

**QUEENSLAND INDUSTRIAL RELATIONS COMMISSION**

*Industrial Relations Act 2016*

Queensland Ambulance Service Certified Agreement 2022

*Matter No. B/2024/44*

**CASUAL LOADING GENERAL RULING 2024**

Reprint of Certified Agreement

Following the general ruling made by the Commission in the 2024 Casual Loading application, the *Queensland Ambulance Service Certified Agreement 2022* is hereby reprinted, under s 980 of the *Industrial Relations Act 2016*.

I hereby certify that the Agreement contained herein is a true and correct copy of the *Queensland Ambulance Service Certified Agreement 2022* as at 23 September 2024.

<b>Name of agreement:</b>	<i>Queensland Ambulance Service Certified Agreement 2022</i>
<b>Operative date of the agreement reprint:</b>	23 September 2024
<b>Operative date of agreement:</b>	14 March 2023

By the Registrar

M. SHELLEY  
19 November 2024

**QUEENSLAND INDUSTRIAL RELATIONS COMMISSION**

*Industrial Relations Act 2016 – s 193 – certification of an agreement*

**State of Queensland (Queensland Ambulance Service)**

AND

**United Workers' Union, Industrial Union of Employees, Queensland**

*(Matter No. CB/2023/9)*

**QUEENSLAND AMBULANCE SERVICE CERTIFIED AGREEMENT 2022**

**Certificate of Approval**

On 14 March 2023, the Commission certified the attached written agreement in accordance with section 193 of the *Industrial Relations Act 2016*:

<b>Name of Agreement:</b>	<b>QUEENSLAND AMBULANCE SERVICE CERTIFIED AGREEMENT 2022</b>
<b>Parties to the Agreement:</b>	<ul style="list-style-type: none"><li>• State of Queensland (Queensland Ambulance Service); and</li><li>• United Workers' Union, Industrial Union of Employees, Queensland</li></ul>
<b>Operative Date:</b>	14 March 2023
<b>Nominal Expiry Date:</b>	31 August 2025
<b>Previous Agreement:</b>	<i>Queensland Ambulance Service Certified Agreement 2017</i>
<b>Termination Date of Previous Agreement:</b>	14 March 2023

By the Commission

S.C. PIDGEON  
Industrial Commissioner  
14 March 2023

# QUEENSLAND AMBULANCE SERVICE CERTIFIED AGREEMENT 2022

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## **PART 1 – APPLICATION AND OPERATION**

### **1. Title**

This Agreement is known as the *Queensland Ambulance Service Certified Agreement 2022*.

### **2. Agreement Coverage**

This Agreement covers and applies to:

- (a) State of Queensland, represented through Queensland Ambulance Service (QAS), Department of Health;
- (b) United Workers' Union, Industrial Union of Employees, Queensland (UWU); and
- (c) Employees employed by the QAS for whom rates of pay, conditions and entitlements are provided for in this Agreement.

### **3. Date of Operation**

This Agreement shall take effect and have the force of law as from 14 March 2023 and shall have a nominal expiry date of 31 August 2025.

### **4. Relationship to Award and Industrial Agreements**

4.1 This Agreement shall be read in conjunction with the *Ambulance Service Employees Award - State 2016* (the Award) as amended from time to time or its replacement. A reference to a specific clause of the Award will be read as a reference to the corresponding clause in any replacement Award.

4.2 Where there is an inconsistency between this Agreement and the Award, this Agreement will prevail to the extent of any inconsistency.

4.3 The following Certified Agreements are expired and have no operative effect:

- (a) *Queensland Ambulance Service Certified Agreement 2017*;
- (b) *Queensland Ambulance Service Enterprise Partnership Certified Agreement 2005*;
- (c) *Queensland Ambulance Service Enterprise Partnership Agreement 2002*;
- (d) *AFCOM Enterprise Partnership Certified Agreement 2000*;
- (e) *Queensland Ambulance Service Enterprise Partnership Certified Agreement 1999*;
- (f) *AFCOM Interim Certified Agreement 1999*;
- (g) *Queensland Ambulance Service Interim Enterprise Agreement 1998*;
- (h) *Queensland Ambulance Service Interim Enterprise Agreement 1998*; and
- (i) *Queensland Ambulance Service Workplace Reform Agreement 1995*.

### **5. No Further Claims**

5.1 No employee or party covered by this Agreement will pursue any extra claims relating to wages or conditions of employment whether dealt with in this Agreement or not, prior to the nominal expiry date of this Agreement.

5.2 This Agreement covers all matters or claims that could otherwise be subject to protected industrial action.

5.3 No employee covered by this Agreement will receive a base wage rate for their classification and increment which is less than the base wage rate prescribed for the corresponding classification and increment in clause 12.2 of the Award applicable to their work.

### **6. Posting of the Agreement**

A copy of this Agreement will be displayed in the workplace with convenient access to employees.

## 7. Definitions

Unless the context otherwise requires, in this Agreement:

**Act** means the *Industrial Relations Act 2016*.

**Classification level** comprises a minimum salary rate plus a range of increments through which employees may be eligible to progress.

**Commission** means the Queensland Industrial Relations Commission.

**Commissioner** means the person appointed to that role in accordance with Section 4 of the *Ambulance Service Act 1991*.

**Employee** means a person employed by the QAS pursuant to the *Ambulance Service Act 1991* for whom rates of pay and conditions are provided in this Agreement.

**Employer** means the Chief Executive of the QAS in their capacity as the employer of an employee or, for the purposes of this Agreement, such other person to whom the Chief Executive has delegated specific responsibilities.

**Generic Level Statement** means a broad, concise statement of the duties, skills and responsibilities indicative of a given classification level.

**Increment** means the specific rate of remuneration payable to an employee within a classification level.

**Non-shift worker** means an employee who works day work covering Monday to Friday.

**Queensland Ambulance Service (QAS)** means the service established by section 3A of the *Ambulance Service Act 1991*.

**Queensland Employment Standards (QES)** means the standards contained in Part 3 of Chapter 2 of the Act.

**Regional Consultative Committee (RCC)** means the committee comprising of representatives from the QAS and the Union, at a Regional level.

**Shift work** means work performed by an employee on a day shift, afternoon shift or night shift, either solely or in any combination thereof.

**Shift worker** means an employee who works shift work.

**State Consultative Committee (SCC)** means the committee comprising of representatives from QAS and the Union, at a State level.

**Union** means United Workers' Union, Industrial Union of Employees, Queensland (UWU).

## PART 2 – GRIEVANCE AND DISPUTE RESOLUTION

### 8. Grievance and Dispute Resolution Procedures

8.1. The matters to be dealt with in this procedure shall include all grievances or disputes between an employee and an employer in respect to any industrial matter and all other matters that the QAS and UWU agree on and are specified herein. Such procedures shall apply to a single or to any number of employees.

8.2. All genuine matters not related to the operation of this Agreement shall be promptly raised with the immediate supervisor who will endeavour to resolve the matter as soon as possible.

- 8.3. If the matter is not resolved at this level, the matter shall be raised with the next higher level of management and the duly authorised union official may be notified.
- 8.4. Matters shall be progressed through the usual chain of command until they are resolved, in line with departmental policy as amended from time to time.
- 8.5. If the dispute remains unresolved after the parties have genuinely attempted to achieve a settlement, then notification of the existence of the dispute is to be given to the Commission in accordance with its jurisdiction.
- 8.6. Grievances or disputes in relation to the operation of this Agreement shall be raised initially with the employee's/employees' immediate supervisor if appropriate and if not resolved or not appropriate, the matter shall be raised at the Regional Consultative Committee (RCC).
- 8.7. If the matter remains unresolved at this local level, the matter is then forwarded to the State Consultative Committee (SCC) for resolution. If the matter cannot be resolved through the SCC, consideration will be given to seeking the assistance of the Commission.
- 8.8. Whilst all of the above procedure is being followed, normal work shall continue, except in the case of a genuine safety issue.
- 8.9. The status quo existing before the emergence of the grievance or dispute is to continue whilst the above procedure is being followed. No party shall be prejudiced as to the final settlement by the continuation of work.
- 8.10. Discussions at any stage of the procedure shall not be unreasonably delayed by any party, subject to acceptance that some matters may be of such complexity or importance that it may take a reasonable period of time for the appropriate response to be made. If genuine discussions are unreasonably delayed or hindered, it shall be open to any party to give notification of the dispute in accordance with the provisions of the Act.

### **PART 3 – CONSULTATIVE ARRANGEMENTS**

#### **9. Collective Industrial Relations**

- 9.1 The QAS and Uwu acknowledge that structured, collective industrial relations will continue as a fundamental principle of the management of the QAS. The principle recognises the important role of unions and the traditionally high levels of union membership in the public sector. The principle supports constructive relations between management and unions and recognises the need to work collaboratively with relevant unions and employees in an open and accountable way.
- 9.2 The Queensland Government as an employer recognises that union membership and coverage issues are determined by the provisions of the *Industrial Relations Act 2016* and any determinations of the Commission.
- 9.3 The QAS is committed to collective agreements with Registered Industrial Organisations.

#### **10. Consultation**

- 10.1 The QAS and Uwu shall develop appropriate processes to allow them to properly consult with each other on matters affecting the implementation and operation of this Agreement and other matters affecting their relationship.
- 10.2 The QAS and Uwu are committed to involving employees and their union representatives in the decision-making processes affecting the workforce through encouragement of participation, analysis and seeking of advice from Uwu to respond to information.

## **11. Function of Union Workplace Delegates**

- 11.1. The QAS acknowledges the constructive role union delegates undertake in the workplace in relation to union activities that support and assist members. That role will be formally recognised, accepted, and supported.
- 11.2. QAS employees will be given full access to UWU delegates or officials during working hours to discuss any employment matter or seek union advice, provided that service delivery is not disrupted.
- 11.3. UWU delegates will be provided convenient access to facilities for the purpose of undertaking union activities; such facilities include: telephones, iPad, computers, email, photocopiers, facsimile machines, storage facilities, meeting rooms and notice boards. It is expected that management and delegates will take a reasonable approach to the responsible use of such facilities for information and communication purposes.
- 11.4. Subject to the relevant QAS staff member's approval and any confidentiality provisions, UWU delegates may request access to documents and policies related to a member's employment.
- 11.5. As a representative of UWU, delegates will be able to make public comment in relation to union issues. As a representative of UWU, these delegates will not be speaking on behalf of the QAS but will be making comments on behalf of UWU members and will make it clear that the comments are made only on behalf of the UWU. Delegates will ensure they comply with the appropriate laws of privacy, confidentiality, and information management.

## **12. Union Encouragement**

The QAS recognises the Queensland Government commitment to encourage union membership to the applicable Registered Industrial Organisations (union) among its employees in accordance with the Queensland Government Commitment to Union Encouragement policy. As part of this commitment, the QAS is supporting this policy by:

- (a) recognising the right of individuals to join the UWU as the applicable Registered Industrial Organisation and encourage that membership, such as ensuring that the QAS provide all new starters with written advice about the government's commitment to union encouragement and how to access further information and union materials including union membership applications;
- (b) providing information on the UWU in induction materials;
- (c) providing UWU representative/s with the opportunity to discuss union membership with new employees;
- (d) providing UWU with data for new starters including: Employee Name, Title, Classification, Position Title, Worksite and Work email address;
- (e) providing UWU with data for all QAS employees covered by this Agreement on an annual basis including: Employee Name, Title, Classification, Position Title, Worksite and Work email address.

## **13. Industrial Relations Education Leave**

- 13.1 Industrial relations education leave is paid time off to acquire knowledge and competencies in industrial relations. Such knowledge and competencies can allow QAS employees to effectively participate in consultative structures, perform a representative role and further the effective operation of grievance and dispute settlement procedures.
- 13.2 QAS employees may be granted up to five working days (or the equivalent hours) paid time off (non-cumulative) per calendar year to attend industrial relations sessions, approved by the Commissioner.



- 13.3 Additional leave, over and above the five working days non-cumulative (or the equivalent hours) in any one calendar year may be granted, where approved structured training courses involve more than five working days (or the equivalent hours). Such leave will be subject to consultation between the Commissioner and union and the QAS staff member.
- 13.4 Upon request and subject to approval by the Commissioner, QAS staff will be granted paid time off in special circumstances to attend management committee meetings, union conferences and Australian Council of Trade Unions Congress.
- 13.5 The granting of industrial relations education leave, and any additional leave should not impact adversely on service delivery, work requirements and the effectiveness and efficiency of the Service. At the same time leave shall not be unreasonably refused.
- 13.6 The QAS and UWU may agree that QAS employees may be released to undertake employment with the UWU. The terms and conditions of employment are to be agreed to between the parties prior to the release.

#### **14. Consultative Committees**

- 14.1 A State Consultative Committee (SCC), consisting of nominated QAS management representatives and nominated union representatives, will be established. The SCC will be used to provide an opportunity for the QAS and UWU to meet regularly to discuss strategic industrial relations matters relating to this Agreement.
- 14.2 The SCC will work collaboratively to address such issues as, but not limited to:
- (a) Service delivery requirements;
  - (b) Workplace health and safety;
  - (c) Workforce/workload management practices;
  - (d) Rostering practices;
  - (e) Fatigue management strategies; and
  - (f) Training.
- 14.3. The QAS and UWU will continue joint union/QAS management consultative committees at each Region. The Regional Consultative Committees (RCC's) will operate in accordance with Terms of Reference as agreed by the SCC.

#### **15. Monitoring Finish on Time**

- 15.1 The QAS and UWU agree to monitor frontline service delivery throughout the life of the Agreement.
- 15.2 To enable the continued effective delivery of ambulance services to the Queensland community, the QAS is committed to providing a healthy and safe working environment for all employees and will ensure high standards of patient care through the continual improvement of safety and quality of service delivery.
- 15.3 The QAS operational environment is complex and requires strong controls for management of fatigue. The QAS is committed to ensuring that systems are in place to protect and promote the health and fitness for duty of our workforce.
- 15.4 The frontline service delivery outcomes are to support the following initiatives:
- (a) Focused management of the last hour of an employee shift to provide employees with a greater ability to finish on time including the identification of the types of cases which an employee will be required to respond to.
  - (b) Improved support to employees on-call to ensure:
    - (i) Clarification of obligations on employees' movements whilst on-call but not at work;
    - (ii) In areas where there are recalls, to support the greater ability to ensure hygiene and sustenance activities;
    - (iii) Focused management of fatigue leave and especially when this leave needs to be broken; and

- (c) Focused management on the mutual obligation for staff to access breaks during designated meal windows.
- 15.5 To that end, the QAS will review and obtain support from the UWU for the implementation of the following operating procedures:
- (a) Mandatory Out of Service Operational Procedure;
  - (b) Fatigue Risk Management Operational Procedure; and
  - (c) Other strategies as agreed by both parties.
- 15.6 Other strategies that the QAS will utilise includes:
- (a) Staggering of shift start and end times and other rostering parameters;
  - (b) Review of relevant Operations Centre rules and practices;
  - (c) Expansion of the Clinical Hub;
  - (d) Regular review and monitoring of station categorisation and resourcing; and
  - (e) Other strategies as agreed by both parties.
- 15.7 Regions will be responsible for the implementation and management of any agreed state-wide strategies and other locally identified strategies. RCCs will be responsible for reviewing the effectiveness of these strategies. RCCs will need to provide a quarterly report to SCC on their progress.
- 15.8 The SCC will review the RCC reports and monitor the effectiveness of the strategies in place from a state-wide perspective.

#### **PART 4 – CLASSIFICATION STRUCTURE**

##### **16. Classification Structure**

- 16.1 The QAS classification structure bands together similar levels of skill, knowledge, expertise and accountability, including recognition of minimum qualifications into six levels.
- 16.2 The structure includes:
- (a) A range of increments to recognise experience;
  - (b) Senior level roles within the operational/clinical stream to recognise operational leadership;
  - (c) Graduate/internship bands;
  - (d) Two broad streams:
    - (i) Operational/Clinical stream; and
    - (ii) Supervisory/Management stream;
  - (e) Increasing levels of responsibility and complexity within the levels, including the recognition of advanced specialist positions; and
  - (f) Greater flexibility to meet changing requirements in roles and service delivery.
- 16.3 Generic Level Statements for each level of the classification structure are recorded in Schedule 2 – Generic Level Statements. The Generic Level Statements in Schedule 2 may be subject to appropriate refinement during the life of the Agreement by agreement between the QAS and UWU.
- 16.4 The Generic Level Statements reflect the degree of complexity and responsibility of skill, knowledge, expertise and accountability within each of the classification levels.
- 16.5 The QAS classification structure and wage rates prescribed in this Agreement are based upon the Remuneration Inquiry report dated 19 June 2017.
- 16.6 The QAS and UWU acknowledge that the remuneration prescribed by this Agreement includes recognition of work value changes up to April 2017. The time from which any future work value changes should be measured is from May 2017.

