clothing allowance	22, clause 2 in Schedule 2	19.3	The Award provides for a special clothing allowance for any employee responsible for laundering a uniform that is required to be worn by the employee during work. The provision is reflected in the Agreement except that it does not apply to Store Managers.	- Although Store Managers will not receive a special clothing allowance, the minimum rates of pay for Store Managers under the Agreement are significantly higher than the minimum rates for Level 6 employees under the Award (which is the Award classification that corresponds with all Store Manager classifications). - Further, the Agreement provides other benefits for Store Managers which are substantially more generous than under the Award.
7.	Overtime – part-time employees	29.2(c)(iii)	10.5, 10.6, 21.2(a)	The Award provides that part-time employees must be paid overtime for hours worked in excess of a part-time employee's guaranteed hours (either as agreed under clause 10.5 or as varied under 10.6 of the Award). The Agreement provides that overtime is only payable to part-time employees after they work hours which are outside both their guaranteed minimum hours and agreed availability – additional hours worked within a part-time employee's agreed availability are paid at ordinary rates.	- This reflects the different provision in the Agreement concerning Part Time Employees. See the explanation in Part Time Employees above as to why part-time employees are still better off overall. - Further, the Agreement provides other benefits for part-time employees which are substantially more generous than under the Award, including significantly higher minimum rates of pay.
8.	Overtime – Store Managers	18.1, 29.3, and clauses 1, 4 and 5 of Schedule 2	21.2	Under the Agreement, Store Managers are paid an annualised salary which compensates them for the expectation that they will work reasonable additional overtime hours. Store Managers only receive overtime if they exceed the maximum number of hours set out in the tables at clauses 4 and 5 of Schedule 2 of the Agreement. There is no equivalent provision under the Award – eligibility for overtime under the Award applies equally to all classifications.	- The provisions for overtime and penalties under Schedule 2 have been calculated to ensure that, together with the minimum salaries, that Store Managers are better off overall than under the Award. See Attachment F which shows a breakdown to this effect. - Further, the Agreement provides other benefits for Store Managers which are substantially more generous than under the Award.
9.	Penalty rates – Store Managers	28.1, 28.3, Schedule 2	22.1	Under the Agreement, Store Managers are paid an annualised salary which compensates them for any applicable penalty rates. There is no equivalent provision under the Award – penalty rates under the Award apply equally to all classifications.	- The provisions for overtime and penalties under Schedule 2 have been calculated to ensure that, together with the minimum salaries, that Store Managers are better off overall than under the Award. See Attachment F which shows a breakdown to this effect. - Further, the Agreement provides other benefits for Store Managers which are substantially more generous than under the Award.

Item	Subject matter	Agreement clause	Award clause	Comparison of clauses	Impact
10.	Annual leave loading	35.4	28.3(a)-(c)	The Award provides for annual leave loading paid at the greater of 17.5% or minimum hourly rate inclusive of penalty rates. The Agreement provides that employees do not get paid annual leave loading because the Base Salary already incorporates a payment for annual leave loading.	- The minimum rates under the Agreement are significantly higher than that of the Award such that employees are still better off overall under the Agreement. - The Agreement provides other benefits which are substantially more generous than under the Award.
11.	Resignation	53.2	37.1(b)	The Award provides that a full-time or part-time employee (other than employees covered by sections 123(1) and (3) of the Fair Work Act) resigning from their employment will provide the following notice based on their length of service: 1 week for not more than 1 year; 2 weeks for more than 1 year but not more than 3 years; 3 weeks for more than 3 years but not more than 5 years; 4 weeks for more than 5 years. Under the Agreement, the notice period for resignation for those same employees after their probationary period, is 4 weeks regardless of years of service. The Agreement also provides that unless Optus Retail agrees, an employee's notice of termination of employment will be extended by any period of annual or long service leave falling within the notice period.	- A full-time or part-time employee with 5 or less years of service after their probationary period, is required to give more notice when resigning under the Agreement compared to the Award. - Relevantly, clause 53.3 of the Agreement requires Optus to provide a reciprocal notice period of at least 4 weeks' for Optus' initiated termination. This approach is consistent with the Note in clause 37.1(b) of the Award which explains the same notice of termination is to be provided by an employee as that required of an employer (except the employee does not have to give additional notice based on the age of the employee). - The Agreement also provides other benefits which are substantially more generous than under the Award.
12.	Public holidays – Store Managers	Clause 3 of Schedule 2	22.2, 33.1	The Award provides that hours worked on public holidays will attract penalty rates. Alternatively, employers and employees can agree that instead of being paid penalty rates for time worked on a public holiday, employees can be paid at their ordinary rates and receive annual leave or paid time off in lieu equivalent to the hours worked on the public holiday under clause 22.2. Time in lieu not taken within 28 days must be paid out at 125% of the minimum hourly rate.	- The Agreement is less beneficial because Store Managers will receive time off in lieu for work on a public holiday. - While the Agreement provides that unused time off in lieu is paid out at the Store Manager's base rate compared to the Award which provides that it is paid at 125% of the minimum hourly rate, a Store Manager's minimum rate is significantly more than 25% above the minimum rate of pay for a Level 6 employee under the Award (being the corresponding classification).

Item	Subject matter	Agreement clause	Award clause	Comparison of clauses	Impact
				Under the Agreement, Store Managers who work on a public holiday are paid at ordinary rates and will receive time off in lieu for the same number of hours worked. The time off in lieu must be used within one calendar month, otherwise Optus Retail may elect to pay out that time in lieu at the Store Manager's Base Hourly Rate.	Further, the Agreement provides other benefits which are also substantially more generous than under the Award. Overall, Store Managers would still be better off overall in this regard.

Attachment D to Form F17B

Question 13 - Summary of entitlements in the *General Retail Industry Award 2020* (Award) which are not provided in the *Optus Retail Agreement 2026* (Agreement)

Item	Subject matter	Award clause	Comparison of clauses	How is it accommodated for BOOT purposes
1.	Junior employees – rates of pay	13.2, 17.2	The Award provides that junior employees under the age of 21 within certain classifications may be paid at junior rates, which are lower than the standard adult minimum rates of pay. Under the Agreement, junior employees are paid at the full adult rate.	Better off under the Agreement.
2.	Apprentices	12	The Award provides specific provisions which apply to apprentices.	Optus Retail does not currently, and does not intend to in the future, engage any apprentices.
3.	Employee right to disconnect	15A	In addition to referring to s 333M of the Fair Work Act, the Award provides that employers must not directly or indirectly prevent an employee from exercising their right to disconnect under the Fair Work Act, but an employer is not prevented from contacting an employee outside working hours in certain specific circumstances.	- An employee's 'right to disconnect' is prescribed by the Fair Work Act. - Optus Retail has explained to employees in its information materials provided before the ballot that Optus Retail's obligations in relation to an employee's right to disconnect apply as a matter of law under the Fair Work Act. - There is no obligation under Fair Work Act for a right to disconnect clause to be included in an enterprise agreement. - The Agreement provides other benefits which are substantially more generous than under the Award, including significantly higher minimum rates of pay.
4.	Cold work allowance	19.9	The Award provides for an allowance to employees principally employed on any day to enter cold chambers or to stock or refill refrigerated storages.	Optus Retail does not currently, and does not intend to in the future, engage employees who would do work that would be relevant to cold work allowance.

Item	Subject matter	Award clause	Comparison of clauses	How is it accommodated for BOOT purposes
5.	Recall allowance	19.11	The Award provides for an allowance to be paid to employees who are recalled to work to perform specific duties on a day on which they have already completed their normal rostered hours, or on a day they did not work.	The Agreement provides other benefits which are substantially more generous than under the Award, including significantly higher minimum rates of pay.
6.	Liquor licence	19.12	The Award provides for an allowance for employee who holds a liquor licence.	Optus Retail does not require its employees to hold a liquor licence.
7.	Overtime – time off in lieu	21.3	The Award enables an employee and employer to agree in writing to the employee taking time off instead of being paid overtime.	- This provision under the Award is enlivened by agreement between the employer and employee; therefore employees are not worse off under the Agreement because Optus Retail does not need to agree to time off in lieu of overtime. - Employees still receive full overtime entitlements. - The Agreement provides other benefits which are substantially more generous than under the Award, including significantly higher minimum rates of pay.
8.	Shiftworkers	Part 6	The Award provides specific provisions which apply to shiftworkers.	- The Agreement does not include any provisions for shiftworkers. - However, Optus Retail does not currently, and does not intend to in the future, engage any shiftworkers.
9.	Redundancy – notice period	38.2	Under the Award, if, during the notice period, an employee who has been given notice of termination due to redundancy terminates their employment, they will still be entitled to their full benefit of redundancy pay. The quantum of redundancy pay is aligned with the scale set out in section 119 of the Fair Work Act.	- The scale of redundancy pay in the Agreement is substantially more generous than under the Award. - The omission of this sub-clause does not impact the employee's entitlement to redundancy pay provided for under the NES.
10.	Redundancy – job search entitlement	38.3	Under the Award, an employee who has been given notice of termination due to redundancy is permitted to take up to 1 day per week off to seek other employment for the duration of their notice period.	The scale of redundancy pay in the Agreement is substantially more generous than under the Award.

Item	Subject matter	Award clause	Comparison of clauses	How is it accommodated for BOOT purposes
				• The omission of this sub-clause does not impact the employee's entitlement to redundancy pay provided for under the NES. • The Agreement provides other benefits which are substantially more generous than under the Award, including significantly higher minimum rates of pay.

Attachment E to Form F17B

Question 14 – list of terms and conditions of employment in the *Optus Retail Agreement 2026 (Agreement)* which are different to the *General Retail Industry Award 2020 (Award)*, which are not identified in question 10 to 13

Clause 1 What is the name of our Agreement?
Clause 2 Am I covered by this Agreement?
Clause 3 How long will this Agreement apply?
Clause 4 How does this Agreement work?
Clause 5 What is the relationship between this Agreement and the National Employment Standards ("NES")?
Clause 6 Where can I find a copy of this Agreement?
Clause 7 What are our core values?
Clause 8.2 How can I be employed?
Clause 8.3(a) Full-time employee
Clause 8.6 Moving between types of employment
Clause 10 Is there a probationary period?
Clause 12 How do I calculate my fortnightly/weekly/hourly rate?
Clause 14 How will Optus Retail approach remuneration?
Clause 17.1 First Aid
Clause 17.4 Excess travelling costs
Clause 19 When will I get paid?
Clause 20 What are my superannuation benefits?
Clause 24 What deductions can Optus Retail make from my pay?
Clause 25 What if I am overpaid?
Clause 27.1 The roster system
Clause 27.2(a) Roster Requirements – roster for 6 days in one week and no more than 4 days the following week
Clause 29.1 – overtime requirements and refusal
Clause 35.2 Can I "sell" some of my annual leave?
Clause 35.3 Can I be required to take annual leave?
Clause 52 What happens if I am absent from duty without authorised leave (AWOL)?
Clause 56 What happens if there is a significant change at work which affects me?
Clause 57 How are issues resolved under this Agreement?

Attachment F – Comparison of Optus Retail Agreement 2026 rates (1 July 2026) of pay against General Retail Industry Award 2020 rates of pay

Table 1

Agreement classification	GRIA classification	Agreement Base Salary	Agreement Weekly Rate	Agreement Hourly Rate	GRIA Weekly Rate	GRIA Hourly Rate	Percentage difference
Retail Consultant	Retail Employee Level 1	\$57,774.00	\$1,111.04	\$29.24	\$1056.80	\$27.81	5.13%
Specialist Consultant	Retail Employee Level 3	\$62,650.00	\$1,204.81	\$31.71	\$1097.80	\$28.45	9.75%
Assistant Store Manager	Retail Employee Level 4	\$67,546.00	\$1,298.96	\$34.18	\$1119.10	\$29.45	16.07%
Store Manager 1	Retail Employee Level 6	\$88,072.00*	\$1,693.69*	\$44.57*	\$1182.10	\$31.11	43.28%*
Store Manager 2	Retail Employee Level 6	\$96,254.00*	\$1,851.04*	\$48.71*	\$1182.10	\$31.11	56.59%*
Store Manager 3	Retail Employee Level 6	\$104,788.00*	\$2,015.15*	\$53.03*	\$1182.10	\$31.11	70.47%*

**The agreement rates for Store Managers includes working a specified number of ordinary, Saturday / evening and Sunday hours and potentially up to 12 overtime hours – above which there are additional payments. Tables 2 and 3 below demonstrate that Store Managers are better off.*

Table 2**

General Retail Industry Award 2020 – Level 6 Employee				
	Number of hours	Rate / Additional Loading	Base hourly rate	Weekly Amount
Ordinary	38	100%	\$31.11	\$1,182.18
Saturday / Evening	14	25%	\$31.11	\$108.89
Sunday	4	50%	\$31.11	\$62.22
Overtime (with worst case assumption that it is performed on a Sunday and is payable at double time)	3	200%	\$31.11	\$186.66
Sub-total				\$1,539.95
	Recurrence	Rate / Additional Loading	Base hourly rate	Weekly Amount
Special clothing allowance	Payable once per week	\$6.42 for a full-time employee	N/A	\$6.42
Annual leave loading (calculated on rates of pay including any applicable penalty rates for hours worked at the threshold "Number of hours")	Payable on 38 ordinary hours per week for 4 weeks of annual leave taken per year of service	17.5%	\$31.11	\$15.91, being: 1 / 13 th of 38 hours multiplied by 17.5% of \$31.11
Sub-total				\$22.33
Total				\$1,562.28

Table 3**

Weekly rate	
Store Manager 1 Optus Retail Agreement 2026	\$1,693.69
Retail Employee Level 6 General Retail Industry Award 2020	\$1,562.28
Difference between Store Manager 1 and Retail Employee Level 6	\$131.41

****The calculations in Tables 2 and 3 demonstrate that Store Managers are better off overall under the Optus Retail Agreement 2026 compared to the General Retail Industry Award 2020, even if they work the weekly hours set out in Table 3.**

The "Number of hours" column in Table 2 is a "worst-case scenario" roster of weekly hours that a Store Manager would be required to perform. The Store Manager rates of pay are calculated having regard to this worst-case scenario. In other words, even if a Store Manager 1 works up to the threshold of 38 ordinary hours (including 14 Saturday/Evening hours and 4 Sunday hours) and 3 Overtime hours in any given week, they would be better off by at least \$131.41 per week.

In the event a Store Manager 1 exceeds any single threshold, they will be paid SM Excess Hours Loadings or SM Overtime Payments (as the case may be) under clauses 4.2 and 5.2 of Schedule 2 of the Optus Retail Agreement 2026. Each of the SM Excess Hours Loadings and SM Overtime Payments payable under the Optus Retail Agreement 2026 exceed or are equal to corresponding penalty or overtime rates payable under the General Retail Industry Award 2020.

Attachment G

From: Andy Hitchen
Sent: Wednesday, 11 March 2026 12:24 PM
To: [REDACTED]
Subject: Optus Retail Agreement 2026
Attachments: Notice of employee representational rights.pdf

Optus Retail Agreement 2026



Hi ,

Today I am pleased to announce that we're starting the process to renew the Optus Retail Agreement in 2026 and have a number of changes we're proposing to enhance your employment conditions, benefits and experience in the Optus Retail team.

This is part of our commitment to help you grow and thrive in Optus Retail as you strive to deliver exceptional customer experiences.

What is the Optus Retail Agreement?

The Optus Retail Agreement covers all employees of Optus Retailco Pty Ltd, who principally perform work at Optus retail stores. It is our commitment to you as an Optus Retail team member as it sets out the key minimum terms and conditions of your employment with us - including your base pay, the opportunity to earn more through an incentive plan and a range of leave entitlements that support your experience at Optus.

The current agreement was last renewed in 2023, receiving a strong 91% 'Yes' vote by our employees. We're proud of its terms and the strong foundation it provides for our team. As it's due to nominally expire in July 2026, it's time for us to start the renewal process.

You can access a copy of the current agreement and the newest minimum pay rates and allowances via the [People and Culture resources](#) page on Circle.

What could our new agreement look like?

This is only the beginning of the conversation, but we're proposing some exciting changes for the Optus Retail Agreement 2026 to help recognise the incredible diversity and individuality of all our team members. See below to check out just some of the changes proposed.

Our proposed changes



Connected Day

An additional Connected Day to reconnect with what matters most, increasing from 1 to 2 Connected Days per calendar year



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Part of the renewal process requires Optus Retail to provide Optus Retail Agreement-covered employees with a Notice of Employee Representational Rights (referred to as **Notice**), which is attached to this email. This email does not form part of the Notice.

Next steps

The team and I will keep you updated as we go through the renewal process. You'll continue to receive communications by email, and all updates will also be available in one central location on MyHub [here](#), so you can easily stay across everything.

We'd love to hear from you. You can share your ideas or questions with your Area Manager or email the Retail Agreement dropbox at RetailAgreement@optus.com.au.

We've also prepared a set of Employee FAQs available [here](#) via MyHub that provide more detail about the Agreement, how it operates and the benefits it provides.

We anticipate that in a few months, we'll send you a copy of the proposed Optus Retail Agreement 2026, explaining any changes and updates before we ask you to cast your vote to say 'Yes' in the employee ballot.

Attachment H

Schedule 2.1—Notice of employee representational rights

(regulation 2.05)

Fair Work Act 2009, subsection 174(1A)

Optus Retailco Pty Ltd gives notice that it is bargaining in relation to a single-enterprise agreement (*Optus Retail Agreement 2026*) which is proposed to cover employees that are employed by Optus Retailco Pty Ltd, who principally perform work at Optus retail stores and fall within one of the following classifications (as those terms are used in the Optus Retail Agreement 2023): Retail Consultant, Specialist Retail Consultant, Assistant Store Manager and Store Manager.

What is a single-enterprise agreement?

A single-enterprise agreement is an agreement between an employer and its employees that will be covered by the agreement that sets the wages and conditions of those employees for a period of up to 4 years. To come into operation, the agreement must be supported by a majority of the employees who cast a vote to approve the agreement and it must be approved by an independent authority, the Fair Work Commission.

If you are an employee who would be covered by the proposed agreement:

You have the right to appoint a bargaining representative to represent you in bargaining for the agreement or in a matter before the Fair Work Commission that relates to bargaining for the agreement.

You can do this by notifying the person in writing that you appoint that person as your bargaining representative. You can also appoint yourself as a bargaining representative. In either case you must give a copy of the appointment to your employer.

If you are a member of a union that is entitled to represent your industrial interests in relation to the work to be performed under the agreement, your union will be your bargaining representative for the agreement unless you appoint another person as your representative.

Questions?

If you have any questions about this notice or about enterprise bargaining, please speak to your employer or bargaining representative, or contact the Fair Work Ombudsman or the Fair Work Commission.

Attachment I

A message from Andy

Optus Retail Agreement 2026



Hi team

Today I am pleased to announce that we're starting the process to renew the Optus Retail Agreement in 2026 and have a number of changes we're proposing to enhance your employment conditions, benefits and experience in the Optus Retail team.

This is part of our commitment to help you grow and thrive in Optus Retail as you strive to deliver exceptional customer experiences.

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You can access a copy of the current agreement and the newest minimum pay rates and allowances via the [People and Culture resources](#) page on Circle.

Posted 11 March 2026

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Andy Hitchen

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Next steps

The team and I will keep you updated as we go through the renewal process. You'll continue to receive communications by email, and all updates will also be available in one central location on MyHub [here](#), so you can easily stay across everything.

We'd love to hear from you. You can share your ideas or questions with your Area Manager or email the Retail Agreement dropbox at RetailAgreement@optus.com.au.

We've also prepared a set of Employee FAQs available [here](#) via MyHub that provide more detail about the Agreement, how it operates and the benefits it provides.

We anticipate that in a few months, we'll send you a copy of the proposed Optus Retail Agreement 2026, explaining any changes and updates before we ask you to cast your vote to say 'Yes' in the employee ballot.

Best wishes,

Best wishes,

Andy Hitchen
Executive General Manager, Retail

Attachments

[Notice of employee representational rights](#)

 **Andy Hitchen**

RetailCo

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Comment on this article or email RetailAgreement@optus.com.au to share your ideas, feedback or thoughts and ask questions.

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 **Andy Hitchen**

RetailCo

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 Write a comment...

Comment on this article or email RetailAgreement@optus.com.au to share your ideas, feedback or thoughts and ask questions.

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 Write a comment...

Attachment J

From: Retail Agreement
Sent: Wednesday, 11 March 2026 2:32 PM
To: Retail Agreement
Subject: Optus Retail Agreement 2026
Attachments: Notice of employee representational rights.pdf

Optus Retail Agreement 2026

yes OPTUS

Hello

Optus Retail Agreement 2026 (2026 Agreement)

We are contacting you as an Optus Retailco Pty Ltd (**Optus Retail**) employee who is covered by the Optus Retail Agreement.

We want to let you know that today, Wednesday 11 March 2026, Optus Retail communicated its intention to renew the Optus Retail Agreement for another 3 years and start discussions regarding what the 2026 Agreement could look like when the current Optus Retail Agreement 2023 expires in July 2026.

In case you missed it, below is the email that was sent to your Optus email address from Andy Hitchen earlier today communicating our intention to renew and a summary of some of the key changes we are proposing for the 2026 Agreement.

The negotiation of the 2026 Agreement will be in accordance with the Fair Work legislation. Part of the process requires Optus to give Optus Retail Agreement 2026 covered employees a **Notice of Employee Representational Rights** (Notice) which is attached to this email. This email does not form part of the Notice.

We anticipate that in a few months, we'll send you a copy of the proposed Optus Retail Agreement 2026, explaining any changes and updates before we ask you to cast your vote to say 'Yes' in the employee ballot.

You can share your ideas or questions with your Area Manager, or email the Retail Agreement dropbox at RetailAgreement@optus.com.au.

We look forward to working with you to create the 2026 Agreement!

Regards
Tania
Optus Retail Agreement Team

From: Andy Hitchen Andy.Hitchen@optus.com.au

Sent: Wednesday, 11 March 2026 11:54 AM

To: [REDACTED]

Subject: Optus Retail Agreement 2026

Optus Retail Agreement 2026

yes OPTUS

Hi ,

Today I am pleased to announce that we're starting the process to renew the Optus Retail Agreement in 2026 and have a number of changes we're proposing to enhance your employment conditions, benefits and experience in the Optus Retail team.

This is part of our commitment to help you grow and thrive in Optus Retail as you strive to deliver exceptional customer experiences.

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The current agreement was last renewed in 2023, receiving a strong 91% 'Yes' vote by our employees. We're proud of its terms and the strong foundation it provides for our team. As it's due to nominally expire in July 2026, it's time for us to start the renewal process.

You can access a copy of the current agreement and the newest minimum pay rates and allowances via the [People and Culture resources](#) page on Circle.

What could our new agreement look like?

This is only the beginning of the conversation, but we're proposing some exciting changes for the Optus Retail Agreement 2026 to help recognise the incredible diversity and individuality of all our team members. See below to check out just some of the changes proposed.

Our proposed changes



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Next steps

The team and I will keep you updated as we go through the renewal process. You'll continue to receive communications by email, and all updates will also be available in one central location on MyHub [here](#), so you can easily stay across everything.

We'd love to hear from you. You can share your ideas or questions with your Area Manager or email the Retail Agreement dropbox at RetailAgreement@optus.com.au.

We've also prepared a set of Employee FAQs available [here](#) via MyHub that provide more detail about the Agreement, how it operates and the benefits it provides.

We anticipate that in a few months, we'll send you a copy of the proposed Optus Retail Agreement 2026, explaining any changes and updates before we ask you to cast your vote to say 'Yes' in the employee ballot.

Best wishes,

Andy Hitchen

Executive General Manager, Retail

For internal circulation only

This email may be confidential. If you received it accidentally, please do not send it to anyone else, delete it and let the sender know straight away. **Please think of the environment before printing this email.**

Attachment K

From: Retail Agreement
Sent: Friday, 13 March 2026 10:14 AM
To: Retail Agreement
Subject: Optus Retail Agreement 2026
Attachments: Notice of employee representational rights.pdf

Optus Retail Agreement 2026

yes OPTUS

Hello

Optus Retail Agreement 2026 (2026 Agreement)

We are contacting you as an Optus Retailco Pty Ltd (**Optus Retail**) employee who is covered by the Optus Retail Agreement and is currently on secondment to Optus Administration Pty Ltd.

We want to let you know that on Wednesday 11 March 2026, Optus Retail communicated its intention to renew the Optus Retail Agreement for another 3 years and start discussions regarding what the 2026 Agreement could look like when the current Optus Retail Agreement 2023 expires in July 2026.

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We anticipate that in a few months, we'll send you a copy of the proposed Optus Retail Agreement 2026, explaining any changes and updates before we ask you to cast your vote to say 'Yes' in the employee ballot.

You can share your ideas or questions via email to the Retail Agreement dropbox at **RetailAgreement@optus.com.au**.

We look forward to working with you to create the 2026 Agreement!

Regards

Tania
Optus Retail Agreement Team

From: Andy Hitchen Andy.Hitchen@optus.com.au

Sent: Wednesday, 11 March 2026 11:54 AM

To: [REDACTED]

Subject: Optus Retail Agreement 2026

Optus Retail Agreement 2026



Hi ,

Today I am pleased to announce that we're starting the process to renew the Optus Retail Agreement in 2026 and have a number of changes we're proposing to enhance your employment conditions, benefits and experience in the Optus Retail team.

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We'd love to hear from you. You can share your ideas or questions with your Area Manager or email the Retail Agreement dropbox at RetailAgreement@optus.com.au.

We've also prepared a set of Employee FAQs available [here](#) via MyHub that provide more detail about the Agreement, how it operates and the benefits it provides.

We anticipate that in a few months, we'll send you a copy of the proposed Optus Retail Agreement 2026, explaining any changes and updates before we ask you to cast your vote to say 'Yes' in the employee ballot.

Best wishes,

Andy Hitchen

Executive General Manager, Retail

For internal circulation only

This email may be confidential. If you received it accidentally, please do not send it to anyone else, delete it and let the sender know straight away. **Please think of the environment before printing this email.**

Attachment L

From: Retail Agreement
Sent: Monday, 16 March 2026 9:14 AM
To: Retail Agreement
Subject: Optus Retail Agreement 2026
Attachments: Notice of employee representational rights.pdf

Optus Retail Agreement 2026

yes OPTUS

Hello

Optus Retail Agreement 2026 (2026 Agreement)

We are contacting you as an Optus Retailco Pty Ltd (**Optus Retail**) employee who is covered by the Optus Retail Agreement.

We want to let you know that on Wednesday 11 March 2026, Optus Retail communicated its intention to renew the Optus Retail Agreement for another 3 years and start discussions regarding what the 2026 Agreement could look like when the current Optus Retail Agreement 2023 expires in July 2026.

In case you missed it, below is the email that was sent to your personal email address from Andy Hitchen last week communicating our intention to renew and a summary of some of the key changes we are proposing for the 2026 Agreement. We are now also sending this to your Optus email address that has been set up.

The negotiation of the 2026 Agreement will be in accordance with the Fair Work legislation. Part of the process requires Optus to give Optus Retail Agreement 2026 covered employees a **Notice of Employee Representational Rights** (Notice) which is attached to this email. This email does not form part of the Notice.

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We look forward to working with you to create the 2026 Agreement!

Regards
Tania
Optus Retail Agreement Team

From: Andy Hitchen Andy.Hitchen@optus.com.au

Sent: Wednesday, 11 March 2026 11:54 AM

To:

Subject: Optus Retail Agreement 2026

Optus Retail Agreement 2026

yes OPTUS

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Best wishes,

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Attachment M

From: Andy Hitchen
Sent: Thursday, 2 July 2026 11:41 AM
To: [REDACTED]
Subject: Optus Retail Agreement 2026
Attachments: Proposed Optus Retail Agreement 2026.pdf

Optus Retail Agreement 2026

Ballot open from 23 July to 28 July 2026

yes OPTUS

Hi ,

Today, I'm excited to share with you the proposed [Optus Retail Agreement 2026 \(New Agreement\)](#) and what it could mean for you if you say 'yes' in the upcoming employee ballot.

In March, I let you know that we had decided to kick start the process to renew the Agreement. At the time, we shared what it could look like and invited you to share with us your feedback and raise any questions.

In developing the New Agreement we have listened to feedback, recognised the diversity and individuality of our people, and focused on what matters most to our team. The result is an offering that recognises excellent customer outcomes, consistent performance, and provides practical flexibility in a fast-moving retail environment – one that reflects who we are as one team.

A summary of the key enhancements we are proposing include:

Here's a summary of what the **Optus Retail Agreement 2026** could look like

Vote from

Thursday 23 July
to Tuesday 28
July 2026



2 Connected Days

2 paid leave days to connect with what matters most to you



Increased minimum pay rates for all roles



Changes to the span of ordinary hours



Plus additional leave benefits

- **Carer Neutral** and up to **16 weeks** paid Parental Leave



- **Increased** paid Blood Donation and Family and Domestic Violence Leave

- **New** paid Natural Disaster Leave

And more!

Increase to Redundancy Pay to up to 50 weeks



Yes OPTUS

How can I learn more?

We've prepared some resources to make this easier to understand.

Information Sheets

We've prepared some information sheets with a high level summary of some of the key terms relevant for you. Select the link based upon your role:

- [Full-Time employee](#);
- [Part-Time employee](#);
- [Casual employee](#); or
- [Store Manager](#).

Copy of the proposed New Agreement

You can access a copy of the full proposed New Agreement [here](#) and also attached for your reference. We encourage you to carefully read it prior to voting in the upcoming employee ballot.

Accessing info on the go

To help you get across the detail, we have a dedicated Optus Retail Agreement Hub (**Agreement Hub**) which you can access here:

<https://www.optus.com.au/notices/enterprise-bargaining-agreement>.

You can easily access the Agreement Hub both in-store or on the go.

The [Agreement Hub](#) brings together everything you need to understand about the New Agreement, including:

- a tracked changes version of the New Agreement, so you can see what's changed from the Optus Retail Agreement 2023;
- supporting information to help you interpret the changes;
- guidance on how the New Agreement may impact you; and
- details on when and how to cast your vote in the upcoming ballot.

We encourage you to explore the [Agreement Hub](#) to build a strong understanding of the New Agreement and what it means for you!

Vote in the employee ballot from Thursday, 23 July

Before we can implement any of these proposed changes, we need your 'yes' vote to support the New Agreement in the upcoming confidential employee ballot.

Voting is an important part of the formal legal process under the *Fair Work Act*. The New Agreement can only be implemented if a **majority** of those who cast a valid vote in the ballot vote 'yes'. That's why it's critical that you participate in the ballot!

Voting will open at **10am on Thursday, 23 July 2026** and close at **6pm on Tuesday, 28 July 2026 (AEST)**. The vote will be conducted by confidential ballot through CorpVote (an independent third-party voting provider), and you may choose to vote online or by phone. We'll provide you with more information on the voting process as we get closer to the opening of the ballot.

What happens next?

We will continue to keep you informed and supported as we move forward through the final stages of this process.

- **Next week:** We will release a detailed Information Pack explaining the proposed changes clause-by-clause and what they mean for you. The pack will also include FAQs about the voting process.
- **Voting period, Thursday, 23 July – Tuesday, 28 July:** This is your opportunity to vote on the proposed New Agreement!
- **Wednesday, 29 July:** We will share the voting results and outline what comes next.

We're here to help

If you have any questions, speak to your Area Manager or contact the team at RetailAgreement@optus.com.au. I encourage you to carefully read the proposed New Agreement, and the other resources available on the [Agreement Hub](#) before voting.

I'm excited about these proposed enhancements and the positive impact they will have for our team - I hope you are too!

Best wishes,

Optus Retail Agreement 2026



Acknowledgement of Country

Optus acknowledges the Traditional Owners and Custodians of the lands on which we live, work and serve. We celebrate the oldest living culture and its unbroken history of storytelling and communication.

We pay our respect to Elders – past, present and future – and we strive together to embrace an optimistic outlook for our future in harmony, across all of Australia and for all of its people.

Welcome to the Optus Retail Agreement 2026

At Optus, our purpose is to deliver real choice by championing the customer. In our Retail stores, we do this every day by living our values – in every interaction and every connection we make with our customers. Together, we are the reason customers choose Optus.

This Agreement reflects that commitment. It builds on the strong foundation of our 2023 Agreement and introduces a range of enhancements designed to improve your employment conditions and overall experience as part of the Optus Retail team.

In developing this Agreement, we have listened to feedback, recognised the diversity and individuality of our people, and focused on what matters most to our team. The result is an offering that supports performance, recognises excellent customer outcomes, and provides practical flexibility in a fast-moving retail environment – one that reflects who we are as one team.

Thank you for the role you play in delivering for our customers and for each other. We look forward to continuing to build a strong and successful Optus Retail together.

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PART 1 - OUR AGREEMENT

1. What is the name of our Agreement?

- 1.1. This enterprise agreement is called the Optus Retail Agreement 2026 (“**Agreement**”).

2. Am I covered by this Agreement?

- 2.1. This Agreement applies to Optus Retailco Pty Ltd (“**Optus Retail**”, also “**we**”) and all Optus Retail employees who principally perform work at our retail stores and for whom classifications are contained within this Agreement.

3. How long will this Agreement apply?

- 3.1. This Agreement will commence at the start of the third full pay period after the Fair Work Commission approves the Agreement and will remain in force for 3 years. There will be no extra claims during this period.

4. How does this Agreement work?

- 4.1. Let’s keep it simple. Rather than have you flip between 2 documents to decipher what applies to you, this Agreement will replace the General Retail Industry Award 2020 (“**Award**”), or any other award or enterprise agreement that would otherwise apply to you.
- 4.2. This Agreement provides minimum entitlements only and does not restrict Optus Retail and you from agreeing to a higher rate of pay or any other additional benefits. For the avoidance of doubt, the approval of the Agreement will not result in your agreed salary being reduced.
- 4.3. Often this Agreement will refer you to our policies to provide the mechanics and detail for what’s on offer. The Agreement will provide for our commitment to you and the policies will provide further detail on how it applies at Optus Retail. The policies don’t form part of this Agreement.

5. What is the relationship between this Agreement and the National Employment Standards (“**NES**”)?

- 5.1. The NES are a set of legislated minimum standards that apply to your employment.
- 5.2. The current minimum standards include the following matters:
- (a) maximum weekly hours;
 - (b) requests for flexible working arrangements;
 - (c) offers and requests to convert from casual to permanent employment;
 - (d) parental leave and related entitlements;
 - (e) annual leave;
 - (f) personal/carer's leave, compassionate leave and family and domestic violence leave;
 - (g) community service leave;
 - (h) long service leave;
 - (i) public holidays;

- (j) notice of termination and redundancy pay;
 - (k) superannuation contributions; and
 - (l) the Fair Work Information Statement and Casual Employment Information Statement.
- 5.3. This Agreement will always provide you at a minimum your entitlements under these provisions. In fact, we try to build on them and provide you more than the bare minimum.
- 6. Where can I find a copy of this Agreement?**
- 6.1. A copy of this Agreement will be made available to employees online and/or in store.
- 7. What are our core values?**
- 7.1. At Optus Retail, our values guide our behaviour and contribute to our success as individuals, a team and a business.
- 7.2. Our values are:
- (a) We are one team;
 - (b) We act with integrity; and
 - (c) We are accountable.
- 7.3. Your behaviour and attitude to your work, and treatment of others including colleagues and customers alike, should reflect these core values.



