

QUEENSLAND INDUSTRIAL RELATIONS COMMISSION

Industrial Relations Act 1999, s.156

Queensland Ambulance Service

AND

Australian Liquor, Hospitality and Miscellaneous Workers Union,
Queensland Branch, Union of Employees; and Others

(No. CA340 of 1999)

**QUEENSLAND AMBULANCE SERVICE
ENTERPRISE PARTNERSHIP CERTIFIED AGREEMENT 1999**

COMMISSIONER BLOOMFIELD

21 July 1999

APPLICATION FOR CERTIFICATION OF AGREEMENT

THIS AGREEMENT, made under the *Industrial Relations Act 1999*, this sixth day of July 1999, (being the date on which the first party signed this Agreement), between Queensland Ambulance Service and the Australian Liquor, Hospitality and Miscellaneous Workers Union, Queensland Branch, Union of Employees; Automotive, Food, Metals, Engineering, Printing and Kindred Industries Union of Employees, Queensland; and State Public Services Federation of Queensland, Union of Employees witness that the parties mutually agree as follows:

PART 1: APPLICATION AND OPERATION

1.1 Title

This Agreement shall be known as the Queensland Ambulance Service Enterprise Partnership Certified Agreement 1999.

1.2 Arrangement

Clause No.

PART 1: APPLICATION AND OPERATION

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1.3 Date of Operation

This Agreement shall operate from the first pay period commencing on or after 1 July 1999 and shall remain in force until 30 June 2002 unless terminated by the parties in accordance with Section 173 of the *Industrial Relations Act 1999*.

1.4 Coverage of Agreement

This agreement shall apply to persons employed under the Ambulance Service Act 1991, excluding persons employed at AFCOM (Brisbane Communications Centre) and employees on contracts with the QAS. Parts 5.4, 5.5 and 5.6 Clauses (1), (5), (13), (15), (16), (19), (21), (22) and (23) of this agreement will only be applicable to those employees subject to the Ambulance Service Employees Award - State.

1.5 Posting of Agreement

A copy of this Agreement shall be exhibited in a conspicuous and convenient place on all QAS premises so as to be easily accessible to all employees.

1.6 Relationship to Awards and Previous Agreement

- (1) This Agreement is to be read in conjunction with existing awards and industrial agreements covering employees of the Queensland Ambulance Service. In the event of any inconsistency with the existing awards and industrial agreements the terms of this Agreement shall take precedence.
- (2) Subject to sub-clause (3) hereunder this Agreement replaces the following Agreements:
 - Queensland Ambulance Service Workplace Reform Agreement 1995;
 - Queensland Ambulance Service Average Rate of Week-end and Public Holidays Penalties Industrial Agreement;
 - Queensland Ambulance Service Employees Engaged in Community Education Outside Their Normal Ordinary Rostered Hours of Work Industrial Agreement;
 - Queensland Ambulance Service Employees Undertaking Relieving Duty at Stations Other Than the Station of Permanent Appointment Industrial Agreement;
 - Queensland Ambulance Service Interim Enterprise Agreement 1998;
- (3) Unless and except where the terms of this Agreement specifically vary the terms of any of the aforementioned agreements, the provisions of the aforementioned agreements are deemed to form part of this Agreement.

1.7 Objectives of Agreement

We, the parties to this Agreement, recognise our shared commitment to implement measures to improve service delivery and efficiency. Incentives will be provided for employees to pursue initiatives that will lead to improved service delivery and efficiency linked to the operational requirements and objectives of the QAS.

1.8 Equity Considerations

This Enterprise Partnership Agreement will achieve the principal objects of s.126 (a) of the *Industrial Relations Act 1999*. We will respect and value the diversity of our employees through helping to prevent and eliminate discrimination.

In addition, the effect of this Enterprise Partnership Agreement is not to allow any conduct or treatment, either direct or indirect, that would:

- (a) contravene the *Anti-Discrimination Act 1991*; or
- (b) discriminate on the basis of family responsibilities.

