

QUEENSLAND INDUSTRIAL RELATIONS COMMISSION

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

Queensland Ambulance Service

AND

United Voice, Industrial Union of Employees, Queensland

(Matter No. CB/2017/88)

QUEENSLAND AMBULANCE SERVICE CERTIFIED AGREEMENT 2017

Certificate of Approval

On 22 December 2017 the Commission certified the attached written agreement in accordance with section 193 of the *Industrial Relations Act 2016*:

- Name of Agreement:** *Queensland Ambulance Service Certified Agreement 2017*
- Parties to the Agreement:**
- Queensland Ambulance Service
 - United Voice, Industrial Union of Employees, Queensland
- Operative Date:** 22 December 2017
- Nominal Expiry Date:** 31 August 2020
- Previous Agreement:** *Queensland Ambulance Service – Determination 2013*
- Termination Date of Previous Agreement:** 22 December 2017 (Matter No. CB/2017/87)

By the Commission

Deputy President O'Connor

22 December 2017

QUEENSLAND AMBULANCE SERVICE CERTIFIED AGREEMENT 2017

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PART 1 – APPLICATION AND OPERATION

1. Title

This Agreement is known as the *Queensland Ambulance Service Certified Agreement 2017*.

2. Agreement Coverage

This Agreement covers and applies to:

- (a) Queensland Ambulance Service (QAS);
- (b) United Voice, Industrial Union of Employees, Queensland (UVQ); 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 22 December 2017 and shall have a nominal expiry date of 31 August 2020.

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 Enterprise Partnership Certified Agreement 2005;*
 - (b) *Queensland Ambulance Service Enterprise Partnership Agreement 2002;*
 - (c) *AFCOM Enterprise Partnership Certified Agreement 2000;*
 - (d) *Queensland Ambulance Service Enterprise Partnership Certified Agreement 1999;*
 - (e) *AFCOM Interim Certified Agreement 1999;*
 - (f) *Queensland Ambulance Service Interim Enterprise Agreement 1998;*
 - (g) *Queensland Ambulance Service Interim Enterprise Agreement 1998; and*
 - (h) *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. Remuneration Inquiry

- 7.1. The QAS and UVQ acknowledge the Remuneration Inquiry conducted from November 2016 through to May 2017 and the report dated 19 June 2017. The Inquiry compared QAS employees' remuneration with the prevailing rates paid for similar and comparable work as at April 2017.
- 7.2. The classification structure and wage rates prescribed in this Agreement are based upon the report.
- 7.3. The report records changes to the nature of the work, skills, responsibilities and conditions under which work is performed by employees covered by this Agreement.
- 7.4. The QAS and UVQ 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.

8. 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 (QIRC)

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 Queensland Ambulance Service 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

LASN Consultative Committee (LCC) means the committee comprising of representatives from the QAS and the Union, at a LASN 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

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 Voice, Industrial Union of Employees, Queensland (UVQ)

PART 2 – GRIEVANCE, DISPUTE RESOLUTION AND CONSULTATIVE ARRANGEMENTS

9. Grievance and Dispute Resolution Procedures

- 9.1. 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 UVQ agree on and are specified herein. Such procedures shall apply to a single or to any number of employees.
- 9.2. 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.
- 9.3. 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.
- 9.4. 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.
- 9.5. 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.

- 9.6. 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 Local Ambulance Service Network (LASN) Consultative Committee (LCC).
- 9.7. 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.
- 9.8. Whilst all of the above procedure is being followed, normal work shall continue, except in the case of a genuine safety issue.
- 9.9. 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.
- 9.10. 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.

10. Collective Industrial Relations

- 10.1. The QAS and UVQ acknowledge that structured, collective industrial relations will continue as a fundamental principle of the management of the QAS.
- 10.2. The QAS and UVQ support constructive relations between the QAS and UVQ and recognise the need to work cooperatively in an open and accountable way.
- 10.3. The QAS recognises the Queensland Government commitment to encourage union membership among its employees in accordance with the Premiers' Union Encouragement policy.

11. Consultation

- 11.1. The QAS and UVQ 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.
- 11.2. The QAS and UVQ 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 UVQ to respond to information.

12. Consultative Committees

- 12.1. 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 UVQ to meet regularly to discuss strategic industrial relations matters relating to this Agreement.
- 12.2. The SCC will work collaboratively to address such issues as, but not limited to:
 - (a) Service delivery requirements;
 - (b) Safe rostering practices;
 - (c) Flexible rostering practices;
 - (d) Minimise fatigue;
 - (e) Accommodate roster relief;
 - (f) Training; and
 - (g) Existing staff resources.

- 12.3. The QAS and UVQ will continue joint union/QAS management consultative committees at each LASN. The LASN Consultative Committees (LCC's) will operate in accordance with Terms of Reference as agreed by the SCC.

PART 3 – WAGES, ALLOWANCES AND PENALTIES

13. Wages

- 13.1 Wage rates for this Agreement will commence from Friday, 1 September 2017 and are as outlined in Schedule 1 – Wage Rates.
- 13.2 The wage rates incorporate 2.5% annual wage increases and phased introduction of the new classification structure.

14. Classification Structure

- 14.1 The QAS classification structure bands together similar levels of skill, knowledge, expertise and accountability, including recognition of minimum qualifications into six levels.
- 14.2 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.
- 14.3 Generic level statements for each level of the classification structure is 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 UVQ.
- 14.4 The generic level statements reflect the degree of complexity and responsibility of skill, knowledge, expertise and accountability within each of the classification levels.