PART 2 - MY EMPLOYMENT WITH OPTUS RETAIL

- 8. How can I be employed?**
- 8.1. You will be employed as either a full-time, part-time or casual employee (as described below). At the time of engagement, your type of employment will be confirmed, as well as the terms of your employment with Optus Retail.
- 8.2. Full-time and part-time employees will either be employed on a permanent basis or on a temporary basis for a specified period of time (for example, as a parental leave cover).
- 8.3. **Full-time employee**
- (a) You are a full-time employee if you are guaranteed an average of 38 hours work per week, excluding unpaid meal breaks. You may be rostered to work these hours outside the span of ordinary hours of work set out in this Agreement, and if so, these hours will be treated as overtime in accordance with this Agreement.
 - (b) Where hours outside the span of ordinary hours form part of your 38 hours work per week, you will receive the benefit of the applicable overtime rate as well as the accrual of entitlements as with ordinary hours.
- 8.4. **Part-time employee**
- (a) You are a part-time employee if you:
 - (i) work less than an average of 38 hours per week;

- (ii) have reasonably predictable hours of work; and
 - (iii) receive on a pro-rata basis, equivalent pay and conditions to those of full-time employees.
- (b) At the time of engagement, Optus Retail and you will agree in writing upon:
 - (i) the number of hours of work which are guaranteed to be provided and paid to you each week or over the roster cycle (the “**guaranteed minimum hours**”); and
 - (ii) the days of the week, and the periods in each of those days, when you will be available to work the guaranteed minimum hours (“**your agreed availability**”).
- (c) You may not be rostered to work less than 3 consecutive hours in any shift.
- (d) The guaranteed minimum hours shall not be less than 5 hours per week.
- (e) Any change to the guaranteed minimum hours may only occur with your written agreement.
- (f) **Additional hours within your agreed availability**
 - (i) From time to time, Optus Retail may offer you additional hours that are on top of your guaranteed minimum hours, and are within your agreed availability (“**additional hours**”).
 - (ii) You don’t have to work these additional hours unless you want to.
 - (iii) Before you work additional hours, you will need to agree to work them in writing.
 - (iv) Alternatively, you can choose to have a standing agreement with Optus Retail to work additional hours within your agreed availability, which indicates you wish to be considered for additional hours to be worked (“**Standing Agreement**”).
 - (v) You may withdraw your Standing Agreement by giving Optus Retail 14 days written notice.
 - (vi) If you have a Standing Agreement, you are still able to decline to work any additional hours that are offered to you by Optus Retail, even if those hours fall within your agreed availability.
 - (vii) Agreed additional hours under clause 8.4(f):
 - A. are paid at ordinary rates (including any applicable penalties payable for working ordinary hours at the relevant times);
 - B. count for the purposes of accruing entitlements such as annual leave and personal/carer’s leave; and
 - C. are not overtime unless those hours are independently overtime under clause 29 *What are my overtime arrangements and what extra pay will I receive?*
 - (viii) An agreement within subclause 8.4(f) can be recorded through an exchange of emails, text messages or by other electronic means.

(g) Varying your guaranteed minimum hours or your agreed availability

- (i) You may also agree to vary your guaranteed minimum hours and/or your agreed availability on a temporary or ongoing basis, to take effect from a future date or time ("**varied hours**"). An agreement to do this must be recorded in writing:
 - A. if the agreement is to vary your guaranteed minimum hours and/or your agreed availability for a particular rostered shift – before the end of the affected shift; and
 - B. otherwise – before the variation takes effect.
- (ii) The agreement within subclause 8.4(g)(i) can be recorded through an exchange of emails, text messages or by other electronic means.
- (iii) Varied hours under this clause:
 - A. are paid at ordinary rates (including any applicable penalties payable for working ordinary hours at the relevant times);
 - B. count for the purposes of accruing entitlements such as annual leave and personal/carer's leave; and
 - C. are not overtime unless those hours are independently overtime under clause 29 *What are my overtime arrangements and what extra pay will I receive?*

EXAMPLE: Sonya usually works 5 hours on Mondays. During a busy Monday shift, Sonya's manager asks her to vary her hours that day to work 2 extra hours at ordinary rates (including any penalty rates). Sonya is happy to agree and this agreement is recorded. The variation is agreed before Sonya works the extra 2 hours. Sonya's guaranteed hours have been temporarily varied. She is not entitled to overtime rates for the additional 2 hours.



(h) Increasing guaranteed minimum hours

- (i) If you have over a period of at least 12 months regularly worked a number of ordinary hours that is in excess of your guaranteed minimum hours, you may request in writing that Optus Retail agree to increase the guaranteed minimum hours.
- (ii) If Optus Retail agrees to the request, the new agreement concerning guaranteed minimum hours will be recorded in writing. Optus Retail may refuse the request only upon reasonable business grounds, and such refusal must be provided to you in writing and specify the grounds for refusal.

8.5. Casual employee

- (a) It is envisaged that the Optus Retail workforce will be a solid core of permanent employees. However, to accommodate Optus Retail's operational flexibility requirements, casual employment will be available to supplement the permanent workforce as needed.
- (b) You are a casual employee if you fall within the definition of casual employee under the Act, as varied from time to time. The Act currently provides that an employee is a casual if there is no firm advance commitment to continuing and indefinite work, and

the employee is entitled to a casual loading or a specific rate of pay as a casual employee under an award or enterprise agreement. See current section 15A of the Act.

- (c) Subject to the remainder of this Agreement, you will be paid a casual loading of 25% on your Base Hourly Rate. This loading is paid on all ordinary hours of work (unless otherwise stated) and the 25% casual loading is incorporated into the casual rates for overtime, loadings and penalties set out in this Agreement (see clause 28 *What extra pay will I receive* and clause 29 *What are my overtime arrangements and what extra pay will I receive?*).
- (d) The casual loading is paid to compensate casual employees for not having entitlements under the National Employment Standards and this Agreement that casual employees are not entitled to receive, including but not limited to:
 - (i) annual leave;
 - (ii) paid personal leave and paid compassionate leave;
 - (iii) notice of termination;
 - (iv) redundancy pay; and
 - (v) public holidays.
- (e) The casual loading may be offset against those entitlements which relate to the period for which the casual loading is paid.
- (f) You will be guaranteed a minimum of 3 hours for any shift.
- (g) You will receive unpaid parental leave, unpaid carer's leave, unpaid compassionate leave, paid family and domestic violence leave and unpaid jury service and community service leave as set out in Optus Retail Policies and the NES.
- (h) The provisions of *Part 5 – My Leave Benefits* do not apply to you unless otherwise provided.

8.6. **Moving between types of employment**

- (a) Subject to clause 9 below, you may only change from one type of employment to another by mutual agreement with Optus Retail.
- (b) A full-time employee:
 - (i) may request to become a part-time employee;
 - (ii) if that request is granted by Optus Retail, may return to full-time employment at a future date agreed in writing with the employer; and
 - (iii) if that request is granted by Optus Retail, this will not affect the continuity of any leave entitlements

9. **I'm a casual with regular hours. Can I become a permanent employee?**

- 9.1. If you wish to become a permanent employee, we encourage you to have discussions with your manager who will in turn have discussions with our management team about the opportunity for permanent employment for you.

- 9.2. At a minimum, you are currently eligible to convert to a permanent employee in certain circumstances under the Act. In summary, the Act currently provides for a process where you provide Optus Retail with written notification about converting to permanent employment and Optus Retail consulting with you and providing a written response to your notification.
- 9.3. There are many benefits associated with becoming a permanent team member. These include:
- (a) access to paid leave;
 - (b) access to benefits offered to permanent team members including discounts, and rewards; and
 - (c) other offerings as outlined in this Agreement and our Policies.
- 9.4. If we agree to make an offer of permanent employment to you, we will confirm:
- (a) whether it is a full-time or part-time offer;
 - (b) if offered a part-time position – the basis and agreed hours of work as set out in this Agreement;
 - (c) your remuneration when moving to the permanent employment arrangement being your current base rate of pay (which we note will no longer include a casual loading) and your access to the Optus Retail Incentive Plan; and
 - (d) the continuity of your service with Optus Retail.

10. Is there a probationary period?

- 10.1. Full-time and part-time employees will be subject to a probationary period of 3 months, except where the employee has converted from casual employment as a result of the provisions specified in Clause 9. The purpose of the probationary period is for Optus Retail to determine your suitability for ongoing employment.
- 10.2. During your probationary period, Optus Retail may determine that it is appropriate to extend your probationary period for a further 3 months (for example, because of an unexpected illness/injury preventing you from working during the probationary period or a period of agreed absence). Optus Retail will give notice to you of this in writing.
- 10.3. During the probationary period, either you or we may terminate your employment for any reason by giving 1 week's notice in writing. In either case, we may choose to pay you in lieu of your notice period.
- 10.4. If you resign during the probationary period and do not provide the notice required, you will not be paid for the notice period not provided.



PART 3 - MY PAY

11. What is my base rate of pay?

- 11.1. At a minimum, you will be paid the Base Salary in accordance with the rate for your job classification set out in the table below:

Job Classification	Base Salary (per annum) as at 1 July 2026
Retail Consultant	\$57,774
Specialist Retail Consultant - including but not limited to: • Concierge • Business Consultant	\$62,650
Assistant Store Manager	\$67,546
Store Manager 1	\$88,072
Store Manager 2	\$96,254
Store Manager 3	\$104,788

11.2. This Agreement provides for minimum entitlements only and we may agree to pay you a higher base rate of pay.

11.3. Please see *Schedule 1 - Classification Structure* for a detailed explanation of job classifications.

12. How do I calculate my fortnightly/weekly/hourly rate?

12.1. Your *Base Fortnightly Rate* is calculated by dividing your Base Salary by 26 weeks.

12.2. Your *Base Weekly Rate* is calculated by dividing your Base Salary by 52 weeks.

12.3. Your *Base Hourly Rate* is calculated by dividing your Base Weekly Rate by 38 hours.

12.4. In this Agreement when we say “Your Base Pay” we mean the actual base rate of pay (whether that be hourly, weekly, fortnightly or salary) that you are paid.

13. Will the Base Salary be increased?

13.1. Optus Retail will increase the Base Salary for each classification at the start of the first full pay period on or after 1 July 2027, 1 July 2028 and 1 July 2029. Each increase will be on the basis of the year on year Headline Consumer Price Index (“CPI”) figure as published by the Australian Bureau of Statistics (“ABS”) to 31 March 2027, 31 March 2028 and 31 March 2029 respectively. Such changes will be deemed to be part of this Agreement.

14. How will Optus Retail approach remuneration?

14.1. Whilst recognising that this Agreement reflects minimum entitlements only, Optus Retail is committed to performance based remuneration schemes for permanent full and part-time employees.

15. Can I participate in the Optus Retail Incentive Plan?

15.1. We believe in providing rewards to motivate our people to achieve and exceed their KPIs and objectives. As such, the Optus Retail remuneration system will include an incentive scheme that provides an opportunity for you to earn more than your Base Salary.

15.2. If you are a permanent full or part-time employee, you will be eligible to participate in the Optus Retail Incentive Plan where you will be able to receive incentive payments if certain targets are achieved. The “on target” amount is 15% of your Base Salary.

15.3. The rules of the incentive plan will be available online and/or in store. We may vary the Incentive Plan by providing you with 4 weeks' notice. Any variation of the terms of the Incentive Plan will not affect your entitlement to incentive payments already earned under the existing plan prior to the variation.

15.4. In order to remain aligned with Optus Retail's strategic objectives, the rules and structure of the incentive scheme will be subject to change by Optus Retail and therefore do not form part of this Agreement.

16. What can I expect if I'm required to perform higher duties?

16.1. Retail Consultants opening and closing stores or required to perform other higher duties

- (a) A Retail Consultant who is required to perform higher duties that are ordinarily performed by a Specialist Retail Consultant (or more senior team member), will receive at least the minimum Specialist Retail Consultant rate of pay for the relevant period performing these higher duties.
- (b) A Retail Consultant is considered to be performing higher duties when they are required to perform any of the following duties:
 - (i) Store opening or closing activities (for example, counting the till (cash), EFTPOS machine transaction detail matching and reconciliation); or
 - (ii) Manage complex customer escalations; or
 - (iii) Inventory/stocktake; or
 - (iv) Assist with the running of daily team huddles and coordinate team roles, store positioning and breaks.
- (c) The above-mentioned duties are ordinarily performed by a Specialist Retail Consultant (or equivalent classification), Assistant Store Manager or Store Manager.
- (d) Where there is a more senior member of the team present, Optus Retail will not require a Retail Consultant to perform these duties unless there is a requirement for additional team members required to perform the duty (e.g. stocktake).
- (e) Retail Consultants who are required to perform higher duties will receive at least the minimum Specialist Retail Consultant Base Hourly Rate under this Agreement and payable for the time that the higher duties are performed by the Retail Consultant.
- (f) Where a Retail Consultant is required to perform the higher duties for more than 2 hours, they will be entitled to receive at least the minimum Specialist Retail Consultant Base Hourly Rate for the entire duration of the rostered shift.
- (g) For the avoidance of doubt, there will be no reduction in a Retail Consultant's Base Hourly Rate when performing higher duties as a result of the operation of this clause.

16.2. Specialist Retail Consultants, Assistant Store Managers and Store Managers

- (a) In all other circumstances, by reason of the total remuneration paid to employees under this Agreement, being higher than the Award, an employee who is directed to perform a role of a higher classification than their ordinary role on a temporary basis (for example, on secondment or when acting in a role to cover extended periods of leave), will be entitled to receive the minimum rate of pay under this Agreement for the higher classification, provided the period is at least 2 weeks. In these circumstances, the

employee will be paid for the entire period at the minimum rate for the relevant higher classification under this Agreement. For the avoidance of doubt, there will be no reduction in the employee's rate of pay when performing higher duties as a result of the operation of this clause.

17. Will I be paid any allowances?

17.1. First Aid

- (a) If you hold an appropriate first aid qualification and you are appointed by Optus Retail to perform first aid duty you will be paid an extra \$14.55 each week. This allowance will be increased at the same time and by the same amount as the first aid allowance under the Award.

17.2. Meal Allowance

- (a) If you are required to work more than one hour of overtime after your rostered finishing time, without being given 24 hours' notice in order to arrange your own meal, you will be provided with a meal allowance of \$24.56. Where such overtime work exceeds 4 hours you will be provided with a further meal allowance of \$22.27.
- (b) You will not be paid a meal allowance if you could reasonably return home for a meal within the period allowed for a meal break, or where a meal is provided by Optus Retail.
- (c) These allowances will be increased at the same time and by the same amount as the meal allowance under the Award. Optus Retail will consider any claims outside of this period where there is a reasonable justification for the delay.

17.3. Moving expenses

- (a) Employees will not be required to relocate to another State or Territory without their agreement. In the event that an employee wishes to accept an offer to relocate to another State or Territory, Optus Retail will pay the total cost (including fares and other transportation charges) of moving the employee and any member of the employee's immediate family who reside in the employee's household. Employees who are relocating in these instances will be required to comply with any established company policy requirements for reimbursement.

17.4. Excess travelling costs

- (a) From time to time, you may be required to work at a place other than your usual retail stores. In this case, you will be able to claim and be reimbursed for any additional costs you incur in travelling to and from the other retail store for a period of up to 3 weeks. Any claim should be made within 28 days of incurring the expense. Optus Retail will consider any claims outside of this period where there is a reasonable justification for the delay.

17.5. Travelling time reimbursement

- (a) If we require you to work at a place other than your usual retail stores, we will pay for your time spent travelling to and from your residence to the other retail store in excess of the time you would normally spend travelling to and from your usual retail stores (excess travelling time). The maximum excess travelling time you may normally be required to undertake will be 1 hour (in total). You will be paid at your Base Rate (or 150% of your Base Rate on a Sunday or public holiday) at a flat rate of one hour. In the event that your excess traveling time is in excess of 1 hour (in total), you may make a claim for the additional time travelled at the rate mentioned above.

17.6. **Transport reimbursement**

- (a) We will reimburse you for any taxi or rideshare-app fares reasonably incurred for travel between your retail store and your residence if:
 - (i) you start work before 7.00 am or start or finish work after 10.00 pm; and
 - (ii) your regular means of transport is not available; and
 - (iii) you are unable to arrange your own alternative means of transport; and
 - (iv) Optus Retail does not arrange transport.

17.7. **Broken Hill allowance**

- (a) If your usual retail store is within the County of Yancowinna in New South Wales (Broken Hill), we will pay you an allowance of \$1.26 per hour.
- (b) This allowance will be increased at the same time and by the same amount as the Broken Hill allowance under the Award.

18. **What other provisions are there for Store Managers?**

- 18.1. If you are a Store Manager, you will be paid an annual salary that is intended to provide compensation for all penalty rates and loadings (including evening, weekend, public holidays and reasonable additional hours) for hours you are expected to work. The provisions in this Agreement relating to penalty rates, loadings and overtime (as set out in the clause 28 *What extra pay will I receive* and clause 29 *What are my overtime arrangements and what extra pay will I receive?*) do not apply to you, with the provisions contained in *Schedule 2 – Store Managers* applying instead. Your annual salary also compensates you for laundry related expenses and the amount payable for laundry expenses set out in the clause 22 *What am I expected to wear at work?* does not apply to you.

19. **When will I get paid?**

- 19.1. Your Base Fortnightly Rate will be paid by Optus Retail fortnightly into your nominated bank account on a regular pay day. For full-time employees, whose roster cycle is longer than fortnightly, Optus Retail may pay you your Base Fortnightly Rate based on the average fortnightly ordinary hours you work over your roster cycle.
- 19.2. Optus Retail may only change the regular pay day by giving 4 weeks' written notice.

20. **What are my superannuation benefits?**

- 20.1. You may choose a superannuation fund in accordance with Part 3A of the *Superannuation Guarantee (Administration) Act 1992* (Cth) as amended from time to time to which Optus Retail will make the superannuation contributions necessary under that Act. If you do not exercise such choice, Optus Retail shall make those contributions into:
 - (a) Your 'stapled fund' as held by the Australian Taxation Office ("ATO") and notified by the ATO to Optus Retail; or
 - (b) Another default superannuation fund which is an eligible fund under Part 3A and which is determined by Optus Retail which may change from time to time, if:
 - (i) the ATO notifies Optus Retail that there is no 'stapled fund' for you; or

- (ii) the most recent 'stapled fund' validly notified to Optus Retail by the ATO for you does not accept the superannuation contribution made by Optus Retail.

This default fund will offer a MySuper product.

- 20.2. You may elect to make superannuation contributions in addition to the contributions made by Optus Retail. These additional contributions will be treated as salary sacrifice or voluntary contributions. You must inform the payroll department if you wish to make such contributions.
- 20.3. We will make superannuation contributions while you are on:
 - (a) paid leave;
 - (b) absence from work due work-related injury or illness for which you are receiving workers compensation for up to 52 weeks.
- 20.4. Optus Retail will make superannuation contributions to employees who are under 18 years of age and have not worked 30 hours a week.
- 20.5. For payment of superannuation while on parental leave, see clause 36 *Parental Leave*.

21. Can I salary package part of my pay?

- 21.1. You may choose to take advantage of salary packaging in accordance with our policies and package part of your 'pre-tax' Base Salary in return for other benefits such as a motor vehicle.
- 21.2. Under a salary packaging arrangement, we make various payments on your behalf from your 'pre-tax' Base Salary rather than from your 'after tax' Base Salary.

22. What am I expected to wear at work?

- 22.1. We take great pride in the Optus brand and our products and services. As you represent our brand, it is our expectation that you must always present yourself in a professional manner.
- 22.2. You will be supplied a uniform on commencement of your employment which will be replaced during your employment when required due to fair wear and tear.
- 22.3. You are required to return the uniform at the conclusion of your employment.
- 22.4. We will pay you a laundry allowance of \$6.42 per week if you are a full-time employee, or \$1.28 per shift if you are a part-time or casual employee.
- 22.5. This allowance will be increased at the same time and by the same amount as the laundry allowance under the Award.

23. Am I reimbursed for work related expenses?

- 23.1. You are entitled to claim reimbursement of all reasonable work related expenses, with prior approval from your manager, as specified in our policies.
- 23.2. You will not be required to use your own motor vehicle in performing your duties.

24. What deductions can Optus Retail make from my pay?

- 24.1. Optus Retail may make deductions from your pay as required by law or under a court order, including a garnishee order.

- 24.2. Optus Retail may with your authorisation, set off any monies you owe to us against any amounts we owe you. This may include, but is not limited to, any outstanding advances in pay or leave or, overpayment of your pay or any other entitlement.

25. What if I am overpaid?

- 25.1. If you are overpaid, you will be expected to let us know so that we can rectify the situation as quickly as possible.
- 25.2. Where an overpayment is made to you, Optus Retail will advise you in writing and include details of the amount you have been overpaid, the reason for it occurring and a suggested repayment plan. The terms of repayment will be subject to an agreement between you and Optus Retail. If you disagree with the details of an overpayment or a suggested repayment plan, you should discuss your concerns with Optus Retail.



PART 4 - MY HOURS OF WORK

26. What is the span of ordinary hours of work?

- 26.1. If you work in a store other than those with extended trading hours, ordinary hours may be worked during the following periods:

Monday to Friday	8am – 9:30pm
Saturday	8:30am – 6:30pm
Sunday	9:00am – 6:00pm

- 26.2. If you work in a store with trading hours that extend beyond 10pm Monday to Friday, or 6pm on Saturday or Sunday (such as those located at an airport), your ordinary hours may be worked during the following periods:

Monday to Saturday	7am – 11pm
Sunday	9am – 11pm

26.3. Maximum ordinary hours on a day

- (a) You may be rostered to work up to a maximum of 11 ordinary hours on one day per week, and a maximum of 9 ordinary hours the other days that week.

27. How will my hours be rostered?

27.1. The roster system

- (a) Optus Retail will take into consideration the following principles in determining how your working hours are rostered:
- (i) the most efficient and effective way of delivering a brilliant experience for our customers; and
 - (ii) the most effective way of meeting your work, personal development, and workplace health and safety needs.
- (b) Your ordinary hours of work will be rostered over a maximum 4 week roster cycle.

- (c) All employees will generally be expected to work a reasonable level of late night trade and weekend shifts during their 4 week roster.
- (d) Optus Retail will prepare a roster displaying start and finishing times for ordinary hours of work at least a week prior to the commencement of the roster. Should we be unable to meet this requirement, you will be notified when the roster for the upcoming 4 week period will be available. It is your responsibility to regularly check the roster to ensure you are aware of upcoming shifts.
- (e) Ordinary hours of work on any day will be continuous, except for rest breaks and meal breaks as specified in clause 30 *When will I take my breaks?*.

27.2. Roster Requirements

- (a) Optus Retail will roster your ordinary hours such that you are not required to work on more than 5 days per week. If you are required to work 6 days in one week, you will be rostered on for no more than 4 days in the following week.
- (b) Unless agreed otherwise, Optus Retail will also roster your ordinary hours so that you will have at least 2 consecutive days off per week, or 3 consecutive days off per 2 week cycle.
- (c) Optus Retail will roster you for a maximum of 6 consecutive days.
- (d) Unless agreed otherwise, if you regularly work on Sundays, we will roster you so that you will have at least one period of 3 consecutive days off (including Saturday and Sunday) every 4 week cycle. However, this will not apply to part time or casual employees whose available days of work make it impracticable to roster in the manner set out in this paragraph.

Example: Ash is a part time employee who has guaranteed hours of 30 hours per week. Ash is available to work her guaranteed hours on Thursday – Sunday between 9am to 5pm. Ash regularly works on Sundays and it is not practical for Ash to be rostered to have 3 consecutive days off in the manner prescribed by this paragraph.



27.3. Roster changes

- (a) Rosters may be changed by mutual agreement by you and Optus Retail at any time before you arrive for work. Variation to a part-time employee's hours are dealt with in clause 8.4(g).
- (b) We may during times of unforeseen circumstances provide less than 24 hours' notice of a change to your roster. If this occurs, Optus Retail will ensure you are notified of the change as soon as possible either in person or via telephone.
- (c) A minimum of 7 days' written notice will be provided for permanent changes to the roster. If the employee disagrees with the change, the period of written notice of the change required to be given is extended to at least 14 days in total.

28. What extra pay will I receive?

28.1. Weekday evenings, weekends and public holidays

- (a) To compensate you for working weekday evenings, weekends and on public holidays, you will receive rates for ordinary hours worked in accordance with the below table:

	Full-time and part-time employees	Casual employees
	% of your Base Hourly Rate	% of your Base Hourly Rate (inclusive of 25% casual loading)
Monday to Friday – after 6:00pm	125%	150%
Saturday	125%	150%
Sunday	150%	175%
Public Holiday	225%	250%

28.2. In this Agreement, a public holiday is as defined in the NES.

28.3. If you are a Store Manager, you are not entitled to the above rates. Your Base Salary includes an amount to compensate you for working on these days.

28.4. The above rates are not payable when you work overtime.

29. What are my overtime arrangements and what extra pay will I receive?

29.1. You may be required to work overtime as reasonably required by Optus Retail, you may refuse to work the overtime if it is unreasonable, your refusal is reasonable or if you are a part time employee. You will only receive payment for overtime if you have been required and authorised to work the overtime by Optus Retail. Importantly, you are not expected to work additional hours that are not pre-authorised.

29.2. Overtime is calculated on a daily basis and paid for the hours worked:

- (a) in excess of the maximum ordinary hours on a day;
- (b) outside the span of ordinary hours of work as set out in *Part 4 – My Hours of Work*; or
- (c) in excess of the hours outlined below:
 - (i) if you are a full-time employee, after working more than 152 ordinary hours of work over your 4 week roster cycle or outside the roster conditions set out in clause 27.2 *Roster Requirements*;
 - (ii) if you are a part-time employee, after working more than 76 ordinary hours in a fortnight;
 - (iii) if you are a part-time employee, after working hours which are outside both your guaranteed minimum hours and your agreed availability in a roster cycle (including as temporarily varied in accordance with clause 8.4 *Part-time employee*). In this regard, additional hours within your agreed availability (as defined in clause 8.4 *Part-time employee*) are not overtime hours within this subclause;
 - (iv) if you are a casual employee, after working more than 38 ordinary hours in one week.

29.3. Overtime will be calculated in accordance with the table below:

For overtime worked on	Overtime rate for full-time and part-time employees	Overtime rate for casual employees (inclusive of 25% casual loading)
	% of your Base Hourly Rate	% of your Base Hourly Rate (inclusive of 25% casual loading)
Monday to Saturday — first 3 hours	150%	175%
Monday to Saturday — after 3 hours	200%	225%
Sunday	200%	225%
Public Holiday	250%	275%

If you are a Store Manager, you are not entitled to payment of overtime under this clause. Your overtime entitlements are set out under clause 18 *What other provisions are there for Store Managers?* and Schedule 2 of this Agreement.

30. When will I take my breaks?

30.1. Meal breaks and rest breaks

- (a) The timing and duration of your breaks will generally be structured by Optus Retail to meet customer and operational requirements. However, we will not require you to:
- (i) take a rest break or meal break within the first or the last hour of a shift; or
 - (ii) take a rest break combined with a meal break; or
 - (iii) work more than 5 hours without taking a meal break.
- (b) Your rest breaks are paid and meal breaks are unpaid, with breaks given as follows:

Hours Worked	Rest Break	Meal Break
Work less than 4 hours	No rest break	No meal break
Work 4 hours or more but no more than 5 hours	One 10 minute rest break	No meal break
More than 5 hours but less than 7 hours	One 10 minute rest break	One meal break of at least 30 minutes but not more than 60 minutes
Work 7 hours or more but less than 10 hours	Two 10 minute rest breaks, with one taken in the first half of the work hours and the second taken in the second half of the work hours	One meal break of at least 30 minutes but not more than 60 minutes

Hours Worked	Rest Break	Meal Break
Work 10 hours or more	Two 10 minute rest breaks, with one taken in the first half of the work hours and the second taken in the second half of the work hours	Two meal breaks each of at least 30 minutes but not more than 60 minutes

(c) Unpaid meal breaks do not count as time worked.

31. Breaks between work periods

- 31.1. You will receive a 10 hour rest period between the completion of work on one day and the commencement of work on the next day. Work includes any reasonable additional hours or overtime.
- 31.2. Where you start work without having had 10 hours off work then we will pay you at the rate of 200% of your Base Hourly Rate until such time as you are released from duty for a period of 10 consecutive hours off work. You will not lose any pay for your ordinary hours not worked during the period of a break between shifts required under this clause.

32. Will I be paid for attending store meetings and training?

- 32.1. Yes. Optus Retail will pay you at your Base Hourly Rate for attendance at store meetings during your ordinary hours of work. You will be paid overtime rates for any attendance at meetings outside your ordinary hours of work. This does not include attendance at non-compulsory events such as our Christmas Party.
- 32.2. You will also be paid to attend any Optus Retail compulsory training.
- 32.3. Where training is for your own professional development and is not necessary for you to perform the core duties of your role, payment will not apply.

33. What happens if Optus Retail wishes to change my ordinary hours of work or regular roster?

- 33.1. We will consult first with you if we are proposing to change your ordinary hours of work or regular roster. You may be represented for the purpose of this consultation.
- 33.2. We will provide you with information about the proposed change (for example the nature of the change and when the change will begin), other than confidential information. We will then invite you to provide your views about the impact that the proposed change may have on you personally (including any impact on your family or caring responsibilities) and consider those views.
- 33.3. This clause does not apply if your working hours are irregular, sporadic or unpredictable and is to be read in conjunction with other provisions of this agreement concerning scheduling of work or giving of notice.



PART 5 - MY LEAVE BENEFITS

34. General

- 34.1. Optus Retail provides leave benefits in addition to your entitlements under the NES and our policies explain how you can access them.
- 34.2. In summary, the NES provides the following leave entitlements:
- (a) 4 weeks of annual leave each year for full-time employees. Part-time employees are entitled to a pro-rata amount of annual leave depending on their hours of work;
 - (b) up to 10 days of paid personal/carer's (sick) leave each year for full-time employees. Part-time employees are entitled to a pro-rata amount of paid personal/carer's leave depending on their hours of work;
 - (c) where you have used up your untaken paid personal leave entitlements, up to 2 days of unpaid carer's leave on each occasion;
 - (d) up to 2 days of compassionate leave on each occasion a member of your immediate family or household dies or develops a life-threatening illness or injury. This includes the circumstance where you experience a miscarriage or stillbirth. Compassionate leave is paid leave for full-time and part-time employees, and unpaid leave for casual employees. We also provide permanent full-time and part-time employees with additional entitlements in certain circumstances (see clause 41 *Bereavement Leave & Compassionate Leave*);
 - (e) 10 days' paid family and domestic violence leave which is available to all employees immediately at the start of employment and resets each subsequent 12 months. This leave does not accumulate and will not be paid out upon termination of employment;
 - (f) up to 12 months of unpaid parental leave for long term casual employees and full-time and part-time employees who have completed at least 12 months continuous service with Optus Retail, with a right to request a further 12 months of unpaid parental leave. Optus Retail supplements this with paid parental leave, as set out in clause 36 *Parental Leave*;
 - (g) up to 10 days of paid jury service leave for full-time and part-time employees;
 - (h) unpaid leave for certain community service activities; and
 - (i) long service leave consistent with state long service leave legislation.
- 34.3. The following provisions in this Agreement provide more information about your leave entitlements, including those provided for in the NES.

35. Annual Leave

35.1. When can I take annual leave?

- (a) We encourage you to take some time out of work to recharge so that when you're back at work, you're energised and ready to provide a brilliant service for our customers. If you wish to take annual leave, you can apply for it in line with Optus Retail's policies. We will try to accommodate your requests having regard to Optus Retail's business requirements and will not unreasonably refuse a request in accordance with the NES.

There are some very busy periods in our stores that will mean only limited leave will be granted over this period so be sure to get your application in early!

35.2. Can I "sell" some of my annual leave?

- (a) Yes. We understand that on occasion, you'd value the additional cash rather than taking the corresponding annual leave. Optus Retail's leave policies will provide for the opportunity to "sell" some of your annual leave back to Optus Retail each year provided that:
 - (i) any agreement to sell annual leave will be in writing;
 - (ii) the maximum amount of accrued paid annual leave that may be cashed out in a calendar year is 2 weeks; and
 - (iii) you will have at least 4 weeks' annual leave after you have sold the amount of annual leave.
- (b) If you sell your leave, you will be paid in a lump sum the amount that you would have been paid if you had taken that annual leave.

35.3. Can I be required to take annual leave?

- (a) Yes. In limited circumstances we might require you to take some of your leave, for example, if you have accrued too much annual leave (more than 8 weeks) and don't have any foreseeable plans to take it, or if we are shutting down some or all of our stores (or perhaps reducing down to skeleton staff) for a period.
- (b) We will always talk to you before we require you to take annual leave and try to work out another solution or a plan of action so that we can avoid having to ask you if we can. We will only require you to take annual leave if it is reasonable in the circumstances.
- (c) In the case where Optus Retail is shutting down some or all of our stores (or perhaps reducing down to skeleton staff) for a period, you will be given 4 weeks' written notice to take annual leave.
- (d) You will be considered to have excessive annual leave accrual if you have more than 8 weeks of annual leave. Any requirement by Optus Retail for you to take annual leave must not result in you having less than 6 weeks' of annual leave after the leave has been taken. A requirement to take leave under this clause will be for at least one week of paid annual leave and the employee will be provided at least 8 weeks' notice of the requirement and no more than 12 months' notice.
- (e) If you have excessive annual leave accrued for more than 6 months, you may provide Optus Retail with written notice requesting to take one or more periods of leave. Optus Retail will grant all requests that:
 - (i) are for not less than one week;
 - (ii) do not result in you having less than 6 weeks of annual leave after the leave is taken; and
 - (iii) provide at least 8 weeks' notice to take the leave.

35.4. Will I be paid any loadings whilst on annual leave?

- (a) You will not receive any loadings while you are on annual leave. Your Base Salary includes an amount to compensate you for this.

36. Parental Leave

36.1. What are my paid parental leave entitlements?

- (a) You are entitled to up to 16 weeks of paid parental leave at Your Base Pay (pro-rated for part-time employees) if:
 - (i) you are a permanent employee (full-time or part-time);
 - (ii) you are responsible for the care of a child or children that is or are:
 - A. newly born (whether you, your spouse or de facto partner gives birth);
 - B. from a placement;
 - (iii) you have completed at least 12 months' continuous service by the expected date of birth or placement; and
 - (iv) the birth or placement occurs while you are employed with us.
- (b) Your paid parental leave is taken at the same time as any unpaid parental leave you are entitled to under the NES (i.e. runs concurrently) and forms part of that entitlement. Paid parental leave must be completed by the first birthday of the child or children, or 12 months from the date of placement.
- (c) You are entitled to parental leave in accordance with Optus Retail's policies (as amended from time to time) which cover matters including:
 - (i) the application of paid parental leave in cases of stillbirth (as defined in the NES), adoption, surrogacy, long-term foster care and kinship care;
 - (ii) how paid and unpaid parental leave may be taken;
 - (iii) the definition of "placement" for the purpose of clause 36;
 - (iv) return to work requirements for the purpose of accessing paid benefits under clause 36.
- (d) These policies will provide, as a minimum, the standards required under applicable federal legislation (as varied from time to time).

36.2. What if another child or children are born or placed with me during parental leave?

- (a) To be eligible for further paid parental leave benefits under Optus Retail's policy, you must return to work and complete a further 12 months' continuous service with us. This is separate to any entitlement you may have to unpaid parental leave under the NES.