## **17. Role Evaluation**

- 17.1 All new roles, or any existing role that the QAS substantively changes the duties, that may result in a classification level and/or band change, is required to be submitted through the relevant Regional Manager to be evaluated by the QAS Classification Committee.
- 17.2 The QAS Classification Committee is to determine the appropriate classification level and/or band. Any assessment by the QAS Classification Committee is then required to be approved by the relevant Deputy Commissioner that the role reports to and is to include documented reason for the decision.
- 17.3 Any wage increase resulting from a role evaluation process will take effect from the date of either appointment to the position or decision of the relevant Deputy Commissioner, whichever is the later.
- 17.4 Where a substantive position holder is dissatisfied with the outcome, access to the relevant grievance procedure is available.

## **18. Appointment to and Movement between Classification Levels**

- 18.1 Except where otherwise provided in this Agreement, appointment to a classification level will be based on appointment in accordance with applicable public sector legislation and an employee will be appointed to increment 1 of the relevant classification level and band.
- 18.2 The increment commencement level for the Level 1, Ambulance Officer stream is specific to the role and is outlined further in Schedule 3 – Progression and Maintenance Arrangements.
- 18.3 Level 4 (both Band 1 and Band 2) has a specific advancement of increment arrangement and access to a Senior increment that is for recognition of specifically approved qualifications as determined by the QAS. Level 4 employees with the relevant Critical Care Paramedic (CCP) qualifications, including maintenance and use of CCP scope of practice are eligible for this specific arrangement. Further details are outlined in Schedule 3.
- 18.4 An existing employee appointed to or acting in a position at a higher classification within the classification structure, will be appointed to increment 1 of the relevant higher classification level and band.
- 18.5 An employee who moves between classification levels, either through appointment or higher duties, where increments overlap is to move to an increment that is equal to or the next highest, in that band, to which the employee was paid at the previous classification level.
- 18.6 Where such an employee in clause 18.5 is in a Supervisory role and is required to perform clinical duties in their role, and the clinical duties being performed is paid at a higher rate, the employee is to be paid an amount that is no less than the highest increment of the rate payable to their clinical duties.
- 18.7 An employee may have previous relevant employment experience in a similar role with the same level of skill, knowledge, expertise and accountability. The QAS, upon receipt of sufficient information, may accept the experience as being equivalent or higher to the proposed level, and count the employment time for the purpose of determining an increment at a level higher than increment 1.

## **19. Movement within Classification Levels and between Bands**

- 19.1 Movements between all increments within a band of a classification level are progressive except for Level 1, which has no defined bands. Specific arrangements for current roles within Level 1 are outlined in Schedule 3.
- 19.2 Movement between bands will be based on appointment in accordance with applicable public sector legislation and employees will be appointed to increment 1 of the relevant band, except for Graduate/Internship roles in Band 1 of Level 2 and Level 3, as outlined in Schedule 3.

- 19.3 Except where otherwise provided in Schedule 3, incremental progression depends upon satisfactory work performance and conduct of at least 12 months' duration (unless otherwise stated in Schedule 3) at the current increment level that is certified by the relevant manager.
- 19.4 It is expected that the level of skill and experience of each employee will increase as they move through the increments within each classification level. At each level, an employee is required to share their skills with other employees and assist other employees in achieving excellence. Within the Operational/Clinical stream there are specific expectations of the senior roles.
- 19.5 Failure to complete or maintain the requirements of each level, will result in adjustment to the employee's pay to reflect the appropriate level of skill and performance.
- 19.6 If an employee meets all other requirements for progression and the opportunity to undertake the relevant and required educational component has not been provided by the QAS, the employee will not be disadvantaged.
- 19.7 Specific progression and maintenance arrangements are outlined in Schedule 3.

## **20. Utilisation of Local-area Assessment and Referral Unit Officer**

- 20.1 Where a Local-area Assessment and Referral Unit (LARU) qualified employee, who does not occupy a LARU designated position, is required to regularly use their clinical skills, knowledge and expertise associated with the higher-level qualification in their role, the Deputy Commissioner may approve for the employee to be paid at Level 3, Band 1.
- 20.2 The Deputy Commissioner may periodically review whether there remains a demonstrated ongoing need for the employee to use their extended clinical skills, knowledge and expertise associated with the higher-level qualification in their role. Where there is no longer a demonstrated ongoing need for the employee to use their extended clinical skills in their role, the employee will no longer be eligible to be paid at Level 3, Band 1.
- 20.3 An employee who is approved to receive a LARU rate of pay under this clause does not become a permanently appointed LARU Extended Role (ACP) – Level 3, Band 1 Officer.

## **21. Utilisation of Patient Transport Officers (PTO's) with Certificate IV Qualification**

Within the first 12 months of the agreement, the QAS and UWU agree to review the appropriate utilisation of PTOs with the approved Certificate IV qualification. The outcome of the review is to be tabled and implementation to be discussed at the SCC.

## **PART 5 – WAGES, ALLOWANCES AND PENALTIES**

### **22. Wages**

- 22.1 Wage rates for this Agreement will commence from Thursday, 1 September 2022 and are as outlined in Schedule 1 – Wage Rates.
- 22.2 The wage rates incorporate the following wage increases:
- (a) 4% payable from 1 September 2022; and
  - (b) 4% payable from 1 September 2023; and
  - (c) 3% payable from 1 September 2024.

### **23. Cost of Living Adjustment (COLA) Payments**

#### **23.1 Definitions**

The following definitions apply for the purposes of the Cost-of-Living Adjustments (COLA) Payments clause:

**agreement year** – means one of the three 12-month periods from 1 September in one year to 31 August in the following year that includes a *calculation date*.

**base wages** – for an *eligible employee*, means the salary actually payable to the particular employee in the relevant *agreement year* for work covered by this Agreement and includes higher duties performed by the employee under this Agreement and includes the casual loading where applicable. It does not include any other allowances or additional payments howsoever described (such as: disability allowances or special rates, all-purpose allowances, overtime payments, shift penalties, weekend penalties, public holiday penalties, aggregated penalties or allowances, any payments of accrued leave where the leave is not taken; any payments for TOIL where the TOIL is not taken, COLA payments from previous periods, etc).

**calculation date** – means, either:

31 August 2023 (COLA Payment Year 1); or  
31 August 2024 (COLA Payment Year 2); or  
31 August 2025 (COLA Payment Year 3).

**COLA payment percentage** – see section 23.3.2

**CPI** – means the Brisbane Consumer Price Index (all groups, March quarter annual percentage change from the March quarter of the previous year), for the March that falls within the relevant *agreement year*, as published by the Australian Bureau of Statistics. Treasury will advise agencies of the CPI relevant to COLA considerations upon its release in each year.

**eligible employee** – see section 23.2.

**Queensland government employee** – means a person employed in a government entity, as defined in section 24 of the *Public Service Act 2008* as in force at 1 October 2022, and the entities specified at sections 24(2)(c), 24(2)(d) and 24(2)(h) of the Act: the parliamentary service, the Governor’s official residence and its associated administrative unit, and the police service.

**wage increase under the Agreement** – means the wage increase of either 4%, 4% or 3%, as specified in clause 22 of this Agreement, that occurs at the commencement of an *agreement year*.

## **23.2 Eligibility**

23.2.1 *Eligible employees* covered by this Agreement may be entitled to receive Cost of Living Adjustment (COLA) payments based on the *calculation dates*, for up to three years only, and ending for the *calculation date* of 31 August 2025.

23.2.2 An employee is an *eligible employee* if they performed work under this Agreement during a relevant *agreement year* and they are covered by this Agreement on the relevant *calculation date* for the associated COLA Payment.

23.2.3 In recognition of employee mobility across the sector, where an employee would otherwise be an *eligible employee* in accordance with clause 23.2.2, but they are not covered by this Agreement on the relevant *calculation date* due to being employed elsewhere as a *Queensland government employee* on the *calculation date*, they will be deemed to be an *eligible employee* for the associated COLA Payment. To facilitate payment of the COLA Payment in this circumstance, the employee is required to provide relevant details of their eligibility to [qas.hrservices@ambulance.qld.gov.au](mailto:qas.hrservices@ambulance.qld.gov.au).

*Example – an employee works for the first 3 months under this Agreement, during a relevant agreement year, then takes up employment with a different department. They remain employed with the new department as at the relevant calculation date under this Agreement. Provided the employee provides the required notice and details of their current employer (as specified above) which confirms that they are a Queensland government employee as at the calculation date, they will be an eligible employee for that particular COLA Payment.*

23.2.4 An employee who starts being covered by this Agreement after a *calculation date* is not eligible for the associated COLA Payment.

*Example – an employee starts being covered by the agreement on 17 September 2023. The employee is not eligible for COLA Payment Year 1.*

23.2.5 An *eligible employee* who did not perform work under this Agreement for the full *agreement year*, will receive a pro-rata COLA payment by reference to the *base wages* they received that was attributable to work under this Agreement.

*Example one – an eligible employee is employed and works for 5 months under this Agreement during a relevant agreement year. Their base wages for the agreement year will reflect the 5 months they worked.*

*Example two – an eligible employee is employed for 12 months under this Agreement during a relevant agreement year and in those 12 months, works for 6 months, takes 3 months leave at half pay and takes 3 months leave without pay, under this Agreement. Their base wages for the agreement year will reflect the 6 months they worked, 3 months where they earned half pay and 3 months where they earned no pay.*

*Example three – an employee is employed for 12 months under this Agreement during a relevant agreement year and in those 12 months, works for 6 months under this Agreement and is temporarily seconded and works for 6 months under a different Agreement. Their base wages for the agreement year will reflect 6 months they worked under this Agreement.*

23.2.6 An *eligible employee* who is casual or part-time will receive a pro-rata COLA payment based on the hours they worked in the relevant *agreement year* because of the definition of *base wages*.

*Example – a part-time employee works 0.6 full-time equivalent during the agreement year. The employee's base wages for the agreement year reflect their hours of work.*

23.2.7 In addition to the other requirements of clause 2, casual employees are eligible employees provided they have performed work under this Agreement, or as a *Queensland government employee*, within the 12-week payroll period immediately prior to the relevant *calculation date*.

### **23.3 Calculation and payments**

#### Step one

23.3.1 A COLA Payment is only payable if, for the relevant *agreement year*, *CPI* exceeds the *wage increase under the Agreement*.

#### Step two

23.3.2 The relevant COLA Payment is calculated by first determining the percentage difference between the *wage increase under the Agreement* and *CPI* for the relevant *agreement year* and each COLA Payment is capped at 3% (the 'COLA percentage').

*Example one: For COLA Payment Year 3, the agreement year is 1 September 2024 to 31 August 2025. The wage increase under the Agreement is 3% on 1 September 2024. In April 2025, the ABS releases the CPI figure for March 2025 as 3.9%. The COLA Payment is calculated as the difference between 3% and 3.9%, i.e. 0.9%. 0.9% is less than the 3% cap, therefore the COLA percentage is 0.9%.*

*Example two: For COLA Payment Year 1, the agreement year is 1 September 2022 to 31 August 2023. The wage increase under the Agreement is 4% on 1 September 2022. In April 2023, the ABS releases the CPI figure for March 2023 as 7.5%. The COLA Payment is calculated as the difference between 4% and 7.5%, i.e. 3.5%. However, because the COLA Payment is capped at 3%, the COLA percentage is 3%.*

#### Step three

23.3.3 To calculate an *eligible employee's* COLA Payment, the relevant employee's *base wages* for the *agreement year* are adjusted to determine what their *base wages* would have been if the *relevant wage*

*increase under the Agreement* had not been applied for that *agreement year*. This is done by using the following formula to first determine the value of 'a':

$$a = 100 / (1 + \text{relevant wage increase under the Agreement expressed as a decimal})$$

Then the relevant employee's *base wages* are then multiplied by 'a', where 'a' is expressed as a percentage:

*Example: The wage increase in the Agreement for that agreement year was 4% on 1 September 2022. The base wages payable to the relevant employee for the agreement year from 1 September 2022 to 31 August 2023 is \$90,000. The calculation occurs as follows:*

$$a = 100 / (1 + 0.04)$$

$$a = 96.1538$$

$$\$90,000 \text{ adjusted by } 96.1538\% = \$86,538.42;$$

#### Step four

23.3.4 The figure from clause 23.3.3 is then multiplied by the COLA Percentage calculated in clause 23.3.2 to determine the particular employee's COLA Payment for that *agreement year*.

*Example: The COLA percentage is 3%.*

$$\$86,538.42 \text{ multiplied by } 3\% = \$2,596.15$$

23.3.5 COLA Payments are one-off, do not form part of base salary and will be taxed according to the applicable law.

#### **23.4 Timing of information and payments**

23.4.1 For *eligible employees* under clause 23.2.2, if payable, the relevant COLA Payment will be made within three (3) months following the relevant *calculation date* and release of the *CPI*.

23.4.2 For *eligible employees* under clause 23.2.3, if payable, the relevant COLA Payment will be made within three (3) months of the employee providing the notice of their employment pursuant to clause 23.2.3.

23.4.3 The Queensland Ambulance Service will provide advice to unions and employees covered by this Agreement on the timing of payroll processing for each COLA payment.

#### **24. Salary Sacrifice**

Eligible employees may participate in a salary sacrifice arrangement as determined by the QAS to the extent allowed by the relevant Commonwealth legislation as outlined in clause 12.7 of the Award.

#### **25. Superannuation**

25.1 Superannuation contributions will be made to a fund of the employee's choice, provided the chosen fund is a complying superannuation fund that will accept contributions from the employer and the employee.

25.2 Where an employee has not chosen a fund in accordance with clause 25.1 above, the employer will make superannuation contributions for the employee to the Government Division of Australian Retirement Trust (known as QSuper).

25.3 The employee's choice of fund is to be made on the standard choice form released by the Australian Taxation Office (ATO) or an alternative document determined by the employer that covers all the information that the standard choice form covers. The employer will comply with its obligations regarding implementing the employee's choice for superannuation contributions.

25.4 The employer will comply with its obligations under the applicable superannuation legislation being (the *Superannuation Guarantee (Administration) Act 1992* (Cth) and the *Superannuation (State Public Sector) Act 1990* (Qld).

## **26. Allowances and Penalties**

- (a) Clause 26 does not apply to employees classified at Level 6 except for clause 26.5 which applies to all employees.
- (b) The following allowances within the Award have been either amalgamated into base salaries or have been discontinued:
  - (i) Clause 13.4 Laundry allowance
  - (ii) Clause 13.5 Lecture allowance
  - (iii) Clause 13.11 Wet allowance
  - (iv) Clause 27.1 (m) Stocking allowance
- (c) Award clause 13.2 Clinical allowances for Station Officers is incorporated into the wage rates applicable under the classification structure.

### **26.1 Shift allowances and shift definitions**

26.1.1 The shift allowance will be 12.5% of the ordinary base hourly rate for each hour of the afternoon shift and 15% of the ordinary base hourly rate for each hour of the night shift.

26.1.2 Such allowance shall not be paid for shifts that attract penalty rates (e.g. Saturday, Sunday, public holiday or overtime shifts) and shall not be taken into account in the calculation of overtime, sick leave and long service leave, but may be paid during periods of annual leave in accordance with clause 46.

26.1.3 The following definitions apply:

- (a) **afternoon shift** means any shift that finishes after 1800 and at or before 2400, except in cases of shifts of 12 hours duration where it means any shift that finishes after 1900 and at or before 2400; and
- (b) **night shift** means any shift finishing after 2400 and at or before 0800 the following day.

### **26.2 Late finish/overtime meal allowance**

26.2.1 Where an employee is required to work overtime of at least one hour after the normal ceasing time, where the normal ceasing time is 1700 or later on a day or afternoon shift, or 0600 or later on a night shift, the employee will be entitled to a meal allowance as outlined in clause 13.9(a) of the Award.

26.2.2 Where an employee is required to work overtime of at least two hours after the normal ceasing time, where the normal ceasing time is prior to 1700, the employee shall be entitled to a meal allowance as outlined in clause 13.9(b) of the Award.

### **26.3 Travelling and relieving allowances**

26.3.1 Travelling and relieving allowances apply to short term relief work to undertake the approved duties at a location other than the employees' usual place/s of employment. A reasonable short term relief period will ordinarily be for a period of less than 12 weeks, however maybe longer if there is a need to extend the relief period.

26.3.2 For extended relief periods i.e., greater than 12 weeks, or where a short-term relief turns into an extended period, it is expected that an expression of interest will be called for a temporary transfer and reasonable travelling and relieving arrangements are to be negotiated at the point of engagement between the Region and the employee.

26.3.3 Travelling and relieving arrangements do not apply to:



- (a) Casuals (however may be entitled to arrangements in accordance with clause 40.2 (c) (iv));
- (b) Transfers;
- (c) Overtime shifts;
- (d) Suitable duties arrangement pursuant to a rehabilitation plan (other than claims made under the *Workers' Compensation and Rehabilitation Act 2003*) or in relation to a pregnancy; or
- (e) Performance of on-call at a notified location where an employee is unable to perform on-call duties from home.