15. Implementation of Classification Structure

- 15.1 Employees will translate to the new classification structure and relevant wage rate effective from 1 September 2017, as outlined in Schedule 1. The process for the translation of current role classifications into the new classification structure is set out in Schedule 3 – Implementation of QAS Classification Structure.
- 15.2 Some employees may require a review of their specific role as outlined in Schedule 3, against the new Generic Level Statements to ascertain the correct classification level, band and increment to be translated to. This review process will be undertaken by the QAS Classification Committee and approved by the relevant Deputy Commissioner that the role reports to.
- 15.3 This Committee will ensure that all roles identified as requiring review are assessed and the relevant employees are advised of their translation outcome prior to 31 December 2017. The effective date of the payment to this new structure for this group will remain 1 September 2017.
- 15.4 The agreed translation arrangements outlined in Schedule 3, including the increment level determined is not a decision that is appealable.

16. Role Evaluation

- 16.1 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 LASN Manager to be evaluated by the QAS Classification Committee.
- 16.2 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.
- 16.3 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.
- 16.4 Where a substantive position holder is dissatisfied with the outcome, access to the relevant grievance procedure is available.

17. Appointment to and Movement between Classification Levels

- 17.1 Except where otherwise provided in this Agreement, appointment to a classification level will be based on appointment on merit in accordance with the *Public Service Act 2008* and an employee will be appointed to increment 1 of the relevant classification level and band.
- 17.2 The increment commencement level for the Level 1, Ambulance Officer stream is specific to the role and is outlined further in Schedule 4 – Progression and Maintenance Arrangements.
- 17.3 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 4.
- 17.4 An existing employee appointed to a position at a higher classification within the classification structure, will be appointed to increment 1 of the relevant higher classification level and band.
- 17.5 An employee who moves between classification levels where increments overlap is to be appointed 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.
- 17.6 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.

18. Movement within Classification Levels and between Bands

- 18.1 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 4.
- 18.2 Movement between bands will be based on appointment on merit in accordance with the *Public Service Act 2008* 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 4.
- 18.3 Except where otherwise provided, incremental progression depends upon:
 - (a) satisfactory work performance and conduct of at least 12 months' duration (unless otherwise stated) at the current increment level that is certified by the relevant manager; and
 - (b) maintenance and development of skills/Certificate of Practice.
- 18.4 Incremental progression timeframes outline within this agreement are the minimum timeframes for progression of full-time employees. Employees other than full-time are required to meet an equivalent

minimum period of service being 1428 hours for each 12 months' service or 741 hours for each 6 months' service.

- 18.5 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.
- 18.6 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.
- 18.7 Specific progression and maintenance arrangements are outlined in Schedule 4.

19. 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.

20. Superannuation

- 20.1 Subject to Commonwealth legislation and clause 20.2 of the Agreement, the employer must comply with superannuation arrangements prescribed in the *Superannuation (State Public Sector) Act 1990* (and associated Deed, Notice and Regulation).
- 20.2 Where Commonwealth legislation provides for choice of fund rights to an employee subject to this Agreement, and that employee fails to elect which superannuation fund to which employer contributions are directed, the employer will direct contributions to the appropriate fund prescribed in the abovementioned Queensland legislation.

21. Allowances and Penalties

- (a) Clause 21 does not apply to employees classified at Level 6 except for clause 21.5 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 allowance for Station Officers is incorporated into the wage rates applicable under the new classification structure.

21.1 Shift allowances and shift definitions

- (a) 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.
- (b) 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 37.
- (c) The following definitions apply:
 - (i) **afternoon shift** means any shift that finishes after 1800 and at or before 2400, except in cases of shifts of 12 hours duration in Category 5 stations and Communications Centres where it means any shift that finishes after 1900 and at or before 2400; and

- (ii) **night shift** means any shift finishing after 2400 and at or before 0800 the following day.

21.2 Late finish/overtime meal allowance

- (a) 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.
- (b) 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.

21.3 Travelling and relieving allowances

- (a) Travelling and relieving allowances apply to relief work to undertake the approved duties at a location other than the employees' usual place/s of employment for a period of less than 12 weeks. Where a vacancy is expected to be greater than 12 weeks, an expression of interest will be called for a temporary transfer and the following provisions will not apply.
- (b) Travelling and relieving arrangements do not apply to:
 - (i) Casuals;
 - (ii) Transfers;
 - (iii) Overtime shifts;
 - (iv) Suitable duties arrangement pursuant to a relationship plan (other than claims made under the *Workers' Compensation and Rehabilitation Act 2003*) or in relation to a pregnancy; or
 - (v) Performance of on-call at a notified location where an employee is unable to perform on-call duties from home.
- (c) 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:
 - (i) Provide suitable accommodation at no cost to the employee; and
 - (ii) Provide a meal or pay a meal allowance of \$17.15 for breakfast, \$18.85 for lunch and \$25.70 for dinner for each meal away from their place of residence; or
 - (iii) However, where adequate kitchen facilities are not available the QAS will pay a meal allowance of \$17.15 for breakfast, \$18.85 for lunch and \$36.00 for dinner; and
 - (iv) Provide a \$12.83 out-of-pocket incidental expenses.

All allowances are to be adjusted in accordance with clause 13.12 of the Award

- (d) 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.
- (e) 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.
- (f) 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.

21.4 Industrial Site Allowances

Employees entitled to the industrial sites allowance will be paid in accordance with the entitlements as prescribed in Schedule 5 – Industrial Site Allowances.

21.5 Locality Allowances

Employees who are employed in stations west of a line drawn on 146 degree 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.

21.6 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.

21.7 Allowances paid to employees participating in community education instruction outside normal rostered hours

- (a) Employees engaged in Community Education outside normal rostered hours shall be paid an allowance per hour as prescribed in clause 13.3 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.
- (b) 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 of the Award per First Aid workbook reviewed.
- (c) 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.