36.3. Will I receive superannuation contributions while on parental leave?

- (a) Provided you meet the eligibility requirements for paid parental leave under clause 36.1(a) and 36.2 (where relevant), we will make superannuation contributions to your nominated superannuation fund (in accordance with clause 20) on:

- (i) paid parental leave; and
 - (ii) unpaid parental leave for up to a maximum of 36 weeks.
- (b) We will make these superannuation contributions based on Your Base Pay immediately prior to you taking parental leave.

37. Connected Days

- 37.1. A Connected Day is the opportunity for employees to connect with the things that they love and the things that matter most to them, which may include anything from their culture, family, health, community or wellbeing.
- 37.2. Eligible employees will receive 2 paid Connected Days per calendar year to be taken in accordance with our policies. A Connected Day cannot be taken in part days.
- 37.3. Eligible employees are:
 - (a) permanent full-time and part-time employees; and
 - (b) fixed term employees who have been engaged for a continuous period of 12 months or more.
- 37.4. You may not take a Connected Day during a probationary period or during any period of notice of termination. Taking Connected Day Leave is subject to you providing appropriate notice to your manager, and operational requirements. Unused Connected Days do not accumulate from year to year and will not be paid out upon termination of employment.

38. Emergency Services Leave

- 38.1. A full time or part time employee, who engages with a recognised voluntary emergency services organisation and who is requested, by that organisation, to attend an emergency or natural disaster, is entitled to emergency services leave.
- 38.2. It is the responsibility of the employee to inform Optus Retail of any such required attendance, including its timing and duration, and to provide Optus Retail with evidence of the required attendance.
- 38.3. An employee complying with the above conditions shall receive payment of their ordinary pay for a period of up to 5 days in a 12 month period. Where the employee has performed 3 continuous days of emergency services activities, an additional day of paid Emergency Services Leave will be provided for the purposes of recovery. An employee may also be entitled to additional periods of paid leave, and/or a combination of paid and unpaid leave, subject to the circumstances of the particular emergency or natural disaster and applicable law.

39. Gender Affirmation Leave

- 39.1. We are committed to supporting employees who would like to affirm their gender in our workplace. Optus Retail policies will provide for up to 4 weeks of paid leave for the purpose of an employee affirming their gender.

40. Jury Service

- 40.1. A full time or part time employee summoned to attend jury service will continue to receive their salary for the duration of their attendance.

41. Bereavement Leave & Compassionate Leave

- 41.1. In the unfortunate circumstances where a member of your immediate family or household passes away (including circumstances where you or your spouse experience a miscarriage that occurs between 12 to 20 weeks of pregnancy), Optus Retail will provide full time and part time employees up to 5 days of paid bereavement leave (inclusive of any NES entitlement). You may be requested to provide evidence to support your absence in accordance with Optus Retail's policy.
- 41.2. For full time and part time employees, Optus Retail will approve all reasonable requests for paid compassionate leave of 2 days on the occasion of a member of your immediate family or household contracting or developing a personal illness or sustaining a personal injury, where either situation poses a serious threat to their life. Paid compassionate leave of 2 days will also apply if you or your spouse has a miscarriage before 12 weeks of pregnancy or where a child is stillborn (as defined by NES) and would have been a member of your immediate family or a member of your household. Paid leave beyond 2 days may be approved on a case by case basis. Applications for extended unpaid compassionate leave may also be considered.
- 41.3. For the purposes of this Agreement, 'immediate family' shall include;
- (a) a member of the employee's household;
 - (b) a spouse (including a former spouse, a de facto spouse and a former de facto spouse) of the employee. A de facto spouse means a person of the opposite, or same sex, who lives with the employee in a relationship as a couple, on a bona fide domestic basis although not legally married to the employee;
 - (c) a child, adult child (including an adopted child, a stepchild, a foster child or an ex-nuptial child), parent (including foster parent and step parent), parent-in-law, grandparent, grandchild, sibling of the employee or of the spouse of the employee; and
 - (d) for Indigenous employees, this extends to kinship.

42. Career Break

- 42.1. Full time and part-time employees are able to request a Career Break in accordance with our Optus Retail Policies as amended from time to time. All approved Career Breaks will require you to utilise all of your accrued annual leave and long service leave (where applicable) with the remainder of your career break being treated as unpaid.

43. Leave without pay

- 43.1. Subject to applicable law, all periods of leave without pay will not count as service and will not be taken into account when calculating any incentive or other benefits. However, any period of approved leave without pay will not break your continuity of service with Optus Retail. Leave without pay is not an entitlement and will not be encouraged outside of other forms of unpaid leave types.

44. Blood Donation Leave

- 44.1. We recognise that blood donations are truly life-saving, and want to ensure you are actively encouraged to participate in donating where it is appropriate for you to do so.
- 44.2. A full-time or part-time employee may request up to 16 hours of paid leave each calendar year for the purpose of supporting the community through blood, platelet, or plasma donations through the Australian Red Cross Lifeblood Service. This leave may be taken as a maximum of 4 hours per occasion.

45. Family and Domestic Violence Leave

- 45.1. Optus Retail recognises the impact of family and domestic violence on employees and their families. Optus Retail acknowledges that employees may require time off work for various purposes associated with the effects of family and domestic violence including medical appointments, counselling, legal proceedings and/or other matters related to the effects of family and domestic violence. All employees (including casual and part-time employees) can access up to 20 days per year of service of paid family and domestic violence leave (inclusive of NES entitlements) and this leave is available immediately at the start of employment and each subsequent 12 month period of employment. This leave does not accumulate from year to year. Employees may also access further paid / unpaid leave for these purposes by agreement.

46. Purchased Leave

- 46.1. Sometimes you may want to take a longer break, so Optus Retail's leave policies will provide two opportunities each year where you can apply to "buy" extra leave. If your application is approved, you will buy the extra leave by sacrificing a portion of your pay over a few pay periods in return for the additional leave.

47. Defence Reserve Leave

- 47.1. Full-time and part-time employees who render defence service in the Australian Defence Force Reserves within the meaning of the *Defence Reserve Service (Protection) Act 2001* (Cth) ("**Defence Reserves Act**") as amended from time to time are eligible to access up to 20 calendar days of paid Defence Reserve leave per calendar year.
- 47.2. You will also be entitled to additional absences from work in order to undertake defence service in accordance with the Defence Reserves Act. Such additional absences will be unpaid.
- 47.3. The entitlement to paid leave under this clause does not accrue from year to year, and is not paid out on termination of employment.

48. Natural Disaster Leave

- 48.1. If you are a full-time or part-time employee and are unable to attend work because of a natural disaster (including but not limited to bushfire, flood, or cyclone) you are entitled to up to 3 days of paid natural disaster leave for each natural disaster, paid at your Base Hourly Rate.
- 48.2. You are eligible for this leave where a government or emergency services authority has declared a natural disaster or state of emergency in the area in which you live or work, or where Optus Retail is satisfied that you are directly affected by a natural disaster.

49. Unpaid Examination Leave

- 49.1. Optus Retail recognises the importance of employees undertaking study and professional development and supports employees who are required to attend examinations.
- 49.2. If you are a full-time or part-time employee, you may request unpaid leave to attend examinations.
- 49.3. Full-time and part-time employees must provide reasonable notice of the request, including the date, time and duration of the examination. Approval will not be unreasonably withheld where reasonable notice of the request has been provided.

- 49.4. Nothing in this clause prevents you from requesting to access any accrued paid leave entitlements to attend examinations, subject to approval in accordance with this Agreement and Optus Retail policies.
- 49.5. If you are a casual employee, you must provide reasonable notice that you are unavailable for shifts to attend an examination, including the date, time and duration of the examination.
- 49.6. Optus Retail may require the employee to provide reasonable evidence of the examination, including its date, time and duration.

50. Workers' Compensation

- 50.1. Any Optus Retail employee who, as a result of a compensable injury suffered in the course of their employment with Optus Retail, receives payments under workers' compensation legislation, shall be paid by Optus Retail the difference between the payments received under the workers' compensation legislation and the salary which would otherwise be paid to the employee up to a maximum of 52 weeks from the date of injury. Full participation in any approved return to work program will be a prerequisite to the payment of this make up payment.

51. Other leave

- 51.1. Recognising that this Agreement is about minimum entitlements only, Optus Retail may, in its sole discretion, consider requests for further paid/unpaid leave on a case by case basis.

52. What happens if I am absent from duty without authorised leave (AWOL)?

- 52.1. As a member of our team, we, your fellow team members, and our customers rely on you to provide a leading customer experience. As such, if you are absent from duty without authorised leave, your absence will be treated as unauthorised and you will not be entitled to payment for the period of your absence. All periods of absence without authorised leave may also be subject to disciplinary action up to and including dismissal.



PART 6 - LEAVING OPTUS RETAIL

53. What happens when I leave Optus Retail?

53.1. During your probation period

- (a) Please refer to *Clause 10 Is there a probationary period?* for information regarding termination of your employment during your probationary period.

53.2. Resignation

- (a) After your probationary period, if you are a full-time or part-time employee and you wish to resign from your employment with Optus Retail, you must provide us with 4 weeks' written notice.
- (b) If you are a casual employee, you must provide 1 hour's written notice of your resignation.
- (c) We may choose to pay you in lieu of your notice period.
- (d) If you resign and do not provide the notice required, you will not be paid for the notice period not provided.

- (e) Unless Optus Retail agrees, your notice of termination of employment will be extended by any period of annual or long service leave falling within the notice period.

53.3. Notice of termination by us

- (a) If you are a full-time or part-time employee, your employment may be terminated by us by giving you 4 weeks' written notice. If you are a full-time or part-time employee over the age of 45 years and have completed at least 2 years of continuous service with Optus Retail, we will provide you with an additional week's notice of termination of employment.
- (b) If you are a casual employee, your employment may be terminated by us if we provide you with 1 hour's written notice.
- (c) We may choose to pay you in lieu of your notice period.

53.4. Summary dismissal

- (a) Optus Retail may terminate your employment at any time without notice in the case of serious misconduct.

53.5. Payment on termination of employment

- (a) Optus Retail will pay you unpaid wages and amounts due under the NES no later than 7 days after the day on which your employment terminates.
- (b) Any payments in relation to the Optus Retail Incentive Plan will be paid in accordance with the standard incentive plan payment terms.

54. What happens if my role is made redundant?

- 54.1. If your position has become redundant and your employment is terminated by Optus Retail as a consequence of us not being able to find you suitable alternative employment, you will receive a severance payment of 4 weeks' at your Base Salary for 1 year's completed service and then 3 weeks' at your Base Salary per completed year of service for each subsequent year. Any employee with 10 or more years completed service will also receive an additional week's pay.
- 54.2. Your total severance payment will not exceed 50 weeks' remuneration. Any severance payment under this Agreement includes payment in respect of any entitlement to redundancy pay under the NES.
- 54.3. You will not be entitled to a severance payment under this clause where we find you suitable alternative employment. Suitable alternative employment will involve a consideration of a role suited to your skills or a role which, with some training, you will be able to perform at a competent level.
- 54.4. In addition to your severance payment, you will also be entitled to be paid for any accrued but unused annual and long service leave entitlements in accordance with the NES. You will also be entitled to notice of termination, or a payment in lieu of notice, in accordance with this Agreement.
- 54.5. This clause does not apply to casual employees.



PART 7 – INDIVIDUAL FLEXIBILITY, CONSULTATION AND DISPUTE RESOLUTION

55. What if the terms of the Agreement prevent us from being able to come to an individual agreement about how things should work?

55.1. Sometimes the terms of this Agreement may restrict us from making changes to the way we work to meet our or your needs. In such cases, we may enter into an agreement to vary the terms of this Agreement through the use of an Individual Flexibility Agreement ("IFA"), provided the terms in this clause are met.

55.2. Here is an example of how an IFA can benefit you:

Case study - The benefits of an IFA: Dave is a full-time retail consultant at Optus Retail. Dave's employment is covered by the Optus Retail Agreement 2026 which includes a flexibility term allowing IFAs to be made about the hours an employee works within the Agreement's span of hours.

Dave wants to coach his son's under 10's football training on Sunday afternoons. Dave makes an IFA with Optus Retail allowing him to start and finish work half an hour early on Sundays without the usual penalty rate that would apply for the first half hour. Dave is better off overall because he can attend his son's training, something he values as a significant non-financial benefit.

55.3. The terms outlining how we enter into an IFA are as follows:

- (a) If you are covered by this Agreement, we may agree to make an IFA to vary the effect of terms of the Agreement if:
 - (i) the IFA deals with 1 or more of the following matters:
 - A. arrangements about when work is performed;
 - B. overtime rates;
 - C. penalty rates; or
 - D. allowances.
 - (ii) the arrangement meets our genuine needs in relation to 1 or more of the matters mentioned in clause 55.3(a)(i);
 - (iii) the arrangement is genuinely agreed to by you and Optus Retail; and
 - (iv) the arrangement is entered into following the commencement of your employment.
- (b) Optus Retail will ensure that the terms of the IFA:
 - (i) are about permitted matters under section 172 of the *Fair Work Act 2009*;
 - (ii) are not unlawful terms under section 194 of the *Fair Work Act 2009*; and
 - (iii) result in you being better off overall than you would be if no arrangement was made.
- (c) Optus Retail will ensure that the IFA:

- (i) is in writing;
 - (ii) includes the names of the parties to the IFA i.e. you and Optus Retail;
 - (iii) is signed by you and an appropriate representative of Optus Retail and if you are under 18 years of age, signed by your parent or guardian;
 - (iv) if you have a limited understanding of written English, take reasonable steps (including providing a translation in an appropriate language) to ensure that you understand the IFA;
 - (v) includes details of:
 - A. the terms of this Agreement that will be varied by the arrangement;
 - B. how the arrangement will vary the effect of the terms; and
 - C. how the employee will be better off overall in relation to the terms and conditions of his or her employment as a result of the arrangement; and
 - (vi) states the day on which the arrangement commences.
- (d) Optus Retail will give you a copy of the IFA within 14 days after it is agreed to.
- (e) You and Optus Retail may terminate the IFA:
- (i) by giving 28 days written notice to the other party to the arrangement; or
 - (ii) if Optus Retail and you agree in writing - at any time.

56. What happens if there is a significant change at work which affects me?

- 56.1. If Optus Retail makes a definite decision to introduce major workplace changes that are likely to have a significant effect on employees, it will consult with employees to discuss ways in which it can minimise those impacts where possible. Employees may be represented for the purposes of this consultation.

57. How are issues resolved under this Agreement?

- 57.1. We want to provide a productive, rewarding, enjoyable work environment for our employees. This environment should be characterised by co-operation, mutual respect and open communication directly between management and employees.
- 57.2. This clause sets out the procedures to be followed for preventing and settling disputes between you and Optus Retail about matters arising under this Agreement and in relation to the National Employment Standards.
- 57.3. While any issue in dispute is being addressed through the below procedure, you must not perform your duties in a way which causes any disruption to the operation of Optus Retail's business.
- 57.4. **The Steps**

Step 1: → If you anticipate or are experiencing a job-related problem, you should in the first instance discuss it with your immediate supervisor or manager.

Managers are required to set aside the time necessary for a fair and open discussion.

Under no circumstances will you be disadvantaged if you raise an issue for discussion on a genuine basis.

When appropriate, managers should investigate the facts, consider any policies and practices that may be applicable and may consult with a People and Culture representative for advice as required.

Your manager should give you a response within a reasonable period of time.

- Step 2:** → If the problem is not resolved after taking the steps set out at Step 1, or if there is some reason why the problem cannot be discussed with your immediate supervisor, you may take it to the next level manager or to your People and Culture representative or both.
- Step 3:** → If there is still an unsatisfactory resolution to the matter after taking the steps set out at Step 1 and Step 2, you can raise the matter with the next level leader (Area Manager/ Regional Senior Director / Executive General Manager Retail) and/or the relevant senior member of People and Culture.
- Step 4:** → Should the above steps fail to resolve the issue, you (or your representative) can escalate the matter to the Employee Relations team.
- Step 5:** → If these discussions are unsuccessful you or Optus Retail can refer the matter to the Fair Work Commission for conciliation. The Fair Work Commission's role is limited to providing assistance in an attempt to resolve the dispute.
- Step 6:** → If conciliation does not resolve the issue, you and Optus Retail may agree to ask the Fair Work Commission to arbitrate the dispute.

57.5. Either you or Optus Retail may appoint a representative at any stage of a dispute resolution process (who can be a legal practitioner for the purposes of Step 5 or Step 6).



SCHEDULE 1 - CLASSIFICATION STRUCTURE

Job Classification	Minimum Rate/Base Salary (per annum) as at 1 July 2026	Job Description
Retail Consultant	\$57,774	• Reports to Store Manager. • Accountable for: Keeping up to date with latest products and services and providing customers with the best solution based on their needs. • Key Responsibilities include: ○ Delivering brilliant service with every customer interaction including sales of Optus products and services and responding to customer enquiries ○ Understanding the customer's story and finding the best solutions for their needs ○ Resolving customer issues and knowing when to escalate issues to the Store Manager if required ○ Keep up to date with the latest product knowledge to better serve our customers ○ Achievement of KPI's ○ Ensure a high standard of store & product presentation ○ Demonstrate effective visual merchandising of the store ○ Complete ordering and processing inventory as required ○ Processing of customer transactions ○ Processing repairs ○ Other duties as required.
Specialist Retail Consultant	\$62,650	• Reports to Store Manager. • Accountable for: Managing complex customer enquiries/issues and providing specialist services in store. • Key Responsibilities include: ○ Performs the duties required of a Retail Consultant ○ Acting as a subject matter expert in store on various products and services ○ Coaching and Mentoring Retail Consultants to further develop their knowledge of products and services ○ Achievement of KPI's

Job Classification	Minimum Rate/Base Salary (per annum) as at 1 July 2026	Job Description
		○ Ensure a high standard of store & product presentation ○ Demonstrate effective visual merchandising of the store ○ Complete ordering and processing inventory as required ○ Processing of customer transactions ○ Processing repairs ○ Other duties as required. • Specialist Retail Consultant roles include, but are not limited to: ○ Concierge ○ Business Specialist.
Assistant Store Manager	\$67,546	• Reports to Store Manager. • Accountable for: Supporting the Store Manager in the day to day operations and performance of the store. • Key Responsibilities include: ○ Performing the duties required of a Retail Consultant and Specialist Retail Consultant ○ Supporting the Store Manager in the development and mentoring of Retail Consultants and Specialist Retail Consultants to deliver a brilliant customer experience ○ Assisting the Store Manager to maximise the team's performance at every opportunity ○ Managing customer escalations through to resolution when the store manager is not available ○ Motivating the team to meet performance objectives ○ Achievement of KPI's ○ Lead daily team huddles in conjunction with the Store Manager ○ Assist in the development of effective rostering to meet Customer, Business & team outcomes ○ Other duties as required.

Job Classification	Minimum Rate/Base Salary (per annum) as at 1 July 2026	Job Description
Store Manager 1	\$88,072	• Reports to Area Manager. • Store Manager for Tier 3 and Tier 4 Optus Retail stores. • Accountable for the direct management of the Optus Retail store team and its performance. • Key Responsibilities include: ○ Direct management of the store team ○ Leading and motivating the team to deliver a brilliant customer experience with each customer interaction ○ Maximising the stores performance on a range of products and services ○ Coaching and development of all store employees ○ Responding to and resolving customer issues that have been escalated ○ Managing the stores productivity through effective time and attendance and labour cost management ○ Addressing performance/behavioural issues as they arise ○ Achievement of KPI's ○ Lead daily team huddles ○ Development of effective rostering to meet Customer, Business & team outcomes. ○ Ensure a high standard of store & product presentation ○ Demonstrate effective visual merchandising of the store. ○ Complete ordering and processing inventory as required ○ Processing of customer transactions ○ Processing repairs ○ Other duties as required.
Store Manager 2	\$96,254	• Reports to Area Manager. • Store Manager for Tier 2 Optus Retail stores. • Accountable for the direct management of the Optus Retail store team and its performance. • Employees at this level will have the same responsibilities however will have greater accountability than a Store Manager 1.

Job Classification	Minimum Rate/Base Salary (per annum) as at 1 July 2026	Job Description
Store Manager 3	\$104,788	• Reports to Area Manager. • Store Manager for Tier 1 Optus Retail stores. • Accountable for the direct management of the Optus Retail store team and its performance. • Employees at this level will have the same responsibilities however will have greater accountability than a Store Manager 1 and Store Manager 2.



SCHEDULE 2 – STORE MANAGERS

1. If you are a Store Manager, you will be paid an annual salary that is intended to provide compensation for all penalty rates and loadings (including evening, weekend, public holidays and reasonable additional hours) for hours you are expected to work. The provisions in this Agreement relating to penalty rates, loadings and overtime (as set out in clause 28 *What extra pay will I receive* and clause 29 *What are my overtime arrangements and what extra pay will I receive?*) do not apply to you, with the provisions set out in this Schedule applying to you instead.
2. Your annual salary also compensates you for laundry related expenses and the amount payable for laundry expenses set out in the clause 22 *What am I expected to wear at work?* do not apply to you.
3. **Ordinary hours on a public holiday**
 - 3.1. If you work your ordinary hours on a public holiday, you will be paid as normal, but will also receive time off in lieu of the same number of hours as worked. Your time off in lieu must be taken on a day agreed with your Manager.
 - 3.2. Unless otherwise agreed, time off must be taken on a mutually agreed date within one calendar month of its accrual. Time in lieu not taken within one calendar month will remain available to take at a time mutually agreed. Optus Retail may, in its absolute discretion, elect to pay out any accrued time in lieu, not taken within one calendar month. Any time in lieu that is paid out to you, including unused time in lieu at the end of your employment, will be paid at your Base Hourly Rate.
4. **Full-time Store Managers**
 - 4.1. If you work on a full-time basis, your annual salary compensates you for the expectation that you will work 152 hours per 4 week roster cycle and up to 12 reasonable additional overtime hours (i.e. up to 164 hours per 4 week roster cycle). Your annual salary compensates you for maximum hours worked within the following table ("**Full Time Hours Table**"):

Hours Type	Maximum expected number of hours per 4 week roster cycle	Average hours per week
Evening * and Saturday Hours	56	14
Sunday Hours	16	4
Overtime Hours **	12	3

* Evening hours for non-extended trading hours stores are between 6pm and 9:30pm, Monday to Friday. Evening hours for extended trading hours stores are between 6pm and 11pm, Monday to Friday.

** Overtime Hours mean hours which are:

- in excess of 152 ordinary hours of work over your 4 week roster cycle;
- in excess of the maximum ordinary hours on a day;
- outside the span of ordinary hours of work as set out in Part 4 – My Hours of Work; or
- outside the roster conditions set out in clause 27.2 Roster Requirements.

- 4.2. For work in excess of any category of 'maximum expected number of hours per 4 week cycle' in the Full Time Hours Table, you will be entitled to:
 - (a) for ordinary hours, payment of the SM Excess Hours Loading below for each hour worked:

Day	SM Excess Hours Loading	
Monday – Sunday Hours (excluding Public Holidays, which are dealt with separately above)	\$2.09 per hour	This rate will be maintained or increased each year on 1 July. The rate will be the Retail Employee Level 6 Hourly Sunday rate of pay under the Modern Award less the Store Manager 1 hourly rate of pay. However, the rate will not be decreased (including if the Store Manager 1 Hourly Rate of Pay exceeds the Retail Employee Level 6 Hourly Sunday rate of pay).

- (b) for overtime hours in excess of the Overtime Hours, payment of the SM Overtime Payment:

Day	SM Overtime Payment	
Monday – Sunday Hours	\$62.22 per hour	These rates will be increased each year on 1 July to the hourly overtime rate payable under the Modern Award for a Retail Employee Level 6 on a Sunday or a Public Holiday (as the case may be).
Public Holiday	\$77.78 per hour	

For the avoidance of doubt, this payment applies instead of your Base Hourly Rate.

Example – Full-Time Employee #1

Adrian is a full-time store manager and is classified as a Store Manager 1. Adrian's current salary is \$88,072 per annum (i.e. \$1,693.69 per week).

As a full-time employee, Adrian's annualised salary accounts for up to 152 ordinary hours plus 12 additional hours per 4 week roster cycle.

In a 4 week roster cycle, he works 152 ordinary hours (including 20 Sunday hours) and another 4 additional (overtime) hours.

As set out above, the Full Time Hours Table is as follows:

Hours Type	Maximum expected number of hours per 4 week roster cycle	Average hours per week
Evening and Saturday Hours	56	14
Sunday Hours	16	4
Overtime Hours	12	3

Adrian is entitled to payment as follows:

- Adrian is entitled to payment of his annualised salary at the full-time rate over the 4 week period being \$6,774.76 gross;
- Adrian has worked 4 Overtime Hours. However, as Adrian's annualised salary already accounts for an additional 12 Overtime Hours per 4 week roster cycle, Adrian would not be entitled to any SM Overtime Payment during his 4 week period; and
- Adrian would be entitled to the SM Excess Hours Loading for 4 hours because he has worked 20 Sunday hours – which is 4 hours in excess of the maximum expected number of Sunday Hours (i.e. 16 hours) in the 4 week roster cycle.

Example – Full-Time Employee #2

In the next 4 week roster cycle, Adrian works 152 ordinary hours (including 20 Sunday hours) and another 18 hours of overtime hours. These overtime hours were to fill a gap in the roster as a result of a team member's unplanned absence over 2 days during the 4 week cycle.

Adrian is entitled to payment as follows:

- Adrian is entitled to payment of his annualised salary at the full-time rate over the 4 week period being \$6,774.76 gross;
- Adrian has worked 18 Overtime Hours. However, Adrian's annualised salary already accounts for an additional 12 Overtime Hours per 4 week roster cycle, Adrian is therefore entitled to 6 hours of the SM Overtime Payment during his 4 week period (6hrs x \$62.22); and
- Adrian would be entitled to the SM Excess Hours Loading for 4 hours because he has worked 20 Sunday hours – which is 4 hours in excess of the maximum expected number of Sunday Hours (i.e. 16 hours) in the 4 week roster cycle (\$2.09 x 4).

5. Part-time Store Managers

- 5.1. If you work on a part-time basis, your annual salary compensates you for the expectation that you will work a pro-rata amount of 82 hours per fortnight over the roster cycle (comprising 76 hours per fortnight and up to 6 reasonable additional hours). Your annual salary compensates you for maximum hours worked within the following table ("**Part Time Hours Table**"):

Hours Type	Maximum expected number of hours per fortnight (pro-rated according to FTE)**	Average hours per week (pro-rated according to FTE)
Evening* and Saturday Hours	28	14
Sunday Hours	8	4
Overtime Hours***	6	3

* Evening hours for non-extended trading hours stores are between 6pm and 9:30pm, Monday to Friday. Evening hours for extended trading hours stores are between 6pm and 11pm, Monday to Friday.

** For each category in the Part Time Hours Table, the maximum expected number of hours per fortnight noted above for part-time Store Managers will be pro-rated in accordance with their guaranteed hours as a proportion of 76 hours per fortnight.

*** Overtime Hours mean hours which are:

- in excess of the maximum ordinary hours in a day;

- in excess of 76 hours in a fortnight;
- outside both your guaranteed and available hours in a roster cycle (including temporary agreed variations to those hours). Additional hours within your agreed availability (as defined in the clause 8.4 Part-time employee) are not overtime hours within this dot point;
- outside the span of ordinary hours of work as set out in Part 4 – My Hours of Work; or
- outside the roster conditions set out in clause 27.2 Roster Requirements.

5.2. For work in excess of any category of 'maximum expected number of hours per fortnight' in the Part Time Hours Table you will be entitled to:

(a) for ordinary hours, payment of the following loading for each hour worked:

Day	SM Excess Hours Loading	
Monday - Sunday Hours (excluding Public Holidays, which are dealt with separately above)	\$2.09 per hour	This rate will be maintained or increased each year on 1 July. The rate will be the Retail Employee Level 6 Hourly Sunday rate of pay under the Modern Award less the Store Manager 1 hourly rate of pay. However, the rate will not be decreased (including if the Store Manager 1 Hourly Rate of Pay exceeds the Retail Employee Level 6 Hourly Sunday rate of pay).

(b) for Overtime Hours:

Day	SM Overtime Payment	
Monday - Sunday Hours	\$62.22 per hour	These rates will be increased each year on 1 July to the hourly overtime rate payable under the Modern Award for a Retail Employee Level 6 on a Sunday or a Public Holiday (as the case may be).
Public Holiday	\$77.78 per hour	

For the avoidance of doubt, this payment applies instead of your Base Hourly Rate.

(c) payment at your Base Hourly Rate for ordinary hours (i.e. non Overtime Hours) which are in excess of 76 hours per fortnight plus the pro-rata of the maximum Overtime Hours contained in the Part Time Hours Table over the roster cycle. For example, if you are 0.4 full time equivalent ("**FTE**") (30.4 hrs per fortnight), you will be paid at your Base Hourly Rate for all ordinary hours (i.e. non Overtime Hours) which are agreed to be worked in excess of 32.8 hrs per fortnight up to maximum of 76 hours in a fortnight.

Example – Part-Time Employee

Stevie is a part time store manager who is 0.4 FTE and is classified as a Store Manager 1. Stevie's part time annualised salary is \$35,228.80 per annum (based on a full time equivalent salary of \$88,072 per annum) (i.e. \$677.48 per week).

In a fortnight, Stevie works 30.4 ordinary hours and agrees to work 4 additional hours within their agreed availability and another 3 hours which are worked outside the span of ordinary hours – a total of 37.4 hours.

As a part time employee who is 0.4 FTE, Stevie's annualised salary accounts for 30.4 ordinary hours plus 2.4 reasonable additional hours per fortnight – a total of 32.8 hours.

The Part Time Hours Table for Stevie is pro-rated as follows:

Hours Type	Maximum expected number of hours per fortnight (pro-rated at 0.4 FTE)	Average hours per week (pro-rated at 0.4 FTE)
Evening and Saturday Hours	$28 \times 0.4 = 11.2$	5.6
Sunday Hours	$8 \times 0.4 = 3.2$	1.6
Overtime Hours	$6 \times 0.4 = 2.4$	1.2

Stevie is entitled to payment as follows:

- Stevie is entitled to payment of their annualised salary (i.e. based on 30.4 hours per fortnight) is \$1,354.95 gross a fortnight.
- The 3 hours worked outside the span of ordinary hours are Overtime Hours. As Stevie's annualised salary already accounts for an additional 2.4 Overtime Hours per fortnight, Stevie is paid an additional 0.6 hours SM Overtime Payment (0.6 hrs x \$62.22).
- The 4 additional hours are treated as ordinary hours because Stevie has agreed to work in excess of their guaranteed minimum hours but within her agreed availability (see the clause titled 8.4 "Part Time") and these hours are not in excess of 76 hours per fortnight. Stevie is entitled to 4 hours at their Base Hourly Rate (4hrs x \$44.58).



SCHEDULE 3 – WORKPLACE DELEGATES' RIGHTS

1. Workplace delegates' rights

- 1.1. Clauses 33A.2 – 33A.9 in the Award are incorporated into this Agreement.
- 1.2. For the avoidance of doubt, the reference to 'award' in clause 33A.5(f) of the Award is not intended to confer any additional rights in relation to any process or procedure under the Award.
- 1.3. To the extent permitted by law, these clauses are incorporated as varied from time to time, and if the clauses are removed from the Award, then the workplace delegates' rights term will cease to be incorporated into this Agreement.

SIGNATURE PAGE

Executed as an Agreement:

Signed for **Optus Retailco Pty Limited** by
its representative

Signature of Authorised Officer

Name and Office Held of Authorised Officer

Address of Authorised Officer

Dated

Signed for and on behalf of an employee
authorised representative

Signature of Authorised Representative

Signature of Authorised Representative

Shane Murphy, as Divisional Secretary,
Communications Division, for and on
behalf of the Communications, Electrical,
Electronic, Energy, Information, Postal,
Plumbing and Allied Services Union of
Australia (**CEPU**), an employee
bargaining representative

Gerard Dwyer, as National Secretary
Treasurer, a person duly authorised to sign on
behalf of the Shop, Distributive and Allied
Employee's Association, an employee
bargaining representative

16 Mayneview Street, MILTON QLD,
4064

Level 6, 53 Queen Street, MELBOURNE VIC
3000

Dated

Dated



Optus Retail Parental Leave Policy

SUBJECT TO VOTING – NOT IN FORCE

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1. Purpose

Optus recognises the importance of the period when an employee welcomes a new child or children into their family. Optus understands that parenting looks different for everyone and that taking time off work to spend with a new child or children is not defined by traditional roles, but by shared responsibilities. This policy outlines how Optus supports parents, irrespective of their gender identity or formal carer status, by providing Parental Leave and other forms of support, including upon their return to work.

2. Scope

2.1. Application

This policy applies to all employees employed by Optus Retailco Pty Limited (**Optus**) subject to the transitional arrangements set out in section 2.1.1 below.

This policy will not operate to exclude any provisions of the National Employment Standards.

For the purpose of this policy, employees are grouped based on their eligibility criteria as set out in section 2.3.

2.1.1. 2026 Change - Transitional Arrangements

In 2026, Optus made significant changes to its Parental Leave entitlements connected to the approval of the Optus Retail Agreement 2026 (**2026 Agreement**) by the Fair Work Commission. The effective date of the 2026 Agreement is [TBC].

This table sets out which parental leave policy and guidelines apply to Optus employees based on their circumstances:

Relevant Circumstances to Employee	Applicable Policy and Guidelines
The birth or Date of Placement of a child or children is on or after 1 July 2026	This policy and the Optus Retail Parental Leave Guidelines apply.
The birth or Date of Placement of a child or children is on or before 30 June 2026	This policy and the Optus Retail Parental Leave Guidelines <u>do not</u> apply in relation to leave taken in respect of this child or children. Please refer to the following documents for applicable parental leave entitlements and further information in this circumstance: • Optus Retail Parental and Childcare Leave Policy • Optus Retail Parental and Childcare Leave Guidelines

2.2. Key Related Documents

- Optus Retail Agreement (**Agreement**)

- Optus Retail Parental Leave Guidelines (**Guidelines**)
- Optus Retail Leave Policy
- Ways of Working Policy

2.3. Key Definitions

In this policy:

Adoption means where a child or children under the age of 16 (at the Date of Placement) is placed into the care of an employee for adoption where the child or children have not yet lived with the employee, Spouse or De Facto Spouse for a continuous period of 6 months. If your individual circumstances exclude you from this definition, please contact [HR Assist](#) so that alternative support options can be explored with you.

Continuous Service for the purpose of Parental Leave means the period of time which the employee has, or will have, been continuously employed by Optus by the applicable Qualifying Date. Continuous Service does not include any excluded period¹.

Date of Placement in relation to the Adoption, Long-Term Foster Care or Kinship Care of a child or children by an employee, means the earlier of the following days:

- the day on which the employee first takes custody of the child or children; or
- the day on which the employee starts any travel that is reasonably necessary to take custody of the child or children.

Eligible Employee means a full time or part time employee that is engaged by Optus on a permanent basis and meet all of the following:

- are responsible for the care of a child or children that is or are:
 - newly born (whether they or their Spouse gives birth) to;
 - from a Placement;
- have completed at least 12 months' Continuous Service by the expected date of birth or Placement (i.e. the relevant Qualifying Date); and

the birth or Placement occurs while the employee is employed by Optus.

Flexible Unpaid Parental Leave is Unpaid Parental Leave that is taken in a flexible manner:

- within 24 months of birth or Date of Placement of the child or children; or
- in the case of pregnant employees, during the period that starts 6 weeks before the expected birth date of the child or children.