26.3.4 Where an employee is required to be absent overnight from their place of residence for relief work or other approved travel (i.e. attending a conference in another town), the QAS will:

- (a) Provide suitable accommodation at no cost to the employee; and
- (b) Provide a meal or pay a meal allowance of \$19.25 for breakfast, \$21.25 for lunch and \$28.95 for dinner for each meal away from their place of residence; or
- (c) However, where adequate kitchen facilities are not available the QAS will pay a meal allowance of \$19.25 for breakfast, \$21.25 for lunch and \$40.55 for dinner; and
- (d) Provide a \$14.45 out-of-pocket incidental expense.

The above allowances are effective as of 1 September 2022 and are to be adjusted in accordance with clause 13.12 of the Award

26.3.5 When an employee attends a course of instruction conducted by the QAS Education Centre and a meal is unable to be provided, a meal allowance as prescribed in clause 13.7(b) Meal allowances of the Award shall be paid for each meal.

26.3.6 All extra fares involved in such travelling and relieving related to this clause shall be paid by the QAS and where, in the absence of normal public transport or a QAS vehicle and with the agreement of the QAS, an employee may use their own motor vehicle. The kilometres travelled in an employee's own vehicle will be paid as prescribed in clause 13.8 Motor vehicle allowance of the Award for each kilometre travelled in excess of the kilometres usually travelled both ways from the employee's place of residence and their usual place of employment.

26.3.7 Where an employee is required to travel to and from any place of employment with the QAS which is undertaken in the employee's own time, the travelling time that is in excess of the time usually spent travelling to and from the employee's usual place of employment to a maximum of eight hours per day, shall be paid at the ordinary hourly rate of pay.

26.3.8 In exceptional circumstances, where employees undertake a relief overtime shift/s and substantial travel to the location is required, then the Regional Assistant Commission may consider application of meals, accommodation, travel and mileage allowances to and from their usual place of work.

#### **26.4 Industrial Site Allowances**

Employees entitled to the industrial sites allowance will be paid in accordance with the entitlements as prescribed in Schedule 4 – Industrial Site Allowances.

#### **26.5 Locality Allowances**

Employees who are employed in stations west of a line drawn on 146 degrees longitude starting with the Queensland/New South Wales border to intersection with 22 degrees latitude then West to intersection with 144 degrees longitude and North to the border, shall be entitled to the locality allowances as prescribed in Schedule 3 of the Award.

## **26.6 Aerial Ambulance Allowance**

Where an employee is required to travel in an aerial ambulance in the course of the employee's duties, the employee shall be paid an allowance as prescribed in clause 13.1 of the Award.

## **26.7 Allowances paid to employees participating in community education instruction outside normal rostered hours**

26.7.1 Employees engaged in Community Education outside normal rostered hours shall be paid an allowance per hour as prescribed in clause 13.3(a) of the Award. Such payment shall be deemed to include any travelling time and travelling cost associated with any First Aid course, the total hours of which shall be in accordance with the nominal duration of each prescribed course. The participation in these courses shall be at the option of the employee concerned.

26.7.2 In addition, employees will be remunerated for the time required to review each completed First Aid workbook, and will be paid as outlined in clause 13.3(b) of the Award per First Aid workbook reviewed.

26.7.3 To ensure that Community Education instruction is not interrupted and has continuity of instructors, employees rostered to be on-call shall not be engaged in Community Education instruction.

## **26.8 Isolated practice area paramedics**

26.8.1 Isolated Practice Area Paramedics (IPAP) are entitled to an all-purpose allowance in recognition of the nature of the different duties and responsibilities performed.

26.8.2 This allowance is to be calculated at the rate of 2.5% of the base rate of an Advanced Care Paramedic.

26.8.3 For the purposes of this clause and for an employee to be eligible to receive this allowance, the employee must be:

- (a) suitably qualified as documented in the *Medicines and Poisons (Medicines) Regulation 2021* and the Queensland Health Primary Clinical Care Manual (as amended from time to time); and
- (b) be authorised to perform the duties and responsibilities of the role of an IPAP in an IPAP-approved location.

## **26.9 Weekend Penalty Rates**

All ordinary time for employees worked between midnight on Friday and midnight on Saturday shall be paid for at one and a-half times the ordinary rate; and all ordinary time worked between midnight on Saturday and midnight on Sunday shall be paid for at double the ordinary rate.

## **26.10 Aggregated Allowance**

### **26.10.1 Entitlement to payment of an aggregated allowance**

- (a) The aggregated allowance is able to be paid in substitution for any entitlements which an employee may have to payment of any of the following allowances or penalties under this Agreement:
  - (i) weekend penalty rates;
  - (ii) afternoon and night shift penalties; and
  - (iii) on-call allowance only in Category 2 and Category 3 stations for rosters which are ordinarily eight 10-hour shift and is required to be on-call for the first seven shifts worked.
- (b) All employees to whom clause 26.10 applies shall be entitled to the payment of an aggregated allowance as set out in clause 26.10.3 for:
  - (i) each shift that the employee attends at work and performs duties as required;
  - (ii) pro rata for each hour taken as accrued time;
  - (iii) all long service leave taken (including where it is taken in conjunction with parental leave); and

- (iv) all annual leave taken (including where it is taken in conjunction with parental leave) or paid out on termination of employment.
- (c) Any employee who is eligible and elects' payment of an aggregated allowance shall not be entitled to any other payment on account of any of the allowances or penalties referred to in clause 26.10.1(a). An employee may opt to change their preference for an allowance (where eligible) or to penalties no more than once a year. Such a change is to occur at the end of a roster cycle or the commencement of a new role.
- (d) The aggregated allowance will not be payable on:
  - (i) sick leave in accordance with clause 26.10.6;
  - (ii) long service leave that is cashed out or paid out on termination;
  - (iii) paid parental leave; or
  - (iv) alternate duties as part of a rehabilitation program (including where annual leave and or long service leave is taken in conjunction with the rehabilitation program) or undertaken prior to parental leave.
- (e) The aggregated allowance shall not form part of the ordinary rate of pay of employees and is only to be taken into account in the calculation of other payments or allowances under this Agreement as provided for in this clause 26.10.
- (f) The aggregated allowance will be no less than the value of the sum of its constituent parts immediately prior to the introduction of the aggregated allowance.
- (g) Employees in receipt of the aggregated allowance will receive the applicable leave loading on the employee's ordinary wage rate when taking annual leave, as payable under this Agreement in addition to the aggregated allowance, except where clause 26.10.2(b) applies.

#### *26.10.2 Eligibility*

- (a) Subject to clause 26.10.2(b), the aggregated allowance will apply to employees who work regular shifts that include weekends and where the calculation of the rostered penalties and allowances is calculated to be at least 15% of an employees' fortnightly base rate of pay.
- (b) The aggregated allowance will not apply to:
  - (i) relieving duties which are not part of the roster and incur a higher pay rate;
  - (ii) those employees who do not work on weekends as a regular part of their employment;
  - (iii) employees classified at Level 6;
  - (iv) Officers-in-Charge who claim a 20% unlimited hours loading;
  - (v) employees classified at Level 4 and 5 who claim the 23% flexibility allowance; and
  - (vi) those periods set out in clause 26.10.1(d) to which an aggregated allowance does not apply.

#### *26.10.3 Percentage rates*

- (a) Each eligible employee's aggregated allowance will be calculated as a percentage of their base rate of pay, and will be one of the following:
  - (i) 23%;
  - (ii) 26.5%;
  - (iii) 28%;
  - (iv) 29.5%; or
  - (v) 36.5% (only applicable to Category 2 and 3 stations as outlined in clause 26.10.1(a)).
- (b) The calculation of the applicable percentage is outlined in Schedule 5 – Aggregated Allowance Calculation.

#### *26.10.4 Overtime*

Nothing in this clause 26.10 shall affect the entitlement of employees to be paid overtime at the appropriate rate as otherwise provided in this Agreement.

#### *26.10.5 Relieving duties and redeployment*

- (a) An employee in receipt of an aggregated allowance who relieves in a higher position to which an aggregated allowance is applicable, will be entitled to payment for the higher position, including any aggregated allowance.
- (b) An employee in receipt of an aggregated allowance who relieves in a higher position to which an aggregated allowance is not applicable, shall be entitled to receive the payments applicable to the higher position in which they are relieving and shall not be entitled to payment of an aggregated allowance for the period during which they are relieving.
- (c) An employee in receipt of an aggregated allowance does not cease to be covered by this clause because of a temporary assignment at level to duties which do not require the employee to regularly work weekends or shift work. For the purposes of this clause, a 'temporary assignment' means an assignment for a specified period of up to four weeks.
- (d) An employee in receipt of an aggregated allowance ceases to be covered by this clause if the employee is assigned at level to duties (other than a temporary assignment as defined in clause 26.10.5(c) in which they are not required to regularly work weekends or shift work.
- (e) An employee in receipt of an aggregated allowance who is required to work on a temporary basis at a station with a higher aggregated allowance rate than their substantive station, will receive the higher aggregated allowance rate for each full pay period completed during the temporary assignment. For periods of less than a full pay period, the employee will remain on their substantive aggregated allowance rate.

#### *26.10.6 Sick leave*

- (a) Sick leave taken on a weekend shall result in a reduction in the aggregated allowance earned for that fortnight.
- (b) Employees who are rostered to work a shift on a Saturday, and apply for and are granted sick leave, shall have the amount of the aggregated allowance reduced by one sixth for each such absence during a fortnightly pay period.
- (c) Employees who are rostered to work a shift on a Sunday, and apply for and are granted sick leave, shall have the amount of the aggregated allowance reduced by one third for each such absence during a fortnightly pay period.
- (d) Employees who are sick for a full pay period or longer will not be entitled to be paid the aggregated allowance.

#### *26.10.7 Public holidays*

- (a) The aggregated allowance percentage rates will not be altered by the occurrence of public holidays.
- (b) Public holidays are to be paid in accordance with this Agreement. However:
  - (i) where the public holiday penalty is the same as the weekend penalty, the Aggregated Allowance will constitute payment for the public holiday; and
  - (ii) where the relevant public holiday payment is higher than the weekend penalty, the Aggregated Allowance and the difference between the weekend penalty and the public holiday penalty will constitute payment for the public holiday.

#### **26.11 Unlimited Hours Loading**

- 26.11.1 An Officer in Charge (OIC) of a station, as determined by the QAS from time to time and required to perform unlimited hours, will have the option to elect either of the following arrangements:

- (a) on-call and call back as specified in clause 30 and clause 31; or
- (b) unlimited hours loading as specified below for on-call and overtime on rostered duty days.

OICs may opt to change their preferences when transferred or annually during the first pay period on or immediately following 1 July each year.

#### *26.11.2 Unlimited loading hours*

- (a) If an OIC is required to work unlimited hours, they will be paid a 20% loading of the appropriate weekly rate (i.e. 38 hours). Such loading will be deemed to be in recognition of the time spent on-call for clinical responses and to compensate for the absence of any limitation applying to the ordinary working hours of work performed on the rostered duty days in the week.
- (b) The loading shall also include the first four callouts or eight hours' overtime (excluding overtime performed on a rostered day off) and all casualty room cases in any fortnightly pay period. Any callout/overtime in addition to this shall be paid for at the appropriate overtime rate.
- (c) The loading is payable on sick leave, annual leave and long service leave.

#### *26.11.3 Housing and callouts*

- (a) OIC's at Remote Category 7 stations will have the option to elect to receive on-call payments and conditions, in lieu of the unlimited hours loading and will still be entitled to free accommodation as per the QAS HR Procedure – Remote Area Incentives. All OIC's at Remote Category 7 stations will have all callouts and casualty room cases paid at the appropriate overtime rates.
- (b) OIC's other than those in Remote Category 7 stations who choose to move to on-call arrangements rather than the unlimited hours loading are no longer eligible for free accommodation under any arrangement and will either pay the appropriate rent for the QAS supplied accommodation (according to the arrangements detailed under the QAS HR Procedure – Remote Area Incentives) or move out of the QAS supplied residence and make their own arrangements for residential accommodation.
- (c) OIC's who are in receipt of the unlimited hours loading and who are also in receipt of free accommodation are required to attend to the first four callouts or eight hours' overtime and all casualty room cases. Nothing within the clause provides an OIC with an entitlement to free accommodation.
- (d) OICs in private accommodation or paying rent on a QAS provided house, currently receiving unlimited hours loading, shall be required attend to four callouts or eight hours' overtime. Callouts for casualty room cases shall be included in the four callouts or eight hours' overtime.

#### *26.11.4 Rostered days off payments*

OIC's on both the on-call and unlimited hours loading arrangements will be paid for working on rostered days off in accordance with clauses 29, 30 and 31.

### **26.12 Flexibility Allowance**

*26.12.1* An eligible employee in approved Level 4 and 5 positions will be entitled to a flexibility allowance of 23% of the employee's base rate of pay for performing ordinary hours of work flexibly. Such flexibility may require the employee to work ordinary hours over a 24-hour, 7 day a week span to meet service delivery requirements.

*26.12.2* The Deputy Commissioner (DC) responsible for state-wide services is responsible for approving positions to be eligible for a flexibility allowance. For a position to be an approved position for the flexibility allowance, the Regional Assistant Commissioner is to provide a business case to the DC. The DC is able to undertake a periodic review of approved positions and the decisions of Regional Assistant Commissioners to ensure consistency of approach.

26.12.3 Regional Assistant Commissioners and eligible employees are to agree to the manner in which a flexible working arrangement is to be applied for an approved role in line with clause 26.12.8, otherwise an appropriate alternative arrangement as outlined in clause 26.12.5 will apply. Regional Assistant Commissioners and eligible employees are to review the way the flexible working arrangements are being worked and the applicability of the allowance as part of the normal performance discussions.

26.12.4 To be eligible for the allowance, the employee must:

- (a) be responsible for supervision of an operational service area with subordinate employees in Level 1, 2 and 3 who are in receipt of an Aggregated Allowance, and
- (b) have the broader responsibility of providing staff welfare over a 24-hour, 7 day a week coverage.

26.12.5 The flexibility allowance will not apply to:

- (a) OICs who claim the 20% unlimited hours loading;
- (b) Level 4 or 5 employees who equitably participate in a roster that receives the Aggregated Allowance; or
- (c) Level 4 or 5 employees who are receiving actual penalties.

26.12.6 All employees to whom this clause 26.12 applies shall be entitled to the payment of a flexibility allowance for:

- (a) pro rata for each hour taken as accrued time;
- (b) all long service leave taken (including where it is taken in conjunction with parental leave); and
- (c) all annual leave taken (including where it is taken in conjunction with parental leave) or paid out on termination of employment.

26.12.7 The flexibility allowance will not be payable on:

- (a) long service leave that is cashed out or paid out on termination;
- (b) paid parental leave;
- (c) alternate duties as part of a rehabilitation program (including where annual leave or long service leave is taken in conjunction with the rehabilitation program) or undertaken prior to parental leave, and
- (d) sick leave where an employee is sick for a full pay period or longer.

26.12.8 Due to operational circumstances varying between operational service areas, components of flexible working arrangements may include payments of, but not limited to, the following:

- (a) performance of ordinary shift hours at night and/or on weekends; and/or
- (b) staff welfare contact/activity remotely.

26.12.9 Eligible employees' ordinary hours are still to be worked in accordance with clause 38 Full-time Arrangements or clause 39 Part-time arrangements and clause 27 Hours of work.

26.12.10 Nothing in this clause shall prevent the entitlement of employees to be paid overtime for approved shifts outside of their role as has been agreed in line with clause 26.12.3 and clause 26.12.8. Approval to work such overtime will be required from the Regional Assistant Commissioner. Due to the role requiring to perform ordinary hours of work flexibly over a 24-hour, 7 day a week span, such overtime will be in accordance with the entitlement for rostered shift workers as outlined in clause 29.

26.12.11 Reasons for such flexibility required includes but is not limited to:

- (a) Internal/external meeting/activity requirements;
- (b) Staff meetings/welfare; and/or
- (c) Significant involvement in emergency response/event as part of ordinary hours.

## **PART 6 – HOURS OF WORK AND OVERTIME**

### **27. Hours of Work**

- 27.1 The ordinary working hours of employees shall not exceed an average of 38 hours per week.
- 27.2 All employees are entitled to days off at the ratio of at least two days off for every five worked. For the purpose of clause 27.2, a day means the period from midnight to midnight. These days off must be grouped to provide a minimum of two consecutive days off in any fortnightly pay period. Alternatively, one day in one week and three days during the following week will satisfy the requirements of clause 27.2.
- 27.3 The method of working the 38-hour week shall be as agreed from time to time between the QAS and UWU.
- 27.4 For Level 1 to 5 employees, rosters will reflect an average of 40 hours per week. An employee who works an average of 40 hours per week will accrue the additional two hours per week (in excess of 38 hours) as accrued time.
- 27.5 A full-time employee may request to be rostered to work an average of 38 hours per week. In these circumstances, the employee will not accrue an additional two hours per week as accrued time.
- 27.6 Subject to clause 34.1(c), shift work shall be worked in accordance with a roster, or rosters, agreed upon between QAS and the UWU.
- 27.7 Any changes to the roster that results in a roster that is predominantly made up of eight hours or less can only be implemented by agreement between the QAS and UWU.
- 27.8 For any roster line change, the QAS must ensure that the requirements of clause 27.2 be applied to any changes. Any roster line change that results in back to back rotations of more than five consecutive 12 hour shifts, or more than eight consecutive 10 hour shifts, the roster change is to provide for a rostered day off at the start of the new line.
- 27.9 For Level 6 employees, the working of ordinary hours of work shall be exclusive of meal breaks and is to be conducted at times that meet business requirements.