21.8 Isolated practice area paramedics

- (a) Isolated practice area paramedics (IPAP) are entitled to an all-purpose allowance in recognition of the nature of the different duties and responsibilities performed.
- (b) This allowance is to be calculated at the rate of 2.5% of the base rate of an advanced care paramedic.
- (c) For the purposes of this clause and for an employee to be eligible to receive this allowance, the employee must be:
 - (i) suitably qualified as documented in the *Health (Drugs and Poisons) Regulations 1996* and the Queensland Health Primary Clinical Care Manual (as amended from time to time); and
 - (ii) be authorised to perform the duties and responsibilities of the role of an IPAP in an IPAP-approved location.

21.9 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.

21.10 Aggregated Allowance

21.10.1 Entitlement to payment of an aggregated allowance

- (a) The aggregated allowance is 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 in Category 2 and Category 3 stations for rosters where an employee is required to be on-call for each shift worked.

- (b) All employees to whom this clause 21.10 applies shall be entitled to the payment of an aggregated allowance as set out in clause 21.10.3 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; and
 - (iv) all annual leave taken or paid out on termination of employment.
- (c) Any employee who is entitled to 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 21.10.1(a).
- (d) The aggregated allowance will not be payable on:
 - (i) long service leave that is cashed out or paid out on termination;
 - (ii) paid parental leave; or
 - (iii) alternate duties as part of a 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 21.10.
- (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 17.5% leave loading on the employee's ordinary wage rate as payable under this Agreement in addition to the aggregated allowance except where clause 21.10.2(b) applies.

21.10.2 Eligibility

- (a) Subject to clause 21.10.2(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 21.10.1(d) to which an aggregated allowance does not apply.

21.10.3 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 21.10.1(a)).
- (b) The calculation of the applicable percentage is outlined in Schedule 6 – Aggregated Allowance Calculation.

21.10.4 Overtime

Nothing in this clause 21.10 shall affect the entitlement of employees to be paid overtime at the appropriate rate as otherwise provided in this Agreement.

21.10.5 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 21.10.5(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.

21.10.6 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.

21.10.7 Public holidays

- (a) Public holidays will be paid in accordance with this Agreement.
- (b) The aggregated allowance percentage rates will not be altered by the occurrence of public holidays.

21.11 Unlimited Hours Loading

21.11.1 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 25 and clause 26; 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.

21.11.2 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.

21.11.3 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 Rural and Remote Incentive Program. 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 Rural and Remote Incentive Program) 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.

21.11.4 Rostered days off payments

- (a) 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 24, 25 and 26.

21.12 Flexibility Allowance

- (a) Where the LASN Manager justifies to the Deputy Commissioner, State LASN Operations, a flexibility allowance of 23% of an employee's base rate of pay will be paid to employees in Level 4 and 5 positions for performing ordinary hours flexibly to meet service delivery requirements.
- (b) All employees to whom this clause 21.12 applies shall be entitled to the payment of a flexibility allowance for:
 - (i) pro rata for each hour taken as accrued time;
 - (ii) all long service leave taken; and
 - (iii) all annual leave taken or paid out on termination of employment.
- (c) The flexibility allowance will not be payable on:
 - (i) long service leave that is cashed out or paid out on termination;
 - (ii) paid parental leave; and
 - (iii) alternate duties as part of a rehabilitation program or undertaken prior to parental leave.
- (d) To be eligible for the allowance, the employee must be responsible for an operational service area where the subordinate employees in Level 1, 2 and 3 are in receipt of an Aggregated Allowance and have the broader responsibility of staff welfare.
- (e) The flexibility allowance will not apply to:
 - (i) OICs who claim the 20% unlimited hours loading; or
 - (ii) Level 4 or 5 employees who equitably participate in a roster that receives the Aggregated Allowance.

- (f) Due to operational circumstances varying between operational service areas, components of flexible working arrangements may include, but not limited to the following:
 - (i) Performance of ordinary hours at night and/or on weekends; and/or
 - (ii) After hours contact/activity.
- (g) Reasons for such flexibility required includes but is not limited to:
 - (i) Internal/external meeting/activity requirements;
 - (ii) Staff meetings/welfare; and/or
 - (iii) Significant involvement in emergency response/event.
- (h) A review of the eligibility for the flexibility allowance can be done annually, during the first pay period on or immediately following 1 July each year.
- (i) For Level 4 or 5 employees who as at the date of certification of the Agreement and are in receipt of the 23% Aggregated Allowance for flexibility, will be translate to the Flexibility Allowance and will be subject to the review period as described in clause 21.12 (h) is conducted.

PART 4 – HOURS OF WORK AND OVERTIME

22. Hours of Work

- 22.1 The ordinary working hours of employees shall not exceed an average of 38 hours per week.
- 22.2 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 22.2, 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 22.2.
- 22.3 The method of working the 38-hour week shall be as agreed from time to time between the QAS and UVQ.
- 22.4 For Level 1 to 5 employees, rosters will reflect an average of 40 hours per week and the additional two hours per week will be accumulated as accrued time.
- 22.5 Subject to clause 28.1(c), shift work shall be worked in accordance with a roster, or rosters, agreed upon between QAS and the Union.
- 22.6 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 UVQ.
- 22.7 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.
- 22.8 A Level 6 employee and 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 as a Level 6 employee may only be taken with prior approval from the relevant manager.
- 22.9 Accrued time for Level 6 employees 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.

23. Accrued Time

- 23.1 Accrued time for Level 1 to Level 5 employees outlined in clause 22.4 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.
- 23.2 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.