PART 2: WAGES AND DEFINITIONS

2.1 Wage Rates

In recognition of the changes and achievement of agreed initiatives outlined within this agreement, the following increases shall be available to all employees covered by this agreement:

- (1) The first wage increase as per Column 4 of Attachment A shall apply from the first full pay period commencing on or immediately following 1 July 1999. The increase amounts to 3.5%.
- (2) The second wage increase as per Column 5 of Attachment A shall be available from the first pay period on or after 1 July 2000. The increase amounts to 3%.
- (3) The final wage increase as per Column 6 of Attachment A shall be available from the first pay period on or after 1 July 2001. The increase amounts to 3%.

SEE ATTACHMENT A

2.2 Definitions

“Employee” means a person employed and paid under the *Ambulance Service Act 1991*.

“QAO” means a Qualified Ambulance Officer. All officers currently entitled to the rank shall be titled “Paramedic” and this term shall be used throughout this document to encompass all staff currently known as a QAO.

“Paramedic (Advanced Care)” shall mean a Qualified Ambulance Officer with a Diploma of Health Science (Pre-Hospital Care) or has completed the In-Service Continuing Education Program (ISCEP).

“Paramedic” shall be known as “Paramedic (Intensive Care)”.

“Ambulance Transport Officer” shall be known as “Patient Transport Officer”.

“Student Ambulance Officer” shall be known as “Paramedic Student”.

2.3 No Further Claims

- (1) This Agreement constitutes a closed agreement in settlement of all matters for its duration, except where required by a State Wage Case decision, and those matters provided for in Clause 1.6 (Relationship to Awards and Previous Agreements) and Clause 2.1 (Wage Rates) and those matters referred to hereunder.
- (2) We agree that reclassification of positions by the QAS arising from structural change or job redesign could proceed and that such measures lie within the spirit of this Agreement.

- (3) The parties note that during the second year of the Agreement the LHMWU has signalled its intention to conduct a review of classifications. The QAS will not obstruct this review. The results of the review shall be considered in the context of the next enterprise agreement.
- (4) Apart from the exceptions mentioned in the previous paragraphs, there will be no further increase in wages and salaries or costs related to the operation of wage and salary structures beyond those envisaged by this Agreement as outlined in Clause 2.1 (Wage Rates).
- (5) State Wage and Special Case Decisions requiring variation to this Agreement shall be implemented.
- (6) During the term of this Agreement, no employee shall be disadvantaged through receiving the Enterprise Partnership Agreement increases instead of the State Wage Case decision increases.

PART 3: STRATEGIC FOCUS

3.1 Queensland Ambulance Service - Mission Statement

- (1) The mission statement of the QAS was developed to reinforce in the minds of all employees that the primary aims of our improvement efforts and actions should centre on the customer and providing an excellent level of service.

To improve the health and wellbeing of the community through the delivery of effective pre-hospital patient care, community education programs, and specialised patient transport services.

The Enterprise Partnership Agreement aims to link the expected needs of the organisation with the ability of its people to provide a quality outcome for its customers.

3.2 Commitment to Stated Goals

- (1) The parties state their commitment to the current strategic goals and plans, and agree to participate in the development of future strategic goals and plans.
- (2) The productivity initiatives in this agreement support the current QAS's strategic goals, which are:

Goal 1 To reduce the level of preventable mortality, injuries and pain and suffering.
Goal 2 To reduce mortality rates for heart attack victims.
Goal 3 To provide effective and efficient customer focused specialised patient transport services.
Goal 4 To achieve an organisational culture which values and empowers staff.
Goal 5 To optimise the revenue base of the QAS.
Goal 6 To effectively manage resources to achieve the desired community outcomes.

- (3) Future strategic plans will be developed through consultation and with the assistance of the Workplace Reform Committee (WRC) process.

Linking Strategic Goals to the Agreement

- (1) This Agreement reflects a genuine commitment from all employees to work together to improve both work practices and business performance. This Agreement aims to provide an equitable recognition of employees efforts and, in so doing, will strengthen the relationship between management and employees by engendering a cultural change in attitudes. To achieve this, the *needs of employees*, the *needs of customers* and the *goals of the organisation* have to be combined and require the commitment that:
 - employees be involved in contributing to decision making through the Workplace Reform Committee network;
 - the goals and future direction of the QAS, as put forward in the QAS Strategic Plan, will be supported and actively pursued;

- employees will be aware of the integration of various elements for the achievement of organisational goals; and
 - key result areas identified in this Agreement are to be supported through positive work practices and the achievement of designated performance indicators.
- (2) The goals of the organisation will be developed through a joint strategic planning process and will incorporate the needs of employees and customers through peer and subordinate reviews and customer surveys.