### **28. Accrued Time**

#### *28.1 Level 1 to Level 5:*

- 28.1.1 For employees who work a roster that is an average of 40 hours per week, accrued time, as outlined in clause 27.4, will be debited on an hour for hour basis. To avoid doubt, where eight 10-hour shifts are taken as accrued time, 80 hours will be debited from the employee's accrual. Where seven 12-hour shifts are taken as accrued time, 84 hours will be debited from the employee's accrual.
- 28.1.2 When employees access accrued time, they will be paid the same rate of pay for the day on which the accrued time is accessed as would have applied had they been at work.
- 28.1.3 Where an employee has not accessed their annual accrued time entitlement, the employee is required to access a period of accrued time to ensure their balance does not exceed 104 hours.
- 28.1.4 Accrued time is not available to casual or part-time employees including employees participating in job-share arrangements.

28.1.5 Accrued time shall not be accumulated for periods including:

- (a) Leave without pay;
- (b) Where an employee is in receipt of salary maintenance through the superannuation scheme; or
- (c) Where an employee has been suspended from duty with or without pay.

28.1.6 Accrued time does not attract the annual leave loading.

28.1.7 Any employee leaving employment with the QAS with a negative accrued time balance will have the negative balance deducted from the employee's termination pay. Any employee leaving employment with the QAS with a positive accrued time balance will have the balance paid out on termination.

28.1.8 A full-time employee who reverts to part-time, and who has a positive accrued time balance at the time of reversion, will have the balance paid out as at the date of reversion or access the time off within twelve months of working as a part-time employee.

28.1.9 An employee and the QAS are mutually responsible for managing fatigue in relation to the working of overtime on accrued time off. As such, utilisation of employees on accrued time for overtime shifts is only to occur when all other options have been exhausted and is to be approved by an appropriate senior manager.

28.1.10 QAS recognises that all relevant staff are able to request single day accrued time to allow greater flexibility and work-life balance. Any application to access single day blocks of accrued time within the three months roster projection must be submitted at the earliest possible time. QAS must not unreasonably withhold access to single day accrued time, provided that service delivery is not disrupted. Any employee who accesses single day accrued time and who works within their own station on that day will be deemed to be no longer on accrued time and will be paid at the applicable ordinary time rate for that day.

28.2 *For Level 6 employees:*

28.2.1 An employee and their relevant manager may agree that the working of ordinary hours in excess of 38 hours per week may accrue a day off. Accrued time off accumulated may only be taken with prior approval from the relevant manager.

28.2.2 Accrued time must be taken prior to cessation of employment as no payment will be made for unused accrued time. Supervisors shall not unreasonably prevent employees from taking accrued time immediately prior to an employee's separation from employment.

28.2.3 A newly appointed Level 6 employee who has a positive accrued time balance as a Level 1 to 5 employee at the time of appointment will have the balance paid out at the accrual rate as at the date of appointment.

## **29. Overtime**

29.1 *Level 1 to 5 employees:*

29.1.1 All time worked by employees outside their normal rostered hours, as provided for in clause 27, is overtime and is paid as follows:

- (a) rostered shift workers and those employees who perform regular on-call will be paid at double the ordinary base rate of pay for all work undertaken outside normal rostered hours.
- (b) all other employees will be paid for all work undertaken outside normal rostered hours at the rate of time and a-half for the first three hours on any one day and double-time thereafter.
- (c) all employees will be paid for all overtime worked on Saturdays or Sundays, or if required by the QAS on an employee's rostered day off, at the rate of double-time. Where practicable, the QAS will give the employee concerned at least 24 hours' notice of the requirement to work on rostered days off.



- 29.1.2 For the purpose of clause 29.1.1(a), a rostered shift worker is an employee whose working arrangements satisfy the following criteria:
- (a) The employee's roster is one which is in a roster framework that provides 24-hour coverage, seven days per week; and
  - (b) The employee's roster pattern is:
    - (i) a roster which prescribes two or more shifts (day, afternoon or night) throughout the roster cycle and the majority of shifts are shifts attracting penalties; or
    - (ii) a roster of only night shifts; or
    - (iii) a roster of only afternoon shifts; and
  - (c) The employee regularly rotates through the roster that is not Monday to Friday, unless all shifts attract penalties.
- 29.1.3 An employee who works a roster of only day shifts is not a rostered shift worker for the purpose of clause 29.1.1(a).
- 29.1.4 An employee who rotates through a roster that is between Monday to Friday is not a rostered shift worker for the purpose of clause 29.1.1(a). For example, a part-time employee who is only rostered to work day and afternoon shifts between Monday and Wednesday each week will not satisfy the criterion in clause 29.1.2(c). However, a part-time employee who is only rostered to work shifts between Thursday to Saturday and the Friday shift is an afternoon shift, would satisfy the criteria in clause 29.1.2(c).
- 29.1.5 A support roster which supports a core roster that provides 24-hour coverage, seven days per week ('a support roster') satisfies the criterion in clause 29.1.2(a) even if the support roster itself does not provide 24-hour coverage. This is because it is in a roster framework that provides 24-hour coverage, seven days per week. However, a roster other than a support roster, which does not provide 24-hour coverage, and which is not in a roster framework that provides 24-hour coverage, seven days per week, does not satisfy the criterion in clause 29.1.2(a).
- 29.1.6 Where an employee is recalled to duty after having ceased work and having left the QAS's premises, the employee will be paid a minimum of two hours' work at the appropriate overtime rate.
- 29.1.7 Overtime for public holidays will be paid in accordance with the provisions of the Award.
- 29.1.8 No employee shall refuse to work a reasonable amount of overtime.
- 29.1.9 Time off in lieu of overtime (TOIL) is available to employees and is taken with the prior approval of the relevant manager. Access to TOIL is by way of mutual agreement between employees and the relevant manager and is accumulated at a rate of single time, on a shift-by-shift basis. A maximum of three shifts can be accumulated. Accrued TOIL should be managed so as to be taken within three months of the time it is accrued.
- 29.1.10 Access to TOIL must not adversely impact on operational requirements.
- 29.1.11 If accrued TOIL cannot be taken within three months, it may be paid out to the employee at the appropriate overtime rate it was worked (i.e. double-time or time and a-half). Cashing out of TOIL shall only occur with the approval of the relevant manager.
- 29.1.12 When cashing out TOIL hours, the employee must provide the QAS payroll with copies of each relevant pay sheet, showing when the TOIL was originally accrued and approved. This will ensure payment at the correct rate.
- 29.1.13 Where a TOIL balance remains at the three-month period, the employee and the QAS must discuss and agree on options around the balance to either take the TOIL, cash out the TOIL or continue the TOIL balance for a further three months. An employee may apply to their manager in writing for approval to accrue TOIL past this three-month period.

29.1.14 If on the instructions of the QAS, an employee resumes or continues work without having had ten consecutive hours off duty, the employee shall be paid at the rate of double time until released from duty for such period. The employee shall then be entitled to be absent until they have had ten consecutive hours off duty, without loss of pay for ordinary working time that has occurred during such absence.

29.2 *Level 6 employees:*

29.2.1 Level 6 employees are not entitled to remuneration for additional hours, however, are entitled to access TOIL of additional hours worked, where prior approval of the relevant manager to work additional hours is provided.

29.2.2 Employees are provided with TOIL to be taken within 12 months, which will be forfeited if not taken in this time. Applications for TOIL may be refused for exceptional operational reasons and in such circumstances, that period of TOIL may, with the approval of the relevant manager, be continued beyond 12 months.

29.2.3 Where an employee is required to perform duties on a public holiday, such employees will be paid at their normal pay rate and will accrue a day off in lieu. These days must be taken within 12 months of their accrual and will be forfeited if not taken in this time.

**30. On-call**

30.1 On-call duty is essential at some stations to facilitate the timely and efficient provision of pre-hospital and emergency care. Accordingly, an employee may be required to be on-call to perform overtime work during a specified period of time outside normal rostered hours.

30.2 Employees may perform on-call from their home or a previously agreed location provided that response times are not compromised while on-call and the employee utilises an appropriate ambulance vehicle to enable an immediate response. Such location should fall within a 10 minute response time to the relevant stations operational coverage area; however in extenuating circumstances, other arrangements can be determined for specific rural locations to maintain continuity of service coverage within reasonable community expectations of service delivery. This will be as approved by the QAS upon request from the employee.

30.3 During the on-call period, an employee must be immediately contactable by the QAS in order to facilitate the timely and efficient provision of pre-hospital and emergency care as required and within acceptable response times. Due consideration will be given to employee fatigue levels and road user safety when determining an acceptable response time.

30.4 Focused management of the local response area should occur to allow employees to return to residence/location to undertake a hygiene and sustenance break at shift completion or completion of case resulting in a shift extension and/or call outs.

30.5 Employees (other than Level 6 employees) required to remain on-call will be paid a loading, in addition to their ordinary rate of pay of 15% of the hourly base rate applicable to the employee for each hour of on-call duty performed, with a minimum payment of 10 hours for each on-call period.

30.6 There is no requirement to be on-call prior to the commencement of the first shift after or immediately prior to commencing rostered days off or annual leave. If an employee is requested and agrees to provide coverage during these periods they shall be paid as follows:

- (a) for the period that falls on the normal working day - the 15% on-call payment.
- (b) for the period that falls on a rostered day off - double-time (except in instances of a full 24-hour period).
- (c) for the period that falls on an annual leave day - re-crediting of a day of annual leave (7.6 hours).

30.7 No employee will be placed on-call for more than 10 days in any continuous two-week period.

### **31. Call Back**

- 31.1 An employee, other than a Level 6 employee, called out to perform work while on-call will be paid overtime at the prescribed rate with a minimum payment of two hours. Such payment will be calculated from the time of receiving and acknowledging receipt of the call to the time of returning home or the previously notified location. Such payment will be paid regardless of any cancellation of job before attendance.
- 31.2 Where an employee is entitled to overtime in accordance with clause 31.1, the employee will be paid overtime at the prescribed rate with a minimum payment of two hours until the time of commencement of the shift and ordinary time from the time of commencement of the shift thereafter.
- 31.3 Clause 31 will not apply where an employee commences a shift early in order to attend any pre-arranged activity. In such situations, an employee will be paid the appropriate overtime rate up to the rostered starting time.

### **32. Remote Call Back**

- 32.1 A Level 4 or 5 employee (other than those in receipt of a Flexibility Allowance or 20% unlimited loading) who is on-call and who is required to undertake approved duties without the need to leave the employee's place of residence shall be entitled to payment of overtime rate at the prescribed rate for the actual time worked with a minimum payment of one hour for each time the employee performs such duties. If the employee is required to again perform duties within that one-hour period, no further minimum payment shall apply. Duties may include but are not limited to the co-ordination of operational incidents, staff welfare calls, and significant incident notification.
- 32.2 The employee will be responsible for the recording of the nature and the times of contact in respect of the types of matters mentioned in clause 32.1 for subsequent verification by the QAS.
- 32.3 Implementation of this clause will occur within six months of certification of agreement.

### **33. Twenty-four Hour Periods**

- 33.1 Where an employee (including OICs but excluding Level 6 employees) undertakes any combination of a 24-hour period of duty and on-call on their rostered days off, payment will be as follows:
- (a) minimum of 10 hours at the appropriate overtime rate for the shift period;
  - (b) the remaining hours in the 24-hour period will attract payment at 30% of the employee's hourly base rate; and
  - (c) payment for callouts performed during the on-call period will be paid at the appropriate overtime rate.
- 33.2 Where a 24-hour period commences or finishes on a rostered day off but is not contained wholly on a rostered day off, payment will be as follows:
- (a) on-call paid at double-time for the full period up to midnight on the rostered day off; and
  - (b) on-call paid at 15% for the period from midnight until the commencement of the rostered shift or from the finish of a rostered shift until midnight.
- 33.3 Payments in accordance with this clause will take precedence over other overtime and on-call provisions of this Agreement.

### **34. Roster Notification and Shift Swaps**

- 34.1 *Roster notification*
- (a) All employees must be provided with at least three months' notification of their roster projection.

- (b) Any roster changes within this timeframe required by either the QAS or the employee/s can occur by a process of consultation, negotiation and mutual agreement. Employees must not unreasonably withhold agreement to roster changes.
- (c) In emergent circumstances, the QAS will notify the employee at least seven days prior to any roster projection change. For changes where seven days cannot be provided, the change can only occur by mutual agreement.

34.2 *Shift swaps*

A relevant manager, upon application from employees, may approve a mutual change of rostered shifts between employees.

**35. Rest Pauses**

- 35.1 Employees will have access to rest pauses as required during the period of their shift. The number and duration of such rest pauses will not be specified however, employees will have the ability to take their rest pauses at a convenient time during the shift.
- 35.2 Rest pauses shall always be taken as not to interfere with the continuity of work where continuity is necessary.
- 35.3 The QAS will not be required to direct or administer the taking of rest pauses.

**36. Meal Breaks**

- 36.1 All employees who work more than 5 hours on any shift shall be entitled to a meal break in accordance with clauses 36.2 to 36.13.
- 36.2 Level 6 employees are entitled to access a 30-minute unpaid meal break between the fourth and sixth hours of duty.
- 36.3 All other employees shall be entitled to a break of not less than 30 minutes duration for a meal during each shift.
- 36.4 Where the ordinary rostered shift is in excess of 10 hours in duration, employees shall be entitled to two meal breaks of not less than 30 minutes during the period of the shift.
- 36.5 Meal breaks shall be taken at such times that will not interfere with the continuity of work.
- 36.6 The QAS and UWU, through the SCC, will monitor agreed criteria for the measurement of meals access and expenditure management.
- 36.7 Where practicable, the timing of meal breaks will be as follows:
  - (a) for shifts up to 10 hours in duration, commencing not earlier than three and a-half hours from the commencement of shift and to be completed no later than seven hours from the commencement of shift;
  - (b) for shifts greater than 10 hours and up to 12 hours in duration, the first meal break will be between three hours and six and a-half hours from the commencement of shift and the second meal break will be between seven and a-half and 11 hours from the commencement of shift; and
  - (c) for shifts greater than 12 hours in duration, the first meal break will be between three hours and six and a-half hours from the commencement of shift and the second meal break will be between seven and a-half and 11 hours from the commencement of shift.
- 36.8 To provide for a more mobile and responsive workforce, employees may be required to take their meal breaks at operationally convenient locations. When employees cannot return to their home station and

are required to be absent for their meal break, a meal or meal allowance (at the rate specified in clause 36.9 below) will be provided.

- 36.9 An employee who has commenced a meal break and is called on to attend a case or cases before completing such a break, or where an employee completes a shift without having had such a break, such employee shall be paid an allowance for the broken or missed meal in accordance with clause 16.2(b) of the Award or a suitable meal will be provided as compensation for the loss of meal.
- 36.10 Broken meal allowances will be payable as follows:
- (a) on the initial break in a meal (in each meal period); and
  - (b) on subsequent breaks in a meal only on those occasions where the meal has been resumed.
- 36.11 If an employee is not provided with an opportunity to take and subsequently complete a meal break within the specified meal times, the employee will be paid a "Meal Overtime Payment" as follows:
- (a) time in addition to their ordinary prescribed rate for any given working day (i.e. one and a-half times on Saturday and double-time on Sunday); and
  - (b) payable until the meal break has been completed in its entirety.
- 36.12 Notwithstanding all the foregoing of clause 36, UWU may consent in writing to such other arrangements in respect of breaks for a meal, as may be mutually agreed upon between the QAS and UWU.
- 36.13 The QAS and UWU are committed to ensuring that employees receive adequate rest pauses and meal breaks through bipartisan identification, trial and review of strategies.

## **PART 7 – TERMS AND CONDITIONS OF EMPLOYMENT**

### **37. Employment Categories**

Employees covered by this Agreement will be advised in writing of their employment status upon appointment. Employment categories are:

- (a) Full-time;
- (b) Part-time; and
- (c) Casual.

### **38. Full-time**

A full-time employee is defined as an employee who works 76 hours per fortnight or an average of 76 hours per fortnight spread over a roster cycle.