Kinship Care means where a child or children under the age of 16 (at the Date of Placement) are placed into the care of an employee who:

- is a relative or someone they already know (excluding a biological child or children of the employee, or their Spouse);
- shares a cultural or community connection; and

¹ An excluded period is defined in the *Fair Work Act 2009* (Cth) [here](#). For the purposes of Paid Parental Leave, this also includes any period of unpaid authorised absences.

- the child or children have not yet lived with the employee, Spouse or De Facto Spouse for a continuous period of 6 months.

For clarity, at the Date of Placement the care must be for an ongoing or definite basis with the unlikely return of the child or children to their birth parent/s.

Long-Term Casual means a casual employee that:

- has been working for Optus on a regular and systematic basis for at least 12 months by the Qualifying Date; and
- has a reasonable expectation of continuing work for Optus on a regular and systematic basis, had it not been for the birth or Adoption.

Long-Term Foster Care means where a child or children under the age of 16 (at the Date of Placement) is placed into the care of an employee where the child or children have not yet lived with the employee, Spouse or De Facto Spouse for a continuous period of 6 months. For clarity, at the Date of Placement the care must be for an ongoing or definite basis with the unlikely return of the child or children to their birth parent/s.

Miscarriage has the same meaning as the NES. For more detailed information see the [NES](#).

NES means the National Employment Standards under the *Fair Work Act 2009* (Cth) as they may be updated or replaced from time to time.

Normal Salary means the base pay (as defined in the Retail Agreement) that the employee receives immediately prior to taking Paid Parental Leave, including an amount that would ordinarily be paid into the employee's superannuation fund (less any salary sacrifice deductions that the employee has elected to make, and less tax).

Optus means Optus Retailco Pty Ltd.

Paid Parental Leave means Optus' paid parental leave entitlement set out in section 4.1 which is only accessible by Eligible Employees.

Parental Leave is a period of leave taken under this policy in relation to the birth or Placement of a child or children (or Adoption for Partially Entitled Employees).

Placement means the placement of a child or children through:

- Adoption;
- Surrogacy;
- Long-Term Foster Care; or
- Kinship Care.

Partially Entitled Employee means an employee that is a:

- Long-Term Casual;
- a full time or part time employee engaged on a fixed term basis; or
- a permanent employee (full time or part time) that is not eligible for Paid Parental Leave because they have not met the required Continuous Service by the applicable Qualifying Date.

Qualifying Date means the date at which an employee must have completed their Continuous Service by as part of their eligibility for Parental Leave:

Leave Type	Qualifying Date for Applicable Circumstances
Paid Parental Leave	Expected date of birth or Date of Placement of the child or children.
Unpaid Parental Leave	- Taken prior to birth (pregnant employees only – see section 6.3) – expected date of birth of the child or children. - Taken after birth or for a Placement – the date on which Unpaid Parental Leave commences.
Unpaid Special Leave	Expected date of birth of the child or children

Spouse means a person married to or in a de facto relationship with, including those in a same sex relationship, an Optus employee.

Stillborn has the same meaning as the NES and includes the loss of a child after the 20th week of pregnancy. For more detailed information see the [NES](#).

Surrogacy means an arrangement whereby a person becomes pregnant and gives birth to a child or children for an employee of Optus, with the intention of giving that child or children to the Optus employee once the child or children are born, as permitted in accordance with relevant legislation.

Unpaid Parental Leave means the unpaid parental leave entitlement of Eligible Employees and Partially Entitled Employees set out in 6.1 below.

Unpaid Pre-Placement Leave means special leave as defined in section 7.1.

Unpaid Special Leave means the unpaid special leave as set out in section 7.2.

3. Parental Leave

3.1. Overview

Employees wanting to take Parental Leave may have paid and/or unpaid leave options available to them depending on their circumstances and eligibility, such as:

Possible Paid Leave Options	Possible Unpaid Leave Options
- Optus Paid Parental Leave - Australian Government Parental Leave Pay - Annual Leave - Long Service Leave	- Unpaid Parental Leave as well as an approved extension (a portion of which can be taken as Flexible Unpaid Parental Leave) - Unpaid Pre-Placement Leave - Unpaid Special Parental Leave

Employees who are not entitled or eligible to the leave options above but need to request time off, can raise a [HR Assist](#) ticket to explore what leave options can be accommodated.

4. Optus Paid Parental Leave

4.1. Entitlement, Eligibility and Exclusions

Eligible Employees are, subject to the requirements of this policy (including section 12), entitled to up to 16 weeks' Paid Parental Leave

For part time employees, Paid Parental Leave will be pro-rated based on their guaranteed minimum hours.

For clarity:

- this entitlement remains available to Eligible Employees where a child or children are Stillborn or pass away within 24 months of birth, unless varied or cancelled at the employee's request;
- Eligible Employees on an approved career break are not entitled to take Paid Parental Leave during their career break;
- Partially Entitled Employees are **not** entitled to Paid Parental Leave.

If an employee's Parental Leave has been approved but, due to unforeseen circumstances, they will no longer meet the Continuous Service requirement, the employee or their leader **must** submit a [HR Assist](#) ticket for further guidance.

4.2. Payment

Paid Parental Leave is paid at the employee's Base Pay.

4.3. Taking Optus Paid Parental Leave

Eligible Employees who are entitled to Paid Parental Leave can take it in either:

- one continuous block; or
- two separate blocks.

If taken in two separate blocks:

- each block must be a minimum of 2 weeks long;
- the employee must return to work between the two blocks for a minimum period determined by Optus. Leaders **must** consider business and operational needs when deciding this. Before approving the arrangement, leaders **must** check with Payroll via [HR Assist](#) to confirm whether it can be supported; and
- no other Parental Leave can be taken between each block, excluding Connected Days.

For clarity, Paid Parental Leave:

- is taken at the same time with Unpaid Parental Leave (i.e. runs concurrently);
- and
- can only be taken in whole weeks (not individual days or part days).

	Applicable circumstances for <u>Eligible Employees</u>	Time Requirements for Paid Parental Leave
1	Employee who is pregnant	One of the following: - up to 6 weeks <u>before</u> the expected date of birth of the child or children; or - earlier if the employee and Optus agree; or - within the 12-month period starting on the date of birth of the child or children, but must be completed within the first 12 months of life.
2	Employee who is not pregnant	Start and end within the first 12 months of life.
3	Employee where Paid Parental Leave relates to a Placement	Start and end within the first 12 months of the Date of Placement.

If a child or children are Stillborn, Eligible Employees are still entitled to take Paid Parental Leave in circumstances 1 or 2 above. The 12-month period will be calculated from the date the child or children are Stillborn.

Eligible Employees may take Paid Parental Leave at the same time the other parent is taking Parental Leave if they wish to do so (irrespective of whether both are employed by Optus).

4.4. Parameters

Where there are multiple births (i.e., twins, triplets or more) or multiple children as part of a Placement, Eligible Employees are only entitled to Paid Parental Leave once.

Any period of Paid Parental Leave is not extended by public holidays.

Any Paid Parental Leave taken counts towards the total amount of Unpaid Parental Leave an employee is entitled to take (see section 6.1). For example, a Eligible Employee can take up to 12 months (or 52 weeks) of Unpaid Parental Leave. Where an employee wishes to take 16 weeks' of Paid Parental Leave, they have up to 36 weeks' of Unpaid Parental Leave they can take (including any Flexible Unpaid Parental Leave).

A Eligible Employee **must** take all of their Paid Parental Leave **prior to**:

- taking any annual leave or long service leave as part of their Parental Leave; and/or
- taking any Unpaid Parental Leave (including Flexible Unpaid Parental Leave).

See the Guidelines for examples on how Paid Parental Leave can be taken in accordance with this policy.

5. Australian Government Paid Parental Leave

In addition to the benefits that Optus offers by way of Paid Parental Leave, employees may also be eligible to receive Australian Government Paid Parental Leave (GPPL) while on Parental Leave.

Eligibility for the GPPL scheme is subject to certain requirements and is administered by Services Australia. Payments under the GPPL scheme are funded by the Government. In order to claim this

benefit, employees must complete and lodge the appropriate forms through Services Australia. Employees should visit the Services Australia website at [Parental Leave Pay - Services Australia](#) or call 13 61 50 for more information about eligibility and making a claim for this benefit.

6. Unpaid Parental Leave

6.1. Entitlement and Eligibility

Eligible Employees and Partially Entitled Employees are entitled to up to 12 months of Unpaid Parental Leave if they meet the following criteria:

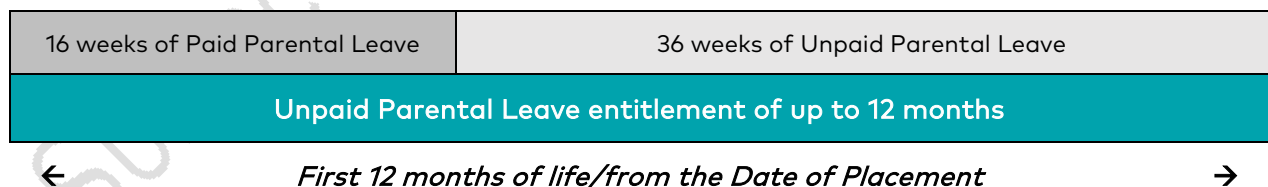
- they are responsible for the care of a child or children that is or are:
 - newly born (whether they or their Spouse) to;
 - from a Placement (Eligible Employees only) or Adoption (Partially Entitled Employees only);
- they have completed the required Continuous Service by the Qualifying Date (see section 2.3 to determine whether this requirement has been met); and
- the birth or Placement occurs while the employee is employed at Optus.

If a permanent employee (full time or part time), is not eligible for Paid Parental Leave because they have not met the required Continuous Service by the applicable Qualifying Date, they may still be eligible to take Unpaid Parental Leave if the Continuous Service requirement is met for the applicable Qualifying Date. See the definition of 'Partially Entitled Employee' in section 2.3 for more information.

For clarity:

- where Paid Parental Leave is taken under this policy, it counts towards the total amount of Unpaid Parental Leave an employee is entitled to take (i.e. where 16 weeks Paid Parental Leave is taken, only a further 36 weeks' of Unpaid Parental Leave can be taken) (see the illustrative diagram below); and
- this entitlement remains available to Eligible Employees and Partially Entitled Employees where a child or children are Stillborn or pass away within 24 months of birth.

Illustrative Example: Eligible Employees Only



Eligible Employees and Partially Entitled Employees are also entitled to:

- take part of their Unpaid Parental Leave entitlement "flexibly" (see section 6.6);
- request to extend their Unpaid Parental Leave for a period of up to 12 months (see section 6.5); and
- request a reduction in the period of Unpaid Parental Leave agreed to be taken by the employee once a period of Unpaid Parental Leave has started (see the Guidelines for further information about making this request).

6.2. Taking Unpaid Parental Leave

Unpaid Parental Leave is usually taken in one continuous block. However, an employee can take Unpaid Parental Leave "flexibly" up a maximum number of days (see section 6.6 for more information).

Employees eligible to take Unpaid Parental Leave may do so at the same time that the other parent is taking Parental Leave if they wish to do so, irrespective of whether both are employed by Optus.

6.2.1. Taking Other Paid Leave

An employee can request to take certain paid leave as part of their Parental Leave. Paid leave that can be taken as part of an employee's Parental Leave includes but not limited to accrued but untaken annual leave or long service leave in accordance with applicable legislation. For clarity, Connected Days cannot be taken during Unpaid Parental Leave

An employee is not usually able to take paid personal (sick)/carer's leave or compassionate leave as part of their Parental Leave other than in limited circumstances (e.g. Stillborn or death of a child or children for which an employee is taking Unpaid Parental Leave).

Paid leave taken as part of an employee's Parental Leave is taken at the same time (i.e. concurrently) as Unpaid Parental Leave.

Requests to take paid leave as part of an employee's Parental Leave should be made in accordance with the Optus Retail Leave Policy.

6.3. Commencement of Unpaid Parental Leave

Applicable circumstances for eligible employees	Time Unpaid Parental Leave can commence
Employee who is pregnant	One of the following: - up to 6 weeks before the expected date of birth of the child or children; or - earlier if the employee and Optus agree; or - within the first 24 months of life of the child or children, but must end leave during the first 24 months of life of the child or children. For clarity, this includes circumstances where an extension has been approved by Optus (see section 6.5).
Employee who is not pregnant	Start and end during the first 24 months of life of the child or children.
Employee where Unpaid Parental Leave relates to a Placement (Eligible Employees) or Adoption (Partially Entitled Employees)	Start and end within the first 24 months from the Date of Placement.

6.4. During Unpaid Parental Leave

Employees will:

- not be paid for public holidays that fall within the period; and
- need to make alternative payment arrangements for salary sacrifice arrangements. Employees can contact [HR Assist](#) to discuss their individual circumstances.

Where the employment of an employee engaged on a fixed-term basis is due to end:

- while on Unpaid Parental Leave, the employee's employment will end on the agreed date in accordance with the contractual agreement; or
- after Unpaid Parental Leave has concluded, the employee will return to their position and their employment will continue until the date agreed as part of their contractual agreement.

6.5. Extending Unpaid Parental Leave

6.5.1. Entitlement

Eligible Employees and Partially Entitled Employees may request to extend their Unpaid Parental Leave for up to a further 12 months (to a maximum of 24 months in total). The request must be made no later than 4 weeks' before their initial 12-months of Unpaid Parental Leave ends where Optus will provide a written response within 21 days of receipt.

An approved extension of Unpaid Parental Leave can only be taken prior to the second birthday of the child or children or within 24 months from the Date of Placement.

Illustrative Example for Eligible Employee – 12-Week Extension Approved

16 weeks of Paid Parental Leave	36 weeks of Unpaid Parental Leave	12 weeks of Unpaid Parental Leave
Unpaid Parental Leave (total of 12 months)		Extension of Unpaid Parental Leave (12 weeks)
←	First 12 months	→ ← Second 12 Months →

Requests to extend Unpaid Parental Leave are subject to approval by Optus and may be refused if:

- Optus has discussed the request with the employee, and genuinely tried to reach agreement about an extension to the period of leave (but no agreement has been reached);
- Optus has had regard to the consequences of refusal for the employee; and
- the refusal is on reasonable business grounds.

It is also open for Optus and the employee to agree to an extension of Unpaid Parental Leave for the employee for a period that differs from the period initially requested by the employee.

See the Guidelines for more information on how to make this request.

6.6. Taking Unpaid Parental Leave Flexibly

6.6.1. Quantum

Eligible Employees and Partially Entitled Employees can take part of their Unpaid Parental Leave (including any approved extensions) in a flexible manner. This is referred to as 'Flexible Unpaid

Parental Leave' and there are restrictions around how much Unpaid Parental Leave an employee can take flexibly.

The date of birth or Date of Placement of a child or children will determine the number of days an employee can take Unpaid Parental Leave flexibly:

Date of birth or Date of Placement:	Number of Flexible Unpaid Parental Leave days available: ²
Between 1 January 2025 and 30 June 2025	Up to 110 days
Between 1 July 2025 and 30 June 2026	Up to 120 days
On or after 1 July 2026	Up to 130 days

6.6.2. Parameters

Flexible Unpaid Parental Leave can only be taken prior to the second birthday or 24 months from the Date of Placement of the child or children in:

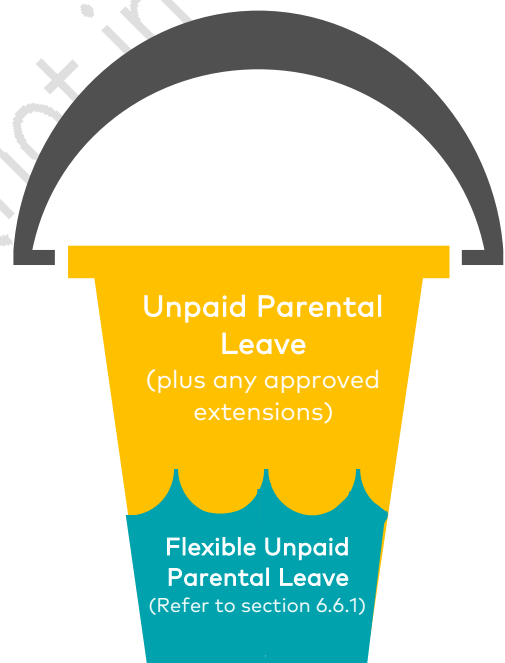
- one continuous period; or
- separate periods of at least one or more days (i.e. a 'day' in this section is the employee's working day).

In certain circumstances, pregnant employees may take Flexible Unpaid Parental Leave during the period that starts 6 weeks before the expected date of birth of the child or children (see section 8.2).

For clarity:

- an employee's entitlement to take Unpaid Parental Leave (being up to 12 months plus any approved extensions) is subject to the applicable cap on Flexible Unpaid Parental Leave days; and
- any Flexible Unpaid Parental Leave taken will reduce the employee's total available Unpaid Parental Leave entitlement (including any approved extension), calculated by reference to a standard 5 day working week (as illustrated in the diagram).

For example, if an employee intends to take 14 days of Unpaid Parental Leave in a flexible manner, i.e. Flexible Unpaid Parental Leave, their total entitlement to Unpaid Parental Leave (being up to 12 months plus any approved extension) will be reduced by 2 working weeks (i.e. total of 50 weeks, not including Paid Parental Leave).



² In accordance with the NES (as amended from time to time).

7. Other Types of Unpaid Parental Leave

7.1. Unpaid Pre-Placement Leave

Employees may access up to 2 days of Unpaid Pre-Placement Leave prior to the Date of Placement of the child or children to attend any interviews or examinations in relation to the approval of a Placement (Eligible Employees) or Adoption (Partially Entitled Employees). For clarity, there is no Continuous Service requirement to take this leave.

Employees are not entitled to take Unpaid Pre-Placement Leave if the employee could take some other form of leave.

Unpaid Pre-Placement Leave can be taken as a single continuous period of up to 2 days, or 2 separate days which are agreed between the employee and Optus.

7.2. Unpaid Special Parental Leave

Eligible Employees or Partially Entitled Employees who are pregnant are entitled to a period of Unpaid Special Parental Leave if they are not fit for work where:

- they have a pregnancy-related illness; or
- they have been pregnant, and the pregnancy ends after at least 12 weeks' gestation otherwise than by the birth of a child or children and the child is not Stillborn.

Unpaid Parental Leave is not reduced by the amount of any Unpaid Special Parental Leave taken.

For clarity, Unpaid Special Parental Leave can be taken up to 6 weeks prior to the expected date of birth of the child or children (see section 8.1).

8. Pregnant Employees

8.1. If Work Conditions Become Unsuitable Because of Pregnancy

If prior to commencing Parental Leave, the health and safety of the employee or the unborn child or children is at risk as a result of the pregnancy, Optus will make reasonable adjustments to support the pregnant employee to continue work or otherwise transfer the employee to appropriate alternative duties (i.e. a 'safe job'), if available. See the Guidelines for further information.

8.2. Flexible Unpaid Parental Leave

If a pregnant employee continues to work during the 6 weeks prior to the expected date of birth of the child or children, they may access their Flexible Unpaid Parental Leave during this time (see section 6.6).

9. During Parental Leave

9.1. Service

9.1.1. Continuous Service

All Parental Leave taken (paid or unpaid) does not break an employee's Continuous Service with Optus.

9.1.2. What Types of Leave During Parental Leave Count Towards Length of Service?

The length of an employee's service with Optus may be relevant in certain circumstances throughout their employment (for example, determining an entitlement to long service leave). For more information contact [HR Assist](#).

9.2. Superannuation

Superannuation contributions will be made by Optus on behalf of Eligible Employee taking:

- Paid Parental Leave (as part of their Normal Salary set out in section 4.2);
- Unpaid Parental Leave (including Flexible Unpaid Parental Leave) up to 36 weeks; and
- Keeping In Touch Days.

Superannuation will not be paid to a Eligible Employee when taking:

- approved extensions of Unpaid Parental Leave (set out in section 6.5);
- Unpaid Parental Leave where the Eligible Employee has not yet returned to work in the circumstances set out in section 12;
- Unpaid Pre-Placement Leave (if eligible); or
- Unpaid Special Leave (if eligible).

For clarity, superannuation contributions will not be made by Optus on behalf of Partially Entitled Employees when taking Unpaid Parental Leave, Unpaid Pre-Placement Leave or Unpaid Special Leave (if eligible).

9.3. Benefits

During Parental Leave, your access to Optus benefits will not be impacted and you will continue to have access to support such as the [Optus Employee Assistance Program](#). If you are a member of the Optus Superannuation Plan, your insured benefits (Life, Total & Permanent Disablement and Income Protection) will not be impacted.

If you have a novated lease, you will need to make arrangements with the leasing company to cover the lease costs during any unpaid leave taken (see [Novated Leasing on Optimiser](#) for more information).

9.4. Incentive Plans

An employee's entitlement to an incentive payment for the period of any Paid Parental Leave is subject to the terms of any applicable Incentive Plan.

9.5. Termination of Employment While on Parental Leave

An employee may resign from Optus whilst on Parental Leave by giving notice in accordance with their contract of employment.

It is unlawful for Optus to terminate an employee's employment where the reason for the termination of employment is because the employee is pregnant or because they are on an approved period of Parental Leave. This does not prevent Optus from terminating the employment for other lawful reasons.

9.6. Other Employment

During Parental Leave, employees must not:

- perform any work except for authorised "Keeping In Touch Days" or activities (see the Guidelines for further information on Keeping In Touch Days), or
- take up other employment that conflicts with Optus' interests or impacts their ability to return to work as planned. Employees must disclose any proposed secondary employment to their leader while on Parental Leave so that any potential conflict or impact can be assessed and approved where appropriate. If this occurs, the leader must obtain guidance from People and Culture via [HR Assist](#).

10. Returning to Work

10.1. Return to Work

An employee who returns to work after taking Parental Leave is entitled to return to the position held immediately before commencing Parental Leave (excluding any safe job or part-time job the employee transferred to because of a pregnancy).

If the pre-Parental Leave position no longer exists, the employee is entitled to return to an available position for which the employee is qualified and suited nearest in status and pay to that of their previous position.

10.2. Requests to Change Working Arrangements

Employees should refer to the Ways of Working Policy for details regarding any request to temporarily alter their working arrangements for their return to work, including the request for a Flexible Work Arrangement. Where an employee wishes to permanently alter working arrangements upon their return to work, this should be discussed with the employee's leader.

11. Unexpected Circumstances

Optus provides additional support for our people if they experience difficult and unexpected circumstances related to child or birth-related events. As always, Optus provides free confidential counselling services through the [Employee Assistance Program](#) which can provide support to employees and members of their household by calling 1800 273 865.

11.1. Hospitalisation of a Child or Children

In the event of premature birth or other birth-related complications which require the child or children to be hospitalised immediately following birth, employees have the option to temporarily pause their Parental Leave and return to work while their child or children remains in hospital (**Permitted Work Period**). For clarity, during the Permitted Work Period, the employee is not taken to be on Unpaid Parental Leave, and the period of Parental Leave taken before (if at all) and after the Permitted Work Period is treated as one continuous period of leave.

11.2. Stillborn/Death of a Child or Children

As set out earlier in this policy, employees are entitled to remain on Parental Leave (subject to eligibility) where their child or children are Stillborn or pass away within 24 months from birth.

In circumstances where the employee has exhausted their Parental Leave entitlements, employees may be eligible to access Compassionate or Bereavement Leave (paid and/or unpaid) where a child or children are Stillborn or pass away within 24 months of birth. Please refer to the Optus Retail Leave Policy for the eligibility criteria and quantum of leave available.

11.3. Miscarriage

Where an employee or an employee's Spouse has a Miscarriage, they may be eligible to access Compassionate and/or Bereavement Leave (paid and/or unpaid). Please refer to Optus Retail Leave Policy for more information for the eligibility criteria and quantum of leave available.

11.4. Ceasing to Have Responsibility for the Care of a Child or Children

If an employee who is on Parental Leave ceases to have responsibility for the care of a child or children, they may be directed by Optus to return to work on a specified day by giving no less than 4 weeks' notice. This does not apply in circumstances where the child or children are Stillborn or pass away within 24 months of life. See the Guidelines for more information regarding the cancellation of Parental Leave.

12. Additional/Subsequent Children While on Parental Leave

During a period of Parental Leave, if a Eligible Employee gives birth to or a Placement (or Adoption) occurs in relation to an additional or subsequent child or children, they are only eligible for Paid Parental Leave and the superannuation benefits in section 9.2 if they return to work and complete a further 12 months' Continuous Service with Optus.

Eligible Employees and Partially Entitled Employees remain entitled to:

- other types of unpaid parental leave where eligible (section 7); and
- other paid leave entitlements where eligible (e.g. annual leave or LSL),

even if they do not return to work and complete a further 12 months' Continuous Service with Optus.

13. Applying for Parental Leave

Please refer to the Guidelines for more information regarding how to apply for Parental Leave, including relevant notice and evidence requirements.

14. More Information

For more information, including questions related to this policy, please see the Guidelines, contact your leader or [HR Assist](#).

Please note that this policy does not form part of an employee's contract of employment nor is contractually binding and Optus reserves the right to vary or otherwise withdraw this policy at any time.

Optus Retail Agreement 2026 – Employee Information

Welcome to the employee website for the
Optus Retail Agreement 2026!

This page provides all relevant documents and information to support your review and understanding of the proposed Optus Retail Agreement 2026 (**New Agreement**) prior to casting your vote in the upcoming confidential employee ballot.

What's next?

It's time to get ready to vote! Thank you to those who provided feedback on the proposed changes we shared back in March.

We need your support as the changes being proposed as part of the New Agreement can only be implemented if a majority of those who cast a valid vote in the ballot vote 'Yes'. Therefore, make sure you don't miss out on your opportunity to vote.

Important Information

Copy of the New Agreement

A copy of the **New Agreement** that we'll be asking you to vote on once the ballot opens can be found [here](#).

Information Sheets

To support your understanding of the New Agreement and what it could mean for you, check out the Information Sheets below. Read the one that applies to you:

- **Full-Time employees - Information Sheet** (Applicable to Full-Time Retail Consultants, Specialist Retail Consultants and Assistant Store Managers).
- **Part-Time employees - Information Sheet** (Applicable to Part-Time Retail Consultants, Specialist Retail Consultants and Assistant Store Managers).

- [Casual employees - Information Sheet](#) (Applicable to Casual Retail Consultants, Specialist Retail Consultants and Assistant Store Managers).
- [Store Managers - Information Sheet](#)

Comparing the New Agreement

To help you compare the New Agreement with the current Optus Retail Agreement 2023, you can access the following documents:

- The current [Optus Retail Agreement 2023 \(2023 Agreement\)](#)
- A copy of the [tracked changed version of the current 2023 Agreement](#) compared with the New Agreement so the difference between the two agreements can be compared.

Information Pack (coming soon!)

We are preparing a detailed **Optus Retail Agreement 2026 Information Pack** that will be available here on 9 July 2026 explaining the changes and what they mean for you by clause number. This Information Pack will also contain FAQs about the ballot process. We'll let you know once it's available.

Other Relevant Materials

Optus Retail policies are **not** incorporated into the New Agreement. However you can access some of them below for your reference or in Circle - the home to all of our people policies:

- If the New Agreement is approved, a new parental leave policy will apply for a child born or placed on or after 1 July 2026. The new [Optus Retail Parental Leave Policy](#) will support your understanding of the policy provisions applicable to those arrangements.
- All leave-related policies including all People and Culture Policies can be found on [Circle](#).
- Relocation Policy – available on [Circle](#)
- [Optus Retail Incentive Plan - Standard Terms](#)
- [Optus Retail Incentive Plan - Incentive Terms](#)
- Salary Packaging - head to [Optimiser](#) under Financial Wellbeing for more detail
- [Optus Travel and Expense Policy](#)
- The General Retail Industry Award 2020 (**Award**) would apply to you if no enterprise agreement (ie, the 2023 Agreement or if it is voted up and approved, the New Agreement) is in place. While the Award is not incorporated into the New Agreement (except as noted below), the New Agreement refers to it in determining the rate of pay under some provisions and the Fair Work Commission refers to the Award during the approval process:
 - [General Retail Industry Award 2020](#)

- The current version of **Clause 33A of the General Retail Industry Award 2020** (which is incorporated into the New Agreement as varied from time to time)
- The current version of relevant legislation which underpins some provisions in the New Agreement and apply (as relevant) during the operation of the New Agreement:
 - **Fair Work Act, 2009** (including the National Employment Standards)
 - Long Service Leave legislation:
 - **New South Wales - Long Service Leave Act 1955**
 - **Queensland - the Industrial Relations Act 2016**
 - **Victoria - the Long Service Leave Act 2018**
 - **South Australia - the Long Service Leave Act 1987**
 - **Western Australia - the Long Service Leave Act 1958**
 - **Tasmania - the Long Service Leave Act 1976**
 - **the Australian Capital Territory - the Long Service Leave Act 1976**
 - **the Northern Territory - the Long Service Leave Act 1981**
 - **Superannuation Guarantee (Administration) Act 1992 (Cth)**
- **Defence Reserve Service (Protection) Act 2001 (Cth)**

How can I vote?

The employee ballot will commence at **10am on Thursday 23 July 2026 and close at 6pm Tuesday 28 July 2026 (AEST)** and be conducted by confidential ballot through CorpVote (a third-party ballot provider), You'll get the opportunity to vote online or by phone with details emailed to you directly at that time.

More Information

If you have any questions, reach out to the Retail Agreement team at RetailAgreement@optus.com.au.

Accessibility and Document Support

If you have any difficulty accessing these materials, would like us to send you a copy of one or more materials, or have any questions, please contact us by sending an email to RetailAgreement@optus.com.au.

A member of our team will then reach out to you and work with you to support your requirements.

Attachment Q

From: Retail Agreement
Sent: Thursday, 2 July 2026 1:51 PM
To: Retail Agreement
Subject: Optus Retail Agreement 2026
Attachments: Proposed Optus Retail Agreement 2026.pdf

Optus Retail Agreement 2026

Ballot open from 23 July to 28 July 2026

yes OPTUS

Hello

We are contacting you as an Optus Retailco Pty Ltd (**Optus Retail**) employee who is covered by the Optus Retail Agreement.

Today, Andy Hitchen emailed employees with an update regarding the proposed Optus Retail Agreement 2026 (**New Agreement**). A copy of that communication is included below for your reference.

Although you are currently on secondment, you remain eligible to participate in the upcoming ballot for the New Agreement.

We encourage you to carefully read the email below, the proposed New Agreement, and the other resources available on the [Agreement Hub](#) before voting. If you have any questions, speak to your Area Manager or contact the team at RetailAgreement@optus.com.au.

Regards
Tania
Optus Retail Agreement Team
People & Culture

From: Andy Hitchen <Andy.Hitchen@optus.com.au>

Sent: Thursday, 2 July 2026 11:11 AM

To: [REDACTED]

Subject: Optus Retail Agreement 2026

Optus Retail Agreement 2026

Ballot open from 23 July to 28 July 2026

yes OPTUS

Hi ,

Today, I'm excited to share with you the proposed [Optus Retail Agreement 2026 \(New Agreement\)](#) and what it could mean for you if you say 'yes' in the upcoming employee ballot.

In March, I let you know that we had decided to kick start the process to renew the Agreement. At the time, we shared what it could look like and invited you to share with us your feedback and raise any questions.

In developing the New Agreement we have listened to feedback, recognised the diversity and individuality of our people, and focused on what matters most to our team. The result is an offering that recognises excellent customer outcomes, consistent performance, and provides practical flexibility in a fast-moving retail environment – one that reflects who we are as one team.

A summary of the key enhancements we are proposing include:

Here's a summary of what the **Optus Retail Agreement 2026** could look like

Vote from

Thursday 23 July to Tuesday 28 July 2026



2 Connected Days

2 paid leave days to connect with what matters most to you



Increased minimum pay rates for all roles



Changes to the span of ordinary hours



Plus additional leave benefits

- Carer Neutral and up to 16 weeks paid Parental Leave
- Increased paid Blood Donation and Family and Domestic Violence Leave
- New paid Natural Disaster Leave



And more!

Increase to Redundancy Pay to up to 50 weeks



yes OPTUS

How can I learn more?

We've prepared some resources to make this easier to understand.

Information Sheets

We've prepared some information sheets with a high level summary of some of the key terms relevant for you. Select the link based upon your role:

- [Full-Time employee](#);
- [Part-Time employee](#);
- [Casual employee](#); or
- [Store Manager](#).

Copy of the proposed New Agreement

You can access a copy of the full proposed New Agreement [here](#) and also attached for your reference. We encourage you to carefully read it prior to voting in the upcoming employee ballot.

Accessing info on the go

To help you get across the detail, we have a dedicated Optus Retail Agreement Hub (**Agreement Hub**) which you can access here:

<https://www.optus.com.au/notices/enterprise-bargaining-agreement>.

You can easily access the Agreement Hub both in-store or on the go.

The [Agreement Hub](#) brings together everything you need to understand about the New Agreement, including:

- a tracked changes version of the New Agreement, so you can see what's changed from the Optus Retail Agreement 2023;
- supporting information to help you interpret the changes;
- guidance on how the New Agreement may impact you; and
- details on when and how to cast your vote in the upcoming ballot.

We encourage you to explore the [Agreement Hub](#) to build a strong understanding of the New Agreement and what it means for you!

Vote in the employee ballot from Thursday, 23 July

Before we can implement any of these proposed changes, we need your 'yes' vote to support the New Agreement in the upcoming confidential employee ballot.

Voting is an important part of the formal legal process under the *Fair Work Act*. The New Agreement can only be implemented if a **majority** of those who cast a valid vote in the ballot vote 'yes'. That's why it's critical that you participate in the ballot!

Voting will open at **10am on Thursday, 23 July 2026** and close at **6pm on Tuesday, 28 July 2026 (AEST)**. The vote will be conducted by confidential ballot through CorpVote (an independent third-party voting provider), and you may choose to vote online or by phone. We'll provide you with more information on the voting process as we get closer to the opening of the ballot.

What happens next?

We will continue to keep you informed and supported as we move forward through the final stages of this process.

- **Next week:** We will release a detailed Information Pack explaining the proposed changes clause-by-clause and what they mean for you. The pack will also include FAQs about the voting process.
- **Voting period, Thursday, 23 July – Tuesday, 28 July:** This is your opportunity to vote on the proposed New Agreement!
- **Wednesday, 29 July:** We will share the voting results and outline what comes next.

We're here to help

If you have any questions, speak to your Area Manager or contact the team at RetailAgreement@optus.com.au. I encourage you to carefully read the proposed New Agreement, and the other resources available on the [Agreement Hub](#) before voting.

I'm excited about these proposed enhancements and the positive impact they will have for our team - I hope you are too!

Best wishes,
Andy Hitchen

EGM, Retail

For internal circulation only

This email may be confidential. If you received it accidentally, please do not send it to anyone else, delete it and let the sender know straight away. **Please think of the environment before printing this email.**

Attachment R

Attachment R – MyHub Screenshots 2 July 2026 – Access Period Launch

A message from Andy

Optus Retail Agreement 2026

Today, I'm excited to share with you the proposed [Optus Retail Agreement 2026 \(New Agreement\)](#) and what it could mean for you if you say 'yes' in the upcoming employee ballot.

In March, I let you know that we had decided to kick start the process to renew the Agreement. At the time, we shared what it could look like and invited you to share with us your feedback and raise any questions.