Linking employees needs to organisations goals:

To achieve the QAS's goals requires knowledge of the needs of employees. Staff attitude surveys, audits and staff appraisals of management will be used to provide this information. The Enterprise Agreement will support these initiatives by addressing issues such as communication, reward and recognition, effective leadership, career paths and promotional opportunities, whilst also encouraging teamwork and safe work practices.

Linking customers needs to organisations goals:

The QAS and the parties to this Agreement are committed to the development of customer service standards through consultation, and in partnership with the community. This process will help to define the services to be delivered, identify appropriate service indicators, and establish the level of quality and the cost of key services.

3.4 Integrating Performance Improvement

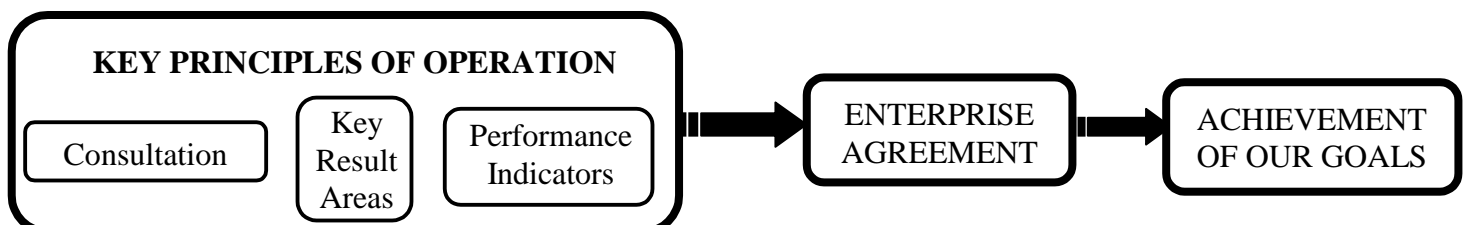
- (1) Performance will be gauged by the outcomes identified through key result areas and their related performance indicators (refer to clause 5.6).
- (2) A Partnership Steering Committee (PSC) shall be established to oversee the implementation of the agreement. The PSC shall consist of a minimum of two representatives of the LHMWU, the SPSFQ and the QAS, and shall meet at least four (4) times per year and more frequently during Stage 1.
- (3) Regional Consultative Committees shall review and monitor the implementation of the agreement, identify any lack of progress and implement any remedial action and provide monthly progress reports to the PSC.
- (4) All monthly reports shall be forwarded to all members of the PSC. This group will have responsibility for resolving any perceived difficulties as they arise. Working Parties may be established to advise the PSC about particular issues.

PART 4: BEST PRACTICE

4.1 Integrated Process for Establishing an Enterprise Agreement

- (1) In seeking to achieve best practice in relation to the development of the Enterprise Partnership Agreement, it is necessary to establish linkages between key components. Workplace Reform Committee processes together with employee consultation and feedback has contributed to the formulation of the strategic plan and the Agreement. These processes assist in the identification of Key Result Areas for the QAS and these have then enabled the development of performance indicators for the Agreement. Some key principles of operation have underpinned the overall development of the Agreement (refer to Diagram 1) and these will continue throughout its implementation.

Diagram 1.



4.2 Key Result Areas

- (1) In order to achieve the anticipated outcomes for its future, the QAS will need to focus its activities and efforts on its key result areas. The Agreement provides guidance and direction for the achievement of positive outcomes in the key result areas. These are identified as:

Customers	Improvement of clinical skills and performance Efficient and enhanced operation of Communication Centres Improved service delivery standards
People	Implementation of performance management strategies Implementation of findings of the Project Education 2001 (Review of Educational Services) Introduction of an enhanced classification structure Introduction of improved provisions for long service leave and maternity leave. Revision of out of hours arrangements. Implementation of Strategic Staffing Project recommendations
Health and Safety	Reduction in absenteeism through appropriate support mechanisms Review of health and safety aspects of work practices Identification and elimination of harassment and discriminatory practices in the workplace Access to accumulated leave entitlements Development of fitness and medical standards
Communications	Revision of the Workplace Reform Committee process Establishment of a Partnership Implementation Committee (PIC) to monitor the progress of the EPA
Community	Increasing community awareness of QAS services Increasing delivery of community education
Resources	Matching resources to workload/needs <ul style="list-style-type: none"> ▪ review vehicle mix ▪ review staffing mix ▪ reduce cost of building through cooperation in achieving flexible design
Business Performance	Revenue enhancement Appropriate distribution and usage of all QAS resources Relevant performance indicators to confirm achievements <ul style="list-style-type: none"> ▪ as an enterprise ▪ at a regional level