### **39. Part-time Arrangements**

- 39.1 Part-time work provides a flexible employment option for employees and a valuable mechanism for matching employee personal commitments with the operational and workload commitments of the QAS.
- 39.2 The QAS will determine each request for part-time work on the basis of operational need but will not unreasonably refuse to accommodate such a proposal, subject to requirements under the Act (for example, return from parental leave).
- 39.3 A part-time employee shall be defined as an employee who works less than 76 hours per fortnight or less than an average of 76 hours per fortnight spread over a roster cycle.
- 39.4 A part-time employee may be appointed to more than one position in the QAS, provided the total maximum number of ordinary hours for which they are employed shall not exceed that of a full-time employee (i.e. 76 hours per fortnight).

- 39.5 Where the employee and the relevant manager agree, part-time employment may be converted to full-time and vice versa on a permanent basis or for a specified period of time. If such an employee transfers from full-time to part-time (or vice-versa), all accrued Agreement and legislative entitlements shall be maintained. Following transfer of employment category, accrual will occur in accordance with the provision relevant to that employment category. For example, if the transfer is to part-time, upon commencement of part-time work, accrual will occur at the part-time rate.
- 39.6 A written agreement detailing the part-time working arrangement will be provided on commencement of part-time employment. Any variation to the agreement, including a temporary change to the agreement, must be agreed to and recorded in writing. If working as part of a roster, any variation to the roster is to be notified per clause 34.
- 39.7 All authorised hours worked outside of the ordinary daily working hours shall be paid at the employee's appropriate overtime rate. TOIL is available to relevant part-time employees in accordance with clause 29.
- 39.8 Part-time employees who regularly work a pattern of overtime for two continuous months will have their part-time arrangements reviewed accordingly.
- 39.9 Part-time employees are able to be included in an "on-call" roster.
- 39.10 Part-time employees must be paid at the rate of 1/38th of the weekly rate of wages prescribed for the appropriate classification per hour.
- 39.11 Other than accrued time, part-time employees are entitled to any leave and other entitlements on a pro rata basis of a full-time employee employed for 38 hours per week for that classification, according to the number of hours worked.
- 39.12 Part-time employees are not entitled to accrue time or to take accrued time, however where a full-time employee temporarily converts to part-time, any accrued time balance may be accessed.
- 39.13 Notwithstanding clause 39, QAS and UWU may consent in writing to such other arrangements in respect of flexible part-time arrangements, as may be mutually agreed upon between the QAS and UWU.

#### **40. Casuals**

- 40.1 A casual employee means an employee who is engaged as such on an hourly basis.
- 40.2 For the purpose of this clause:
- (a) an employee with features of casual employment such as informality, irregularity and uncertainty with no continuing relationship between the employer and the employee shall be defined as a short-term casual employee.
  - (b) an employee with features of casual employment such as employment on a regular and systematic basis for several periods of employment during a period of at least one year and with a continuing relationship between the employer and the employee shall be defined as a long-term casual employee.
  - (c) a casual employee will be paid a 25% loading in addition to the ordinary Agreement rates of pay for the class of work upon which the employee is engaged. A casual will be further entitled to the provisions of overtime, penalty rates and payment for work performed on public holidays. In respect to Sundays and public holidays, casual employees must be remunerated at the rate of double-time and will not be entitled to an additional payment of the 25% casual loading.
    - (i) all casual employees shall be entitled to applicable pro rata allowances that are specified in this Agreement.
    - (ii) each engagement shall stand alone, with a minimum payment for each engagement being two hours.

- (iii) casual employees will not be allocated a station and will be engaged on an as needs basis from the respective station of employment.
- (iv) casual employees will not be entitled to relief payments, but in consultation with the Regional Manager may be afforded payment for meals, travel and mileage allowances to and from the respective nominated Regional office (i.e. Regional or District office) to their place of employment.
- (v) in exceptional circumstances, casuals may be utilised for on-call purposes. Such engagement is for the period outside of rostered ordinary hours of the station. Payment for on-call will be 15% of the employees hourly base rate plus 25% casual loading. Where the employee is recalled to work, the appropriate casual overtime rate is paid.

40.3 The method of calculating overtime and penalty rate payments shall be as follows:

- (a) Weekend Penalty – Saturday  
(ordinary rate + 25% casual loading) x 1½;
- (b) Weekend Penalty - Sunday and public holidays  
(ordinary rate) x 2  
*Note: Casual loading is not payable on Sundays or public holidays;*
- (c) Afternoon Shifts  
(ordinary rate + 25% casual loading + 12½ % of ordinary rate);
- (d) Night Shifts  
(ordinary rate + 25% casual loading + 15% of ordinary rate);
- (e) Overtime - Monday to Friday non-shift worker (exclusive of public holidays)  
(ordinary rate + 25% casual loading) x 1½ for the first three hours, then  
(ordinary rate + 25% casual loading) x 2 after three hours;
- (f) Overtime - Saturday non-shift worker  
(ordinary rate + 25% casual loading) x 2;
- (g) Overtime - Sunday non-shift worker  
(ordinary rate) x 2  
*Note: Casual loading is not payable on Sundays or public holidays;*
- (h) Overtime for rostered shift workers (exclusive of public holidays)  
(ordinary rate + 25% casual loading) x 2; and
- (i) Public Holidays.  
Standard Agreement conditions apply  
*Note: no casual loading is payable.*

40.4 Subject to the provisions of s.103, 104 and 105 of the Act and in accordance with the casual employment provisions in clause 40, a casual employee shall not be entitled to any other leave provision. Nothing in this Agreement shall prevent improvements in leave provisions being flowed through to casual employees, whether by Government policy, Commission decisions or Statute.

#### **41. Temporary Employment**

41.1 Appointment of temporary employees can occur for the following reasons:

- (a) Unexpected/unplanned leave;
- (b) Long-term illness;
- (c) Planned leave;
- (d) Fixed-term planned projects;
- (e) Employees undertaking an accredited fixed-term course of study;

- (f) Fixed-term program funding; and/or
- (g) Backfilling.

41.2 For the purpose of this clause, a temporary employee shall mean an employee engaged in accordance with clauses 41.1 above, where the employee is notified in writing prior to the commencement of employment of the starting and finishing dates of the employment, or in lieu of a finishing date, notified of the specific circumstance/s or contingency relating to a specific task, project or reason, upon the occurrence of which the term of employment shall expire.

41.3 Any period of employment for a temporary employee will be counted as continuous service for the purpose of calculating any entitlements having regard to existing arrangements in relation to breaks in service.

## **42. Training and Development**

42.1 The QAS will continue to mandate education and professional development be undertaken in relation to certain topics deemed critical to initial engagement and ongoing employment within the agency. Where such a requirement is imposed, it will be conducted in work time or otherwise at no cost to the employee, in accordance with QAS policy.

42.2 From the commencement of the third year of this Agreement, a Professional Development Allowance (PDA) will be paid directly to eligible registered paramedics (in accordance with clause 42.3 and 42.4) on a fortnightly basis.

42.3 An eligible registered paramedic, whose registration enables the paramedic to both use the protected title and practice as a paramedic, is entitled to the PDA if they are a:

- (a) Permanent full-time registered paramedic; or
- (b) Temporary full-time registered paramedic with greater than 12 months' continuous service; or
- (c) Permanent part-time registered paramedic who works at least 15.2 hours per fortnight; or
- (d) Temporary part-time registered paramedic with greater than 12 months' continuous service who works at least 15.2 hours per fortnight.

42.4 With the exception of paramedics employed at Level 1, Increments 5 to 7 (payroll code AH), employees at Level 1 are not deemed to be eligible registered paramedics entitled to the PDA.

42.5 Eligible part-time employees are entitled to the PDA on a pro rata basis.

42.6 The PDA will be paid during periods of paid leave but is not to be included when calculating leave loading, allowances, penalty rates or overtime. This allowance is also not included in the calculation of superannuation.

42.7 Eligible employees will be entitled to the following PDA from 1 September 2024:

- (a) Category A (employees in remote locations) - \$3,395 per annum
- (b) Category B (employees in regional locations) - \$2,714 per annum
- (c) Category C (employees in metro/major locations) - \$2,034 per annum

The PDA categories are outlined in Schedule 6 – Professional Development Allowance Categories.

## **43. Uniforms**

43.1 Where the QAS requires an employee to wear a uniform, the employee shall be supplied suitable uniforms of good quality, flexible range and adequate number appropriate to the employee's occupation that meets workplace health and safety standards. The uniforms will be as approved by the QAS and free of cost to the employee. The style of uniform will be determined by the QAS after consultation with the UWU.

43.2 Uniforms shall be replaced by the QAS on a fair wear and tear basis upon the employee returning a similar item previously issued. Any item of uniform which is damaged through no fault of the employee



during the employee's hours of duty shall be replaced or repaired as soon as possible. Such replacement or repair shall be free of cost to the employee and shall not affect any annual entitlement to items or uniform.

- 43.3 All uniforms and other items issued to an employee in accordance with the provisions of clause 43 remain the property of the QAS and are provided for use by the employee only whilst under service and on duty. As such, the uniform items are liable to be called in at any time and must be forthwith returned on an employee leaving the employment of the QAS.

## **PART 8 – STATUTORY HOLIDAYS AND LEAVE**

### **44. Long Service Leave**

- 44.1 Long service leave is provided for in Division 9, of Part 3 of Chapter 2 of the QES of the Act and is supplemented by clause 22(b) of the Award. Key entitlements from these instruments are summarised in clause 44.2 to 44.3.
- 44.2 Upon completion of 10 years' continuous service, employees shall be entitled to thirteen weeks long service leave. Further long service leave entitlements will accrue at the rate of one and one-third weeks for each year of the employee's continuous service and a proportionate amount for an incomplete year.
- 44.3 For casual employees, where the employment is broken by more than three months between the end of one employment contract and the start of the next employment contract, continuity of service ceases for the purpose of calculating entitlement to long service leave.
- 44.4 Clauses 44.5 to 44.12 further supplements the QES and the Award.
- 44.5 Employees will be entitled to access pro-rata long service leave after seven years' service. However, if employment is terminated after 7 years and before 10 years, payment of long service leave is not applicable except for the specific circumstances outlined within s95(4) of the Act.
- 44.6 Where an employee voluntarily reverts to a lower classification, the employee will be entitled to long service leave accrued as at the date of the reversion at the employee's substantive classification and increment immediately preceding the reversion. The employee is not compelled to take accrued long service leave at the date of voluntary reversion to a lower classification.
- 44.7 Long service leave accrued after reversion to a lower classification is payable at the employee's classification and increment at the relevant time.
- 44.8 Should the employee subsequently attain a substantive classification and increment higher than the original substantive classification and increment immediately preceding reversion to a lower classification, all long service leave accrued will become payable at the higher classification and increment.
- 44.9 At an employee's election only, an employee may be paid in lieu of all or part of their entitlement to long service leave in accordance with s110 of the Act. An employee will only be entitled to make application for payment in lieu of taking long service leave after the employee has completed 10 years continuous service.
- 44.10 Employees wishing to receive payment in lieu of taking long service leave are required to make application in writing to the QAS by using the approved form and attaching any supporting material.
- 44.11 The QAS Commissioner or delegate will decide on any application based on the merits of the application.
- 44.12 If the application is approved, a written agreement will be entered into between the QAS and the employee to record the payment in lieu of long service leave. The QAS Commissioner or delegate will also issue a direction enabling the payment and all other supporting material to be returned to the employee.

#### **45. Sick Leave**

- 45.1 Sick leave is provided for in Division 6, Subdivision 1 of Part 3 of Chapter 2 of the QES and clause 20 of the Award. A summary of the entitlements of the QES and the Award are outlined within clauses 45.2 to 45.8.
- 45.2 Employees classified at Level 6 (excluding casuals) are entitled to 10 days' sick leave on full pay for each completed year of employment with the QAS.
- 45.3 All other employees (excluding casuals) are entitled to 96 hours' sick leave per annum, accumulating at the rate of 12 hours for each completed five weeks of service.
- 45.4 Subject to clause 45.6 to 45.8, the continuity of service for the purposes of calculating sick leave accumulation shall be deemed not to have been broken by any unpaid absence from employment of less than three months' duration. Such unpaid absence shall not be taken into account in calculating the period of completed employment for which an employee's sick leave entitlement is to accumulate.
- 45.5 An employee who becomes ill during a period of annual leave or long service leave shall, upon the production of sufficient evidence that would satisfy a reasonable person that the employee is ill for the period of such illness, be entitled to sick leave in lieu of annual leave or long service leave for any period of three consecutive days or more and the employee's annual leave or long service leave entitlement shall be re-credited accordingly.
- 45.6 An employee who is incapacitated for work on account of injury or illness while on duty or in the discharge of any duty incidental to such employee's work as an ambulance officer under the *Ambulance Service Act 1991* entitling the employee to compensation under the *Workers' Compensation and Rehabilitation Act 2003*, shall be entitled to a leave of absence and during such absence shall receive their ordinary salary for a period of up to 52 weeks.
- 45.7 If during the 52 week period the workers' compensation payment is less than the employee's ordinary salary, the QAS will pay the difference between such payment and the employee's ordinary salary.
- 45.8 The employee's period of leave of absence and any payments made to them in accordance with clause 45.6 and 45.7 shall not be debited against any sick leave accumulation.

#### **46. Annual Leave**

- 46.1 Annual leave is provided for in Division 5 of Part 3 of Chapter 2 of the QES. Clauses 46.2 to 46.9 supplement the QES.
- 46.2 All employees (other than casuals) are entitled to five weeks' annual leave after completing each year of employment.
- 46.3 All shift workers (other than casuals) whose ordinary hours are worked on days outside of Monday to Friday (i.e. must include either a Saturday and/or a Sunday ordinary hours' shift), may be required by the QAS to work on public holidays and shall receive an additional one week and two days' annual leave in lieu of any extra payment for work done on public holidays mentioned in clause 48.
- 46.4 For employees in receipt of five week's annual leave, annual leave is exclusive of a public holiday that falls during that leave.
- 46.5 For employees in receipt of the additional one week and two days' annual leave, annual leave is inclusive of any public holiday that falls during that leave, except for Labour Day and Easter Sunday, which is exclusive of the public holiday if annual leave is taken during that public holiday.
- 46.6 Annual leave as prescribed may, at the option of the employee concerned and with the consent of the QAS, be allowed to accumulate for two years but for no longer period.
- 46.7 Annual leave payments (including any proportionate payments) shall be calculated as follows:

- (a) An employee (other than a shift worker) proceeding on annual leave is entitled to receive the following payments:
  - (i) An amount equal to the salary level being paid to the employee immediately before the employee takes the leave for the period of such leave; and
  - (ii) A further amount equal to 17.5% of the salary payable in clause 46.7(a)(i).
- (b) A shift worker proceeding on annual leave is entitled to receive either of the following the following payments:
  - (i) An amount equal to the salary level being paid to the employee immediately before the employee takes the leave for the period of such leave calculated according to the employee's roster or projected roster including shift, weekend or public holiday penalties; or
  - (ii) An amount equal to the salary level being paid to the employee immediately before the employee takes the leave for the period of such leave, excluding any shift, weekend or public holiday penalties plus a further amount equal to 17.5% of this amount,

whichever is the higher.
- (c) The leave loading outlined in clauses 46.7(a)(ii) and 46.7(b)(ii) shall not apply to any periods exceeding five weeks per annum.

46.8 All employees subject to this Agreement are entitled to annual leave with loading and will receive the loading over the full period of the annual leave at the rate of loading applicable to the full period of leave (i.e. for five weeks annual leave the leave loading will be 17.5% and for six weeks and two days' annual leave, the leave loading will be 13.67%).

46.9 A relevant manager, upon application in writing from two employees, may approve a mutual change of the taking of annual leave between two employees.

#### **47. Parental Leave**

47.1 Parental leave is provided for in Division 8 of Part 3 of Chapter 2 of the QES and covers:

- (a) Birth-related leave for an employee who is pregnant or whose spouse gives birth;
- (b) Adoption leave; and
- (c) Surrogacy leave.

47.2 Clause 21 of Award supplements clauses 47.1 and a summary of these entitlements is outlined in clauses 47.3 to 47.6.

47.3 An employee who is pregnant, whether or not the employee has given the QAS written notice of the date/s on which the employee proposes to start and/or end maternity leave, must commence maternity leave at least 6 weeks prior to the expected date of birth of the employee's child and remain on birth related leave until at least 6 weeks after the birth of the child.

47.4 An employee who is pregnant, during the term of the employee's pregnancy until 6 weeks before the expected date of birth of the employee's child or lesser period as approved by the QAS, may request to work part-time or other flexible work arrangements.

47.5 An employee who has returned to work on a part-time basis may seek to return to the position they held prior to commencing parental leave. If the position no longer exists but there are other positions available that the employee is qualified for and is capable of performing, the employee is entitled to be employed in a position that is, as nearly as possible, comparable in status and remuneration to that of the employee's former position.