In developing the New Agreement we have listened to feedback, recognised the diversity and individuality of our people, and focused on what matters most to our team. The result is an offering that recognises excellent customer outcomes, consistent performance, and provides practical flexibility in a fast-moving retail environment – one that reflects who we are as one team.

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- **Carer Neutral** and up to 16 weeks paid Parental Leave
- **Increased** paid Blood Donation and Family and Domestic Violence Leave
- **New** paid Natural Disaster Leave

And more!

Increase to Redundancy Pay to up to 50 weeks

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We've prepared some information sheets with a high level summary of some of the key terms relevant for you. Select the link based upon your role:

- Full-Time employee;
- Part-Time employee;
- Casual employee; or

Posted 2 July 2026

Share Link

ARCHIVED

Andy Hitchen

Retail RetailCo

Search this feed...

The Pulse

2 July 2026 at 11:49 am

Thanks team for reading Andy's message .

Like Comment 3 views

and Performance Team like this.

Write a comment...

ME_965743630_1

Optus Retail Agreement 2026

I'm a Full-Time Employee

This Information Sheet is a summary of some of the key terms of the proposed Optus Retail Agreement 2026 (New Agreement) and what it could mean for you.

This Information Sheet applies to:

- Full-Time Retail Consultants
- Full-Time Specialist Retail Consultants
- Full-Time Assistant Store Managers

Full-Time Store Managers should refer to the Store Manager Information Sheet.

We encourage employees to carefully review a copy of the New Agreement that has been made available to you and other available resources before voting in the ballot for the New Agreement. This summary does not form part of the New Agreement

Ballot

The ballot will open at 10am on Thursday 23 July 2026 and close at 6pm on Tuesday 28 July 2026 (AEST)

Resources

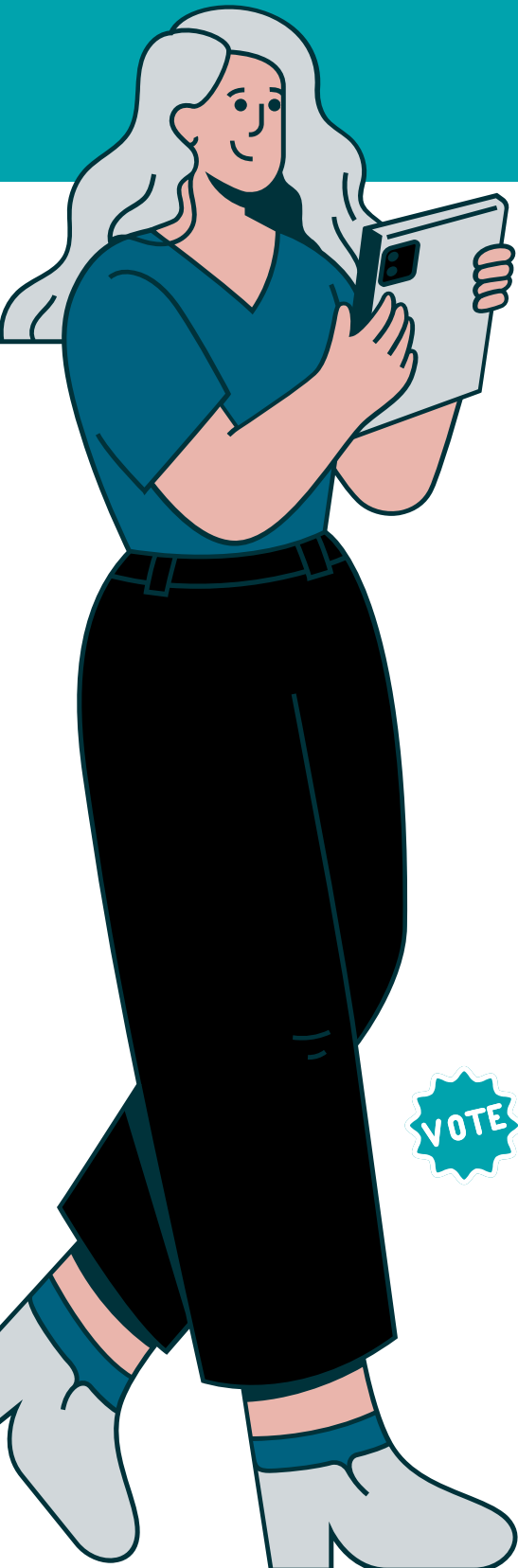
Visit the Optus Retail Agreement Hub at:
<https://www.optus.com.au/notices/enterprise-bargaining-agreement>

There you'll find a copy of the New Agreement and other resources to help you understand the terms of the New Agreement and their effect.

From 9 July, a detailed Information Pack will be shared explaining each of the changes by clause.

Questions or want to learn more?

We're here to help! Speak to your Area Manager or reach out to the team at RetailAgreement@optus.com.au



Optus Retail Agreement 2026

Increased minimum pay rates



The minimum annual base salary for each of the below classifications will increase on the commencement of the New Agreement as follows:

Job Classification	Current Annual Base Salary (1 July 2025) (2023 Agreement)	New Annual Base Salary (1 July 2026) (New Agreement)
Retail Consultant	\$55,022	\$57,774
Specialist Retail Consultant	\$59,809	\$62,650
Assistant Store Manager	\$64,483	\$67,546

Employees who are currently paid above the minimum rates outlined will continue to receive their existing salary.

These minimum annual base salaries will increase over the life of the New Agreement based on the year on year Headline Consumer Price Index (CPI) figure as published by the Australian Bureau of Statistics:

- 1 July 2027 – CPI to 31 March 2027;
- 1 July 2028 – CPI to 31 March 2028; and
- 1 July 2029 – CPI to 31 March 2029.

Incentive Plan

Permanent full-time employees remain eligible to participate in the Optus Retail Incentive Plan. The "on target" amount remains as 15%.

Allowances

The following allowances increase under the New Agreement:

Allowance	Amount	Detail
Laundry	\$6.42 per week	Paid in addition to Base Salary
First Aid	\$14.55 per week	If you hold an appropriate qualification and are appointed by Optus Retail to perform first aid duty
Meal	\$24.56 (first instance); \$22.27 (after 4 hours)	Subject to some exceptions, if you are required to work more than 1 hour of overtime after your rostered finishing time without 24 hours' notice. You will not be paid this allowance if you could reasonably return home for a meal within the period allowed for a meal break, or if a meal is provided by Optus Retail.

Optus Retail Agreement 2026

Span of ordinary hours

- The span of ordinary hours for our stores will change as set out below.
- Hours worked outside the span are considered 'overtime hours', and as the span of hours will reduce under the New Agreement for some employees, overtime rates may apply on more occasions than they currently do.
- If you **work in a store other than those with extended trading hours (see clause 26.1)** the span of ordinary hours will change on a Sunday as set out below:



	Current	New Agreement
Sunday	8.30am - 6.30pm	9:00am - 6:00pm

- See clause 26.1 and 26.2 of the New Agreement for further detail.

Penalty Rates

When working ordinary hours on weekday evenings, weekends, or public holidays, you will continue to receive the following rates:



	Penalty Rate
Monday to Friday - after 6:00pm	125%
Saturday	125%
Sunday	150%
Public Holidays	225%



Overtime Rates

Overtime applies where you work:

- in excess of 152 ordinary hours over your 4-week roster cycle;
- in excess of the maximum ordinary hours on a day;
- outside the span of ordinary hours;
- outside the roster conditions in the New Agreement.

There are no changes to these conditions except as it relates to the change in the span of ordinary hours on a Sunday.

For overtime worked on	Overtime Rate
Monday to Saturday – first 3 hours	150%
Monday to Saturday – after 3 hours	200%
Sunday	200%
Public holiday	250%

Optus Retail Agreement 2026

New and improved leave entitlements



IMPROVED – Enjoy 2 Connected Days

We are introducing an additional day of paid leave, increasing the entitlement from one to two Connected Days per year, which you can use at a time that suits you best to connect with the things that matter to you most – whether that's culture, family, health or wellbeing.

IMPROVED – Paid Parental Leave: Now 16 Weeks and Carer Neutral

- 1 Introducing carer neutral parental leave meaning each parent will be able to access up to 16 weeks paid parental leave regardless of their caring status.
- 2 Increasing the paid leave benefit for employees from up to 14 weeks to up to 16 weeks.

IMPROVED – Blood Donation Leave, Now up to 16 Hours Per Year

You may request up to 16 hours of paid leave per calendar year (a maximum of 4 hours per occasion) to donate blood, platelets or plasma through the Australian Red Cross Lifeblood Service. This is an increase of up to 8 hours per year with additional flexibility.

IMPROVED – Family and Domestic Violence Leave, Now 20 Days

The New Agreement doubles the paid Family and Domestic Violence Leave entitlement – from 10 days (the NES minimum) to 20 days per year, for all employees.

This leave is available immediately from the first day of employment, resets each 12-month period, and does not accumulate from year to year.

NEW – Defence Reserve Leave

If you are a member of the Australian Defence Force Reserves, you are now entitled to up to 20 calendar days of paid leave per calendar year to undertake defence service. Additional unpaid absence may also be available in accordance with the Defence Reserve Service (Protection) Act 2001 (Cth). This entitlement does not accrue from year to year.

NEW – Natural Disaster Leave

If you are unable to attend work because of a natural disaster (including bushfire, flood or cyclone) in the area where you live or work, you are entitled to up to 3 days of paid leave per natural disaster event. This applies where a government or emergency services authority has declared a natural disaster or state of emergency, or where Optus Retail is satisfied that you are directly affected.

NEW – Unpaid Examination Leave

Optus Retail recognises the importance of study and professional development. You may request unpaid leave to attend examinations. Approval will not be unreasonably withheld where reasonable notice is provided (including the date, time and duration of the exam). You may also choose to access accrued paid leave instead, subject to approval.

CHANGED – Purchased Leave

This has been moved from the annual leave clause and is substantially unchanged. This will reflect market practice that purchased leave schemes do not directly interact with an employee's annual leave entitlement and therefore consider it appropriate to more appropriately characterise it as a "Purchased Leave" entitlement.

Improvements in redundancy

The maximum redundancy pay under the New Agreement has increased from 48 weeks to 50 weeks.

Optus Retail Agreement 2026

I'm a Part-Time Employee



This Information Sheet is a summary of some of the key terms of the proposed Optus Retail Agreement 2026 (New Agreement) and what it could mean for you.

This Information Sheet applies to:

- Part-Time Retail Consultants
- Part-Time Specialist Retail Consultants
- Part-Time Assistant Store Managers

Part-Time Store Managers should refer to the Store Manager Information Sheet.

We encourage employees to carefully review a copy of the New Agreement that has been made available to you and other available resources before voting in the ballot for the New Agreement. This summary does not form part of the New Agreement

Ballot

The ballot will open at 10am on Thursday 23 July 2026 and close at 6pm on Tuesday 28 July 2026 (AEST)

Resources

Visit the Optus Retail Agreement Hub at:
<https://www.optus.com.au/notices/enterprise-bargaining-agreement>

There you'll find a copy of the New Agreement and other resources to help you understand the terms of the New Agreement and their effect.

From 9 July, a detailed Information Pack will be shared explaining each of the changes by clause.

Questions or want to learn more?

We're here to help! Speak to your Area Manager or reach out to the team at RetailAgreement@optus.com.au

Optus Retail Agreement 2026

Increased minimum pay rates



The minimum annual base salary for each of the below classifications will increase on the commencement of the New Agreement as follows:

Job Classification	Current Annual Base Salary (1 July 2025) (2023 Agreement)	New Annual Base Salary (1 July 2026) (New Agreement)
Retail Consultant	\$55,022	\$57,774
Specialist Retail Consultant	\$59,809	\$62,650
Assistant Store Manager	\$64,483	\$67,546

These amounts are **pro-rated** against full-time equivalent hours for part-time employees.

Employees who are currently paid above the minimum rates outlined will continue to receive their existing salary.

These minimum annual base salaries will increase over the life of the New Agreement based on the year on year Headline Consumer Price Index (CPI) figure as published by the Australian Bureau of Statistics:

- 1 July 2027 – CPI to 31 March 2027;
- 1 July 2028 – CPI to 31 March 2028; and
- 1 July 2029 – CPI to 31 March 2029.

Incentive Plan

Permanent part-time employees remain eligible to participate in the Optus Retail Incentive Plan. The "on target" amount remains as 15%.

Allowances

The following allowances increase under the New Agreement:

Allowance	Amount	Detail
Laundry	\$1.28 per shift	Paid in addition to Base Salary
First Aid	\$14.55 per week	If you hold an appropriate qualification and are appointed by Optus Retail to perform first aid duty
Meal	\$24.56 (first instance); \$22.27 (after 4 hours)	Subject to some exceptions, if you are required to work more than 1 hour of overtime after your rostered finishing time without 24 hours' notice. You will not be paid this allowance if you could reasonably return home for a meal within the period allowed for a meal break, or if a meal is provided by Optus Retail.

Optus Retail Agreement 2026

Span of ordinary hours

- The span of ordinary hours for our stores will change as set out below.
- Hours worked outside the span are considered 'overtime hours', and as the span of hours will reduce under the New Agreement for some employees, overtime rates may apply on more occasions than they currently do.
- If you work in a store other than those with extended trading hours (see clause 26.1) the span of ordinary hours will change on a Sunday as set out below:



	Current	New Agreement
Sunday	8.30am - 6.30pm	9:00am - 6:00pm

- See clause 26.1 and 26.2 of the New Agreement for further detail.

Penalty Rates

When working ordinary hours on weekday evenings, weekends, or public holidays, you will continue to receive the following rates:

	Penalty Rate
Monday to Friday - after 6:00pm	125%
Saturday	125%
Sunday	150%
Public Holidays	225%



Overtime Rates

Overtime applies where you work:

- in excess of the maximum ordinary hours on a day;
- outside the span of ordinary hours;
- after working more than 76 ordinary hours in a fortnight;
- after working hours which are outside both your guaranteed minimum hours and your agreed availability in a roster cycle (including as temporarily varied).

There are no changes to these conditions except as it relates to the change in the span of ordinary hours on a Sunday.

For overtime worked on	Overtime Rate
Monday to Saturday – first 3 hours	150%
Monday to Saturday – after 3 hours	200%
Sunday	200%
Public holiday	250%

Optus Retail Agreement 2026

Retaining our Part-Time arrangements

Our part-time arrangements provide a **structured and flexible approach**, combining guaranteed minimum hours with agreed availability.

When you commence as a part-time employee, you and Optus Retail will agree in writing on:

- **Your guaranteed minimum hours** – the number of hours we commit to providing each week or roster cycle; and
- **Your agreed availability** – the days and times you are available to work those hours.

Additional safeguards include:

- a minimum shift length of 3 consecutive hours;
- a minimum guarantee of 5 hours per week.

Working additional hours

You may have the opportunity to work additional hours within your agreed availability:

- These hours are by agreement only and are paid at ordinary rates.
- You are not required to accept additional hours.
- Agreement must be recorded in writing (either each time or via a Standing Agreement).
- Even with a Standing Agreement, you can decline additional hours when offered.

Changing your hours or availability

You and Optus Retail can agree to vary your guaranteed hours or availability.

Where this occurs:

- Changes must be **recorded in writing**:
 - For a single shift: before the end of that shift;
 - For ongoing changes: before they take effect.

Any agreed additional or varied hours are paid at ordinary rates (including applicable penalties), unless overtime provisions apply.

Overtime

Additional or varied hours are not considered overtime, unless they meet the overtime conditions set out in the New Agreement (see overtime clause).

Optus Retail Agreement 2026

New and improved leave entitlements



IMPROVED – Enjoy 2 Connected Days

We are introducing an additional day of paid leave, increasing the entitlement from one to two Connected Days per year, which you can use at a time that suits you best to connect with the things that matter to you most – whether that's culture, family, health or wellbeing.

IMPROVED – Paid Parental Leave: Now 16 Weeks and Carer Neutral

- 1 Introducing carer neutral parental leave meaning each parent will be able to access up to 16 weeks paid parental leave regardless of their caring status.
- 2 Increasing the paid leave benefit for employees from up to 14 weeks to up to 16 weeks.

IMPROVED – Blood Donation Leave, Now up to 16 Hours Per Year

You may request up to 16 hours of paid leave per calendar year (a maximum of 4 hours per occasion) to donate blood, platelets or plasma through the Australian Red Cross Lifeblood Service. This is an increase of up to 8 hours per year with additional flexibility.

IMPROVED – Family and Domestic Violence Leave, Now 20 Days

The New Agreement doubles the paid Family and Domestic Violence Leave entitlement – from 10 days (the NES minimum) to 20 days per year, for all employees.

This leave is available immediately from the first day of employment, resets each 12-month period, and does not accumulate from year to year.

NEW – Defence Reserve Leave

If you are a member of the Australian Defence Force Reserves, you are now entitled to up to 20 calendar days of paid leave per calendar year to undertake defence service. Additional unpaid absence may also be available in accordance with the Defence Reserve Service (Protection) Act 2001 (Cth). This entitlement does not accrue from year to year.

NEW – Natural Disaster Leave

If you are unable to attend work because of a natural disaster (including bushfire, flood or cyclone) in the area where you live or work, you are entitled to up to 3 days of paid leave per natural disaster event. This applies where a government or emergency services authority has declared a natural disaster or state of emergency, or where Optus Retail is satisfied that you are directly affected.

NEW – Unpaid Examination Leave

Optus Retail recognises the importance of study and professional development. You may request unpaid leave to attend examinations. Approval will not be unreasonably withheld where reasonable notice is provided (including the date, time and duration of the exam). You may also choose to access accrued paid leave instead, subject to approval.

CHANGED – Purchased Leave

This has been moved from the annual leave clause and is substantially unchanged. This will reflect market practice that purchased leave schemes do not directly interact with an employee's annual leave entitlement and therefore consider it appropriate to more appropriately characterise it as a "Purchased Leave" entitlement.

Improvements in redundancy

The maximum redundancy pay under the New Agreement has increased from 48 weeks to 50 weeks.

Optus Retail Agreement 2026

I'm a

Casual Employee

This Information Sheet is a summary of some of the key terms of the proposed Optus Retail Agreement 2026 (New Agreement) and what it could mean for you.

This Information Sheet applies to:

- Casual Retail Consultants
- Casual Specialist Retail Consultants
- Casual Assistant Store Managers

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Ballot

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Resources

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From 9 July, a detailed Information Pack will be shared explaining each of the changes by clause.

Questions or want to learn more?

We're here to help! Speak to your Area Manager or reach out to the team at RetailAgreement@optus.com.au



Optus Retail Agreement 2026

Increased minimum pay rates

The minimum base hourly rate of pay (rounded to 2 decimal points) for each of the below classifications will increase on commencement of the New Agreement as follows:



Job Classification	1 July 2025 Rate (2023 Agreement)		1 July 2026 Rate (New Agreement)	
	Base Hourly Rate of Pay	Base Hourly Rate of Pay (plus 25% casual loading)	Base Hourly Rate of Pay	Base Hourly Rate of Pay (plus 25% casual loading)
Retail Consultant	\$27.85	\$34.81	\$29.24	\$36.55
Specialist Retail Consultant	\$30.27	\$37.84	\$31.71	\$39.64
Assistant Store Manager	\$32.64	\$40.80	\$34.18	\$42.73

Employees who are currently paid above the minimum rates outlined will continue to receive their existing rate of pay.

These minimum rates of pay will increase over the life of the New Agreement based on the year on year Headline Consumer Price Index (CPI) figure as published by the Australian Bureau of Statistics:

- 1 July 2027 – CPI to 31 March 2027;
- 1 July 2028 – CPI to 31 March 2028; and
- 1 July 2029 – CPI to 31 March 2029.

Allowances

The following allowances increase under the New Agreement:

Allowance	Amount	Detail
Laundry	\$1.28 per shift	Paid in addition to Base Salary
First Aid	\$14.55 per week	If you hold an appropriate qualification and are appointed by Optus Retail to perform first aid duty
Meal	\$24.56 (first instance); \$22.27 (after 4 hours)	Subject to some exceptions, if you are required to work more than 1 hour of overtime after your rostered finishing time without 24 hours' notice. You will not be paid this allowance if you could reasonably return home for a meal within the period allowed for a meal break, or if a meal is provided by Optus Retail.

Optus Retail Agreement 2026

Span of ordinary hours

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- If you work in a store other than those with extended trading hours (see clause 26.1) the span of ordinary hours will change on a Sunday as set out below:



	Current	New Agreement
Sunday	8.30am - 6.30pm	9:00am - 6:00pm

- See clause 26.1 and 26.2 of the New Agreement for further detail.

Penalty Rates

When working ordinary hours on weekday evenings, weekends, or public holidays, you will continue to receive the following rates:



	Casual employees (inclusive of 25% casual loading)
Monday to Friday - after 6:00pm	150%
Saturday	150%
Sunday	175%
Public Holidays	250%



Overtime Rates

Overtime applies where you work:

- in excess of the maximum ordinary hours on a day;
- outside the span of ordinary hours;
- after working more than 38 ordinary hours in one week.

There are no changes to these conditions except as it relates to the change in the span of ordinary hours on a Sunday.

For overtime worked on	Overtime Rate
Monday to Saturday – first 3 hours	175%
Monday to Saturday – after 3 hours	225%
Sunday	225%
Public holiday	275%

Optus Retail Agreement 2026

New and improved leave entitlements



IMPROVED – Family and Domestic Violence Leave, Now 20 Days

The New Agreement doubles the paid Family and Domestic Violence Leave entitlement — from 10 days (the NES minimum) to 20 days per year, for all employees including casual employees.

This leave is available immediately from the first day of employment, resets each 12-month period, and does not accumulate from year to year.

NEW – Unpaid Examination Leave

Optus Retail recognises the importance of study and professional development. So that we can support your examination requirements, casual employees who won't be available for a shift due to an exam should provide reasonable notice so that we can plan rosters accordingly.

Retained leave entitlements

As a casual employee, you receive a casual loading in addition to your base hourly rate. This loading is paid in lieu of certain entitlements that apply to permanent employees including paid annual leave, paid personal/carer's leave and other paid leave entitlements under the New Agreement and applicable legislation.

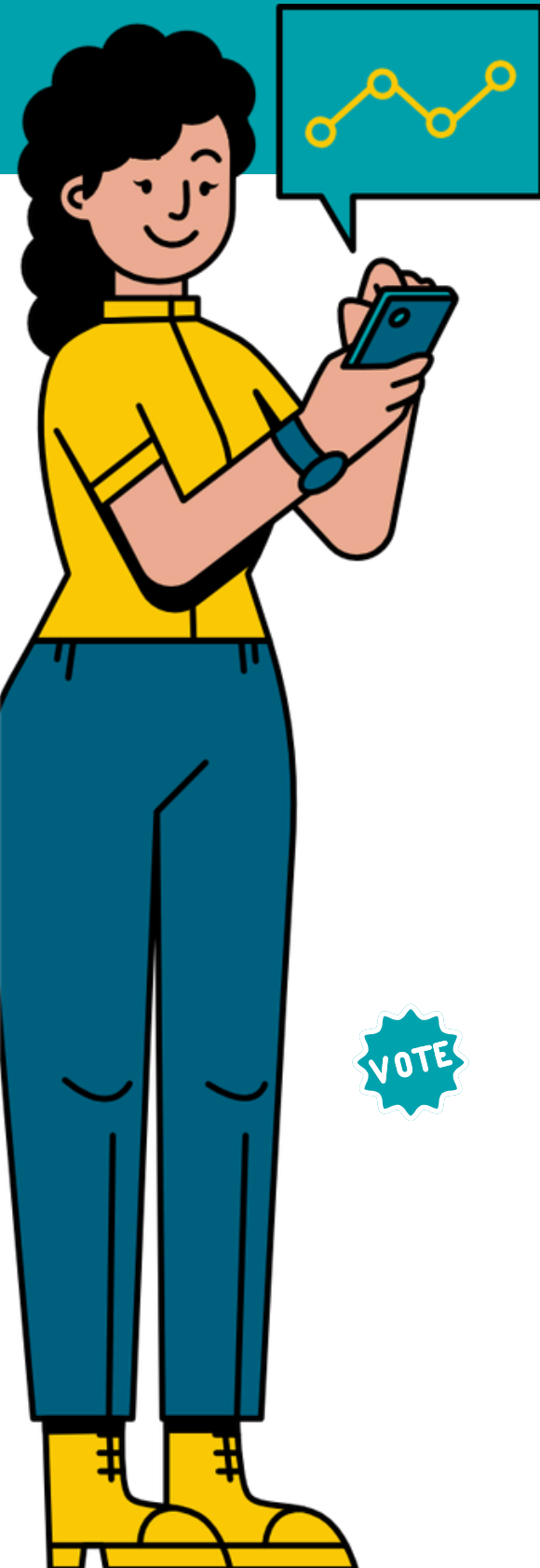
The casual loading forms part of your overall rate of pay and is intended to compensate you for not receiving these entitlements.

Under Optus Retail's policies and the National Employment Standards, you may still be eligible for certain unpaid leave entitlements, including:

- Unpaid parental leave
- Unpaid carer's leave
- Unpaid compassionate leave
- Unpaid jury service and community service leave

Optus Retail Agreement 2026

I'm a Store Manager



This Information Sheet is a summary of some of the key terms of the proposed Optus Retail Agreement 2026 (New Agreement) and what it could mean for you.

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Questions or want to learn more?

We're here to help! Speak to your Area Manager or reach out to the team at RetailAgreement@optus.com.au

Optus Retail Agreement 2026

Increased minimum pay rates



The minimum annual base salary for each of the below classifications will increase on the commencement of the New Agreement as follows:

Job Classification	Current Annual Base Salary (1 July 2025) (2023 Agreement)	New Annual Base Salary (1 July 2026) (New Agreement)
Store Manager 1	\$84,078	\$88,072
Store Manager 2	\$91,889	\$96,254
Store Manager 3	\$100,036	\$104,788

Employees who are currently paid above the minimum rates outlined will continue to receive their existing rate of pay.

These minimum rates of pay will increase over the life of the New Agreement based on the year on year Headline Consumer Price Index (CPI) figure as published by the Australian Bureau of Statistics:

- 1 July 2027 – CPI to 31 March 2027;
- 1 July 2028 – CPI to 31 March 2028; and
- 1 July 2029 – CPI to 31 March 2029.

Incentive Plan

Store Managers will remain eligible to participate in the Optus Retail Incentive Plan. The "on target" amount remains as 15%.

Span of ordinary hours

- If you work in a store other than those with extended trading hours, the span of ordinary hours will change on a Sunday as set out below:

	Current	New Agreement
Sunday	8.30am - 6.30pm	9:00am - 6:00pm



- All other provisions relating to the span of ordinary hours remain unchanged.
- Hours worked outside the span are considered 'overtime hours' and will count towards the maximum threshold for 'overtime hours'. As the span of hours will reduce under the New Agreement for some employees, there may be more occasions when hours count towards the maximum overtime threshold. After the threshold is exceeded, SM Overtime Payment applies.
- See clauses 26.1, 26.2 and Schedule 2 – Store Managers of the New Agreement for further detail.

Optus Retail Agreement 2026

Maximum thresholds

- The maximum thresholds for the Store Manager annualised pay arrangements will be retained under the New Agreement.
- This approach provides appropriate safeguards for Store Managers to ensure that Store Managers who are required to work more evening, weekends and overtime hours than what we have factored into the Store Manager Annual Base Salary will be compensated with additional pay.
- This provides more equitable outcomes in both rostering and compensation.
- Full-time Store Managers will continue to have the following maximum thresholds applied

Hours Type	Maximum expected number of hours per 4-week roster cycle	Average hours per week
Evening* and Saturday Hours	56	14
Sunday Hours	16	4
Overtime Hours**	12	3

* Evening hours for non-extended trading hours stores are between 6pm and 9:30pm, Monday to Friday. Evening hours for extended trading hours stores are between 6pm and 11pm, Monday to Friday.

** Overtime Hours mean hours which are:

- In excess of 152 ordinary hours of work over your 4 week roster cycle;
- In excess of the maximum ordinary hours on a day;
- Outside the span of ordinary hours of work as set out in Part 4 – My Hours of Work; or outside the roster conditions set out in clause 27.2 Roster Requirements.

-
- If a Store Manager is required to work beyond these maximum thresholds, then additional pay will apply.
 - For hours worked in excess of the maximum thresholds for evening, Saturday and Sunday hours, a \$2.09 per hour SM Excess Hours loading will apply. This means the manager will receive their normal base hourly rate plus an additional amount per hour.
 - Hours worked outside the span of ordinary hours will contribute to 'overtime hours'. The span of ordinary hours has also changed (see 'Span of ordinary hours' for more detail).
 - Store Managers will continue to receive time in lieu for any public holiday hours worked in addition to their normal pay.
 - For overtime hours in excess of the maximum threshold, a SM Overtime Payment will apply. This payment applies instead of your base hourly rate.

Day	SM Overtime Payment
Monday – Sunday Hours	\$62.22 per hour
Public Holiday	\$77.78 per hour

- These thresholds take into account generally an expectation that a full-time Store Manager will work a roster pattern of 1 Saturday and 1 Sunday in a fortnight and some evening trading hours.
- Detailed examples are set out in Schedule 2 of the New Agreement to assist in your understanding, including how these provisions apply if the Store Manager is part-time.

Optus Retail Agreement 2026

New and improved leave entitlements



IMPROVED – Enjoy 2 Connected Days

We are introducing an additional day of paid leave, increasing the entitlement from one to two Connected Days per year, which you can use at a time that suits you best to connect with the things that matter to you most – whether that's culture, family, health or wellbeing.

IMPROVED – Paid Parental Leave: Now 16 Weeks and Carer Neutral

- 1 Introducing carer neutral parental leave meaning each parent will be able to access up to 16 weeks paid parental leave regardless of their caring status.
- 2 Increasing the paid leave benefit for employees from up to 14 weeks to up to 16 weeks.

IMPROVED – Blood Donation Leave, Now up to 16 Hours Per Year

You may request up to 16 hours of paid leave per calendar year (a maximum of 4 hours per occasion) to donate blood, platelets or plasma through the Australian Red Cross Lifeblood Service. This is an increase of up to 8 hours per year with additional flexibility.

IMPROVED – Family and Domestic Violence Leave, Now 20 Days

The New Agreement doubles the paid Family and Domestic Violence Leave entitlement – from 10 days (the NES minimum) to 20 days per year, for all employees.

This leave is available immediately from the first day of employment, resets each 12-month period, and does not accumulate from year to year.

NEW – Defence Reserve Leave

If you are a member of the Australian Defence Force Reserves, you are now entitled to up to 20 calendar days of paid leave per calendar year to undertake defence service. Additional unpaid absence may also be available in accordance with the Defence Reserve Service (Protection) Act 2001 (Cth). This entitlement does not accrue from year to year.

NEW – Natural Disaster Leave

If you are unable to attend work because of a natural disaster (including bushfire, flood or cyclone) in the area where you live or work, you are entitled to up to 3 days of paid leave per natural disaster event. This applies where a government or emergency services authority has declared a natural disaster or state of emergency, or where Optus Retail is satisfied that you are directly affected.

NEW – Unpaid Examination Leave

Optus Retail recognises the importance of study and professional development. You may request unpaid leave to attend examinations. Approval will not be unreasonably withheld where reasonable notice is provided (including the date, time and duration of the exam). You may also choose to access accrued paid leave instead, subject to approval.

CHANGED – Purchased Leave

This has been moved from the annual leave clause and is substantially unchanged. This will reflect market practice that purchased leave schemes do not directly interact with an employee's annual leave entitlement and therefore consider it appropriate to more appropriately characterise it as a "Purchased Leave" entitlement.

Improvements in redundancy

The maximum redundancy pay under the New Agreement has increased from 48 weeks to 50 weeks.

Attachment W

From: Retail Agreement
Sent: Thursday, 9 July 2026 12:02 PM
Subject: Optus Retail Agreement 2026 – Additional resources



Hi team

Last week, we shared the proposed [Optus Retail Agreement 2026 \(New Agreement\)](#), along with details about the upcoming employee ballot. Voting will be open from **Thursday, 23 July 2026 to Tuesday, 28 July 2026**.

Information Pack

To help you understand the New Agreement before casting your vote, an [Information Pack](#) is now available on the [Agreement Hub](#). It includes:

- an overview of the proposed changes in the New Agreement, including an explanation of the terms and their effect (i.e. what it means for you);
- a summary of the key changes in the [General Retail Industry Award 2020 \(Award\)](#) clauses since the current Optus Retail Agreement 2023 was approved, including an explanation of how entitlements under the New Agreement compare to the Award; and
- Frequently Asked Questions (FAQs) including information about the voting process.

Explainer Video

We have also prepared an Explainer Video (available on the [Agreement Hub](#)) for those who prefer to watch or listen to the overview of the proposed changes.

Key dates

Please note the following important dates:

- **Voting period opens 10am on Thursday, 23 July 2026 and closes 6pm Tuesday, 28 July 2026 (AEST):** This is your opportunity to vote on the proposed New Agreement!
- **Wednesday, 29 July:** We will share the voting results and outline what comes next.

Need support?

For further information, visit the [Agreement Hub](#).

If you have any specific questions, speak to your Area Manager or contact the team at RetailAgreement@optus.com.au.

Optus Retail Agreement 2026 team

From: Andy Hitchen <Andy.Hitchen@optus.com.au>
Sent: Thursday, 2 July 2026 11:41 AM
Subject: Optus Retail Agreement 2026

Optus Retail Agreement 2026

Ballot open from 23 July to 28 July 2026

yes OPTUS

Hi ,

Today, I'm excited to share with you the proposed [Optus Retail Agreement 2026 \(New Agreement\)](#) and what it could mean for you if you say 'yes' in the upcoming employee ballot.

In March, I let you know that we had decided to kick start the process to renew the Agreement. At the time, we shared what it could look like and invited you to share with us your feedback and raise any questions.

In developing the New Agreement we have listened to feedback, recognised the diversity and individuality of our people, and focused on what matters most to our team. The result is an offering that recognises excellent customer outcomes, consistent performance, and provides practical flexibility in a fast-moving retail environment – one that reflects who we are as one team.

A summary of the key enhancements we are proposing include:

Here's a summary of what the **Optus Retail Agreement 2026** could look like

Vote from

Thursday 23 July
to Tuesday 28
July 2026



2 Connected Days

2 paid leave days to connect with what matters most to you



Increased minimum pay rates for all roles



Changes to the span of ordinary hours



Plus additional leave benefits

- Carer Neutral and up to 16 weeks paid Parental Leave
- Increased paid Blood Donation and Family and Domestic Violence Leave
- New paid Natural Disaster Leave



And more!

Increase to Redundancy Pay to up to 50 weeks



yes OPTUS

How can I learn more?

We've prepared some resources to make this easier to understand.

Information Sheets

We've prepared some information sheets with a high level summary of some of the key terms relevant for you. Select the link based upon your role:

- [Full-Time employee](#);
- [Part-Time employee](#);
- [Casual employee](#); or
- [Store Manager](#).

Copy of the proposed New Agreement

You can access a copy of the full proposed New Agreement [here](#) and also attached for your reference. We encourage you to carefully read it prior to voting in the upcoming employee ballot.

Accessing info on the go

To help you get across the detail, we have a dedicated Optus Retail Agreement Hub (**Agreement Hub**) which you can access here: <https://www.optus.com.au/notices/enterprise-bargaining-agreement>.

You can easily access the Agreement Hub both in-store or on the go.