- 23.3 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.
- 23.4 Accrued time is not available to casual or part-time employees or to employees participating in job-share arrangements.
- 23.5 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.
- 23.6 Accrued time does not attract the annual leave loading.
- 23.7 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.
- 23.8 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.
- 23.9 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.

24. Overtime

- 24.1 Level 1 to 5 employees:
- (a) All time worked by employees outside their normal rostered hours, as provided for in clause 22, is overtime and is paid as follows:
 - (i) 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.
 - (ii) 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.
 - (b) For the purpose of this clause the definition of a rostered shift worker is an employee whose ordinary hours of work regularly rotate through a roster pattern that prescribes two or more shifts (day, afternoon or night) per day, throughout the roster cycle, in a framework that provides 24 hour coverage, seven days per week.
 - (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.
 - (d) 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.
 - (e) Overtime for public holidays will be paid in accordance with the provisions of the Award.
 - (f) No employee shall refuse to work a reasonable amount of overtime.
 - (g) 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.

- (h) Access to TOIL must not adversely impact on operational requirements.
- (i) If accrued TOIL cannot be taken within three months, it may be paid out to the employee and paid at the appropriate overtime rate as 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.
- (j) When cashing out TOIL hours, the employee must provide the Pay Office with photocopies of each relevant pay sheet, showing when the TOIL was originally accrued and approved. This will ensure payment at the correct rate.
- (k) 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 taking TOIL, cashing out 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.
- (l) 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 and then shall be entitled to be absent until ten consecutive hours off duty, without loss of pay for ordinary working time that has occurred during such absence.

24.2 Level 6 employees:

- (a) Level 6 employees are not entitled to remuneration for additional hours, however are entitled to access TOIL of additional hours, where prior approval of the relevant manager to working additional hours is provided.
- (b) Employees are provided with TOIL to be taken within 12 months and 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.
- (c) 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.

25. On-Call

- 25.1 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.
- 25.2 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.
- 25.3 An acceptable response time will be 10 minutes; however 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 a request from the employee.
- 25.4 Employees may perform on-call from their home or a previously notified location provided that response times are not compromised while on-call and the employee utilises an appropriate ambulance vehicle to enable an immediate response.
- 25.5 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.

- 25.6 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).
- 25.7 No employee will be placed on-call for more than 10 days in any continuous two week period.

26. Call Back

- 26.1 An employee, other than a casual employee or 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 leaving home or the previously notified location to the time of returning home or the previously notified location.
- 26.2 Where an employee is entitled to overtime in accordance with clause 26.1, 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.
- 26.3 Clause 26 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.

27. Twenty-Four Hour Periods

- 27.1 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.
- 27.2 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.
- 27.3 Payments in accordance with this clause will take precedence over other overtime and on-call provisions of this Agreement.

28. Roster Notification and Shift Swaps

28.1 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.

28.2 *Shift swaps*

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

29. Rest Pauses

29.1 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.

29.2 Rest pauses shall always be taken as not to interfere with the continuity of work where continuity is necessary.

29.3 The QAS will not be required to direct or administer the taking of rest pauses.

30. Meal Breaks

30.1 Level 6 employees are entitled to access a 30-minute unpaid meal break between the fourth and sixth hours of duty.

30.2 All other employees shall be entitled to a break of not less than 30 minutes duration for a meal during each shift.

30.3 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.

30.4 Meal breaks shall be taken at such times that will not interfere with the continuity of work.

30.5 The QAS and UVQ, through the SCC, will monitor agreed criteria for the measurement of meals access and expenditure management.

30.6 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.

30.7 Subject to not meeting the meal criteria for expenditure pertaining to clause 30.5 after 1 year of implementation, then 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 and a-half 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 and seven hours from the commencement of shift and the second meal break will be between seven 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 seven hours from the commencement of shift and the second meal break will be between seven and 11 hours from the commencement of shift.

- 30.8 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 30.9 below) will be provided.
- 30.9 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.
- 30.10 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.
- 30.11 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.
- 30.12 Notwithstanding all the foregoing of clause 30 UVQ 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 UVQ.
- 30.13 The QAS and UVQ are committed to ensuring that employees receive adequate rest pauses and meal breaks through bipartisan identification, trial and review of strategies.

PART 5 – TERMS AND CONDITIONS OF EMPLOYMENT

31. Employment Categories

- 31.1 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.

32. Part-time Arrangements

- 32.1 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.
- 32.2 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).
- 32.3 A part-time employee shall be defined as an employee who works not more than 76 hours per fortnight or not more than an average of 76 hours per fortnight spread over a roster cycle.
- 32.4 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).
- 32.5 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.

- 32.6 A written agreement detailing the part-time working arrangement will be provided on commencement of part-time employment. Any variation 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 28.
- 32.7 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 24.
- 32.8 Part-time employees are able to be included in an "on-call" roster.
- 32.9 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.
- 32.10 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.
- 32.11 Part-time employees are not entitled to accrue time or to take accrued time, however where an employee temporarily converts to part-time, any accrued time balance may be accessed.
- 32.12 Notwithstanding clause 32, QAS and UVQ 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 UVQ.

33. Casuals

- 33.1 A casual employee means an employee who is engaged as such on an hourly basis.
- 33.2 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 23% 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 23% 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 LASN Manager may be afforded payment for meals, travel and mileage allowances to and from the respective LASN office to their place of employment.

- (v) in exceptional circumstances, casuals may be utilised for on-call purposes in Category 2 and 3 stations. 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 23% casual loading. Where the employee is recalled to work, the appropriate casual overtime rate is paid.