47.6 An employee who is the parent of a child may apply, at any time, to the QAS to work on a part-time basis in order to be the child's primary caregiver when not at work. The period in relation to which an application may be made cannot extend beyond the day the child is required to be enrolled for compulsory schooling under the *Education (General Provisions) Act 2006*.

47.7 Clause 47.8 supplements the entitlements referred to in clauses 47.1 and 47.2.

47.8 Eligible employees who have had at least 12 months of unbroken employment will also be entitled to 14 weeks' paid maternity/adoption leave. Guidelines for administration of this leave will be as applied to the Queensland Public Service.

#### **48. Public Holidays**

48.1 Public holidays are provided for in Division 10 of Part 3 of Chapter 2 of the QES. Clauses 48.2 to 48.18 supplement the QES.

48.2 An employee who is not required to work on a public holiday that they would ordinarily have been required to work on the day, must be paid their base rate of pay for the ordinary hours of work on the day or the part of the day.

48.3 All work done on a public holiday by an employee not in receipt of the additional one week and two days' annual leave in accordance with clause 46.3, shall be paid for double time and one-half with a minimum of four hours' payment.

48.4 All work done by an employee in receipt of the additional one week and two days' annual leave on the following public holidays:

- (a) 1 January;
- (b) 26 January;
- (c) Good Friday;
- (d) Easter Saturday (the day after Good Friday);
- (e) Easter Monday;
- (f) 25 April (Anzac Day);
- (g) The Birthday of the Sovereign;
- (h) Christmas Day;
- (i) Boxing Day;
- (j) Show Day; or
- (k) any day appointed under the *Holidays Act 1983*, to be kept in place of any such holiday, will

be paid for at the rate of time and a-half with a minimum of four hours' payment.

48.5 All work performed by an employee in receipt of an additional one week and two days of annual leave on Easter Sunday is to be paid for at the rate of double time and a-half with a minimum of four hours' payment.

48.6 All work performed by an employee in a district on a day appointed under the *Holidays Act 1983* as a holiday in relation to an annual agricultural, horticultural or industrial show, as specified by the relevant Minister by notification published in the Queensland Government Gazette is to be known as the 'Show Day' for the purpose of clause 48.

48.7 Nothing in clause 48 is to be construed to confer on an employee an entitlement to be paid for work performed on a Show Day on more than one occasion in each calendar year.

48.8 All employees covered by this Agreement shall be entitled to be paid a full day's wage for Labour Day (the first Monday in May or other day appointed under the *Holidays Act 1983*, to be kept in place of that holiday) irrespective of the fact that no work may be performed on such day. If any employee actually works on Labour Day, such employee shall be paid a full day's wage for that day in addition to a payment for the time actually worked by the employee at one and a-half times the ordinary rate prescribed for such work with a minimum of four hours' payment.

- 48.9 A public holiday is to be observed for the part of the day on 24 December (Christmas Eve) from 6.00pm to midnight.
- 48.10 All work performed between 6.00pm and midnight on 24 December (Christmas Eve) shall be paid at the rate of double time and one-half.
- 48.11 An employee who would ordinarily be required to work between 6.00pm and midnight on 24 December (Christmas Eve), but does not work, will be paid for the hours they would have worked between 6.00pm, and midnight at the ordinary rate.
- 48.12 The minimum four hours' payment referred to in clause 39 shall not apply where the work performed on Christmas Eve is immediately preceding, or following, ordinary or overtime hours.
- 48.13 Where Christmas Day falls on a Saturday or a Sunday and the public holiday is also observed on another day, an employee required to work on Christmas Day (i.e. 25 December) is to be paid at the usual rate for work performed on a Saturday or Sunday, as the case may be, plus a loading of 50% of the ordinary day's wages.
- 48.14 All time worked on a public holiday outside the period between the ordinary starting and ordinary finishing times provided for the day of the week on which the holiday falls is to be paid for at double the rate provided for by this Agreement for such time when worked outside such period on an ordinary working day.
- 48.15 If Labour Day falls on an employee's rostered day off, such employee shall be either paid an additional day's wage, or one day shall be added to the employee's annual leave entitlement.
- 48.16 For such employees who ordinarily work on a Sunday, if Easter Sunday falls on an employee's rostered day off, such employee shall be either paid an additional day's wage, or one day shall be added to the employee's annual leave entitlement.
- 48.17 For the purpose of clauses 48.15 and 48.16, payment for the public holiday and a substituted day's leave means:
- (a) For full-time employees: 7.6 hours at ordinary rates; and
  - (b) For part-time employees: the number of ordinary hours normally worked on the same day of the week on which the holiday falls to a maximum of 7.6 hours.
- 48.18 Level 6 employees are not routinely required to work on public holidays. Where a Level 6 employee is required to perform duties on a public holiday, or a day appointed under the *Holidays Act 1983* to be kept in place of any such holiday, such employee shall be paid at their normal pay rate and will accrue a day off in lieu. These days must be taken within 12 months of their accrual and will be forfeited if not taken in this time.

#### **49. Support for Employees Affected by Domestic and Family Violence**

- 49.1. Domestic and family violence occurs when one person in a relevant relationship uses violence and abuse to maintain power and control over the other person. This can include behaviour that is physically, sexually, emotionally, psychologically or economically abusive, threatening, coercive or aimed at controlling or dominating the other person through fear. Domestic and family violence can affect people of all cultures, religions, ages, genders, sexual orientations, educational backgrounds and income levels.
- 49.2. Managers, supervisors and all employees are committed to making their workplaces a safe place to work. The workplace can make a significant difference to employees affected by domestic and family violence by providing appropriate safety and support measures. "Domestic violence" and "relevant relationship" is as defined under Division 2 and Division 3 of Part 2 of the *Domestic and Family Violence Protection Act 2012*.
- 49.3. The QAS and UWU recognise that employees have the right to choose whether, when and to whom they disclose information about being affected by domestic and family violence. Managers and employees will sensitively communicate with employees and colleagues affected by domestic and family violence.

49.4. Support for employees affected by domestic and family violence is provided for in the Public Service Commission Directive 03/20 (as amended from time to time).

49.5. Queensland Health Employee Assistance and QAS Priority One offers a range of support services and programs. Employees can access information about available support service through line managers or their local human resource services.

**50. Carer's Leave**

Carer's leave is provided for in Division 6, Subdivision 2 of Part 3 of Chapter 2 of the QES and clause 20 of the Award.

**51. Cultural Leave**

Cultural leave is provided for in Division 6, Subdivision 4 of Part 3 of Chapter 2 of the QES and clause 20 of the Award.

**52. Jury Service**

Jury service is provided for in Division 12 of Part 3 of Chapter 2 of the QES and clause 24 of the Award.

**53. Bereavement and Compassionate Leave**

53.1 Bereavement and compassionate leave are provided for in Division 6, Subdivision 3 of Part 3 of Chapter 2 of the QES and clause 20 of the Award. A summary of the bereavement leave entitlement is outlined within clause 53.2 to 53.3.

53.2 Full-time and part-time employees shall, on the death of a member of their immediate family or household, or when an employee, or the employee's spouse is pregnant and the pregnancy ends other than by the birth of a living child, be entitled to be paid bereavement leave. Such leave shall be without deduction of pay for a period not exceeding the number of hours worked by the employee in two ordinary days of work. Proof of such death is to be furnished by the employee to the satisfaction of the QAS.

53.3 There is no limit on the number of instances in any given year an employee is entitled to access bereavement leave under clause 53.2.

53.4 "Immediate family" includes:

(a) a spouse (including a former spouse, a de facto spouse and a former de facto spouse, spouse of the same sex) of the employee; and

(b) a child or an adult child (including an adopted child, a foster child, an ex-foster child, a stepchild or an ex-nuptial child), parent, grandparent, grandchild or sibling of the employee or spouse of the employee.

**SCHEDULE 1 - WAGE RATES**

Level	Band	Increment	Rate <sup>1</sup> as at 01.09.2022		Rate as at 01.09.2023		Rate as at 01.09.2024	
			Annual Salary <sup>2</sup>	Per Fortnight	Annual Salary	Per Fortnight	Annual Salary	Per Fortnight
1		1	\$61,701	\$2,365	\$64,180	\$2,460	\$66,110	\$2,534
		2	\$65,823	\$2,523	\$68,458	\$2,624	\$70,519	\$2,703
		3	\$69,919	\$2,680	\$72,711	\$2,787	\$74,902	\$2,871
		4	\$74,041	\$2,838	\$77,016	\$2,952	\$79,338	\$3,041
		5	\$76,102	\$2,917	\$79,155	\$3,034	\$81,529	\$3,125
		6	\$78,164	\$2,996	\$81,294	\$3,116	\$83,721	\$3,209
		7	\$80,198	\$3,074	\$83,407	\$3,197	\$85,912	\$3,293
		8	\$82,260	\$3,153	\$85,547	\$3,279	\$88,104	\$3,377
2	1	1	\$76,468	\$2,931	\$79,520	\$3,048	\$81,894	\$3,139
		2	\$78,164	\$2,996	\$81,294	\$3,116	\$83,721	\$3,209
	2	1	\$82,260	\$3,153	\$85,547	\$3,279	\$88,104	\$3,377
		2	\$84,321	\$3,232	\$87,686	\$3,361	\$90,321	\$3,462
		3	\$86,382	\$3,311	\$89,825	\$3,443	\$92,513	\$3,546
		4	\$88,469	\$3,391	\$92,017	\$3,527	\$94,782	\$3,633
		5	\$90,478	\$3,468	\$94,104	\$3,607	\$96,922	\$3,715
		6	\$92,539	\$3,547	\$96,243	\$3,689	\$99,139	\$3,800
7	\$94,600	\$3,626	\$98,383	\$3,771	\$101,331	\$3,884		
3	1	1	\$96,687	\$3,706	\$100,548	\$3,854	\$103,574	\$3,970
		2	\$98,748	\$3,785	\$102,687	\$3,936	\$105,766	\$4,054
		3	\$100,783	\$3,863	\$104,827	\$4,018	\$107,984	\$4,139
	2	1	\$100,783	\$3,863	\$104,827	\$4,018	\$107,984	\$4,139
		2	\$103,653	\$3,973	\$107,801	\$4,132	\$111,036	\$4,256
		3	\$106,523	\$4,083	\$110,775	\$4,246	\$114,088	\$4,373
		4	\$109,393	\$4,193	\$113,775	\$4,361	\$117,193	\$4,492
		5	\$112,288	\$4,304	\$116,776	\$4,476	\$120,272	\$4,610
	3	1	\$113,123	\$4,336	\$117,637	\$4,509	\$121,159	\$4,644
		2	\$115,993	\$4,446	\$120,637	\$4,624	\$124,263	\$4,763
3		\$118,863	\$4,556	\$123,611	\$4,738	\$127,316	\$4,880	
4	1	1	\$106,105	\$4,067	\$110,358	\$4,230	\$113,671	\$4,357
		2	\$108,166	\$4,146	\$112,497	\$4,312	\$115,863	\$4,441
		3	\$110,253	\$4,226	\$114,662	\$4,395	\$118,106	\$4,527
		4	\$112,288	\$4,304	\$116,776	\$4,476	\$120,272	\$4,610
	2	1	\$111,062	\$4,257	\$115,497	\$4,427	\$118,967	\$4,560
		2	\$113,123	\$4,336	\$117,637	\$4,509	\$121,159	\$4,644
		3	\$115,210	\$4,416	\$119,828	\$4,593	\$123,428	\$4,731
		4	\$117,245	\$4,494	\$121,941	\$4,674	\$125,594	\$4,814
5	1	1	\$116,802	\$4,477	\$121,472	\$4,656	\$125,124	\$4,796
		2	\$118,863	\$4,556	\$123,611	\$4,738	\$127,316	\$4,880
		3	\$120,950	\$4,636	\$125,776	\$4,821	\$129,559	\$4,966
	2	1	\$122,594	\$4,699	\$127,498	\$4,887	\$131,333	\$5,034
		2	\$124,629	\$4,777	\$129,612	\$4,968	\$133,499	\$5,117
		3	\$126,716	\$4,857	\$131,777	\$5,051	\$135,743	\$5,203

<sup>1</sup> Annual and fortnightly salaries are rounded to the nearest dollar.

<sup>2</sup> Annual salaries (fortnightly rate x 26.0892857142) are for reference purposes only.

Level	Band	Increment	Rate as at 01.09.2022		Rate as at 01.09.2023		Rate as at 01.09.2024	
			Annual Salary	Per Fortnight	Annual Salary	Per Fortnight	Annual Salary	Per Fortnight
6	1	1	\$131,620	\$5,045	\$136,890	\$5,247	\$140,987	\$5,404
		2	\$133,682	\$5,124	\$139,030	\$5,329	\$143,204	\$5,489
		3	\$136,969	\$5,250	\$142,448	\$5,460	\$146,726	\$5,624
		4	\$140,491	\$5,385	\$146,100	\$5,600	\$150,483	\$5,768
	2	1	\$144,091	\$5,523	\$149,857	\$5,744	\$154,344	\$5,916
		2	\$147,613	\$5,658	\$153,509	\$5,884	\$158,127	\$6,061
		3	\$150,327	\$5,762	\$156,327	\$5,992	\$161,023	\$6,172
		4	\$152,988	\$5,864	\$159,119	\$6,099	\$163,893	\$6,282



## SCHEDULE 2 - GENERIC LEVEL STATEMENTS

### Level 1

#### Level Description

Level 1 covers roles that are engaged in performing a range of routine to technical tasks within basic to established procedures and under regular supervision within the area of specific service. The tasks may involve responding to multiple routine issues or circumstances and referring any non-routine situations to others. The range of tasks performed can be quite varied and require a broad understanding of the relevant QAS policies, procedures and processes to their role and how their work supports the QAS's objectives.

Initial focus is on building toward the attainment of a recognised qualification and at a minimum, a foundational level of knowledge and skill within their area of work.

Roles within this band both an Operations Centre Officer stream and an Ambulance Officer stream.

#### Skills, Knowledge and Expertise

- Provide and receive routine technical information to inform work colleagues, patients, clients, carers, the public or external contacts which requires tact or persuasive skills or where there are barriers to understanding. At higher increments within this level, may be required to provide and receive more complex and/or sensitive information.
- Work to specific instructions or standard work procedures of a technical nature. May make minor changes to work schedule or sequences, but work is regularly supervised and monitored. Work is expected to be accurately recorded and plant and equipment to be kept in accordance with prescribed standards and regulations.
- Understand and perform a range of routine work procedures and operate equipment which maybe of a complex nature and which requires a specific level of applied theoretical knowledge and motor skills. These procedures would require job training and a period of induction and may include formal training whilst on the job.
- Commensurate with the level of experience in role, provide guidance, peer support and instruction on matters pertaining to routine role requirements to less experienced staff with the support of a senior officer.

#### Accountability and Experience

- Work is regularly supervised and performance is clearly outlined within policies and procedures.
- As experience grows, is an active participant within their work team to achieve team goals.
- Demonstrated experience obtained through a vocational education qualification (AQF level 3 to 6) for the role and /or where appropriate equivalent experience, including ongoing professional development.

#### Senior Level

- Makes decisions and solves problems by exercising their technical knowledge and increasing independence.
- Manages their workload and other less experienced staff.
- Understands, complies and models appropriate standards as outlined with policies and procedures.

## Level 2

### Level Description

Level 2 covers roles that perform a range of tasks and skills within established professional and technical disciplines which includes drawing on years of learning through formal training and/or experience. The work is within established processes and procedures and whilst it may not be subject to direct supervision, guidance is readily available, including drawing on an established body of guidelines, policies and procedures.

A good working knowledge of systems and processes of the QAS is required and, as such, is responsible for resolving problems or queries within this knowledge base, although the more complex issues will be referred to others.

### Skills, Knowledge and Expertise

- Provide and receive routine, complex, sensitive and/or contentious information, where persuasive, motivational, negotiating, training, empathic or re-assurance skills are required. This maybe because agreement or cooperation is required or because there are barriers to understanding.
- Roles at this level work to specific instructions or standard work procedures. Officers may make minor changes to work schedule or sequences, but work is supervised and/or regularly monitored. Work is expected to be accurately recorded and plant and equipment to be kept in accordance with prescribed standards and regulations.
- Commensurate with the level of experience in role, provide guidance, peer support and clinical practice supervision to less-experienced practitioners with the support of a senior officer.

### Accountability and Experience

- Little requirement to vary work methods or to adapt guidelines, and limited choice in the selection or applications of techniques, however have some flexibility in the determination of priorities and schedules to satisfy the role's requirements.
- Demonstrated experience obtained through a vocational education qualification (AQF level 7) for role and/or where appropriate equivalent experience, including ongoing professional development and registration maintenance.

### Senior Level

- Actively contributes to developing and improving the quality of service delivery within their work group/area including providing leadership and support to peers.
- Understands, advocates and models appropriate standards as outlined with policies and procedures.