The [Agreement Hub](#) brings together everything you need to understand about the New Agreement, including:

- a tracked changes version of the New Agreement, so you can see what's changed from the Optus Retail Agreement 2023;
- supporting information to help you interpret the changes;
- guidance on how the New Agreement may impact you; and
- details on when and how to cast your vote in the upcoming ballot.

We encourage you to explore the [Agreement Hub](#) to build a strong understanding of the New Agreement and what it means for you.

Vote in the employee ballot from Thursday, 23 July

Before we can implement any of these proposed changes, we need your 'yes' vote to support the New Agreement in the upcoming confidential employee ballot.

Voting is an important part of the formal legal process under the *Fair Work Act*. The New Agreement can only be implemented if a **majority** of those who cast a valid vote in the ballot vote 'yes'. That's why it's critical that you participate in the ballot!

Voting will open at **10am on Thursday, 23 July 2026** and close at **6pm on Tuesday, 28 July 2026 (AEST)**. The vote will be conducted by confidential ballot through CorpVote (an independent third-party voting provider), and you may choose to vote online or by phone. We'll provide you with more information on the voting process as we get closer to the opening of the ballot.

What happens next?

We will continue to keep you informed and supported as we move forward through the final stages of this process.

- **Next week:** We will release a detailed Information Pack explaining the proposed changes clause-by-clause and what they mean for you. The pack will also include FAQs about the voting process.
- **Voting period, Thursday, 23 July – Tuesday, 28 July:** This is your opportunity to vote on the proposed New Agreement!
- **Wednesday, 29 July:** We will share the voting results and outline what comes next.

We're here to help

If you have any questions, speak to your Area Manager or contact the team at RetailAgreement@optus.com.au. I encourage you to carefully read the proposed New Agreement, and the other resources available on the [Agreement Hub](#) before voting.

I'm excited about these proposed enhancements and the positive impact they will have for our team - I hope you are too!

Best wishes,
Andy Hitchen

EGM, Retail

For internal circulation only

This email may be confidential. If you received it accidentally, please do not send it to anyone else, delete it and let the sender know straight away. **Please think of the environment before printing this email.**

Optus Retail Agreement 2026 – Employee Information

Welcome to the employee website for the
Optus Retail Agreement 2026!

This page provides all relevant documents and information to support your review and understanding of the proposed Optus Retail Agreement 2026 (**New Agreement**) prior to casting your vote in the upcoming confidential employee ballot.

What's next?

It's time to get ready to vote! Thank you to those who provided feedback on the proposed changes we shared back in March.

We need your support as the changes being proposed as part of the New Agreement can only be implemented if a majority of those who cast a valid vote in the ballot vote 'Yes'. Therefore, make sure you don't miss out on your opportunity to vote.

Important Information

Copy of the New Agreement

A copy of the **New Agreement** that we'll be asking you to vote on once the ballot opens can be found [here](#).

Information Sheets

To support your understanding of the New Agreement and what it could mean for you, check out the Information Sheets below. Read the one that applies to you:

- **Full-Time employees - Information Sheet** (Applicable to Full-Time Retail Consultants, Specialist Retail Consultants and Assistant Store Managers).
- **Part-Time employees - Information Sheet** (Applicable to Part-Time Retail Consultants, Specialist Retail Consultants and Assistant Store Managers).
- **Casual employees - Information Sheet** (Applicable to Casual Retail Consultants, Specialist Retail Consultants and Assistant Store Managers).
- **Store Managers - Information Sheet**

Comparing the New Agreement

To help you compare the New Agreement with the current Optus Retail Agreement 2023, you can access the following documents:

- The current **Optus Retail Agreement 2023 (2023 Agreement)**
- A copy of the **tracked changed version of the current 2023 Agreement** compared with the New Agreement so the difference between the two agreements can be compared.

Information Pack

The **Optus Retail Agreement 2026 Information Pack** is now available. It includes:

- An overview of the proposed changes in the New Agreement, including an explanation of the terms and their effect (i.e. what it means for you).
- A summary of the key changes in the **General Retail Industry Award 2020 (Award)** clauses since the current Optus Retail Agreement 2023 was approved, including an explanation of how entitlements under the New Agreement compare to those under the Award.
- Frequently Asked Questions (FAQs) including information about the voting process.

Explainer Video

If you'd prefer to watch or listen to the overview of the proposed changes, an Explainer Video is also available.



Other Relevant Materials

Optus Retail policies are **not** incorporated into the New Agreement. However you can access some of them below for your reference or in Circle - the home to all of our people policies:

- If the New Agreement is approved, a new parental leave policy will apply for a child born or placed on or after 1 July 2026. The new **Optus Retail Parental Leave Policy** will support your understanding of the policy provisions applicable to those arrangements.
- All leave-related policies including all People and Culture Policies can be found on **Circle**.
- Relocation Policy – available on **Circle**
- **Optus Retail Incentive Plan - Standard Terms**
- **Optus Retail Incentive Plan - Incentive Terms**
- Salary Packaging - head to **Optimiser** under Financial Wellbeing for more detail
- **Optus Travel and Expense Policy**
- The General Retail Industry Award 2020 (**Award**) would apply to you if no enterprise agreement (ie, the 2023 Agreement or if it is voted up and approved, the New Agreement) is in place. While the Award is not incorporated into the New Agreement (except as noted below), the New Agreement refers to it in determining the rate of pay under some provisions and the Fair Work Commission refers to the Award during the approval process:
 - **General Retail Industry Award 2020**
- The current version of **Clause 33A of the General Retail Industry Award 2020** (which is incorporated into the New Agreement as varied from time to time)
- The current version of relevant legislation which underpins some provisions in the New Agreement and apply (as relevant) during the operation of the New Agreement:
 - **Fair Work Act, 2009** (including the National Employment Standards)
 - Long Service Leave legislation:
 - **New South Wales - Long Service Leave Act 1955**
 - **Queensland - the Industrial Relations Act 2016**
 - **Victoria - the Long Service Leave Act 2018**
 - **South Australia - the Long Service Leave Act 1987**
 - **Western Australia - the Long Service Leave Act 1958**
 - **Tasmania - the Long Service Leave Act 1976**
 - **the Australian Capital Territory - the Long Service Leave Act 1976**
 - **the Northern Territory - the Long Service Leave Act 1981**
 - **Superannuation Guarantee (Administration) Act 1992 (Cth)**
- **Defence Reserve Service (Protection) Act 2001 (Cth)**

How can I vote?

The employee ballot will commence at **10am on Thursday 23 July 2026 and close at 6pm Tuesday 28 July 2026 (AEST)** and be conducted by confidential ballot through CorpVote (a third-party ballot provider), You'll get the opportunity to vote online or by phone with details emailed to you directly at that time.

More Information

If you have any questions, reach out to the Retail Agreement team at RetailAgreement@optus.com.au.

Accessibility and Document Support

If you have any difficulty accessing these materials, would like us to send you a copy of one or more materials, or have any questions, please contact us by sending an email to RetailAgreement@optus.com.au.

A member of our team will then reach out to you and work with you to support your requirements.

Attachment Y

Optus Retail Agreement 2026 – Additional resources



Optus Retail Agreement 2026

Ballot open from 23 July to 28 July 2026



Hi team

Last week, we shared the proposed [Optus Retail Agreement 2026 \(New Agreement\)](#), along with details about the upcoming employee ballot. Voting will be open from Thursday, 23 July 2026 to Tuesday, 28 July 2026.

Information Pack

To help you understand the New Agreement before casting your vote, an [Information Pack](#) is now available on the [Agreement Hub](#). It includes:

- an overview of the proposed changes in the New Agreement, including an explanation of the terms and their effect (i.e. what it means for you)
- a summary of the key changes in the [General Retail Industry Award 2020 \(Award\)](#) clauses since the current Optus Retail Agreement 2023 was approved, including an explanation of how entitlements under the New Agreement compare to the Award; and
- Frequently Asked Questions (FAQs) including information about the voting process.

Explainer Video

We have also prepared an Explainer Video (available on the [Agreement Hub](#)) for those who prefer to watch or listen to the overview of the proposed changes..

Key dates

Please note the following important dates:

- Voting period opens 10am on Thursday, 23 July 2026 and closes 6pm Tuesday, 28 July 2026 (AEST): This is your opportunity to vote on the proposed New Agreement!
- Wednesday, 29 July: We will share the voting results and outline what comes next.

Need support?

For further information, visit the [Agreement Hub](#).

If you have any specific questions, speak to your Area Manager or contact the team at RetailAgreement@optus.com.au.

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Optus Retail Agreement 2026

Information Pack

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YOUR INFORMATION PACK

The proposed Optus Retail Agreement 2026 (**New Agreement**) will enhance our overall employment offering. The key proposed changes include:

Here's a summary of what the Optus Retail Agreement 2026 could look like	2 Connected Days 2 paid leave days to connect with what matters most to you 	Plus additional leave benefits • Carer Neutral and up to 16 weeks paid Parental Leave • Increased paid Blood Donation and Family and Domestic Violence Leave • New paid Natural Disaster Leave And more!
Vote from Thursday 23 July to Tuesday 28 July 2026 	Increased minimum pay rates for all roles  Changes to the span of ordinary hours 	Increase to Redundancy Pay to up to 50 weeks  Yes OPTUS

We need your support as the changes being proposed as part of the New Agreement can only be implemented if a majority of those who cast a valid vote in the ballot vote 'Yes'. Therefore, make sure you don't miss out on your opportunity to vote.

Now that's a reason to say 'yes'!

Helping You Understand The Proposed Optus Retail Agreement 2026

It's important to us that you understand the New Agreement so you can make an informed decision before we ask you to vote.

We've prepared this Information Pack to support your review of the proposed New Agreement and help you understand its key terms, the proposed changes, and how these may affect you.

Everything you need to understand the New Agreement is also available on the [Agreement Hub](#) including the following resources:

Documents

You can access and download two versions of the New Agreement on the [Agreement Hub](#) or by using the links provided below:

- a complete clean copy of the full proposed New Agreement [here](#) that we will be asking you to vote on;
- a [tracked changed version comparing the current 2023 Agreement](#) with the New Agreement so the difference between the two agreements can be compared.

You can visit the [Agreement Hub](#), where you will find other useful documents relevant to your review of the New Agreement, including relevant policies and legislation.

Information Sheets

To support your understanding of the New Agreement and what it could mean for you, check out the Information Sheets below. Read the one that applies to you:

- [Full-Time employees - Information Sheet](#) (Applicable to Full-Time Retail Consultants, Specialist Retail Consultants and Assistant Store Managers).
- [Part-Time employees - Information Sheet](#) (Applicable to Part-Time Retail Consultants, Specialist Retail Consultants and Assistant Store Managers).
- [Casual employees - Information Sheet](#) (Applicable to Casual Retail Consultants, Specialist Retail Consultants and Assistant Store Managers).
- [Store Managers - Information Sheet](#).

Explainers

To explain the New Agreement in further detail, this Information Pack also includes:

- an overview of the proposed changes in the New Agreement, as well as an explanation of the New Agreement terms and their effect and what this means for you (see [page 8 - 44](#));
- a summary of the key changes to the [General Retail Industry Award 2020](#) since the Optus Retail Agreement 2023 was approved, including an explanation of how entitlements under the New Agreement compare to those under the Award (see the *Relationship to the General Retail Industry Award 2020* section on [pages 45 - 50](#) of this Information Pack).

Please note that the content in this Information Pack is intended as a summary only. You are encouraged to read the full copy of the New Agreement to understand all terms and conditions.

Video

We appreciate that people learn in different ways. If you'd prefer to watch or listen to the overview of the proposed changes, an Explainer Video is also available on the [Agreement Hub](#).

The Ballot

Eligibility to Vote

Employees who will be covered by the proposed New Agreement are the only people eligible to vote in the confidential ballot to support its introduction.

The proposed New Agreement covers employees that are employed by Optus Retailco Pty Ltd, who principally perform work at Optus retail stores and fall within one of the following classifications (as those terms are used in the Optus Retail Agreement 2023).

- Retail Consultant;
- Specialist Retail Consultant;
- Assistant Store Manager; and
- Store Manager 1 - 3.

Confidential Ballot

The ballot will be conducted by CorpVote. CorpVote is a third-party voting provider and has been engaged to maintain independence and confidentiality.

The purpose of the ballot is to determine whether a majority of employees who vote agree to the terms and conditions of their employment being covered by the proposed New Agreement.

The ballot period will open on **10am on Thursday, 23 July 2026** and close at **6pm on Tuesday, 28 July 2026**. Australian Eastern Standard Time (AEST).

On 21 July 2026 you will receive an introductory email from CorpVote explaining their role in the process and what to expect.

On the first day of the ballot, **Thursday 23 July 2026** you will receive an email from CorpVote (from the email address evote@netvote.com.au) with instructions on how to cast your vote. You will be able to vote online or by phone.

Details will be sent to your work and personal email address in HRCentral.

We have prepared [Frequently Asked Questions](#) in this Information Pack to answer some common queries regarding the ballot process.

Questions during Ballot

If you have any technical issues with voting during the ballot period, please contact CorpVote directly on 1300 710 950 between 8:30am and 5:30pm (AEST), Monday to Friday or email support@corpvote.com.au.

As mentioned above, questions regarding the contents of the proposed New Agreement can be directed to RetailAgreement@optus.com.au.

Ballot Results

Shortly after the ballot period has closed, the results of the ballot will be counted and verified by CorpVote. After this time, we will notify employees as early as possible via email of the result of the ballot.

Agreement Approval Steps

If a majority of voters who cast a valid vote are in favour of the proposed New Agreement, Optus will then make an application to the Fair Work Commission (**FWC**) for the proposed New Agreement to be formally approved. The application to the FWC must occur within 14 days of the ballot closing.

The FWC will then assess the proposed New Agreement to make sure it meets the legal requirements set out under the *Fair Work Act 2009* (Cth). This includes ensuring that the proposed New Agreement passes the better off overall test. This test involves checking that each employee (and reasonably foreseeable employee/s) would be better off overall if the approved New Agreement applied to the employee than if the relevant modern award applied to the employee. In our case, the test will compare the proposed New Agreement against the [General Retail Industry Award 2020](#) to ensure employees are better off overall.

There are also other important legal requirements including the inclusion of mandatory terms and requirements that the agreement must not exclude the National Employment Standards (**NES**) or any provision of those standards.

If the agreement is not approved, then the current [Optus Retail Agreement 2023](#) will continue to operate until it is terminated or replaced.

Commencement of the New Agreement

The New Agreement will commence at the start of the third full pay period after the FWC approves the Agreement and will remain in force for 3 years. Any proposed changes contained in the New Agreement will only formally commence at that time.

We're here to help!

If you have any questions about the proposed New Agreement or voting process, please see the FAQs or contact the team at RetailAgreement@optus.com.au.

You can also check out the [Agreement Hub](#) that brings all the details together in one place.

EXPLANATION OF THE TERMS OF THE PROPOSED OPTUS RETAIL AGREEMENT 2026 AND THEIR EFFECT

To prepare you for the upcoming confidential employee ballot for the proposed Optus Retail Agreement 2026, the below table includes:

- an explanation of the terms of the [proposed Optus Retail Agreement 2026](#) (**New Agreement**) and their effect; and
- the changes in the proposed agreement from the existing [Optus Retail Agreement 2023](#) (**2023 Agreement**).

Also available is a copy of the tracked changes of 2023 Agreement against the New Agreement so you can compare the difference between the two agreements. You can find it [here](#).

This information is intended to highlight and provide a summary of some of the key features of the New Agreement and what it means for you if it replaces the 2023 Agreement. In addition to the abbreviations of **New Agreement** and **2023 Agreement** explained above, in this document, **NES** means [National Employment Standards](#), **Award** means [General Retail Industry Award 2020](#), and **Fair Work Act** means [Fair Work Act 2009 \(Cth\)](#).

Employees should still carefully review a copy of the full [New Agreement](#) that has been made available to you as this document is only a summary of some of the terms and their effect, and how it compares to the [2023 Agreement](#). This summary does not form part of the New Agreement.

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?
PART 1 – OUR AGREEMENT		
1 Introduction	• The name of the proposed agreement has changed from the “Optus Retail Agreement 2023” to the “Optus Retail Agreement 2026”. • This is to reflect the new title of the agreement.	• The New Agreement will be known as the Optus Retail Agreement 2026.
2 Am I covered by this Agreement?	• At clause 2.1, the final sentence “This Agreement applies to existing Optus Retail employees and new employees” has been deleted as it was unnecessary. • There is no change to the intended coverage of the New Agreement by the removal of this sentence.	• This clause confirms who is covered by the New Agreement. • The New Agreement applies to Optus Retailco Pty Ltd (Optus Retail) and all Optus Retail employees who principally perform work at our retail stores and for whom classifications are contained within the Agreement. • There is no change to the intended coverage of the New Agreement, as it remains the same as the 2023 Agreement.

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?
3 How long will this Agreement apply?	No change.	- This clause provides that the New Agreement will commence at the start of the third full pay period after the Fair Work Commission (FWC) approves the New Agreement and will remain in force for 3 years following that date (until the nominal expiry date). The New Agreement will replace the 2023 Agreement if approved. - There will be no extra claims during this period. - In accordance with the normal operation of enterprise agreements under the Fair Work Act, the New Agreement will continue to apply beyond the nominal expiry date until it is either terminated or replaced by a new enterprise agreement.
4 How does this Agreement work?	No change.	- The Award is the modern award that would otherwise apply to you if no enterprise agreements were in place. - Currently, as the 2023 Agreement applies, the Award does not apply. - Similarly, if the New Agreement takes effect, the Award will not apply to you while the New Agreement applies. - The Award is relevant to the FWC's assessment of whether employees are better off overall under the New Agreement compared with the Award. You can access the Award here: https://www.fwc.gov.au/documents/modern_awards/pdf/ma000004.pdf - The New Agreement makes clear that it only sets out minimum entitlements and therefore does not restrict you and Optus Retail from agreeing to a higher rate of pay or any other additional benefits. Approval of the New Agreement will not result in any employee's salary being reduced. <u>Relationship to policies</u> - This clause provides that the terms of the New Agreement are the commitment to employees and the policies referred to

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?
		provide further detail on how it applies at Optus Retail. The policies don't form part of the agreement. This has not changed from the 2023 Agreement.
5 What is the relationship between this Agreement and the National Employment Standards ("NES")?	- Drafting changes have been made to this clause: - The word "current" has been inserted; - The wording "relate to" has been replaced with "include"; and - The NES list has been updated to add superannuation contributions as a legislated minimum standard, reflecting changes to the Fair Work Act since the 2023 Agreement was made. As a result, the existing items in the list have been renumbered accordingly and also the number "11" has been removed from the beginning of this clause to remain flexible in the event that changes to the number of legislated minimums are made under the Fair Work Act while the New Agreement applies.	- The NES are a set of legislated minimum standards that apply to your employment. - Under the New Agreement you will always receive, at a minimum, the entitlements set out in the NES. - The NES now includes entitlements relating to: - maximum weekly hours; - requests for flexible working arrangements; - offers and requests to convert from casual to permanent employment; - parental leave and related entitlements; - annual leave; - personal/carer's leave, - compassionate leave and family and domestic violence leave; - community service leave; - long service leave; public holidays; - notice of termination and redundancy pay; - superannuation contributions (newly added to the NES since the 2023 Agreement); and - the Fair Work Information Statement and Casual Employment Information Statement. - The New Agreement adds to these minimum standards.

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?
6 Where can I find a copy of this Agreement?	No change.	A copy of the New Agreement will be made available to employees online and/or in store.
7 What are our core values?	In February 2025, new values were launched across Optus. The Optus Retail core values have been updated in this clause to reflect the current values.	- The New Agreement reflects the updated Optus Retail values that guide our behaviour and contribute to our success as individuals, a team and a business. - Our values are now: - We are one team; - We act with integrity; and - We are accountable. - Your behaviour and attitude to your work, and treatment of others including colleagues and customers, should reflect these core values.
PART 2 – MY EMPLOYMENT WITH OPTUS RETAIL		
8 How can I be employed?	<u>Full-Time Employees</u> - Clause 8.3(a) and (b): Drafting changes have been made to improve the clarity and expression of these clauses. There is no intended change to how hours of work or payment of overtime apply to full-time employees. <u>Part-Time Employees</u> - Clauses 8.4(h)(iii) and (iv) - Transitional arrangements for existing part time employees: This clause has been removed from the New Agreement because it was only needed at the time when the 2023 Agreement came into effect and has no further use.	- This clause explains the types of arrangements that you can be employed under and how they operate. <u>Types of Employment Arrangements</u> - The clause provides that employees can be engaged as full time, part time or casual employees. - At the time of engagement, the type of engagement will be confirmed as well as the terms of the employment with Optus Retail. - Full time and part time employees can be engaged on a permanent basis or a temporary basis for a specified period of time (for example, as parental leave cover).

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?
	- The transitional arrangements were originally included to support the move to the updated part-time framework introduced in the 2023 Agreement and are no longer required. The substantive part-time provisions from the 2023 Agreement are retained in the New Agreement. This removal has no impact on existing part-time employees. <u>Casual Employees</u> - Clause 8.5(b) – Casual employee definition: The definition of casual employee has been updated to reflect changes to the Fair Work Act (effective 26 August 2024). - The clause now states that a casual employee is one where there is no firm advance commitment to continuing and indefinite work, and the employee is entitled to a casual loading or a specific rate of pay as a casual employee under an award or enterprise agreement. <u>All Employees</u> - Clause 8.6(a) – Moving between types of employment: The words "Subject to clause 9 below" have been added as an introductory qualifier. The substantive provisions for employees to move between employment types by mutual agreement is unchanged.	<u>Full-time employee</u> - This clause provides that if you are a full-time employee, you are guaranteed an average of 38 hours per week, excluding meal breaks. <u>Part-time employee</u> - This clause provides that you are a part-time employee if you work less than an average of 38 hours per week (excluding unpaid meal breaks), have reasonably predictable hours, and receive equivalent pay and conditions to full-time employees, on a pro-rata basis. - When a part time employee is first engaged, Optus Retail and the employee will agree in writing to a <u>pattern of hours</u> which includes: - the minimum number of hours of work which Optus Retail guarantees to provide and pay to you each week or over the roster cycle (guaranteed minimum hours); and - the days of the week, and time periods in each of those days, when you will be available to work those hours (agreed availability). - Part time employees may not be rostered to work less than 3 consecutive hours per shift and the minimum hours Optus Retail guarantees you shall not be less than 5 hours per week. The minimum shift length remains the same under the New Agreement however Optus Retail has now included a minimum guarantee of hours per week. <u>Additional hours within agreed availability</u> - As a part-time employee, you may be offered to work additional hours by agreement within your agreed availability, which will be paid at ordinary rates.

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?
		- You don't have to work these additional hours if you don't want to. - Before you work these additional hours, you will need to agree to them in writing. We can do so on each occasion, or you can have a Standing Agreement with Optus Retail to work additional hours within your agreed availability which tells us if you wish to be considered for these additional hours to be worked. - Even if you have a Standing Agreement, you may decline these additional hours that are offered to you from time to time. Variation of your guaranteed minimum hours or your agreed availability - By the same token, if you agree to vary your guaranteed minimum hours and/ or available hours outside of your agreed available hours, these varied hours will be paid at ordinary rates of pay (inclusive of any applicable penalties payable for those ordinary hours) provided they are recorded in writing as follows: - if the agreement is to vary your guaranteed and/or available hours for a particular rostered shift – before the end of the affected shift; and - otherwise – before the variation takes effect. - These additional and/or varied hours are not considered as overtime and therefore will not be paid overtime rates, unless the overtime provisions of the New Agreement applies (see clause 29 <i>What are my overtime arrangements and what extra pay will I receive?</i>). Increasing guaranteed minimum hours - If over a period of at least 12 months, as a part time employee, you have regularly worked a number of ordinary

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?
		hours that is in excess of your guaranteed minimum hours, you may request in writing that Optus Retail agree to increase your guaranteed minimum hours. If Optus Retail agrees to the request, it will be recorded with you in writing. Optus Retail may only refuse the request on reasonable business grounds and these reasons must be communicated to you in writing. <u>Casual employee</u> - You are a casual employee if you fall within the definition of casual employee under the FW Act, as varied from time to time. - Currently, under the FW Act – section 15A(1) states that: <i>A person is a casual employee of an employer if:</i> <i>(a) the employment relationship is characterised by an absence of a firm advance commitment to continuing and indefinite work; and</i> <i>(b) the employee would be entitled to a casual loading or a specific rate of pay for casual employees under the terms of a fair work instrument if the employee were a casual employee, or the employee is entitled to such a loading or rate of pay under the contract of employment.</i> . - Casual employees are entitled to be paid a casual loading of 25% on their Base Hourly Rate and are guaranteed a minimum 3 hours for any shift. - Casual employees are not entitled to annual leave, paid personal and compassionate leave, notice of termination, redundancy pay and public holidays. The casual loading is paid to compensate for casual employees not having these entitlements. - Casual employees receive unpaid parental leave, unpaid carer's leave, unpaid compassionate leave, paid family and

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?
		domestic violence leave and unpaid jury service and community service leave as set out in Optus Retail Policies and the NES. You may only change from one type of employment to another by mutual agreement with Optus Retail, unless you are a casual employee who is entitled to engage in the casual conversion process under clause 9.
9 I'm a casual with regular hours. Can I become a permanent employee?	- Clause 9.2 of the New Agreement replaces clause 9.2 to 9.4 of the 2023 Agreement to align casual conversion with the change made to the Fair Work Act since the 2023 Agreement. - This change reflects the introduction of the “employee choice pathway” for casual conversion. - The new provision replaces the previous framework (where employers were required to offer conversion in certain circumstances) with a model where: - employees initiate conversion by written notification to employers; and - employers respond to the request following consultation with the employee. - The heading of clause 9 now reflects the nature of the new casual conversion.	- This clause sets out how a casual employee can convert to permanent employment. - If you wish to become a permanent employee, we encourage you to raise this with your manager, who will then have discussions with our management team about the opportunity for permanent employment for you. - At a minimum, you are also eligible to convert to a permanent employee in certain circumstances under the Fair Work Act — which currently provides for a process where you provide written notification about converting to permanent employment and Optus Retail consults with you and provides a written response. - There are many benefits associated with becoming a permanent team member, including access to paid leave, access to discounts and rewards, and other offerings as outlined in the New Agreement and Optus Retail policies.
10 Is there a probationary period?	No change.	- This clause is unchanged from the 2023 Agreement. - Full-time and part-time employees will be subject to a 3-month probationary period at the start of their employment. This may be extended by a further 3 months if Optus Retail deems it appropriate provided Optus Retail gives the employee notice in writing.

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?																				
		- As set out in the New Agreement, the purpose of a probationary period is so that Optus Retail can determine the employee’s suitability for ongoing employment. - During the probationary period, either the employee or Optus Retail may end the employment by giving 1 week’s notice in writing. Optus Retail may pay in lieu of notice for the notice period not worked. - Full-time and part-time employees who have converted from casual employment as a result of the casual conversion provisions will not be subject to a probationary period. - For the avoidance of doubt, the provisions about probationary periods apply to new employees only, and that approval of the New Agreement will not result in existing employees being required to complete a further probationary period.																				
PART 3 – MY PAY																						
11 What is my base rate of pay?	- The minimum Base Salary rates have been increased for each job classification, effective from 1 July 2026. - The minimum Base Salary rates represent an increase of at least 4.75% across all classifications, which is higher than the annual CPI to 31 March 2026 published by the Australian Bureau of Statistics.	- The new minimum rates for each classification upon commencement of the New Agreement will change as follows: <table><tr><th>Job Classification</th><th>Current Annual Base Salary (1 July 2025)</th><th>New Annual Base Salary (1 July 2026)</th><th>New Weekly Based Salary (rounded to 2 decimal points (1 July 2026))</th><th>New Base Hourly Rate of Pay (rounded to 2 decimal points) (1 July 2026)</th></tr><tr><td>Retail Consultant</td><td>\$55,022</td><td>\$57,774</td><td>\$1,111.04</td><td>\$29.24</td></tr><tr><td>Specialist Retail Consultant – including but not limited to: - Concierge - Business Consultant </td><td>\$59,809</td><td>\$62,650</td><td>\$1,204.81</td><td>\$31.71</td></tr><tr><td>Assistant Store Manager</td><td>\$64,483</td><td>\$67,546</td><td>\$1,298.96</td><td>\$34.18</td></tr></table>	Job Classification	Current Annual Base Salary (1 July 2025)	New Annual Base Salary (1 July 2026)	New Weekly Based Salary (rounded to 2 decimal points (1 July 2026))	New Base Hourly Rate of Pay (rounded to 2 decimal points) (1 July 2026)	Retail Consultant	\$55,022	\$57,774	\$1,111.04	\$29.24	Specialist Retail Consultant – including but not limited to: - Concierge - Business Consultant	\$59,809	\$62,650	\$1,204.81	\$31.71	Assistant Store Manager	\$64,483	\$67,546	\$1,298.96	\$34.18
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12 How do I calculate my fortnightly/ weekly/ hourly rate?	No change.	This clause provides for how to calculate fortnightly, weekly and hourly rates under the New Agreement and provides that																																													

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?
		reference to 'Your Base Pay' means the actual base rate of pay. - Your Base Fortnightly Rate is calculated by dividing your Base Salary by 26. - Your Base Weekly Rate is calculated by dividing your Base Salary by 52. - Your Base Hourly Rate is calculated by dividing your Base Weekly Rate by 38.
13 Will the Base Salary be increased?	The Consumer Price Index (CPI)-based review dates have been updated to reflect the term of the New Agreement: 1 July 2027, 1 July 2028 and 1 July 2029 (previously 1 July 2023, 2024 and 2025 under the 2023 Agreement). The CPI reference dates have been updated to 31 March 2027, 31 March 2028 and 31 March 2029 respectively.	Optus Retail will increase the Base Salary for each classification at the start of the first full pay period on or after 1 July 2027, 1 July 2028 and 1 July 2029. Each increase will be based on the year on year Headline CPI figure as published by the Australian Bureau of Statistics to 31 March of the relevant year. This means that minimum pay rates that Optus Retail can pay you will keep pace with inflation during the term of the New Agreement.
14 How will Optus Retail approach remuneration?	No change.	- Whilst recognising that the New Agreement reflects minimum entitlements only, Optus Retail is committed to performance-based remuneration schemes for permanent full and part-time employees. - This means that, in addition to the guaranteed increases to minimum Base Salary rates provided for under the New Agreement, permanent employees may have the opportunity to earn remuneration above the New Agreement's minimum rates through Optus Retail's performance and remuneration review processes.
15 Can I participate in the Optus Retail Incentive Plan?	No change.	If you are a permanent full or part-time employee, you will be eligible to participate in the Optus Retail Incentive Plan where you will be able to receive incentive payments if certain

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?
		targets are achieved. The "on target" amount is 15% of your Base Salary. Consistent with the 2023 Agreement, the rules and structure of the incentive scheme are subject to change by Optus Retail with notice and do not form part of the New Agreement.
16 What can I expect if I'm required to perform higher duties?	No material change.	- Retail Consultants required to perform higher duties ordinarily performed by a Specialist Retail Consultant (such as store opening/closing activities, managing complex customer escalations, inventory/stocktake, or assisting with running daily team huddles) will be paid at least the minimum Specialist Retail Consultant Base Hourly Rate for the time required to perform the higher duties. - If higher duties required to be performed are for more than 2 hours, the Retail Consultant will be paid at least the Specialist Retail Consultant rate for the entire rostered shift. - Specialist Retail Consultants, Assistant Store Managers and Store Managers directed to perform a role of a higher classification on a temporary basis for at least 2 weeks will be paid at the relevant higher classification minimum rate for the entire period.
17 Will I be paid any allowances?	The allowances have been increased to reflect current Award rates as of the first full pay period on or after 1 July 2026.	- You continue to be entitled to the following allowances and reimbursements under the New Agreement subject to meeting the relevant requirements for each. - These allowances have also been increased under the New Agreement and will increase during the term of the New Agreement to match the Award rate:

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?																	
			<table><tr><th></th><th>Current</th><th>New Agreement</th></tr><tr><td>First aid allowance</td><td>\$13.89 per week</td><td>\$14.55 per week</td></tr><tr><td>Meal allowance – more than one hour’s overtime without 24 hours’ notice</td><td>\$23.59</td><td>\$24.56</td></tr><tr><td>Meal allowance – further 4 hours’ overtime</td><td>\$21.39</td><td>\$22.27</td></tr><tr><td>Broken Hill allowance</td><td>\$1.20 per hour</td><td>\$1.26 per hour</td></tr></table>		Current	New Agreement	First aid allowance	\$13.89 per week	\$14.55 per week	Meal allowance – more than one hour’s overtime without 24 hours’ notice	\$23.59	\$24.56	Meal allowance – further 4 hours’ overtime	\$21.39	\$22.27	Broken Hill allowance	\$1.20 per hour	\$1.26 per hour	- It is noted that while there are no employees that would currently be entitled to the Broken Hill allowance set out in the New Agreement. The New Agreement includes a Broken Hill allowance in the event that during the term of the New Agreement, employees may be entitled to this additional allowance i.e. because a store is opened in Broken Hill. This clause reflects the Award provision. - Other allowances and reimbursements (including moving expenses, excess travelling costs, travelling time reimbursements and transport reimbursements) remain available and are unchanged.
	Current	New Agreement																	
First aid allowance	\$13.89 per week	\$14.55 per week																	
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18 What other provisions are there for Store Managers?	- There has been a small typographical change to the clause made to correct grammar (changing “do” to “does”). - This change is purely grammatical and does not alter Store Manager remuneration arrangements. - The existing 2023 Agreement Store Manager remuneration arrangements have been retained. Schedule 2 has been updated to set out the increased additional rates and payments made to Store Managers under the New Agreement when the relevant maximum thresholds have been exceeded.	- If you are a Store Manager, you will be paid an annual salary that is intended to compensate you for all penalty rates and loadings for hours that you are expected to work, including: - evening work; - weekend work; - public holidays; and - reasonable additional hours. - Because of this, the provisions in the New Agreement relating to penalty rates, loadings and overtime do not apply to you. Instead, your entitlements are set out in Schedule 2 – Store Managers.																	

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?
		- Schedule 2 provides further detail about how your salary works and includes additional payments where you work beyond the hours that are built into your annual salary. - Your annual salary also includes compensation for laundry-related expenses, so a separate laundry allowance does not apply.
19 When will I get paid?	- This clause has been updated to clarify the treatment of wages for full time employees whose roster cycle is longer than a fortnight. - The updates do not change how the clause is applied in practice.	- Employees will continue to be paid on a fortnightly basis. However, some full-time employees may work on a roster cycle that is longer than two weeks (for example, a 4-week roster). - To make sure your pay remains consistent and predictable, the New Agreement allows your Base Fortnight Rate to be calculated using your average fortnightly hours (76 hours). This means that even if your roster varies across the roster cycle, your pay is evenly distributed across each fortnight, so you receive a stable and regular payment, rather than your pay increasing or decreasing based on the hours worked in a particular fortnight.
20 What are my superannuation benefits?	- Clause 20.1 – The words “as amended from time to time” have been added to the legislative reference in this clause which ensures that the clause will automatically reflect any future changes to superannuation legislation. - Clause 20.1 (a) and (b) has been amended to reflect the current process for contribution to your stapled fund or, if no stapled fund is identified or your stapled fund does not accept the contribution, to an eligible default fund determined by Optus Retail. This does not apply to you, or change how Optus Retail makes superannuation contributions, if you	- Clause 20 sets out how superannuation contributions are made for employees under the Agreement. - Optus Retail will make superannuation contributions on your behalf in accordance with applicable legislation (as amended from time to time), including choice of fund rules. - Under current superannuation laws, employers are generally required to contribute to an employee’s chosen super fund. - If an employee does not choose a super fund, the employer must make superannuation contributions to the employee’s “stapled super fund” where one exists. - A stapled fund is an existing superannuation account that is linked to you and follows you between employers.