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

- (a) Weekend Penalty – Saturday
(ordinary rate + 23% 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 + 23% casual loading + 12½ % of ordinary rate);
- (d) Night Shifts
(ordinary rate + 23% casual loading + 15% of ordinary rate);
- (e) Overtime - Monday to Friday non-shift worker (exclusive of public holidays)
(ordinary rate + 23% casual loading) x 1½ for the first three hours, then
(ordinary rate + 23% casual loading) x 2 after three hours;
- (f) Overtime - Saturday non-shift worker
(ordinary rate + 23% 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 + 23% casual loading) x 2; and
- (i) Public Holidays.
Standard Agreement conditions apply
Note: no casual loading is payable.

33.4 Subject to the provisions of s.103, 104 and 105 of the Act and in accordance with the casual employment provisions in clause 33, 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.

34. Temporary Employment

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

- (a) Unexpected/unplanned leave;
- (b) Long-term illness;
- (c) For 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.

34.2 For the purpose of this clause, a temporary employee shall mean an employee engaged in accordance with clauses 34.1 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 specific task, project or reason, upon the occurrence of which the term of employment shall expire.

- 34.3 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.

PART 6 – STATUTORY HOLIDAYS AND LEAVE

35. Long Service Leave

- 35.1 Long service leave is provided for in Division 9 of the QES and is supplemented by clause 22(b) of the Award. Key entitlements from these instruments are summarised in clause 35.2 to 35.3.
- 35.2 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.
- 35.3 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.
- 35.4 Clauses 36.5 to 36.12 further supplements the QES and the Award.
- 35.5 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.
- 35.6 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.
- 35.7 Long service leave accrued after reversion to a lower classification is payable at the employee's classification and increment at the relevant time.
- 35.8 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.
- 35.9 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.
- 35.10 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.
- 35.11 The QAS Commissioner or delegate will decide on any application based on the merits of the application.
- 35.12 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.

36. Sick Leave

- 36.1 Sick leave is provided for in Division 6 of the QES and clause 20 of the Award. A summary of the entitlements of the QES and the Award are outlined within clauses 36.2 to 36.8.
- 36.2 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.

- 36.3 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.
- 36.4 Subject to clause 36.6 to 36.8, 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.
- 36.5 An employee who becomes ill during a period of annual leave shall, upon the production of a certificate from a qualified medical practitioner covering the period of such illness, be entitled to sick leave in lieu of annual leave for any period of three consecutive days or more and the employee's annual leave entitlement shall be re-credited accordingly.
- 36.6 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.
- 36.7 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.
- 36.8 The employee's period of leave of absence and any payments made to them in accordance with clause 36.6 and 36.7 shall not be debited against any sick leave accumulation.

37. Annual Leave

- 37.1 Annual leave is provided for in Division 5 of the QES. Clauses 37.2 to 37.9 supplement the QES.
- 37.2 All employees (other than casuals) are entitled to five weeks' annual leave after completing each year of employment.
- 37.3 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 39.
- 37.4 For employees in receipt of five week's annual leave, annual leave is exclusive of a public holiday that falls during that leave.
- 37.5 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.
- 37.6 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.
- 37.7 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 37.7(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 37.7(a)(ii) and 37.7(b)(ii) shall not apply to any periods exceeding five weeks per annum.

37.8 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%).

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

38. Parental Leave

38.1 Parental leave is provided for in Division 8 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.

38.2 Clause 21 of Award supplements clauses 38.1 and a summary of these entitlements is outlined in clauses 38.3 to 38.6.

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

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

38.5 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.

38.6 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*.

38.7 Clause 38.8 supplements the entitlements referred to in clauses 38.1.

38.8 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.

39. Public Holidays

39.1 Public holidays are provided for in Division 10 of the QES. Clauses 39.2 to 39.14 supplement the QES.

39.2 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.

- 39.3 All work done on a public holiday by an employee not in receipt of the additional one week and two day's annual leave in accordance with clause 37.3, shall be paid for double time and one-half with a minimum of four hours' payment.
- 39.4 All work done by an employee in receipt of the additional one week and two days' annual leave on the following public holidays:
- (i) 1 January;
 - (ii) 26 January;
 - (iii) Good Friday;
 - (iv) Easter Saturday (the day after Good Friday);
 - (v) Easter Monday;
 - (vi) 25 April (Anzac Day);
 - (vii) The Birthday of the Sovereign;
 - (viii) Christmas Day;
 - (ix) Boxing Day;
 - (x) Show Day; or
 - (xi) 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.
- 39.5 All work performed by employees in receipt of an additional one week and two days of annual leave on Easter Sunday is to be paid for the rate of double time and a-half with a minimum of four hours' payment.
- 39.6 All work performed by employees 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 39.
- 39.7 Nothing in clause 39 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.
- 39.8 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 a payment for the time actually worked by the employee at one and a-half times the ordinary rates prescribed for such work with a minimum of four hours' payment.
- 39.9 Where Christmas Day falls on a Saturday or a Sunday and the public holiday is observed on another day, an employee required to work on Christmas Day (i.e. 25 December) is to be paid a loading in addition to their normal pay for that day of one-half of the ordinary day's wages.
- 39.10 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.
- 39.11 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.
- 39.12 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.
- 39.13 For the purpose of clause 39.11 and 39.12, 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.

39.14 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 employees 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.

40. Support for Employees Affected by Domestic and Family Violence

- 40.1. 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.
- 40.2. 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 the *Domestic and Family Violence Protection Act 2012*.
- 40.3. The QAS and UVQ 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.
- 40.4. Support for employees affected by domestic and family violence is provided for in the Public Service Commission Directive 04/15.
- 40.5. 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.

41. Carer's Leave

Carer's leave is provided for in Division 6 of the QES.

42. Cultural Leave

Cultural leave is provided for in Division 6 of the QES and clause 20 of the Award.