## Level 3

### Level Description

Level 3 covers roles that are engaged in providing a range of technical and practical problem solving, support and services drawing on several years of learning through formal training and qualifications and/or through experience. Contributes to the provision of services to a high-quality standard through planning/managing own work and often responsible for others; the capacity to diagnose problems and issues and how plan an appropriate solution across health continuum; and monitoring/reviewing the quality of work.

Requires an understanding of complex procedures, support systems, and the ability to order allocated workload but also to react to changing priorities. Although most work follows established patterns, initiative is needed to handle processes and casework and to resolve complex problems and queries based on experience and judgement, mainly without reference to others.

Primary focus is on clinical leadership and the provision of high professional-level clinical services mostly at a high to advanced level.

### Skills, Knowledge and Expertise

- Provide and receive complex, sensitive or contentious information, where persuasive, motivational, negotiating, training, empathic or re-assurance skills are required. This may be because agreement or cooperation is required or because there are barriers to understanding.
- Roles at this level may provide interpretive counsel and information to be used to make decisions. Roles are specialist, technical and/or supportive which is critical and necessary for others to make decisions with significant implications for the area/business unit.
- Roles at this level exercise clinical judgement in providing services of a complex nature where principles, procedures, techniques or methods require expansion, adaptation or modification.
- Commensurate with level of experience in role, provide guidance, peer support and clinical practice supervision to less-experienced practitioners, graduate students (varying levels) or those involved in observational clinical placements. They are recognised as a reference point within the team or work unit/area across clinical and operational knowledge and procedures/skills/guidelines.

### Accountability and Experience

- Procedures and operating standards are defined through department/agency guidelines and requirements, and through commonly understood techniques and methods associated with the role/area concerned. A range of varied techniques, systems, methods or processes is available to perform the work.
- Demonstrated experience obtained through a vocational education qualification for role (AQF 7 +) and/or where appropriate equivalent experience, including ongoing professional development and registration maintenance.

### Senior Level

- Actively contributes to developing and improving the quality of service delivery within their work group/area including providing leadership and support to peers.
- Understands, advocates and models appropriate standards as outlined with policies and procedures.

## Level 4

### Level Description

Level 4 covers roles that either supervise operational services of some volume or complexity, and/or manage a small to medium work group. Supervisor roles will involve scheduling and prioritising the work of a team, allocating tasks and activities and monitoring progress against targets and demonstrate clinical/technical, operational, and/or corporate governance understanding of the service.

Dealing with people is important, whether staff, allied health services and/or customers. Roles require a detailed understanding of methods, systems, and procedures gained through practical experience and/or formal training. There is discretion to determine short term priorities and, if applicable, priorities of a team of people involved in the same type of work.

### Skills, Knowledge and Expertise

- Provide and receive complex, sensitive or contentious information, where persuasive, motivational, negotiating, training, empathic or re-assurance skills are required. This may be because agreement or cooperation is required or because there are barriers to understanding.
- Roles at this level may provide interpretive counsel and information to be used to make decisions. Roles are specialist, technical or supportive which is critical and necessary for others to make decisions with significant implications for the area/business unit.
- Roles at this level exercise clinical, operational and corporate judgement in providing services of a complex nature where principles, procedures, techniques or methods require expansion, adaptation or modification through leadership, knowledge and abilities.
- Provide clinical, operational and corporate guidance, peer support and supervision to practitioners, and other operational roles. They are recognised as a reference point within the team or work unit/area across clinical and operational knowledge and procedures/skills/guidelines.

### Accountability and Experience

- Procedures and operating standards are defined through department/agency guidelines and requirements, and through commonly understood techniques and methods associated with the role/area concerned. A range of varied techniques, systems, methods or processes is available to perform the work.
- Responsible for the day-to-day or ad hoc operational management of a work group, as well as undertakes clinical, corporate and/or operational governance activities within the service.
- Demonstrated experience obtained through a vocational education qualification for role and/or where appropriate equivalent experience, including ongoing professional development and registration maintenance. Additional training and/or qualifications in leadership and management, while not mandatory, is highly desired.

### Senior Level

- Demonstrates high level supervisory knowledge and skills and advanced leadership/professionalism to contribute to the development and improvement of the quality of service delivery to their peers and work group/area.

## Level 5

### Level Description

Level 5 covers roles that are Team Leaders and either supervise operational services of a large volume or complexity, and/or manage a medium/large work groups. Demonstrated experts of a particular speciality and/or owners of a service delivery and are responsible to deliver maximum efficiency within a defined process/program. This is achieved through contributions that will usually involve proposing and implementing improvements to current working methods and the detailed manipulation of relatively straightforward data or research. These roles require an understanding of often complex procedures and support systems and the ability not only to order the allocated work but also to react to changing priorities.

Decisions taken or delegations exercised at this level may have moderate/major impact on the day-to-day operations (i.e., guidelines, rules, instructions, or procedures for use by other staff and interested parties may be developed at this level) of the work area or Region.

### Skills, Knowledge and Expertise

- Demonstrate a high level skill to provide and receive complex, sensitive or contentious information, where persuasive, motivational, negotiating, training, empathic or re-assurance skills are required. This may be because agreement or cooperation is required or because there are barriers to understanding.
- Roles at this level focus on the management of resources and involve planning, organising, leading and controlling. At this level, the role may be allocated resources to perform tasks however the performance of the unit is monitored by a more senior position to ensure that the program is efficient and achieving operational targets.
- Roles at this level exercises high level clinical, operational and corporate judgement in providing services of a complex nature where principles, procedures, techniques or methods require expansion, adaptation or modification through leadership, knowledge and abilities.
- Provide clinical, operational and/or corporate guidance, peer support and supervision to practitioners, and other operational roles. They are recognised as a reference point within the team or work unit/area across clinical and operational knowledge and procedures/skills/guidelines.

### Accountability and Experience

- Roles at this level must regularly require some change or adaptation to the way work is organised or to adapt to established guidelines, prescriptions or techniques that affect the way work is performed. The roles are expected to recommend and implement changes and adaptations which improve the efficiency and effectiveness of processes and/or enhance the quality of outcomes derived from these processes.
- Roles may be responsible for the day-to-day operational management of a medium/large-sized team or work group, as well as undertakes clinical, corporate and or operational governance activities within the area or Region.

## Level 6

### Level Description

Level 6 covers managerial roles that are engaged in administration and co-ordination of a specific program, function and/or activity. Required to provide advice and support that has broad and/or system wide impact and is based on a high level of understanding within a technical, professional or specialised field. The role is responsible for managing a function and/or a team of professionals/specialists.

Responsible for planning to ensure progress within broadly established procedures and policy by identifying gaps in information, and conducting analyses to solve/resolve problems and issues with varying levels of consequences (e.g. legal, financial, social, economic, environmental, sector and political). Roles will lead the development of managing more complex situations to senior officers/executives. Required to liaise and co-ordinate activities across a number of subsections of a workgroup/Region/Departments.

Required to possess and demonstrate an expert level of knowledge, skills, experience within a work area and provide high-level operational, clinical or strategic managerial knowledge, skills and experience.

Decisions taken or delegations exercised at this level may have major impact on the day-to-day operations (i.e., guidelines, rules, instructions, or procedures for use by other staff and interested parties may be developed at this level) of a work area, Region or service-wide jurisdiction.

### Skills, Knowledge and Expertise

- Demonstrate a high level skill to and receive complex, sensitive or contentious information, where persuasive, motivational, negotiating, training, empathic or re-assurance skills are required. This may be because agreement or cooperation is required or because there are barriers to understanding.
- Roles at this level focus on the management of resources and involve planning, organising, leading and controlling. At this level, the role may be allocated resources to perform tasks and are responsible for the performance of the unit, with oversight by a more senior position to ensure that the program is efficient and achieving operational targets.
- Roles at this level exercises expert level clinical, operational and/or corporate judgement in providing services of a complex nature where principles, procedures, techniques or methods require expansion, adaptation or modification through leadership, knowledge and abilities.
- Provide clinical, operational and/or corporate guidance, and supervision to practitioners, and other operational roles. They are recognised as a reference point within the team or work unit/area across clinical and operational knowledge and procedures/skills/guidelines.

### Accountability and Experience

- Roles at this level require considerable interpretation and understanding of agency policies and the subject matter, to deal with specialised projects, and/or atypical circumstances. Positions may be required to lead a Region or develop/modify organisation wide policies to manage specialised projects/programs.
- Roles may be responsible for the day-to-day operational management of a medium or large-sized team or work group, as well as undertake clinical, corporate and or operational governance activities within the area/Region or service.

### SCHEDULE 3 – PROGRESSION AND MAINTENANCE ARRANGEMENTS

Incremental progression will be dependent on satisfactory work performance and conduct of at least 12 months' duration (unless otherwise stated as below) at the current increment level that is certified by the relevant manager.

#### Occupational Specific Progression and Maintenance Arrangements

##### 1. Level One Roles

Ambulance Officer Roles – Level 1			
Classification	Increments Available	Increment Range	Qualification Level
Ambulance Attendant	1	1	Pre-Certificate III
Certificate IV Officer	1	4	Certificate IV
Paramedic	1	5	Associate Diploma
Patient Transport Paramedic	1	5	Associate Diploma
Paramedic Advanced Skills pp1	1	6	Associate Diploma (with advanced skills)
Paramedic Advanced Skills pp2	1	7	Diploma

Ambulance Officer roles in Level 1 have limited movements between increments as identified in the above table. Throughout the life of this Agreement, existing roles may be modified and new roles may be developed requiring placement and increment range adjustments.

Emergency Medical Dispatcher (EMD) – Level 1		
Increment	Requirements	Minimum Period
1	<p>Employees at this increment will be undertaking initial training in <i>Certificate III in Ambulance Communications (Call Taking)</i> or equivalent and an induction and orientation program during this first year.</p> <p>At this level employees are being supervised, coached or operating independently under close supervision.</p> <p>Employees are required to have successfully completed the <i>Certificate III in Ambulance Communications (Call Taking)</i> or equivalent and the induction and orientation program during this first year.</p>	12 months
2	<p>In addition to the requirements of Increment 1, employees are, at a minimum, qualified Call Takers who undertake the Call Taking function independently.</p> <p>Employees at this level can coach and assist new employees to understand and perform call taking duties using manual and/or Computer Aided Dispatch (CAD) systems.</p> <p>Employees will be actively seeking to enhance their knowledge and skills through exposure to a wider range of CAD and associated system functions including undertaking <i>Certificate IV in Ambulance Communications (Dispatch)</i> or equivalent.</p>	6 months
3	<p>In addition to the requirements of Increment 2 and below, employees will be actively seeking to enhance their knowledge and skills through exposure to a wider range of CAD and associated system functions.</p> <p>QAS reserves the right to restrict the number of Call Taker positions based on operational and service delivery need. Increment 3 is the highest increment for an employee who is qualified as a Call Taker only.</p>	12 months

<b>Emergency Medical Dispatcher (EMD) – Level 1</b>		
<b>Increment</b>	<b>Requirements</b>	<b>Minimum Period</b>
	<p>Where an employee is not in a Call Taking position only, the employee will be using and developing their dispatch skills.</p> <p>Employees are consistently meeting quality performance targets under minimum supervision and will be actively seeking to develop basic system troubleshooting skills.</p>	
4	<p>In addition to the requirements of Increment 3 and below, employees at this increment are qualified Call Taker/Dispatchers who undertake the Call Taking and Dispatch functions independently.</p> <p>Employees at this level use their clinical and/or operational knowledge to provide advice to employees at all other levels in the Operations Centre Room.</p>	12 months
5	<p>In addition to the requirements of Increment 4 and below, employees are expected to actively contribute to developing and improving the quality-of-service delivery, and the continuing development of the Operations Centre Room.</p> <p>Employees have demonstrated the ability and will supervise less skilled employees and should be developing a higher level of knowledge and understanding of CAD and associated systems.</p>	12 months
6	<p>In addition to the requirements of Increment 5 and below, employees must have a high level of knowledge and understanding of CAD and associated systems and should be developing their knowledge about the systems and processes utilised within running an Operations Centre Room.</p>	12 months
7 Senior level	<p>In addition to the requirements of Increment 6 and below, employees at this level should be developing the ability to task, coordinate and monitor resources. Employees must demonstrate operational knowledge of CAD systems and other information systems and to actively assist Supervisors to develop less skilled employees.</p> <p>Employees are required to successfully undertake appropriate mentoring and coaching and be prepared to relieve as an Operations Centre Supervisor (OCS) as necessary.</p>	12 months
8 Senior level	<p>In addition to the requirements of Increment 7 and below, employees will possess the confidence, skills and abilities to competently direct employees in the performance of their work. Employees will actively seek to acquire and develop skills to enhance their effectiveness as team leaders.</p>	



<b>Indigenous and Culturally and Linguistically Diverse Cadet Program – Level 1</b>		
<b>Increment</b>	<b>Requirements</b>	<b>Minimum Period</b>
1	<p>Employees at this increment will be undertaking initial training in <i>Certificate IV in Health Care</i> or an equivalent educational pathway* and the initial Induction block training.</p> <p>At this level employees are being supervised, coached or operating under close supervision.</p> <p>In order to progress to Increment 2, employees are required to have successfully completed the initial Induction block training and the <i>Certificate IV in Health Care</i> Block 1 of Semester 1 or an equivalent educational pathway outcome at Increment 1.</p>	6 months
2	<p>Employees will be continuing their studies with the <i>Certificate IV in Health Care</i> or an equivalent educational pathway. At this level employees are being supervised, coached or operating under close supervision.</p> <p>In order to progress to Increment 3, employees are required to have successfully completed a further two Blocks of the <i>Certificate IV in Health Care</i> or an equivalent educational pathway outcome.</p>	12 months
3	<p>At this level employees are being supervised, coached or operating under close supervision.</p> <p>In order to progress to Increment 4, employees at this level will be actively seeking to enhance their knowledge and skill by successfully completing their studies with the <i>Certificate IV in Health Care</i> or an educational pathway at Increment 3.</p>	12 months
4 **	<p>In addition to the requirements of Increment 3, employees will have successfully completed the <i>Certificate IV in Health Care</i> or educational pathway and will be able to practice independently at the Ambulance Technician scope of practice.</p> <p>Employees at this level will be actively seeking to enhance their knowledge and skill including successfully completing the <i>Diploma in Emergency Health Care</i> or an equivalent educational pathway and enrolling in a <i>Bachelor of Paramedic Science</i> to become a qualified paramedic.</p>	

**NOTE:**

\* An equivalent education pathway can include:

- participating in approved alternative qualification to the one identified above,
- already possessing the above qualification or an approved alternative qualification to the one identified above,
- has had recognition of prior learning equivalent to the above qualification, or
- undertaking a higher qualification to the above qualification.

\*\* After at least 12 months at Increment 4, employees who are actively enrolled in a *Bachelor of Paramedic Science* and who has student paramedic registration may be eligible for higher duties at Level 1, increment 5 only when the employee is being directly supervised by an Advanced Care Paramedic and is utilising ACPII scope of practice under direct supervision.