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?
	have chosen a super fund in accordance with the superannuation legislation. Clause 20.4 has been amended to remove the final part of the sentence. This wording previously confirmed that Optus Retail would make superannuation contributions for employees under 18 years of age that are employed to work not more than 30 hours per week even where there is no requirement to do so under superannuation legislation. The change was made to reflect anticipated legislative developments in this area, which did not eventuate. It does not change how Optus Retail makes superannuation contributions for employees under 18 years of age who are employed to work not more than 30 hours per week.	- If a stapled super fund does not exist for the employee, or the stapled super fund does not accept the contribution, then the employer can contribute to a default fund for the benefit of the employee. - The updated clause reflects this framework by confirming that: - If you nominate your own super fund, contributions will be made to that fund; - If you do not nominate a fund, Optus Retail will: - check with the ATO to see if you have a stapled super fund; - contribute to that fund if one is identified; and - only use a default fund if no stapled fund exists or the stapled fund notified by the ATO does not accept the superannuation contribution. - Optus Retail remains committed to making superannuation contributions for employees who are under 18 years of age and employed to work not more than 30 hours per week, even where there is no current legislative requirement to do so. It is recognised that there are policy proposals to remove this 30-hour threshold in future. The changes to this clause are intended to ensure the New Agreement remains aligned with legislative developments and does not become outdated over time.
21 Can I salary package part of my pay?	No change.	You may choose to take advantage of salary packaging in accordance with our policies and package part of your 'pre-tax' Base Salary in return for other benefits such as a motor vehicle.

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?
22 What am I expected to wear at work?	- The laundry allowance has been increased for both full-time and part-time/casual employees, from the commencement of the New Agreement, as follows: - full-time employees: \$6.25 to \$6.42 per week; - part-time and casual employees: \$1.25 to \$1.28 per shift.	- Optus Retail will supply you with a uniform on commencement of your employment, which will be replaced during your employment when required due to fair wear and tear. - You are required to return the uniform at the conclusion of your employment. - You will be paid a laundry allowance of \$6.42 per week if you are a full-time employee, or \$1.28 per shift if you are a part-time or casual employee. - The above rates for laundry allowance have been increased under the New Agreement and are current at the commencement of the New Agreement. They will increase during the term of the New Agreement to match the Award rate.
23 Am I reimbursed for work related expenses?	No change.	You are entitled to claim reimbursement of all reasonable work-related expenses, with prior approval from your manager, as specified in our policies.
24 What deductions can Optus Retail make from my pay?	No change.	- Optus Retail may make deductions from your pay where: - it is required by law (e.g. court orders); or - you have agreed to a deduction (for example, to repay money owed to the company).
25 What if I am overpaid?	No change.	- If you are overpaid, Optus Retail will: - notify you; - explain the reason and amount, and - work with you to agree on a reasonable repayment arrangement.

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?																		
PART 4 – MY HOURS OF WORK																				
26 What is the span of ordinary hours of work?	- If you work in a store other than those with extended trading hours, the span of ordinary hours on Sunday has changed: - The start time for Sunday has changed from 8:30am to 9:00am. - The end time has changed from 6:30pm to 6:00pm. - The span of ordinary hours provision otherwise remains unchanged.	- This clause sets out the span of ordinary hours. - If you work in a store other than those with extended trading hours, ordinary hours may be worked during the following periods, noting the change to the Sunday span of ordinary hours:<table><tr><th></th><th>2023 Agreement</th><th>New Agreement</th></tr><tr><td>Monday to Friday</td><td>8:00am – 9:30pm</td><td>8:00am – 9:30pm</td></tr><tr><td>Saturday</td><td>8.30am – 6.30pm</td><td>8.30am – 6.30pm</td></tr><tr><td>Sunday</td><td>8:30am – 6:30pm</td><td>9am – 6pm</td></tr></table> Extended Trading Hours: If you work in a store with trading hours that extend beyond 10pm Monday to Friday, or 6pm on Saturday or Sunday (such as those located at an airport), your ordinary hours may be worked during the following periods:<table><tr><th></th><th>New Agreement (No change)</th></tr><tr><td>Monday to Saturday</td><td>7am – 11pm</td></tr><tr><td>Sunday</td><td>9am – 11pm</td></tr></table> - The maximum ordinary hours on a day is 9 hours (with one day per week of up to 11 ordinary hours permitted).		2023 Agreement	New Agreement	Monday to Friday	8:00am – 9:30pm	8:00am – 9:30pm	Saturday	8.30am – 6.30pm	8.30am – 6.30pm	Sunday	8:30am – 6:30pm	9am – 6pm		New Agreement (No change)	Monday to Saturday	7am – 11pm	Sunday	9am – 11pm
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Sunday	9am – 11pm																			
27 How will my hours be rostered?	- A sentence has been removed from clause 27(1)(c) as it duplicated overtime provisions already captured at clause 29. - This amendment does not result in any substantive change to employee entitlements.	- Optus Retail will roster your ordinary hours over a maximum 4-week roster cycle. - You will generally be expected to work a reasonable level of late-night trade and weekend shifts during your 4-week roster.																		

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?															
		- Rosters will be prepared and displayed at least a week prior to commencement of the roster. - The following roster requirements will continue to apply under the New Agreement: - an employee will be rostered to work no more than 5 days per week. Where an employee is required to work 6 days in one week, the employee will be rostered to work no more than 4 days the following week. An employee may be rostered for a maximum of 6 consecutive days; - unless otherwise agreed, an employee will be rostered so that the employee will have at least 2 consecutive days off per week, or 3 consecutive days off per 2-week cycle; and - unless otherwise agreed or it is impractical, if an employee regularly works Sundays, Optus Retail will roster the employee so that the employee will have at least one period of 3 consecutive days off every 4-week cycle. The clause sets out an example of when it will be considered impractical – an employee whose available hours are on Sundays.															
28 What extra pay will I receive?	No change.	To compensate you for working weekday evenings, weekends and on public holidays, the following extra pay applies to all employees except Store Managers: <table border="1"> <thead> <tr> <th></th><th>Full-time and part-time employees</th><th>Casual employees (inclusive of 25% casual loading)</th></tr> </thead> <tbody> <tr> <td>Monday to Friday – after 6:00pm (i.e. an evening loading)</td><td>125%</td><td>150%</td></tr> <tr> <td>Saturday</td><td>125%</td><td>150%</td></tr> <tr> <td>Sunday</td><td>150%</td><td>175%</td></tr> <tr> <td>Public Holiday</td><td>225%</td><td>250%</td></tr> </tbody> </table>		Full-time and part-time employees	Casual employees (inclusive of 25% casual loading)	Monday to Friday – after 6:00pm (i.e. an evening loading)	125%	150%	Saturday	125%	150%	Sunday	150%	175%	Public Holiday	225%	250%
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Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?															
29 What are my overtime arrangements and what extra pay will I receive?	- The wording of this clause in relation to when overtime applies has been changed as follows: - overtime is only payable where work is '<i>required and authorised</i>' under clause 29.1 of the New Agreement compared to '<i>directed</i>' under the 2023 Agreement; and - a sentence is also added to the end of clause 29.1 to confirm that employees are not expected to work additional hours that have not been pre-authorised and should obtain approval prior to working those hours. - This is not intended to materially change the operation of this entitlement.	- An employee will be entitled to payment for overtime where they work: - o in excess of the maximum ordinary hours on a day; - o outside the span of ordinary hours of work; - o in excess of: ▪ 152 hours over a 4-week cycle (for a full-time employee), ▪ 76 hours in a fortnight (for a part-time employee), ▪ outside your guaranteed and your agreed availability in a roster cycle (including varied hours) (for a part-time employee), ▪ or in excess of 38 hours in one week (for a casual employee). - The following overtime rates apply: <table border="1"> <thead> <tr> <th>For overtime worked on</th><th>Overtime rate for full-time and part-time employees</th><th>Overtime rate for casual employees (inclusive of 25% casual loading)</th></tr> </thead> <tbody> <tr> <td>Monday to Saturday—first 3 hours</td><td>150%</td><td>175%</td></tr> <tr> <td>Monday to Saturday—after 3 hours</td><td>200%</td><td>225%</td></tr> <tr> <td>Sunday</td><td>200%</td><td>225%</td></tr> <tr> <td>Public Holiday</td><td>250%</td><td>275%</td></tr> </tbody> </table> - Store Managers are not entitled to the above loadings and overtime rates. Instead, Store Managers are eligible for the terms set out in Schedule 2 of the New Agreement.	For overtime worked on	Overtime rate for full-time and part-time employees	Overtime rate for casual employees (inclusive of 25% casual loading)	Monday to Saturday—first 3 hours	150%	175%	Monday to Saturday—after 3 hours	200%	225%	Sunday	200%	225%	Public Holiday	250%	275%
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30 When will I take my breaks?	No change.	- Clause 30 sets out when employees take breaks and what they are entitled to. - The meal and rest break provisions provide that an employee will not be required to: - take a rest break or meal break within the first or the last hour of a shift; or - take a rest break combined with a meal break; or - work more than 5 hours without taking a meal break. <table border="1"> <thead> <tr> <th>Hours worked</th><th>Rest break</th><th>Meal break</th></tr> </thead> <tbody> <tr> <td>Less than 4 hours</td><td>None</td><td>None</td></tr> <tr> <td>4–5 hours</td><td>1 x 10 min (paid)</td><td>None</td></tr> <tr> <td>5–7 hours</td><td>1 x 10 min (paid)</td><td>1 meal break (30–60 min unpaid)</td></tr> <tr> <td>7–10 hours</td><td>2 x 10 min (paid)</td><td>1 meal break (30–60 min unpaid)</td></tr> <tr> <td>10+ hours</td><td>2 x 10 min (paid)</td><td>2 meal breaks (30–60 min each)</td></tr> </tbody> </table> - Meal breaks are unpaid and do not count towards time worked.	Hours worked	Rest break	Meal break	Less than 4 hours	None	None	4–5 hours	1 x 10 min (paid)	None	5–7 hours	1 x 10 min (paid)	1 meal break (30–60 min unpaid)	7–10 hours	2 x 10 min (paid)	1 meal break (30–60 min unpaid)	10+ hours	2 x 10 min (paid)	2 meal breaks (30–60 min each)
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31 Breaks between work periods	- The wording of this clause has been updated to clarify how additional payments are described where the minimum break between shifts is not provided. - The previous reference to “double the rate” has been updated to “200% of your Base Hourly Rate” for consistency with other pay provisions in the New Agreement and with the language used in the Award.	- Clause 31 ensures that employees receive a minimum 10-hour break between shifts and are compensated if that break is not provided. - If you are required to start work without having had 10 hours off: - you will be paid 200% of your Base Hourly Rate; - this applies until you are released to have a full 10-hour break.																		

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?
	This is a terminology change only and does not amend the rate of payment or employee entitlements.	If you are required to take time off to complete the 10-hour break you won't lose pay for your ordinary hours not worked.
32 Will I be paid for attending store meetings and training?	- This clause is amended to improve clarity and structure. - The clause heading has been updated to explicitly include 'training', so it is clearer that both meetings and training are covered. - Clause 32.2 under the 2023 Agreement has been split into clauses 32.2 and 32.3 under the New Agreement to separately deal with non-compulsory training, making it clearer when time spent attending training will be paid and when it will not be. - These changes have been made to improve understanding and consistency and do not change employee entitlements.	- If an employee is required to be in attendance at a store meeting during their ordinary hours work, the employee will be paid their base rate of pay. - If an employee is required to be in attendance at a team meeting outside of their ordinary hours of work, they will be paid the relevant overtime rate. This applies to compulsory training. - Where training is for the employee's own professional development and is not necessary for them to perform the core duties of their role, payment will not apply.
33 What happens if Optus Retail wishes to change my ordinary hours of work or regular roster?	No change.	This clause sets out that Optus Retail will consult with an employee if proposing to change their ordinary hours of work or regular roster.
PART 5 – MY LEAVE BENEFITS		
34 General	34.2(e): This clause has been updated to clarify that all employees are entitled to family and domestic violence leave under the NES and remove the reference to 1 February 2023 as this is no longer relevant for the purposes of the New Agreement.	- Optus Retail provides leave benefits in addition to your entitlements under the NES. - The NES continues to provide minimum leave standards.

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?
	Clause 34.3: This clause has been changed to now state that the provisions in Part 5 "provide more information about your leave entitlements, including those provided for in the NES."	The provisions in Part 5 of the New Agreement provide more information about your leave entitlements, including those provided for in the NES.
35 Annual Leave	- Clause 35.1: This clause is amended to clarify that annual leave requests will not unreasonably be refused in accordance with the NES. - Clause 35.2: 'annual' is added before 'leave' to clarify which type of leave is being referred to. - Clause 35.3 (c): 'written' is added before 'notice' to make clear that the notice to take leave in the case of a shutdown must be given in writing to employees. - Clause 35.4: The clause has been removed as purchasing of leave is now moved into its own section and decoupled from annual leave to reflect market practice that purchased leave schemes do not directly interact with an employee's annual leave entitlement. See clause 46 below for further details.	- Employees continue to be entitled to 4 weeks of annual leave per year of service accumulating on a pro-rata basis in accordance with the NES. - The New Agreement continues to include other existing provisions in relation to annual leave, including: - allowing employees to sell annual leave to Optus Retail; - Optus Retail may require an employee to take annual leave when an employee has excessive annual leave (at least 8 weeks) in certain circumstances; - provision of annual shutdown period for some or all of Optus Retail's stores. - The purchasing of leave has been moved to its own section as "Purchased Leave". See clause 46 below for further details.
36 Parental Leave	- Amendments have been made to the Parental Leave clause which will improve Parental Leave benefits available to eligible employees by: - introducing carer neutral parental leave meaning each parent will be able to access up to 16 weeks paid parental leave regardless of their caring status, replacing paid primary care giver and paid partner leave; - increasing the paid leave benefit for employees from up to 14 weeks to up to 16 weeks.	- Optus Retail is enhancing the parental leave benefits provided under New Agreement. These changes are set out to the left. - A summary of what this means under the proposed New Agreement is set out below: - More inclusive paid parental leave: All eligible employees can access the full paid parental leave entitlement, regardless of their carer status. This replaces the existing requirement to be the nominated primary carer and removes the separate 4-week paid partner leave entitlement.

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?
	- In addition, there are a number of other changes to the clause which are as follows: - paid parental leave eligibility has been clarified. The prior link between unpaid NES parental leave and paid parental leave eligibility has been removed. To qualify, employees must: - be a permanent employee (full-time or part-time); - responsible for the care of a child or children that is or are: - newly born (whether you, your spouse or de facto partner gives birth); - from a placement; - have completed at least 12 months' continuous service by the expected date of birth or placement; and - the birth or placement occurs while you are employed with us. - confirmation that Optus Retail will pay superannuation on paid parental leave and up to a maximum of 36 weeks of unpaid parental in circumstances where the employee: - is eligible for paid parental leave; and - has completed a further 12 months' continuous service before becoming eligible again for further paid parental leave in relation to a subsequent child; - clarification that Optus Retail policies (as amended from time to time) will govern	- Greater flexibility for families: A carer-neutral approach gives all eligible parents equal access to paid leave. - Clearer eligibility criteria: The Agreement now clearly sets out eligibility for paid parental leave. Employees must: - be a permanent employee (full-time or part-time); - responsible for the care of a child or children that is or are: - newly born (whether you, your spouse or de facto partner gives birth); - from a placement; - have completed at least 12 months' continuous service by the expected date of birth or placement; and - the birth or placement occurs while you are employed with Optus Retail. While this removes the previous link to eligibility to unpaid parental leave under the NES, the proposed criteria align with Optus Retail's current policy and practices. - Policy to cover practical details: The Parental Leave Policy will outline how the entitlement operates in practice (e.g. timing and definitions such as foster or kinship care) including that the entitlements in the clause will apply to eligible employees where a birth/placement on and from 1 July 2026. This gives Optus Retail the flexibility to adapt over time to better support our people, while keeping core entitlements unchanged. A copy of the Parental Leave Policy that will apply at the commencement of the New Agreement if it is approved is available at our dedicated site for the New Agreement by clicking here. - More flexibility in how leave is taken: Paid parental leave no longer needs to be taken in one continuous block, giving employees to take it more flexibility. As a result, we have

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?
	operational aspects of parental leave entitlements including, but not limited to: ▪ that paid parental leave will apply to stillbirth (as defined in the NES), adoption, surrogacy, long-term foster care and kinship care; ▪ how paid or unpaid parental leave may be taken by employees; ▪ the definition of “placement”; and ▪ return to work requirements for the purpose of accessing paid benefits under this clause. This has resulted in: ○ the removal of: ▪ the requirement that paid parental leave be taken in one continuous block; ▪ the definition of long-term foster care; ▪ the provision in relation to paid parental leave when an employee's caring status changes from long term foster care to adoption in relation to the child; ▪ what happens when public holidays fall during paid parental leave. ○ clarifying that paid parental leave counts toward (runs concurrently with) NES unpaid parental leave.	clarified that paid parental leave will run concurrently with unpaid parental leave and will form part of the overall unpaid parental leave entitlement. • Superannuation continues: Superannuation will continue to be paid on paid parental leave and up to 36 weeks of unpaid parental leave, in circumstances where an employee is eligible to take paid parental leave and for subsequent children, a further 12 months' continuous service is required to access the benefit again. • For a child/children born or placed on or before 30 June 2026, the entitlement to parental leave is subject to the previous Parental Leave Policy. Under that policy, among other things, there is a distinction between primary and secondary carers, primary caregivers for these children are entitled to 14 weeks' leave and secondary caregivers for these children are entitled to 4 weeks' leave.
37 Connected Days	• Optus Retail has increased the existing Connected Day offering from one day to two days of paid leave	• A Connected Day is a day of paid leave for employees to connect with the things that they love and the things that matter to them, which may include anything from their

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?
	per calendar year and as a result, changed the heading to “Connected Days”. The clause has been amended to clarify eligibility, including providing that a permanent employee can take Connected Days in their first year of employment subject to the other limitations for taking Connected Days during their probation and notice periods.	culture, family, health, community or wellbeing. Under the New Agreement, Optus Retail has increased the existing Connected Day offering from one day to two days of paid leave per calendar year. - Fixed term employees engaged for a continuous period of 12 months or more, and full time and part time employees are eligible to take a Connected Day. - Employees must complete their probation period before taking a Connected Day, are not able to take it during their notice period and must notify their manager before taking the leave. - Connected Days cannot be taken in part days. - Unused Connected Days do not accumulate from year to year and are not paid out upon termination of employment. - Eligible employees will be entitled to a total of two Connected Days’ leave in respect of the 2026 calendar year.
38 Emergency Services Leave	No change.	- The clause has not changed from the 2023 Agreement. - Emergency Services Leave provides that employees engaging in recognised voluntary emergency service organisations are entitled to 5 days at ordinary pay in each calendar year. - The clause provides that an employee who has performed 3 continuous days of emergency services activity, is granted an additional day of paid emergency services leave for the purposes of recovery.
39 Gender Affirmation Leave	No change.	The clause is unchanged from the 2023 Agreement. It provides for support for employees who would like to affirm their gender in the workplace. Optus Retail's policy will

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?
		provide for up to 4 weeks of paid leave for the purpose of an employee affirming their gender.
40 Jury Service	No change.	A full-time or part-time employee summoned to attend jury service will continue to receive their salary for the duration of their attendance.
41 Bereavement Leave & Compassionate Leave	Clause 41.3(b): In relation to the definition of "immediate family", a person "in a relationship as a couple" with an employee replaces reference to 'husband, wife, or same sex partner' to better align with the current legal definition of a de facto relationship and modern drafting standards.	- Your entitlement to bereavement and compassionate leave remains the same under the New Agreement. - This clause provides for Bereavement Leave of up to 5 paid days for full time and part-time employees on the occasion of the death of any member of the employee's immediate family or household (including circumstances where you or your spouse experience a miscarriage that occurs between 12 to 20 weeks of pregnancy). - An employee will also be entitled to compassionate leave of 2 days on each occasion a member of their immediate family or household dies or develops a life-threatening illness or injury. This includes the circumstance where they experience a miscarriage or stillbirth. This is paid leave for full-time and part-time employees and unpaid for casual employees. - For the purposes of Bereavement Leave, Compassionate Leave and Personal/Carer's Leave entitlements, the definition of 'immediate family' recognises foster children and in the case of Indigenous employees, this extends to kinship.
42 Career Break	No change	Full time and part-time employees are able to request a Career Break in accordance with the Leave Policy. Employees taking an approved Career Break must use all their paid leave entitlements and the remainder will be treated as unpaid leave.

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?
43 Leave without pay	- This clause has been updated to make it clear that its operation is 'subject to applicable law'. - This change ensures the clause aligns with current legislative requirements and avoids any inconsistency between the New Agreement and law. - This is a clarification only and does not change employee entitlements.	- Leave Without Pay (LWOP) is generally available by agreement between you and Optus Retail, rather than as an automatic entitlement. - The clause also makes clear that periods of LWOP: - do not count as service for the purpose of accruing some entitlements (such as leave or incentives); but - do not break your continuity of employment. - The clause now clarifies that its operation is subject to applicable law, ensuring it aligns with legal requirements.
44 Blood Donation Leave	- Optus Retail proposes to increase the total amount of leave employees can access for the purpose of donating blood: - from a total of 8 hours per calendar year to a total of 16 hours; and - from up to 2 hours per occasion, to up to 4 hours per occasion. - There is no longer a maximum number of occasions this leave type can be requested, and the only limitations are the number of hours per calendar year and hours per occasion (stated above).	- Optus Retail recognises that blood donations are truly lifesaving for many people across Australia and want to ensure our people are actively encouraged to participate in donating where it is appropriate for them to do so. - The New Agreement provides for full or part time employees to request up to 4 hours of paid leave per occasion for the purposes of supporting the community through blood, platelet or plasma donations through the Australian Red Cross Lifeblood Service, up to a total of 16 hours per calendar year. - Eligible employees will receive up to a total of 16 hours Blood Donation Leave in respect of the 2026 calendar year. - This will provide employees with greater flexibility and opportunities to participate in this activity.
45 Family and Domestic Violence Leave	- Optus Retail has increased the number of paid family and domestic violence leave days to 20 days per year of service from the existing 10 days. - The New Agreement clarifies that casual and part time employees may access these paid leave	- Optus Retail recognises that providing paid leave enables those experiencing family and domestic violence to seek help, access support and seek safety. - The clause provides for all employees to access 20 days of paid leave per year of service where leave from work is

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?
	provisions and this leave does not accumulate from year to year.	required for various purposes associated with the effects of family and domestic violence. • This leave is available immediately at the start of employment and at each employment anniversary, and does not accumulate from year to year. Optus Retail and employees may agree to further paid or unpaid leave for these purposes. • Upon the commencement of the New Agreement, employees will receive a balance of 20 days for this leave type regardless of whether leave has been taken since their employment anniversary date.
46 Purchased Leave	• This is a new clause which provides you with opportunities to "buy" extra leave. The clause substantially adopts the provision under clause 35.4 of the 2023 Agreement ("buying" extra annual leave). • This reflects market practice that purchased leave schemes do not directly interact with an employee's annual leave entitlement and therefore consider it appropriate to more appropriately characterise it as a "Purchased Leave" entitlement.	• Optus Retail policies will provide 2 opportunities per year for full time and part time employees to purchase 2 weeks of leave (maximum of 4 weeks per year) to give employees flexibility to choose what suits their needs. • Where an application to purchase leave is approved, the employee will forgo an equivalent amount of pay in return for additional leave.
47 Defence Reserve Leave	• This is a new clause. • Optus Retail proposes to introduce a paid Defence Reserve Leave entitlement of up to 20 calendar days per calendar year for full time and part time employees, for the purposes of serving in the Defence Force Reserves (including performing training). This will replace employees' existing entitlement under Optus Retail leave policies of up to 10 days of Military Leave per calendar year for the same purpose.	• This is a new entitlement under the New Agreement. The clause provides for paid Defence Reserve Leave of up to 20 days per calendar year for full time and part time employees, for the purposes of serving in the Defence Force Reserves. • Leave requested in excess of 20 days for this purpose will be unpaid. • Paid Defence Reserve Leave does not accrue from year to year and is not paid out on termination of employment.

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?
48 Natural Disaster Leave	This is a new entitlement for full-time and part-time employees under the New Agreement that provides up to 3 days of paid Natural Disaster Leave per occasion.	- The New Agreement provides for a new entitlement to Natural Disaster Leave for full-time and part-time employees. - You may access up to 3 days of paid leave if you are unable to attend work because of a natural disaster (for example, bushfires, floods, or cyclones). - To access this leave: - a government authority or emergency service must declare a natural disaster or state of emergency in the area where you live or work; or - Optus Retail must be satisfied that you have been directly affected by the natural disaster. - This leave is paid at your Base Hourly Rate. - Each natural disaster event is treated separately, so the full entitlement can apply for each instance of natural disaster.
49 Unpaid Examination Leave	- This is a new entitlement under the New Agreement. Optus Retail is introducing an entitlement to unpaid leave to attend examinations for full-time and part-time employees. - The clause also recognises that casuals may provide notice to be unavailable for shifts to attend an examination.	- If you are a full-time or part-time employee, you may request unpaid leave to attend examinations. You must provide reasonable notice of the request (including the date, time and duration of the examination), and approval will not be unreasonably withheld where such notice is given. - Notwithstanding this provision of unpaid examination leave, you may also still request to use accrued paid leave entitlements to attend examinations instead, subject to usual approvals. - If you are a casual employee, you must provide reasonable notice of your unavailability for shifts to attend an examination. This allows Optus Retail to manage rostering requirements. Time not worked will not be paid. - Optus Retail may require reasonable evidence of the examination.

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?
50 Workers' Compensation	This clause has been renumbered from clause 46 in the 2023 Agreement as a result of the new leave clauses inserted above it (outlined immediately above). The substantive entitlement is unchanged.	Employees who are receiving payments under workers compensation legislation as a result of their employment with Optus Retail shall be paid the difference between the payments received under workers compensation legislation and the salary the employee would have otherwise been paid, up to a maximum of 52 weeks from the date of injury. Full participation in any approved return to work program is required to receive the payment under this clause.
51 Other leave	Clause renumbered, previously clause 47 under the 2023 Agreement. No substantive change.	Optus Retail may, in its sole discretion, consider requests for further paid/unpaid leave on a case-by-case basis.
52 What happens if I am absent from duty without authorised leave (AWOL)?	- Clause renumbered, previously clause 48 under the 2023 Agreement. - Clause 48.2 under the 2023 Agreement: The previous clause providing for termination of employment after 5 days of absence without authorised leave (AWOL) has been removed from the New Agreement.	- Absences from duty without authorised leave will be treated as an unauthorised absence which are unpaid. - The previous clause dealing with abandonment of employment has been removed from the New Agreement. This change reflects a preference to manage attendance, notification requirements and any related issues through standard employment processes, rather than setting these out in the New Agreement. - This change does not remove Optus Retail's ability to manage unauthorised absences or abandonment of employment.
PART 6 – LEAVING OPTUS RETAIL		
53 What happens when I leave Optus Retail?	- Clause renumbered, previously clause 49 under the 2023 Agreement. - Clause 53.2(e): An amendment has been made to clarify that an employee can provide notice of termination in circumstances where they are on or have planned annual leave or long service leave, however the period will be extended by any period	- During your probation period, please refer to clause 10 for information about termination of employment. - After your probationary period, if you are a full-time or part-time employee and you wish to resign, you must provide 4 weeks' written notice. - Casual employees must provide 1 hour's written notice.

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?
	of annual leave or long service leave falling within the notice period.	• Optus Retail may choose to pay you in lieu of notice. • If you resign and do not provide the required notice, you will not be paid for the notice period not provided. Unless Optus Retail agrees otherwise, your notice of termination will be extended by any period of annual or long service leave falling within the notice period. • If Optus Retail terminates your employment, full-time or part-time employees will receive 4 weeks' written notice (plus an additional week for employees over 45 years of age with at least 2 years' continuous service). Optus Retail may choose to pay in lieu of notice. • Optus Retail may terminate employment at any time without notice in the case of serious misconduct. • Your unpaid wages and amounts due under the NES will be paid no later than 7 days after the day your employment terminates (your Optus Retail Incentive Plan will be paid out in accordance with the standard incentive plan payment terms).
54 What happens if my role is made redundant?	• Clause renumbered, previously clause 50 under the 2023 Agreement. • Clause 54.2: The maximum severance payment employees will receive in the event of retrenchment has increased from 48 weeks' pay to 50 weeks' pay. This does not apply to casual employees.	• If your position becomes redundant and your employment is terminated as a consequence of Optus Retail not being able to find you suitable alternative employment, you will receive a severance payment of 4 weeks at your Base Salary for 1 year's completed service and then 3 weeks per completed year of service for each subsequent year. Any employee with 10 or more years' completed service will also receive an additional week's pay. Your total severance payment will not exceed 50 weeks' remuneration (increased from 48 weeks under the 2023 Agreement). • Any severance payment includes payment in respect of any entitlement to redundancy pay under the NES. In addition, you will be entitled to be paid for any accrued but unused annual and long service leave entitlements, and to notice of

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?
		termination or payment in lieu. This clause does not apply to casual employees.
55 What if the terms of the Agreement prevent us from being able to come to an individual agreement about things should work?	- Clause renumbered, previously clause 51 under the 2023 Agreement. - Clause 55.3 (introductory sentence): The introductory sentence to clause 55.3 has been added to the New Agreement which was inadvertently obscured by the example text box under the 2023 Agreement. - Clause 55.3(c): A typographical error has been corrected by replacing the word “transition” with “translation” in order to accurately reflect the intended meaning. - Clause 55.3(e): has been updated to provide that an Individual Flexibility Agreement (IFA) can be terminated with 28 days' notice instead of 13 weeks'. This is to ensure compliance with the FW Act which requires enterprise agreement flexibility terms to allow either party to terminate an IFA on no more than 28 days' notice.	- An IFA clause is a mandatory requirement for an enterprise agreement. - Clause 55 allows Optus Retail and an employee to enter into an Individual Flexibility Arrangement to vary certain terms of the Agreement to better meet individual needs. - Any arrangement must be genuinely agreed and leave the employee better off overall. - The clause also sets out how IFA's can be terminated, ensuring employees are not locked into arrangements that do not suit them.
56 What happens if there is significant change at work which affects me?	Clause renumbered, previously clause 52 under the 2023 Agreement. Otherwise, no change.	Clause 56 requires Optus Retail to consult with employees where it proposes a major workplace change that is likely to have a significant effect on them – to discuss ways in which it can minimise those impacts where possible. Employees may be represented for the purposes of this consultation.
57 How are issues resolved under this Agreement?	- Clause renumbered, previously clause 53. - Step 3 of the dispute resolution procedure has been updated to reflect current Optus Retail leadership structures. The previous reference to "State Manager/VP Branded Retail" has been updated to	The clause sets out the procedure for resolving disputes between an employee and Optus Retail by ensuring that any issues are dealt with cooperatively and using open communication.

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?
	"Area Manager/Regional Senior Director/ Executive General Manager Retail". The reference to relevant "Director of People and Culture" has been updated to "relevant senior member" of People and Culture.	- This procedure is initially internal. Once the internal steps are exhausted, the issue can be referred to an agreed private mediator or arbitrator, or, failing agreement, to the Fair Work Commission. - An employee can be represented for the purposes of the issue prevention and resolution steps at all stages.
SCHEDULE 1 – CLASSIFICATION STRUCTURE	- All minimum Base Salary rates in the table of Schedule 1 have been updated to reflect the new rates effective from 1 July 2026 (see Clause 11). - Job descriptions across all classifications have also been updated — the key changes are that references to "Processing of customer sales" has been updated to "Processing of customer transactions" to better reflect current operational practice and to move to a general reference to KPI's rather than specific measures.	This schedule sets out each of the job classifications, the updated minimum rates for each of the job classifications and a job description for each of the classifications.
SCHEDULE 2 – STORE MANAGERS	- The existing 2023 Agreement Store Manager remuneration arrangements have been retained. - Schedule 2 has been updated to set out the increased additional rates and payments made to Store Managers under the New Agreement when the relevant maximum thresholds have been exceeded. - The SM Excess Hours Loading and SM Overtime Payment have been updated to reflect the new rates applying from the commencement of the New Agreement. - The worked examples have been updated to reflect revised rates and payments under the New Agreement.	- This schedule sets out the annualised pay arrangements for Store Managers and when a Store Manager is entitled to additional rates and payments. - This clause provides for maximum thresholds for evening, weekend and overtime hours. - Store Managers who are required to work more than the maximum thresholds that have been factored into the annualised salary will be compensated with additional pay. - In particular: - for Full-time Store Managers, the annual salary compensates for 152 hours per 4 week roster cycle and up to 12 reasonable additional overtime hours; - for Part-time Store Managers, the annual salary compensates for a pro-rata amount of 82 hours per

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?												
	- A typographical error in the Full-Time Employee #1 and #2 examples has been corrected (the maximum number of Sunday Hours has been updated from 12 hours to 16 hours). - Section 6 - Store Manager Allowance: This section has been removed as the allowance is now incorporated into Store Manager base salary and is no longer required as a standalone provision.	fortnight over the roster cycle comprising of 76 hours and 6 reasonable additional hours per fortnight; - for both Full-time and Part-time Store Managers, there are “maximum expected number of hours” corresponding with the category of hours they work. - Full-Time Store Managers can work a maximum of the following hours before additional payments are required: <table border="1"> <thead> <tr> <th>Hours Type</th><th>Maximum expected number of hours per 4 week roster cycle</th><th>Average hours per week</th></tr> </thead> <tbody> <tr> <td>Evening* and Saturday Hours</td><td>56</td><td>14</td></tr> <tr> <td>Sunday Hours</td><td>16</td><td>4</td></tr> <tr> <td>Overtime Hours**</td><td>12</td><td>3</td></tr> </tbody> </table> * Evening hours for non-extended trading hours stores are between 6pm and 9:30pm, Monday to Friday. Evening hours for extended trading hours stores are between 6pm and 11pm, Monday to Friday. ** Overtime Hours mean hours which are: - in excess of 152 ordinary hours of work over your 4 week roster cycle; - in excess of the maximum ordinary hours on a day; - outside the span of ordinary hours of work as set out in Part 4 – My Hours of Work; or - outside the roster conditions set out in clause 27.2 Roster Requirements. - These arrangements are pro-rated for Part-Time Store Managers.	Hours Type	Maximum expected number of hours per 4 week roster cycle	Average hours per week	Evening* and Saturday Hours	56	14	Sunday Hours	16	4	Overtime Hours**	12	3
Hours Type	Maximum expected number of hours per 4 week roster cycle	Average hours per week												
Evening* and Saturday Hours	56	14												
Sunday Hours	16	4												
Overtime Hours**	12	3												

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?
		- Both full-time and part-time Store Managers will be entitled to “SM Excess Hours Loading” for work in excess of any category of hours they work. - Further, “SM Overtime Payment” will be paid if the conditions for overtime hours are met. - Please refer to Schedule 2 of the New Agreement for specific rates and example scenarios to illustrate the operation of these provisions.
SCHEDULE 3 – WORKPLACE DELEGATES’ RIGHTS	- Effective from 1 July 2024, all new enterprise agreements must include a workplace delegates' rights term. - A new schedule (Schedule 3) incorporates clauses 33A.2 – 33A.9 of the Award relating to Workplace Delegates Rights into the New Agreement.	- From 1 July 2024, new enterprise agreements must include a delegates' rights term. This term provides for the exercise of the rights of workplace delegates. - The New Agreement incorporates the delegates' rights term under the Award, as varied from time to time and provides that if clauses or subclauses are removed from the Award, then the delegates rights term (or relevant subclauses of it) will cease to be incorporated into the New Agreement. - The current provisions of the Award include: - a workplace delegate must notify Optus Retail of their appointment or election before exercising these rights (including evidence of their appointment or election if requested) and if they cease to be a workplace delegate within 14 days; - workplace delegates may represent employees who wish to be represented for consultation about major workplace change or changes to rosters or hours of work, resolution of disputes, disciplinary processes, enterprise bargaining in some circumstances and any other process in policy or New Agreement which provides for representation and concerns their industrial interests;

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?
		○ workplace delegates may communicate with eligible employees in relation to their industrial interests, during working hours, work breaks or before or after work; ○ Optus Retail must provide workplace delegates with a room or area for discussion, certain facilities and means of communication, and office facilities and equipment. Optus Retail is not required to provide access if it does not have the facility, it is impractical to provide (due to operational requirements) at the time or in the manner it is sought or if Optus Retail is unable to obtain access after taking reasonable steps; ○ workplace delegates receive, during normal working hours, up to 5 days' paid training related to representation of the industrial interest of eligible employees in their first year and 1 day per subsequent year, for 1 delegate per 50 employees covered by the New Agreement. Workplace delegates must provide not less than 5 weeks' notice of the dates and provide evidence of their attendance; and ○ in exercising an entitlement under this clause, workplace delegates must comply with their duties as an employee, comply with reasonable policies and procedures of Optus Retail and not prevent employees from exercising their right to freedom of association; ○ in exercising their entitlements under this clause, workplace delegates must comply with their duties and obligations as employees and not hinder, obstruct or prevent the normal performance of work, unless the reasonable exercise of those entitlements require that to occur. • The Award clause (clause 33A) can be found at:

Clause No. Title	What has changed in this clause?	Explanation and what does this mean for me?
		https://awards.fairwork.gov.au/MA000004.html#_Toc233115496

RELATIONSHIP TO THE GENERAL RETAIL INDUSTRY AWARD 2020

The [General Retail Industry Award 2020 \(Award\)](#) is a modern industry award and is the instrument that would otherwise apply to employees if no enterprise agreement (i.e. a Retail Agreement) was in place. If the proposed Optus Retail Agreement 2026 (**New Agreement**) is voted up by a valid majority of employees, and subsequently approved by the Fair Work Commission (**FWC**), the Award will not apply to you as long as the New Agreement applies.