43. Jury Service

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

44. Bereavement Leave

- 44.1 Bereavement leave is provided for in Division 6 of the QES. A summary of the entitlement is outlined within clause 44.2 to 44.3.
- 44.2 Full-time and part-time employees shall, on the death of a member of their immediate family or household, be entitled to paid bereavement leave up to and including the day of the funeral of such person. 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.
- 44.3 "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.

PART 7 – MISCELLANEOUS

45. Uniforms

- 45.1 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 employees' 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 UVQ.
- 45.2 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.
- 45.3 All uniforms and other items issued to an employee in accordance with the provisions of clause 45 remain the property of the QAS and are provided for use by employees 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.

SCHEDULE 1 - WAGE RATES

Level	Band	Increment	Rate ¹ as at 01.09.2017		Rate as at 01.09.2018		Rate as at 01.09.2019		
			Annual Salary ²	Per Fortnight	Annual Salary	Per Fortnight	Annual Salary	Per Fortnight	
1		1	\$50,137	\$1,922	\$52,074	\$1,996	\$56,472	\$2,165	
		2	\$53,805	\$2,062	\$55,736	\$2,136	\$60,236	\$2,309	
		3	\$55,949	\$2,145	\$58,521	\$2,243	\$64,001	\$2,453	
		4	\$59,123	\$2,266	\$62,422	\$2,393	\$67,766	\$2,597	
		5	\$61,230	\$2,347	\$63,734	\$2,443	\$69,648	\$2,670	
		6	\$63,667	\$2,440	\$66,054	\$2,532	\$71,531	\$2,742	
		7	\$64,758	\$2,482	\$67,451	\$2,585	\$73,413	\$2,814	
		8	\$65,488	\$2,510	\$68,386	\$2,621	\$75,295	\$2,886	
2	1	1	\$63,466	\$2,433	\$65,053	\$2,493	\$69,648	\$2,670	
		2	\$64,106	\$2,457	\$66,054	\$2,532	\$71,531	\$2,742	
	2	1	\$65,973	\$2,529	\$68,921	\$2,642	\$75,295	\$2,886	
		2	\$66,704	\$2,557	\$70,108	\$2,687	\$77,178	\$2,958	
		3	\$68,311	\$2,618	\$71,806	\$2,752	\$79,060	\$3,030	
		4	\$69,041	\$2,646	\$72,993	\$2,798	\$80,943	\$3,103	
		5	\$70,617	\$2,707	\$74,674	\$2,862	\$82,825	\$3,175	
		6	\$71,348	\$2,735	\$75,861	\$2,908	\$84,707	\$3,247	
		7	\$72,078	\$2,763	\$77,048	\$2,953	\$86,590	\$3,319	
	3	1	1	\$72,809	\$2,791	\$78,235	\$2,999	\$88,472	\$3,391
			2	\$73,539	\$2,819	\$79,422	\$3,044	\$90,355	\$3,463
			3	\$74,270	\$2,847	\$80,609	\$3,090	\$92,237	\$3,535
		2	1	\$76,320	\$2,925	\$81,805	\$3,136	\$92,237	\$3,535
			2	\$78,704	\$3,017	\$84,261	\$3,230	\$94,872	\$3,636
3			\$79,727	\$3,056	\$85,923	\$3,293	\$97,508	\$3,737	
4			\$81,955	\$3,141	\$88,288	\$3,384	\$100,143	\$3,838	
5			\$82,978	\$3,181	\$89,950	\$3,448	\$102,778	\$3,939	
3		1	\$83,270	\$3,192	\$90,425	\$3,466	\$103,531	\$3,968	
		2	\$84,293	\$3,231	\$92,086	\$3,530	\$106,167	\$4,069	
		3	\$85,315	\$3,270	\$93,748	\$3,593	\$108,802	\$4,170	
4		1	1	\$87,969	\$3,372	\$91,233	\$3,497	\$97,131	\$3,723
			2	\$90,135	\$3,455	\$93,297	\$3,576	\$99,013	\$3,795
			3	\$92,211	\$3,534	\$95,348	\$3,655	\$100,896	\$3,867
			4	\$93,075	\$3,568	\$96,012	\$3,680	\$102,778	\$3,939
	2	1	\$92,952	\$3,563	\$96,150	\$3,685	\$101,649	\$3,896	
		2	\$94,992	\$3,641	\$98,087	\$3,760	\$103,531	\$3,968	
		3	\$96,697	\$3,706	\$99,767	\$3,824	\$105,414	\$4,041	
		4	\$97,410	\$3,734	\$100,149	\$3,839	\$107,296	\$4,113	

¹ Annual and fortnightly salaries are rounded to the nearest dollar.

² Annual salary (fortnightly rate x 26.0892857142) are for reference purposes only.

Level	Band	Increment	Rate as at 01.09.2017		Rate as at 01.09.2018		Rate as at 01.09.2019	
			Annual Salary	Per Fortnight	Annual Salary	Per Fortnight	Annual Salary	Per Fortnight
5	1	1	\$97,264	\$3,728	\$100,664	\$3,858	\$106,920	\$4,098
		2	\$99,422	\$3,811	\$103,254	\$3,958	\$108,802	\$4,170
		3	\$101,525	\$3,891	\$105,451	\$4,042	\$110,684	\$4,243
	2	1	\$101,636	\$3,896	\$105,346	\$4,038	\$112,190	\$4,300
		2	\$103,723	\$3,976	\$107,693	\$4,128	\$114,073	\$4,372
		3	\$105,819	\$4,056	\$109,198	\$4,186	\$115,955	\$4,445
6	1	1	\$108,518	\$4,159	\$111,732	\$4,283	\$120,473	\$4,618
		2	\$111,150	\$4,260	\$114,196	\$4,377	\$122,355	\$4,690
		3	\$113,765	\$4,361	\$116,878	\$4,480	\$124,237	\$4,762
		4	\$116,691	\$4,473	\$120,507	\$4,619	\$126,120	\$4,834
	2	1	\$120,676	\$4,626	\$123,963	\$4,751	\$129,885	\$4,978
		2	\$123,275	\$4,725	\$126,392	\$4,845	\$131,767	\$5,051
		3	\$125,435	\$4,808	\$128,571	\$4,928	\$133,649	\$5,123
		4	\$127,595	\$4,891	\$130,785	\$5,013	\$135,532	\$5,195

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 LASN.