<b>Patient Transport Officer (PTO) – Level 1</b>		
<b>Increment</b>	<b>Requirements</b>	<b>Minimum Period</b>
1	<p>Employees at this increment will be undertaking initial training in <i>Certificate III in Non-Emergency Patient Transport</i> or equivalent and an induction and orientation program.</p> <p>At this level employees are being supervised, coached or operating independently under close supervision.</p> <p>Employees are required to have successfully completed the <i>Certificate III in Non-Emergency Patient Transport</i> or equivalent and the induction and orientation program during the first six months.</p>	6 months
2	<p>In addition to the requirements of Increment 1, employees at this level are qualified Patient Transport Officers who undertake the function independently.</p> <p>Employees coach and assist new employees to understand and perform patient transport duties. Employees will be actively seeking to enhance their knowledge and skills.</p>	12 months
3	<p>In addition to the requirements of Increment 2, employees will be consistently meeting quality performance targets under minimum supervision and will be actively seeking to develop basic system troubleshooting skills</p>	

## 2. Level Two Roles

<b>Advanced Care Paramedic (ACP) – Level 2</b>		
<b>Band/Increment</b>	<b>Requirements</b>	<b>Minimum Period</b>
Band 1 Increment 1	<p>Employees at this increment will be undertaking an internship program and will be undertaking an induction and orientation program. Employees will already possess a degree level qualification in the field of Paramedic Health Science, as determined by the QAS.</p> <p>At this level employees are being coached, supported and operate independently under close supervision.</p> <p>Employees are required to have successfully completed the internship program and induction program during this first six months.</p>	6 months
Band 1 Increment 2	<p>In addition to the requirements of Band 1, Increment 1, employees at this level are at a minimum qualified Advanced Care Paramedics and have obtained independent authority to practice at an ACP2 clinical skill level without close supervision.</p> <p>Employees will be actively seeking to consolidate their knowledge and skills through further clinical exposure to a wider range of cases.</p>	6 months
Band 2 Increments 1 to 5	<p>Employees at Band 2, Increments 1 to 5 are qualified ACPs who are independently authorised to practice at an ACP2 clinical skill level. Employees at this level can use their clinical and/or operational knowledge to provide advice, coach and assist employees.</p> <p>Employees are actively seeking to enhance their knowledge and skills through exposure to a wider range of cases and undertaking ongoing professional development.</p> <p>Employees are consistently meeting quality performance targets and will be actively seeking to develop clinical reasoning and problem-solving skills that are applied to accepted practices and procedures to determine appropriate course of action. Employees at these levels will contribute to developing and improving the quality-of-service delivery.</p>	12 months each increment
Band 2 Increments 6 & 7  Senior level	<p>In addition to Band 2, Increments 1 to 5, employees at these increments will be actively contributing to developing and improving the quality-of-service delivery in their work group/area, provide leadership and support to peers.</p> <p>Employees at these increments are expected to act professionally at all times, operate within the boundaries of organisational processes and operate as an effective representative of the work area in forums.</p>	12 months each increment

### 3. Level Three Roles

<b>Extended Role (ACP) – Level 3, Band 1</b>		
<b>Increment</b>	<b>Requirements</b>	<b>Minimum Period</b>
1	<p>Employees at this increment are at a minimum, qualified Advanced Care Paramedics and have obtained independent authority to practice at an ACP2 clinical skill level without close supervision; or equivalent. Employees are also undertaking an induction program and a recognised post-graduate qualification as determined by QAS specific to the extended role area of service.</p> <p>At this level employees are being coached, supported and operate under close supervision.</p>	12 months
2	<p>In addition to Increment 1, employees are authorised in their respective extended role area of service to practice at this level independently/solo. Employees are required to have successfully completed the relevant post-graduate qualification as determined by the QAS during this second year.</p> <p>Employees at this level provide professional, specialist services of a complex nature and use their clinical and/or operational knowledge to provide leadership, clinical supervision, advice and coaching to other employees in lower levels.</p> <p>Employees are actively seeking to enhance their knowledge and skills through exposure to a wider range of cases and undertaking ongoing professional development.</p> <p>Employees are consistently meeting quality performance targets and will be actively seeking to develop their clinical reasoning and judgement skills to undertake complex analysis within a broad framework to determine appropriate courses of action.</p> <p>Employees at these levels lead and influence others and processes to develop and improve the quality-of-service delivery.</p>	12 months
3	<p>In addition to Increment 2, employees at this increment will be actively contributing to developing and improving the quality-of-service delivery in their work area, provide leadership and support to peers, as well as have obtained the postgraduate qualification as determined by QAS</p>	

<b>Critical Care Paramedic (CCP) – Level 3</b>		
<b>Band/ Increment</b>	<b>Requirements</b>	<b>Minimum Period</b>
Band 1 Increment 1	<p>Employees at this increment will be undertaking an internship program and already possess at least a <i>Graduate Diploma in Intensive Care Paramedical Practice; Advanced Diploma of Health Science (Pre-Hospital Care)</i> or equivalent. Employees will also be undertaking an induction program specific to the extended role area of service.</p> <p>At this level employees are being coached, supported and operate independently under close supervision.</p> <p>Employees are required to have successfully completed the internship program and induction and orientation programs during this first year.</p>	12 months
Band 2 Increments 1 to 3	<p>Employees at Band 2, Increments 1 to 3 are qualified CCPs who are independently authorised to practice at a CCP clinical skill level and have obtained the required qualifications as directed by QAS.</p> <p>Employees provide professional, specialist services of a complex nature and use their clinical and/or operational knowledge to provide leadership, clinical supervision, advice and coaching to other employees in lower levels.</p> <p>Employees are actively seeking to enhance their knowledge and skills through exposure to a wider range of cases and undertaking ongoing professional development.</p> <p>Employees are consistently meeting quality performance targets and will be actively seeking to develop their clinical reasoning and judgement skills to undertake complex analysis within a broad framework to determine appropriate courses of action.</p> <p>Employees at these levels lead and influence others and processes to develop and improve the quality of service delivery.</p>	12 months each increment
Band 2 Increments 4 & 5  Senior level	<p>In addition to Band 2, Increments 1 to 3, employees will be actively contributing to developing and improving the quality of service delivery in their work area, provide leadership and support to peers.</p> <p>Employees at these increments are expected to act professionally at all times, operate within the boundaries of organisational processes and operate as an effective representative of the work area in forums.</p>	12 months each increment

<b>Extended Role (CCP) – Level 3, Band 3</b>		
<b>Increment</b>	<b>Requirements</b>	<b>Minimum Period</b>
1	<p>Employees at this increment are already, at a minimum, qualified Critical Care Paramedics and have obtained independent authority to practice at a CCP clinical skill level without close supervision; or equivalent.</p> <p>Employees will be undertaking a relevant post-graduate qualification as determined by the QAS and an induction program specific to the extended role area of service.</p> <p>At this level employees are being coached, supported and operate under close supervision.</p> <p>Employees are required to have successfully completed the induction program during this first year.</p>	12 months
2	<p>In addition to increment 1, employees are authorised in their respective extended role area of service to practice at this level independently/solo. Employees are required to have successfully completed the relevant post-graduate qualification as determined by the QAS during this second year.</p> <p>Employees at this level provide professional, specialist services of a complex nature and use their extended clinical and/or operational knowledge to provide leadership, clinical supervision, advice and coaching to other employees.</p> <p>Employees are actively seeking to enhance their knowledge and skills through exposure to a wider range of cases and undertaking ongoing professional development.</p> <p>Employees are consistently meeting quality performance targets and will be actively seeking to develop their clinical reasoning and judgement skills to undertake complex analysis within a broad framework to determine appropriate courses of action.</p> <p>Employees at these levels lead and influence others and processes to develop and improve the quality of service delivery.</p>	12 months
3	<p>In addition to increment 2 and below, employees will be actively contributing to developing and improving the quality of service delivery in their work area, provide leadership and support to peers, as well as have obtained both recognised postgraduate qualification as determined by QAS</p>	

#### 4. Level Four Roles

Senior Increment – Band 1 and 2
<p>Increment 4 is a Senior, restricted increment for a recognised role as outlined in Schedule 2 and is applicable to relevant employees who meet the criteria for an advancement of an increment as outlined in clause 18.3. Currently the QAS is recognising Critical Care Paramedics for this increment who maintain and use their CCP scope of practice. To provide further clarity regarding the operation of the advancement of the increment and Senior increment, the following examples describe the approach:</p> <p><i>A Level 4 Supervisor on appointment to this level with CCP qualifications and recognised scope of practice that qualifies for advancement will commence at Increment 2 and will be able to progress up to and including Increment 4.</i></p> <p><i>A Level 4 Supervisor on appointment to this level with ACP qualifications and does not qualify for advancement will commence at Increment 1 and will be able to progress up to and including Increment 3.</i></p>

Operations Centre Supervisor (OCS) – Level 4, Band 2		
Increment	Requirements	Minimum Period
1	<p>Employees at this increment will be effective supervisors at a shift level and carry out daily planning, coordinating, directing and controlling functions of administrative and operational requirements.</p> <p>Employees are required to have completed the <i>Certificate IV in Ambulance Communications</i> already and be in possession of a supervisors' course or equivalent.</p>	12 months
2	<p>In addition to the requirements of Increment 1, employees will be effective supervisors.</p> <p>Employees are expected to actively contribute to developing and improving the quality of service delivery, and the continuing development of Operation Centre Rooms.</p>	12 months
3	<p>In addition to the requirements of Increment 2, employees must have demonstrated competency in all facets of Operation Centre Room activity, operational resource knowledge and higher-level knowledge of medical terminology.</p>	

## SCHEDULE 4 – INDUSTRIAL SITES ALLOWANCES

Industrial sites allowances are only applicable to employees working at the following industrial sites: Clermont, Goonyella, Peak Downs, Saraji and Norwich Park.

Definitions for this purpose of this clause include:

- (A) A permanent employee is a permanent Industrial Paramedic who is appointed to the relevant Mine and/or Industrial Site Organisational Unit; and
- (B) A relief employee is a Paramedic drawn from another operational Station that is trained and provides unscheduled emergency coverage.

1. *Meal allowance*

Employees are entitled to a meal or a meal allowance in lieu of a meal during periods of rostered duty only. The meal allowances are as outlined in clause 26.3.4(b).

2. *Incidental allowance - relieving duties*

Payment is for out-of-pocket incidental expenses as outlined in clause 26.3.4(d) for each overnight absence from an employee's normal place of residence. This allowance is only applicable for relieving duties, including employees employed by an organisational unit to provide permanent relief within the unit.

3. *Industry allowance*

The industry allowance is only paid when specified duties are performed in addition to normal duties which includes but is not limited to eye tests; sight screening; glass repairs; resuscitation lectures; first aid classes; drug and alcohol testing; and hearing testing. This allowance is paid for on a per shift basis, including overtime shifts.

For permanent employees this allowance is also paid on paid leave based on a projected roster basis. The allowance is increased in line with wage increases as outlined in the Agreement and will be:

- (a) from 1 September 2022 the rate will increase by 4% to \$41.53;
- (b) from 1 September 2023 the rate will increase by 4% to \$43.19; and
- (c) from 1 September 2024 the rate will increase by 3% to \$44.49.

4. *Mine skills allowance*

The mine skills allowance of \$29.75 as of 1 September 2022, shall be paid to Industrial Paramedics who work on a specified Mine Site in recognition of the possession of specific skills required by Industrial Paramedics to enable the employee to work at these locations. This allowance is paid for on a per shift basis, including overtime shifts. For permanent employees' this allowance is also paid on paid leave based on a projected roster basis. This allowance is increased in line with State Wage Case increases.

5. *On-site allowance*

The on-site allowance of \$58.74 as of 1 September 2022, shall be paid to Industrial Paramedics in recognition of the harsh physical environment and lack of usual facilities where the employee is working. This allowance is paid for on a per shift basis, including overtime shifts. For permanent employees' this allowance is also paid on paid leave based on a projected roster basis. This allowance is increased in line with State Wage Case increases.

6. *Industry residential allowance*

The industry residential allowance of \$75.60 is only paid to permanent employees of Industrial Sites living at a mine site that is located in areas with a remote area categorisation of 4 to 7. The industry residential allowance will only be paid to relief employees who undertake extended periods of relief duties after the performance of six weeks' relief and are no longer in receipt of a QAS locality allowance. Relief employees in receipt of a QAS locality allowance from their substantive position will continue to receive this allowance up to a maximum of six weeks after which the relief employees will then be eligible for the industry residential allowance. Industrial Sites are excluded from the QAS Remote Area Incentive arrangement however this allowance is increased in line with the QAS Remote Area Incentive policy as amended from time to time.



## SCHEDULE 5 – AGGREGATED ALLOWANCE CALCULATION

The applicable percentage for each employee will be identified using the following:

### Step 1: Apply the Averaged Weekend Penalty (AWP) formula

Apply the AWP as it existed immediately prior to the commencement of the *QAS Determination 2013* to each roster pattern to identify a base loading percentage:

- (a) Calculation of averaged penalty rates will be based on the roster current at any given time.
- (b) When rosters are reviewed or changed, rates will be recalculated as appropriate.
- (c) When calculating the averaged rates, the weekend penalties that are projected to be worked in 47 weeks of the year will be averaged over the full 52 weeks.
- (d) Penalties payable on any public holiday shall not be included in the averaged rate. However, where the public holiday penalty is the same as the weekend penalty, the AWP will constitute payment for the public holiday.
- (e) Where the relevant public holiday payment is higher than the weekend penalty, the AWP plus the difference between the weekend and the public holiday penalty will constitute payment for the public holiday.

*Example: A twelve-line roster at Spring Hill station has an AWP of 20.69%.*

### Step 2: Determine the total hours in the roster that attract an afternoon shift allowance.

Calculate these hours as a percentage of the total hours worked in the roster cycle. Multiply this percentage by the afternoon shift loading of 12.5%, to derive a percentage loading, which is then added to the base loading percentage from Step 1. If a roster does not include afternoon shifts, the percentage for this step will be 0%.

*Example: The twelve-line roster at Spring Hill contains 52 hours that attract the afternoon shift allowance. This is 10.83% of the total hours in the roster cycle (480 hours). When multiplied by 12.5%, this provides a 1.35% loading. This is then added to the base loading percentage from Step 1, to obtain a total percentage of 22.04%.*

### Step 3: Determine the total hours in a roster that attract a night shift allowance.

Calculate these hours as a percentage of the total hours worked in the roster cycle. Multiply this percentage by the night shift loading of 15%, to derive a percentage loading, which is then added to the base loading percentage from Step 1 and the additional loading from Step 2. If a roster does not include night shifts, the percentage for this step will be 0%.

*Example: The twelve-line roster at Spring Hill contains 120 hours that attract the night shift allowance. This is 25% of the total hours in the roster cycle (480 hours). When multiplied by 15%, this provides a 3.75% loading. This is then added to the total from Steps 1 and 2 (22.04%), to obtain a total percentage of 25.79%.*

### Step 4: Add On-Call Allowance

For rosters only in Category 2 and 3 Stations which are ordinarily eight 10-hour day shifts and is required to be on-call for each of the first seven shifts worked, add the 15% on-call allowance to the total percentage loading from Steps 1-3.

*Example: The two-line roster at the Highfields station is made up of 10-hour shifts worked in an eight days on/six days off pattern, and on-call is worked each night between rostered shifts. There are no afternoon or night shifts. The AWP for the roster is 18.05%. When the 15% on-call allowance is added, the total percentage is 36.5%.*

### Step 5: Round Up

Round the total percentage up to the nearest percentage in clause 26.10.3(a). \* This is the aggregated allowance.

*Example: The Spring Hill roster total percentage from Step 3 is 25.79%. This is rounded up to 26.5%.*

*\*The current 10-line North Rockhampton station roster is rounded down by 0.01% (from 23.01% to 23%).*

**SCHEDULE 6 – PROFESSIONAL DEVELOPMENT ALLOWANCE CATEGORIES**

<b>Region</b>	<b>Category A Locations</b>	<b>Category B Locations</b>	<b>Category C Locations</b>
Far Northern	Bamaga Coen Dimbulah Horn Island Kowanyama Mount Garnet Thursday Island Weipa	Atherton Babinda Cooktown Innisfail Malanda Mareeba Milla Milla Mission Beach Mossman Port Douglas Ravenshoe Silkwood South Johnstone Tully	Cairns Edmonton Kuranda Gordonvale Smithfield Yarrabah
Northern	Cloncurry Doomadgee Hughenden Julia Creek Karumba Mornington Island Mount Isa Normanton Palm Island	Ayr Cardwell Charters Towers Giru Halifax Home Hill Ingham	Kirwan Magnetic Island Northern Beaches Townsville
Central	Aramac Barcaldine Blackall Longreach Winton	Baralaba Biloela Blackwater Bowen Calen Capella Carmilla Clermont Collinsville Dysart Emerald Finch Hatton Gemfields Glenden Hamilton Island Middlemount Moranbah Moura Nebo Proserpine Springsure Theodore Tieri Whitsunday Woorabinda Wowan	Boyne Island Calliope Duarina Emu Park Gladstone Gracemere Mackay Mackay North Marlborough Mount Larcom Mount Morgan Rockhampton Rockhampton North Sarina Yeppoon
Sunshine Coast and Wide Bay		Agnes Waters Biggenden Eidsvold Gayndah Monto Mundubbera	Beerwah Birtinya Buderim Bundaberg Bundaberg South Burnett Coast Caloundra Childers Cooloola Coast

<b>Region</b>	<b>Category A Locations</b>	<b>Category B Locations</b>	<b>Category C Locations</b>
Sunshine Coast and Wide Bay <i>cont.</i>			Coolum Cooroy Fraser Island Gin Gin Gympie Hervey Bay Howard Kawana Kenilworth Maleny Maroochydore Maryborough Miriam Vale Nambour Noosa Heads Pomona Rainbow Beach Tewantin Urraween Yandina
Darling Downs and South West	Charleville Cunnamulla	Chinchilla Clifton Dalby Dirranbandi Goondiwindi Inglewood Injune Jandowae Kingaroy Meandarra Miles Millmerran Murgon Mitchell Nanango Pittsworth Proston Roma Stanthorpe St George Surat Tara Taroom Texas Wandoan Warwick Yarraman	Crows Nest Drayton Fairview Highfields Oakey Toowoomba
Metro North	-	-	All locations
Metro South	-	-	All locations
Gold Coast	-	-	All locations
QAS Head Office	-	-	All locations

SIGNATORIES

Signed for and on behalf of the Queensland  
Ambulance Service:

Craig Emery ASM

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Craig Emery ASM

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Signature

24 February 2023

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Date

In the presence of:

Christine Axelby

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Signature

Christine Axelby

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Signed for and on behalf of the United Workers'  
Union, Industrial Union of Employees, Queensland:

Sharron Caddie

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Sharron Caddie

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Signature

24 February 2023

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Date

In the presence of:

Christine Axelby

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Signature

Christine Axelby

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