As explained earlier in this Information Pack, as part of the agreement approval steps, the FWC is required to assess the proposed New Agreement to make sure it meets the legal requirements set out under the *Fair Work Act 2009* (Cth) (**Fair Work Act**).

This includes ensuring that the proposed New Agreement passes the better off overall test. This test involves checking that each employee (and each reasonably foreseeable employee) would be better off overall if the proposed New Agreement applied to the employee than if the relevant modern award applied to the employee. In this case, the test will compare the proposed New Agreement against the Award to ensure employees are better off overall.

Changes in the Award since the Optus Retail Agreement 2023 was made are set out below for your information:

Award Clause and Change		Differences between proposed terms and conditions under the proposed New Agreement and changes made to the Award since the Optus Retail Agreement 2023
Clause 2.1	Definitions and Interpretation – casual employees	The definition of ‘casual employee’ changed under the Fair Work Act on 26 August 2024. The definition of ‘casual employee’ in the Award was subsequently updated with a note clarifying the effect of the change in the definition. In particular, a clause was added to the Award to state: <i>“NOTE: Section 15A of the Act was amended with effect from 26 August 2024. Under clause 102(3) of Schedule 1 to the Act, an existing employee who was a casual employee of an employer under section 15A as it was immediately before that date is taken to be a casual employee of the employer for the purposes of section 15A after that date”.</i> The New Agreement reflects the new definition of a ‘casual employee’. There is no material difference in the Award and the New Agreement provision.
Clause 6	Request for flexible work arrangement	The detailed process for requests for flexible working arrangements has been substituted by a reference to the National Employment Standards (NES) to read: <i>'Requests for flexible working arrangements are provided for in the NES.</i> <i>NOTE: Disputes about requests for flexible working arrangements may be dealt with under clause 30 – Dispute resolution and/or under section 65B of the Act.'</i> The New Agreement already provides that the NES applies in relation to requests for flexible working arrangements.

Award Clause and Change		Differences between proposed terms and conditions under the proposed New Agreement and changes made to the Award since the Optus Retail Agreement 2023
Clause 11.5	Changes to casual employment status	Amendments to this clause of the Award have been made to specify that: - a pathway for employees to change from casual employment to full-time or part-time employment is provided for in the NES; - disputes about changes to casual employment status may be dealt with under the Fair Work Act and/or under the Award. The New Agreement confirms that a casual employee may be entitled to change to full-time or part-time employment in accordance with the Fair Work Act.
Clause 15.2(c)	Expanded span of ordinary hours	This clause is amended, with retrospective effect from pay period commencing 1 October 2020, so that the reference to 'establishment' is replaced by 'retailer' and the phrase 'on all days of the week' is inserted. Specifically, it now reads: <i>"until 11:00 pm on all days of the week if the trading hours of the retailer extend beyond 9:00 pm on a Monday to Friday or 6:00 pm on a Saturday or Sunday"</i> Clause 26 of the New Agreement contains a provision which, like the Award clause provides for an expanded span of ordinary hours where a store has extended trading hours. There have been no changes to the New Agreement clause in this respect. See the explanation of clause 26 and what it means for you at page 24 of this Information Pack for further detail.
Clause 15.7(c)	Maximum days that can be rostered	The clause was varied to resolve an ambiguity or uncertainty in rostering – previously, an employee could only be rostered to work six days in one week if they were rostered to work ordinary hours on no more than four days in the following week. The variation maintains the restriction on the total number of days that can be worked in a fortnight, but removes the requirement as to the order in which those days are worked. The New Agreement reflects the previous provision of the Award.
Clause 15A	Employee right to disconnect	The Fair Work Commission added a right to disconnect clause to all awards on 26 August 2024. The New Agreement does not include an employee right to disconnect clause. Obligations in relation to an employee's right to disconnect will apply as a matter of law under the Fair Work Act.

Award Clause and Change		Differences between proposed terms and conditions under the proposed New Agreement and changes made to the Award since the Optus Retail Agreement 2023														
		Under the Fair Work Act, employees have the right to refuse contact outside their working hours unless that refusal is unreasonable. This means an employee can refuse to monitor, read or respond to contact or attempted contact from an employer or a third party, unless the refusal is unreasonable. When working out whether an employee’s refusal is unreasonable, the following factors must be considered: - the reason for the contact; - how the contact is made and how disruptive it is to the employee; - how much the employee is compensated or paid extra for: - being available to perform work during the period they’re contacted, or - working additional hours outside their ordinary hours of work; - the employee’s role in the business and level of responsibility; - the employee’s personal circumstances, including family or caring responsibilities; - other relevant matters. It will be unreasonable for an employee to refuse to read, monitor or respond if the contact or attempted contact is required by law. Under the Fair Work Act, employees can seek to resolve a dispute about the right to disconnect at a workplace level, and apply to the Fair Work Commission to have it deal with the dispute.														
Clause 16.6(b)	Additional payment for not having a break	This clause is amended to clarify that the rate of 200% payable when an employee starts work without having 12 hours off work is based on an employee’s minimum hourly rate. The New Agreement is amended to reflect the above change.														
Clause 17.1 Schedule B	Minimum Wages	The minimum rates for each classification have increased under the Award since the Optus Retail Agreement 2023. As set out earlier in this Information Pack, the differences in the New Agreement rates and the current Award minimum adult rates (as at 1 July 2026) are set out below: <table><tr><th>New Agreement classification</th><th>Corresponding Award classification</th><th>New Agreement minimum weekly rate</th><th>Award minimum weekly rate</th><th>Approximate Difference</th></tr><tr><td>Retail Consultant</td><td>Level 1</td><td>\$1,111.04</td><td>\$1,056.80</td><td>5.13%</td></tr></table>					New Agreement classification	Corresponding Award classification	New Agreement minimum weekly rate	Award minimum weekly rate	Approximate Difference	Retail Consultant	Level 1	\$1,111.04	\$1,056.80	5.13%
New Agreement classification	Corresponding Award classification	New Agreement minimum weekly rate	Award minimum weekly rate	Approximate Difference												
Retail Consultant	Level 1	\$1,111.04	\$1,056.80	5.13%												

Award Clause and Change		Differences between proposed terms and conditions under the proposed New Agreement and changes made to the Award since the Optus Retail Agreement 2023					
			Specialist Retail Consultant	Level 3	\$1,204.81	\$1,097.80	9.75%
			Assistant Store Manager	Level 4	\$1,298.96	\$1,119.10	16.07%
			Store Manager 1	Level 6	\$1,693.69	\$1,182.10	43.28%
			Store Manager 2	Level 6	\$1,851.04	\$1,182.10	56.59%
			Store Manager 3	Level 6	\$2,015.15	\$1,182.10	70.47%
Clause 17.2 Schedule B	Junior rates	The clauses are amended so that the junior rate of 45% applies to employees 'under 16 years of age', replacing the previous reference to '15 years of age and under'. The New Agreement does not provide for junior rates.					
Clauses 20.1 and 20.4	Superannuation	The Award has been amended to reflect changes to legislation regarding superannuation and default superannuation funds. The amendments include: - a reference to the NES, as superannuation contributions are now part of the NES; - summarises the choice of fund provisions under the superannuation legislation; relevantly, the employer is required to locate an employee's stapled superannuation fund determined by the Australian Taxation Office, before an employer is able to make superannuation contribution to a complying fund as nominated by the employer; and - names of some of the default superannuation funds have been removed or corrected. The New Agreement is amended to reflect changes to legislation regarding superannuation. It does not otherwise expressly provide for a list of default superannuation funds.					
Clause 21.2	Payment of overtime	The clause has been amended to clarify the application of overtime provisions for employees. According to the variation application to the FWC, the intention is to make the Award's operation '<i>simple, easy to understand, stable and sustainable</i>', which includes: - setting out the overtime entitlements of each distinct group (ie, full-time, part-time or casuals) in a table; and - applying consistent language across each of the different groups of employees. Other than as set out earlier in this Information Pack, the overtime provisions under the New Agreement remain unchanged, and accordingly, the tabular format of the Award is not adopted.					

Award Clause and Change		Differences between proposed terms and conditions under the proposed New Agreement and changes made to the Award since the Optus Retail Agreement 2023
Clause 28.4	Direction to take annual leave during shutdown	This clause was amended to include a more comprehensive provision relating to a direction to take annual leave during a shutdown. The updated clause includes the following requirements: • 28 days' written notice of the shutdown must be given, unless a shorter period is agreed between the employer and majority of employees, and for new employees, as soon as reasonably practicable; • a direction to take accrued annual leave can be given, but it must be in writing and be reasonable; and • the employer and an employee may agree for the employee to take annual leave in advance or unpaid leave for the balance of the shutdown, in accordance with relevant provisions of the Award. The New Agreement provides for a direction to take annual leave during shutdown periods with a written notice requirement of 4 weeks. It does not expressly deal with a direction to take annual leave in advance or unpaid leave during the shutdown.
Clause 30	Parental Leave	Parental Leave under the Award is provided for in the NES. Since the Optus Retail Agreement 2023, the parental leave provisions under the NES have changed. The changes under the NES (and therefore the Award) can be summarised as follows: • Flexible Unpaid Parental Leave: employees can now take up to 120 days (or 130 days on or after 1 July 2026) of their 12 month unpaid parental leave entitlement flexibly within 24 months following the birth or adoption of their child, an increase from the previous 30 day allowance. Employees can also now take flexible unpaid parental leave before or after continuous unpaid parental leave (previously, it was only after). • Concurrent Leave: The previous restriction limiting employees to a maximum of 8 weeks of concurrent unpaid parental leave with their partner has been removed. Now, both parents can take up to 12 months of unpaid parental leave simultaneously at any point within 24 months of their child's birth or placement. • They can also now each request an extension of up to 12 months beyond the initial 12 month period. Optus' Parental Leave benefits are in addition to the NES entitlements and under the New Agreement will include the ability to access paid parental leave of up to 16 weeks pay and superannuation, subject to an employee returning to work after any previous period of parental leave, on paid parental leave and up to 36 weeks of unpaid parental leave taken before the child/children's first birthday or 12 months from the date of placement.

Award Clause and Change		Differences between proposed terms and conditions under the proposed New Agreement and changes made to the Award since the Optus Retail Agreement 2023										
Clause 33A	Workplace delegates' rights clause	The New Agreement incorporates the 'Workplace delegates' rights' clause at 33A of the Award. If the Award is updated in future (including the removal of the clause), the New Agreement term will automatically be updated and reflective of the change in the Award.										
Clause 36.9	Dispute resolution	The following note was inserted: <i>"NOTE: In addition to clause 36, the Act contains dispute resolution procedures as follows:"</i> <table><tr><th><i>For a dispute about rights under the Act to</i></th><th><i>Section</i></th></tr><tr><td><i>Request flexible working arrangements</i></td><td>65B</td></tr><tr><td><i>Change casual employment status</i></td><td>66M</td></tr><tr><td><i>Request an extension to unpaid parental leave</i></td><td>76B</td></tr><tr><td><i>Exercise an employee's right to disconnect</i></td><td>333N</td></tr></table> The dispute resolution procedure in the New Agreement applies to disputes about matters in relation to the NES – such disputes include requesting flexible working arrangements, changing casual employment status and requesting an extension to unpaid parental leave. While the New Agreement procedure does not extend to disputes about matters in relation to the right to disconnect, employees have a right to raise disputes under section 333N of the Fair Work Act in relation to the right to disconnect.	<i>For a dispute about rights under the Act to</i>	<i>Section</i>	<i>Request flexible working arrangements</i>	65B	<i>Change casual employment status</i>	66M	<i>Request an extension to unpaid parental leave</i>	76B	<i>Exercise an employee's right to disconnect</i>	333N
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<i>Exercise an employee's right to disconnect</i>	333N											

Optus Retail Agreement 2026

Frequently asked questions



GENERAL FAQs

What is the Optus Retail Agreement?

The Optus Retail Agreement 2023 (**2023 Agreement**) is an enterprise agreement made under the *Fair Work Act* 2009 (Cth) that contains minimum terms and conditions of employment for employees covered by it. It includes items such as rates of pay and leave entitlements.

The 2023 Agreement continues to operate until it is terminated or replaced.

Optus is proposing a new Optus Retail Agreement 2026 (**New Agreement**) to replace the existing 2023 Agreement.

Who does the proposed Optus Retail Agreement 2026 cover?

The proposed New Agreement covers all employees of Optus Retailco Pty Ltd (**Optus Retail**) who principally perform work at Optus retail stores and fall within one of the following classifications in the 2023 Agreement:

Retail Consultant, Specialist Retail Consultant, Assistant Store Manager and Store Manager.

Where can I get a copy of the proposed Optus Retail Agreement 2026?

To help you get across the detail, we have a dedicated [Optus Retail Agreement 2026 site](#) that you can access when in store or on the go. Here you'll find everything you'll need to understand the New Agreement.

How does an enterprise agreement come into effect?

To come into operation, the enterprise agreement must:

- be supported by a majority of the employees who cast a valid vote to approve the agreement; and
- be approved by the Fair Work Commission (FWC). The FWC is Australia's national workplace relations tribunal.

The FWC will only approve an agreement if it is satisfied that an employee and each reasonably foreseeable employee would be "**better off overall**" than if the relevant modern award applied to them.

What is the relevant Award that covers Optus Retail employees?

The General Retail Industry Award 2020 is the modern award that covers Optus Retail employees and is the instrument that the 2026 Agreement will be tested against for the purposes of the "better off overall test" conducted by the Fair Work Commission.

You can access a copy of the General Retail Industry Award 2020 by [clicking here](#).

What changes are Optus proposing as part of the New Agreement?

Optus is proposing some exciting and important enhancements including:

- Increases to minimum pay rates.
- Providing an additional day of paid leave so you can spend even more time connecting with the things that you love and matter to you most. This will be provided by increasing our signature "Connected Day" from one to two days of paid leave per calendar year.
- Building on our already strong parental leave offering by:
 - Embracing simplicity and equity by moving to a 'carer neutral' approach to Paid Parental Leave. This is a significant change which will remove the existing focus on 'primary' or 'secondary' carer

Optus Retail Agreement 2026

Frequently asked questions



and aims to encourage and better support the reality of shared caring responsibilities for both parents at this important time for families; and

- increasing Paid Parental Leave from up to 14 weeks to up to 16 weeks.
- Increasing the support provided to employees experiencing family and domestic violence from 10 days to up to 20 days of paid leave per year of service. This is also available for casual employees.
- Extending the time away from work for our people who donate blood and plasma to a total of 16 hours per calendar year and increasing the paid time from two to four hours per occasion.
- Increasing our redundancy severance pay to up to 50 weeks' which provides additional support for our people in the event their role is made redundant and suitable alternative employment is not found.
- Changes to the span of ordinary hours.

Importantly, the proposed changes will only take effect if the proposed New Agreement is approved by a majority of employees who cast a valid vote.

What will happen if the 2023 Agreement is not replaced with the proposed New Agreement?

This will mean that the proposed changes and enhancements will not come into effect. Instead, the current 2023 Agreement will continue to apply until it is terminated or replaced.

What's the difference between an enterprise agreement and a modern award?

Modern Awards are a safety net of minimum conditions for a whole industry or type of job (occupation). A Modern Award has automatic application to employees and employers.

Enterprise agreements can be negotiated with employees for a specific business or businesses and the minimum terms and conditions can be different to a Modern Award (however not less on an overall basis than the Modern Award).

When a workplace has an Enterprise Agreement, the Modern Award doesn't apply. However, the pay rate in the Enterprise Agreement can't be less than the pay rate in the Modern Award.

Enterprise Agreements are approved by the Fair Work Commission before it is to commence operating. The Fair Work Commission is required to assess the enterprise agreement to test whether the agreement would result in employees being "better off overall" than under the relevant Modern Award as well as other legal requirements.

I have a question about the New Agreement not answered here, who can help me?

We have a dedicated [Optus Retail Agreement 2026 Hub](#) where you can access relevant resources on the proposed New Agreement.

You can of course reach out to your Area Manager with any questions or email the team at RetailAgreement@optus.com.au.

Optus Retail Agreement 2026

Frequently asked questions



VOTING FAQs

These FAQs cover questions specifically regarding the upcoming Ballot.

What is the voting period for this ballot?

Voting Opens: **Thursday, 23 July 2026 at 10:00hrs AEST (10:00AM)**

Voting Closes: **Tuesday, 28 July 2026 at 18:00hrs AEST (6:00PM)**

Please note the difference in time zones based on your location.

State/Territory	Ballot Opens	Ballot Closes
NSW, ACT, VIC, QLD & TAS	Thursday 23 July 2026 10:00am (AEST)	Tuesday 28 July 2026 6:00pm (AEST)
SA & NT	Thursday 23 July 2026 9:30am (ACST)	Tuesday 28 July 2026 5:30pm (ACST)
WA	Thursday 23 July 2026 8:00am (AWST)	Tuesday 28 July 2026 4:00pm (AWST)

Can I vote outside the period of the Ballot?

No. Voting will only be open during the applicable ballot period set out above.

What is the vote/ballot for?

The vote/ballot is to allow Optus Retail employees who are covered by the proposed Optus Retail Agreement 2026 to vote on whether to approve the proposed Optus Retail Agreement 2026 (**New Agreement**).

If a majority of those who cast a valid vote, vote 'Yes' in favour of the New Agreement, this will enable Optus to make an application to the Fair Work Commission to formally approve the proposed New Agreement. The Fair Work Commission will make sure that it meets the legal requirements under the Fair Work Act including that employees are better off overall under the New Agreement than the relevant modern award (the General Retail Industry Award 2020). If it meets all the conditions, then Optus will be able to implement the terms and bring the terms into effect for its Retail employees.

Who is conducting the ballot?

The employee ballot is being conducted by CorpVote. CorpVote is an independent voting service that has been engaged to manage the proposed Optus Retail Agreement 2026 voting process and overall ballot. Voting will be confidential and anonymous.

What will I receive from CorpVote (Ballot Provider)?

Prior to the ballot opening, eligible employees will receive an introduction email from CorpVote on Tuesday 21 July 2026. On the day the ballot opens (Thursday 23 July 2026), eligible employees will receive an email from CorpVote with their Unique Voter Access Code (**VAC**) and instructions to cast their vote.

Optus Retail Agreement 2026

Frequently asked questions



When will I receive the details to vote? How and when will this information be distributed?

On Tuesday 21 July 2026 (prior to the ballot), CorpVote (evote@netvote.com.au) will send eligible Retail employees an introductory email to both their Optus email address and personal email address listed in HRCentral. Keep an eye out for this email!

When the vote opens on the morning of Thursday 23 July 2026, eligible employees will receive an email from CorpVote advising that the ballot is open and you are able to vote. The email will contain a link to the voting site as well as the employee's Unique Voter Access Code (**VAC**) for voting. You will need this VAC and your Employee ID number to cast your vote.

Details will be sent to your work and personal email address in HRCentral.

What voting methods are available?

Employees will have the option to vote either online or telephone. Please see the [CorpVote Voting Instructions](#) for further details.

Voting via Online

To vote using the online method, employees will receive an email (as set out above) when the ballot opens with a unique Voter Access Code (**VAC**). Employees will need to use this VAC and their Employee ID number to submit a vote.

You can also visit the website (<http://www.netvote.com.au/912>) and log in using the VAC that CorpVote has supplied to you in the same email along with your Employee ID number.

Voting via Phone

The VAC supplied by CorpVote as well as your Employee ID number will be required to lodge a vote over the telephone.

Dial 1300 757 801 and follow the prompts to submit your vote.

I will be outside Australia during the ballot. What early voting options are available?

Unfortunately, there are no early voting or absentee options available. You will still be able to participate in the vote, however, it must be during the designated ballot period. You can cast a vote by following the online link sent to your email or by calling the CorpVote international number on +61 3 7044 6070 and follow the prompts provided.

Who is eligible to vote in the ballot?

Employees who are covered by the New Agreement will be eligible to vote.

I believe I am covered by the proposed New Agreement but have been told that my name does not appear on the list of eligible voters by CorpVote. What are my options?

Please contact the Retail Agreement dropbox (retailagreement@optus.com.au) for any queries or issues regarding your eligibility.

I want to vote but I've lost or didn't receive my instructions/password advice. How can I vote?

Please contact CorpVote by email (support@corpvote.com.au) or by calling the dedicated Helpdesk number on 1300 710 950.

Optus Retail Agreement 2026

Frequently asked questions



I've voted but made a mistake and want to change my vote. Can I?

No. The system will prevent you from changing or removing your vote once you have submitted your vote.

As in most ballots/elections, each voter/elector is allowed only one vote. When that vote has been cast, the vote cannot be changed. Please vote carefully.

Will anyone be able to see how I voted?

Voting is confidential. Optus Retail will not receive any individual information regarding employee voting. Optus Retail will be provided with a Declaration of Results which will record the total of 'yes' and 'no' votes.

How do I know if the email from CorpVote is a phishing attempt or genuine?

We appreciate your vigilance! Check that the email is sent by evote@netvote.com.au. If you still have concerns, do not click on any links in the email, and instead open your web browser and enter the website directly (<http://www.netvote.com.au/912>). Proceed by entering your Unique Voter Access Code (**VAC**) from the CorpVote email along with your Employee ID number to cast your vote.

Alternatively, you may wish to cast your vote via the telephone method via 1300 757 801. You can access further voting instructions from CorpVote [here](#).

Where can I get help with voting?

If you are having a technical issue with voting, please contact CorpVote at support@corpvote.com.au or by calling 1300 710 950 between 8:30am to 5:30pm, Monday to Friday AEST. Outside of these hours, you can leave a voice message and the CorpVote team will get back to you.

We encourage employees to vote as early as practicable and preferably during business hours when technical support is available – in the unlikely event of a technical issue requiring support occurs.

Optus Retail Agreement 2026

Vote from Thursday 23 July to Tuesday 28 July 2026



In developing the New Agreement we have listened to feedback, recognised the diversity and individuality of our people, and focused on what matters most to our team.

We encourage you to read the proposed New Agreement.

Here's a summary of the key enhancements we're proposing:

2 Connected Days

2 paid leave days to connect with what matters most to you



Increased minimum pay rates for all roles



Changes to the span of ordinary hours



Plus additional leave benefits

- **Carer Neutral** and up to **16 weeks** paid Parental Leave
- **Increased** paid Blood Donation and Family and Domestic Violence Leave
- **New** paid Natural Disaster Leave



And more!

Increase to Redundancy Pay to up to 50 weeks



To read the proposed New Agreement and what these changes mean for you, scan the QR Code to visit the [Agreement Hub](#).



Any questions?



Speak to your Area Manager or reach out to the team at RetailAgreement@optus.com.au

Attachment AB

Optus Retail Agreement 2026

Ballot open from 23 July to 28 July 2026
One week until the ballot opens: Optus Retail Agreement 2026



[Watch Andy's video with Store Manager, Payal from Liverpool, NSW](#)

Hi team,

As we prepare for the Optus Retail Agreement 2026 ballot to open Thursday July 23, take a few minutes to hear from Andy Hitchen and Liverpool Store Manager, Payal Shakya in our latest video as they discuss some of the key benefits. Watch via the link above or video below.

Where can I learn more?

We have shared key updates and a range of resources over email and MyHub. Quick links here:

- [The proposed Optus Retail Agreement 2026 \(New Agreement\) \(2 July 2026\)](#)
- [Additional resources about the New Agreement \(9 July 2026\)](#)
- [Agreement Hub](#)

If you have any specific questions, speak to your Area Manager or contact the team at RetailAgreement@optus.com.au.

Optus Retail Agreement 2026 - Andy Hitchen and Payal Shakya



Posted 16 July 2026

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16 July 2026 at 10:55 am

If you have any specific questions, speak to your Area Manager or contact the team at RetailAgreement@optus.com.au.

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Write a comment...

Attachment AC

From: Retail Agreement
Sent: Tuesday, 21 July 2026 12:29 PM
To: Retail Agreement
Subject: Optus Retail Agreement 2026

Optus Retail

Agreement 2026

Welcome to Optus Retail!

Over the past few months, we have been working towards a new Optus Retail Agreement 2026 (**New Agreement**) to replace the Optus Retail Agreement 2023 which nominally expired on 3 July 2026. The New Agreement sets out the minimum terms and conditions of employment for employees covered by the New Agreement (including you!) and includes a range of enhancements designed to support our people and our business into the future. As a new starter, you have joined us at an exciting time as we prepare to vote on the New Agreement.

On 2 July 2026, we shared the New Agreement that we will be asking our team to vote on.

Below, you will find information recently shared by Andy Hitchen outlining the key improvements and benefits included in the New Agreement, together with important details about the upcoming ballot process.

Please keep an eye on your inbox for further information on how to participate in the ballot and make your vote count.

Regards

Optus Retail Agreement 2026 team

From: Retail Agreement <RetailAgreement@optus.com.au>
Sent: Thursday, 9 July 2026 11:32 AM
Subject: Optus Retail Agreement 2026 – Additional resources

Optus Retail Agreement 2026

Ballot open from 23 July to 28 July 2026

yes OPTUS

Hi team

Last week, we shared the proposed [Optus Retail Agreement 2026 \(New Agreement\)](#), along with details about the upcoming employee ballot. Voting will be open from **Thursday, 23 July 2026 to Tuesday, 28 July 2026**.

Information Pack

To help you understand the New Agreement before casting your vote, an [Information Pack](#) is now available on the [Agreement Hub](#). It includes:

- an overview of the proposed changes in the New Agreement, including an explanation of the terms and their effect (i.e. what it means for you);
- a summary of the key changes in the [General Retail Industry Award 2020 \(Award\)](#) clauses since the current Optus Retail Agreement 2023 was approved, including an explanation of how entitlements under the New Agreement compare to the Award; and
- Frequently Asked Questions (FAQs) including information about the voting process.

Explainer Video

We have also prepared an Explainer Video (available on the [Agreement Hub](#)) for those who prefer to watch or listen to the overview of the proposed changes.

Key dates

Please note the following important dates:

- **Voting period opens 10am on Thursday, 23 July 2026 and closes 6pm Tuesday, 28 July 2026 (AEST):** This is your opportunity to vote on the proposed New Agreement!
- **Wednesday, 29 July:** We will share the voting results and outline what comes next.

Need support?

For further information, visit the [Agreement Hub](#).

If you have any specific questions, speak to your Area Manager or contact the team at RetailAgreement@optus.com.au.

Optus Retail Agreement 2026 team

From: Andy Hitchen <Andy.Hitchen@optus.com.au>

Sent: Thursday, 2 July 2026 11:41 AM

Subject: Optus Retail Agreement 2026

Optus Retail Agreement 2026

Ballot open from 23 July to 28 July 2026

yes OPTUS

Hi ,

Today, I'm excited to share with you the proposed [Optus Retail Agreement 2026 \(New Agreement\)](#) and what it could mean for you if you say 'yes' in the upcoming employee ballot.

In March, I let you know that we had decided to kick start the process to renew the Agreement. At the time, we shared what it could look like and invited you to share with us your feedback and raise any questions.

In developing the New Agreement we have listened to feedback, recognised the diversity and individuality of our people, and focused on what matters most to our team. The result is an offering that recognises excellent customer outcomes, consistent performance, and provides practical flexibility in a fast-moving retail environment – one that reflects who we are as one team.

A summary of the key enhancements we are proposing include:

Here's a summary of what the Optus Retail Agreement 2026 could look like	2 Connected Days 2 paid leave days to connect with what matters most to you 	Plus additional leave benefits • Carer Neutral and up to 16 weeks paid Parental Leave  • Increased paid Blood Donation and Family and Domestic Violence Leave • New paid Natural Disaster Leave And more!
Vote from Thursday 23 July to Tuesday 28 July 2026 	Increased minimum pay rates for all roles  Changes to the span of ordinary hours 	Increase to Redundancy Pay to up to 50 weeks  

How can I learn more?

We've prepared some resources to make this easier to understand.

Information Sheets

We've prepared some information sheets with a high level summary of some of the key terms relevant for you. Select the link based upon your role:

- [Full-Time employee](#);
- [Part-Time employee](#);
- [Casual employee](#); or
- [Store Manager](#).

Copy of the proposed New Agreement

You can access a copy of the full proposed New Agreement [here](#) and also attached for your reference. We encourage you to carefully read it prior to voting in the upcoming employee ballot.

Accessing info on the go

To help you get across the detail, we have a dedicated Optus Retail Agreement Hub (**Agreement Hub**) which you can access here:

<https://www.optus.com.au/notices/enterprise-bargaining-agreement>.

You can easily access the Agreement Hub both in-store or on the go.

The [Agreement Hub](#) brings together everything you need to understand about the New Agreement, including:

- a tracked changes version of the New Agreement, so you can see what's changed from the Optus Retail Agreement 2023;
- supporting information to help you interpret the changes;
- guidance on how the New Agreement may impact you; and
- details on when and how to cast your vote in the upcoming ballot.

We encourage you to explore the [Agreement Hub](#) to build a strong understanding of the New Agreement and what it means for you.

Vote in the employee ballot from Thursday, 23 July

Before we can implement any of these proposed changes, we need your 'yes' vote to support the New Agreement in the upcoming confidential employee ballot.

Voting is an important part of the formal legal process under the *Fair Work Act*. The New Agreement can only be implemented if a **majority** of those who cast a valid vote in the ballot vote 'yes'. That's why it's critical that you participate in the ballot!

Voting will open at **10am on Thursday, 23 July 2026** and close at **6pm on Tuesday, 28 July 2026 (AEST)**. The vote will be conducted by confidential ballot through CorpVote (an independent third-party voting provider), and you may choose to vote online or by phone. We'll provide you with more information on the voting process as we get closer to the opening of the ballot.

What happens next?

We will continue to keep you informed and supported as we move forward through the final stages of this process.

- **Next week:** We will release a detailed Information Pack explaining the proposed changes clause-by-clause and what they mean for you. The pack will also include FAQs about the voting process.
- **Voting period, Thursday, 23 July – Tuesday, 28 July:** This is your opportunity to vote on the proposed New Agreement!
- **Wednesday, 29 July:** We will share the voting results and outline what comes next.

We're here to help

If you have any questions, speak to your Area Manager or contact the team at RetailAgreement@optus.com.au. I encourage you to carefully read the proposed New Agreement, and the other resources available on the [Agreement Hub](#) before voting.

I'm excited about these proposed enhancements and the positive impact they will have for our team - I hope you are too!

Best wishes,
Andy Hitchen

For internal circulation only

This email may be confidential. If you received it accidentally, please do not send it to anyone else, delete it and let the sender know straight away. **Please think of the environment before printing this email.**

Attachment AD

From: Retail Agreement
Sent: Tuesday, 21 July 2026 12:45 PM
To: Retail Agreement
Subject: We're Here to Help: Understanding the New Retail Agreement



Hi there

We're Here to Help: Understanding the New Retail Agreement

As an Optus Retail employee, we're touching base regarding the [proposed Optus Retail Agreement 2026](#) (New Agreement) so you can make an informed decision before we ask you to vote in the upcoming confidential employee ballot, opening on **Thursday 23 July 2026**.

As an employee that is under 21 years of age, we are taking some additional steps to ensure you receive clear information about the New Agreement and understand how it may affect you.

Information Sheets

To support your understanding of the New Agreement and what it could mean for you, check out the Information Sheets below. Read the one that applies to you:

- [Full-Time employees - Information Sheet](#) (Applicable to Full-Time Retail Consultants, Specialist Retail Consultants and Assistant Store Managers).
- [Part-Time employees - Information Sheet](#) (Applicable to Part-Time Retail Consultants, Specialist Retail Consultants and Assistant Store Managers).
- [Casual employees - Information Sheet](#) (Applicable to Casual Retail Consultants, Specialist Retail Consultants and Assistant Store Managers).
- [Store Managers - Information Sheet](#)

Information Pack

If you'd like more detail, we've prepared an [Information Pack](#). It includes:

- an overview of the proposed changes in the New Agreement, including an explanation of the terms and their effect (i.e. what it means for you).
- a summary of the key changes in the [General Retail Industry Award 2020 \(Award\)](#) clauses since the current Optus Retail Agreement 2023 was approved, including an explanation of how entitlements under the New Agreement compare to those under the Award.
- Frequently Asked Questions (FAQs) including information about the voting process.

Video

If you'd prefer to watch or listen to the overview of the proposed changes, an Explainer Video (42 minutes) is also available on the Optus Retail Agreement Hub which can be accessed [here](#).

More Information

We're here to help!

If you'd like more information about the New Agreement:

- visit the Optus Retail Agreement Hub which you can access here:
<https://www.optus.com.au/notices/enterprise-bargaining-agreement>
- reach out to your Area Manager or
- contact us here at RetailAgreement@optus.com.au.

Thanks

Optus Retail Agreement Team