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 LASN.

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/LASN/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, LASN 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 LASN 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/LASN or service.

SCHEDULE 3 – IMPLEMENTATION OF QAS CLASSIFICATION STRUCTURE

The following outlines the general approach where a role is currently classified and where that role will be translated into the new classification structure.

There are some occupational groups that will differ in their translation approach, which are outlined at the end of this schedule.

There are some further roles/individuals where specific arrangements apply to a classification level in the current structure, however further review of these specific arrangements are required to ascertain the correct translation. Where some of these roles are currently classified/known, these are outlined at the end of this schedule.

Current Classification Level	Payroll Code	New Level/Band	Increment
Ambulance Attendant	AAO11	Level 1	1
Cert IV	AAO03	Level 1	4
Paramedic Student pp 1	ASP01	Level 1	1
Paramedic Student pp 2	ASP02	Level 1	2
Paramedic Student pp 3	ASP03	Level 1	3
Paramedic Student pp 4	ASP04	Level 1	4
Patient Transport Officer pp 1	AO014	Level 1	1
Patient Transport Officer pp 2	AO017	Level 1	2
Patient Transport Paramedic	AO018	Level 1	5
Paramedic	APP01	Level 1	5
Paramedic Advanced Skills pp1	APP04	Level 1	6
Paramedic Advanced Skills pp 2	APP042	Level 1	7
Advanced Care Paramedic pp 1 (Graduates)	APP02	Level 2, Band 1	1
Advanced Care Paramedic pp 1	APP02	Level 2, Band 2	2
Advanced Care Paramedic pp 2	APP022	Level 2, Band 2	4
Advanced Care Paramedic pp 3	APP023	Level 2, Band 2	7
Intensive Care Paramedic pp 1 (Graduates)	APP03	Level 3, Band 1	1
Intensive Care Paramedic pp 1	APP03	Level 3, Band 2	1
Intensive Care Paramedic pp 2	APP05	Level 3, Band 2	3
Intensive Care Paramedic pp 3	APP06	Level 3, Band 2	5
Station Officer - Level 1 P1/2	AST100	Level 4, Band 1	1
Station Officer - Level 1 P3 pp 1	AST131	Level 4, Band 1	1
Station Officer - Level 1 P3 pp 2	AST132	Level 4, Band 1	2
Station Officer - Level 1 P3 pp 3	AST133	Level 4, Band 1	3
Station Officer - Level 1 P4 pp 1	AST141	Level 4, Band 1	2
Station Officer - Level 1 P4 pp 2	AST142	Level 4, Band 1	3
Station Officer - Level 1 P4 pp 3	AST143	Level 4, Band 1	4
Station Officer - Level 2 P1/2	AST200	Level 4, Band 2	1
Station Officer - Level 2 P3 pp 1	AST231	Level 4, Band 2	1
Station Officer - Level 2 P3 pp 2	AST232	Level 4, Band 2	2
Station Officer - Level 2 P3 pp 3	AST233	Level 4, Band 2	3
Station Officer - Level 2 P4 pp 1	AST241	Level 4, Band 2	2

Current Classification Level	Payroll Code	New Level/Band	Increment
Station Officer - Level 2 P4 pp 2	AST242	Level 4, Band 2	3
Station Officer - Level 2 P4 pp 3	AST243	Level 4, Band 2	4
Station Officer - Level 3 P1/2	AST300	Level 5, Band 1	1
Station Officer - Level 3 P3 pp 1	AST331	Level 5, Band 1	1
Station Officer - Level 3 P3 pp 2	AST332	Level 5, Band 1	2
Station Officer - Level 3 P3 pp 3	AST333	Level 5, Band 1	3
Station Officer - Level 3 P4 pp 1	AST341	Level 5, Band 1	1
Station Officer - Level 3 P4 pp 2	AST342	Level 5, Band 1	2
Station Officer - Level 3 P4 pp 3	AST343	Level 5, Band 1	3
Station Officer - Level 4 P1/2	AST400	Level 5, Band 2	1
Station Officer - Level 4 P3 pp 1	AST431	Level 5, Band 2	1
Station Officer - Level 4 P3 pp 2	AST432	Level 5, Band 2	2
Station Officer - Level 4 P3 pp 3	AST433	Level 5, Band 2	3
Station Officer - Level 4 P4 pp 1	AST441	Level 5, Band 2	1
Station Officer - Level 4 P4 pp 2	AST442	Level 5, Band 2	2
Station Officer - Level 4 P4 pp 3	AST443	Level 5, Band 2	3
Managerial Scale Level 6 pp 1	ALM06.1	Level 6, Band 1	1
Managerial Scale Level 6 pp 2	ALM06.2	Level 6, Band 1	1
Managerial Scale Level 6 pp 3	ALM06.3	Level 6, Band 1	1
Managerial Scale Level 7 pp 1	ALM07.1	Level 6, Band 1	1
Managerial Scale Level 7 pp 2	ALM07.2	Level 6, Band 1	2
Managerial Scale Level 7 pp 3	ALM07.3	Level 6, Band 1	3
Managerial Scale Level 7 pp 4	ALM07.4	Level 6, Band 1	4
Managerial Scale Level 8 pp 1	ALM08.1	Level 6, Band 2	1
Managerial Scale Level 8 pp 2	ALM08.2	Level 6, Band 2	2
Managerial Scale Level 8 pp 3	ALM08.3	Level 6, Band 2	3
Managerial Scale Level 8 pp 4	ALM08.4	Level 6, Band 2	4
Communications Officer pp 1	ACO04	Level 1	1
Communications Officer pp 2	ACO05	Level 1	2
Communications Officer pp 3	ACO06	Level 1	4
Communications Officer pp 4	ACO07	Level 1	5
Communications Officer pp 5	ACO08	Level 1	7
Communications Centre Supervisor pp 1	ACO09	Level 4, Band 1	1
Communications Centre Supervisor pp 2	ACO10	Level 4, Band 1	2
Communications Centre Supervisor pp 3	ACO12	Level 4, Band 1	3
Communications Centre Supervisor pp 4	AC1000	Level 4, Band 1	3

Specific roles that have a translation arrangement different to the above table are as follows:

Current Classification Level	Payroll Code	New Level/Band	Increment
Local Area Access and Referral Unit		Level 3, Band 1	1
High Acuity Response Unit		Level 3, Band 3	1
Critical Care Paramedics (Aeromedical)		Level 3, Band 3	1
Clinical Support Officer classified at Station Officer Level 1 (other than CCP)		Level 4, Band 2	1
Clinical Support Officer classified at Station Officer Level 1 (CCP)		Level 4, Band 2	2

Roles/Classification levels requiring further review in line with clause 15 are:

- (a) Indigenous Cadets
- (b) Ambulance Attendant
- (c) Certificate IV Qualified
- (d) Paramedic Students
- (e) ACP1 classified as Advanced Care Paramedics (ACP)
- (f) Project roles

SCHEDULE 4 – PROGRESSION AND MAINTENANCE ARRANGEMENTS

Incremental progression will be dependent on:

- (a) Satisfactory work performance and conduct of at least 12 months' duration (unless otherwise stated) at the current increment level that is certified by the relevant manager; and
- (b) Maintenance and development of skills/Certificate of Practice.

Occupational Specific Progression and Maintenance Arrangements

Ambulance Officer Roles – Level 1			
Classification	Increments Available	Increment Range	Qualification Level
Ambulance Attendant	1	1	Pre-Certificate III
Paramedic Student	4	1-4	
Certificate IV	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>	12 months

	<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> <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. Employees are required to successfully complete the Supervisors' course or equivalent, 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>	

Patient Transport Officer (PTO) – Level 1		
Increment	Requirements	Minimum Period
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	In addition to the requirements of Increment 1, employees at this level are qualified Patient Transport Officers who undertake the function independently. Employees coach and assist new employees to understand and perform patient transport duties. Employees will be actively seeking to enhance their knowledge and skills.	12 months
3	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	

Advanced Care Paramedic (ACP) – Level 2		
Band/Increment	Requirements	Minimum Period
Band 1 Increment 1	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. At this level employees are being coached, supported and operate independently under close supervision. Employees are required to have successfully completed the internship program and induction program during this first six months.	6 months
Band 1 Increment 2	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. Employees will be actively seeking to consolidate their knowledge and skills through further clinical exposure to a wider range of cases.	6 months
Band 2 Increments 1 to 5	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. Employees are actively seeking to enhance their knowledge and skills through exposure to a wider range of cases and undertaking ongoing professional development. 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.	12 months each increment
Band 2 Increments 6 & 7 Senior level	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. 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.	12 months each increment

Extended Role (ACP) – Level 3, Band 1		
Increment	Requirements	Minimum Period
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>	

Critical Care Paramedic (CCP) – Level 3		
Band/ Increment	Requirements	Minimum Period
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</i>; <i>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

Critical Care Paramedic (CCP) – Level 3		
Requirements		Minimum Period
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

Extended Role (CCP) – Level 3, Band 3		
Increment	Requirements	Minimum Period
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>	12 months

	<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>	
3	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	

Level 4 - Supervisor

Increment 4 is a Senior, restricted increment 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 17.3. Currently the QAS is recognising Critical Care Paramedics 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:

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.

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.

Operations Centre Supervisor (OCS) – Level 4		
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> within appropriate timeframes, 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	In addition to the requirements of Increment 2 and below, employees must have demonstrated competency in all facets of Operation Centre Room activity, operational resource knowledge and higher level knowledge of medical terminology.	

SCHEDULE 5 – 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 21.3(c)(ii).

2. *Incidental allowance - relieving duties*

Payment is for out-of-pocket incidental expenses as outlined in clause 21.3(c)(iv) 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 2017 the rate will be \$36.18; and
- (b) from 1 September 2018 the rate will increase by 2.5% to \$37.08; and
- (c) from 1 September 2019 the rate will increase by 2.5% to \$38.01.

4. *Mine skills allowance*

The mine skills allowance of \$25.59 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 \$50.50 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 rural and remote station 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 be then be eligible for the industry residential allowance. Industrial Sites are excluded from the QAS Rural and Remote Area Incentive arrangement however this allowance is increased in line with the QAS Rural and Remote Area Incentive policy as amended from time to time.

SCHEDULE 6 – 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 where an employee is required to be on-call for each shift worked (rosters in Category 2 and 3 Stations), 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 21.10.3 (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%).*

SIGNATORIES

Signed for and on behalf of the Queensland
Ambulance Service:

Russell Bowles ASM

Signature

Date

In the presence of:

Christine Axelby

Signature

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

Gary Bullock

Signature

Date

In the presence of:

Christine Axelby

Signature