4.3 Principles of Operation

- (1) The role of the PSC and Workplace Reform Committees is central to the process. They are to perform the functions required to collect and monitor outcomes and progress towards initiatives undertaken. Workplace Reform Committees will have an ongoing role as facilitators for the implementation of the Agreement.

PART 5: EFFICIENCY AND OTHER INITIATIVES

5.1 Job Security

- (1) The parties recognise that enterprise bargaining offers valuable opportunities for both the Queensland Ambulance Service and its employees to enhance the quality, cost effectiveness, range and scale of services and to improve wages and working conditions.

- (2) The QAS is committed to ensuring job security for its employees. The QAS recognises that achieving best practice enhances employment security. This commitment to employment security for employees will be assisted where managers and the workforce are more flexible in terms of work location, mobility, work practices and skills acquisition to meet changing client needs.
- (3) To this end, arbitrary job reductions shall not be pursued for the life of this Agreement. However, it is acknowledged that changes to work practices and productivity initiatives may necessitate organisational change. Where organisational changes affect employment viability, redeployment and retraining will remain the QAS's priority.
- (4) Where a definite decision to introduce major changes that are likely to have a significant effect on employees' job viability, the QAS shall notify and fully consult with the employees who may be affected by the proposed changes and their union representatives.

5.2 Grievance Procedure

- (1) The objectives of this procedure are the avoidance and resolution of any disputes over matters covered by this Agreement. Whilst the matter is being investigated, normal work is to continue except in the case of a genuine safety issue. The following grievance procedure is to apply in the manner prescribed within the current Award except in relation to the following changes:
 - (i) terminology for designated positions should be interchanged with 'employee' and 'supervisor';
 - (ii) if a grievance is to be moved to a Stage 2 level or higher, then the parties may agree to the appointment of a mediator to assist the parties to reach a resolution;
 - (iii) clause (5) to read:
 "The procedure, wherever practicable, is to be commenced in accordance with these suggested time frames unless the parties agree otherwise. This is an acknowledgment that there are times when issues cannot be resolved within strict time frames due to the complex nature of many issues raised."

Stage 1 Discussions between the employee and such employee's supervisor should commence within 24 hours and would usually be completed within seven (7) days.

Stage 2 To be commenced within seven (7) days.

Stage 3 To be commenced within fourteen (14) days.

The parties may choose to negotiate agreed time frames for the process to facilitate timely and appropriate outcomes; and

 - (iv) if the grievance is not settled, the employee or the industrial organisation, as appropriate, in accordance with the respective jurisdictions of the Tribunals may refer the matter to the Public Service Commissioner or the Queensland Industrial Relations Commission.
- (2) The parties agree to revise the grievance procedures during the term of this agreement to facilitate the implementation of suitably revised and updated procedures.

5.3 Benchmarking and Data Collection

- (i) In order to confirm that progress has been made and improvements achieved, it is necessary to undertake data collection to identify current position and to track future performance. Part of this process will be to set benchmarks in some areas and then monitor performance in relation to these.
- (ii) Support for data collection processes and acceptance of benchmarks will be essential to the processes of the Agreement, especially in relation to collection of data for stated performance indicators. Workplace Consultative Committees, in particular, will play a significant role in the collection, collation and distribution of data throughout the implementation of the Agreement.

5.4 38 Hour Week

The parties agree to the implementation of a 38-hour week for employees employed under the Ambulance Service Employees Award – State. Staff will continue to work a 40 hour week but be paid compensation in lieu of a 38 hour week. The process for implementing the 38-hour week will be on the same basis as for the Queensland Fire and Rescue Authority (QFRA), that is, a weekly allowance with 2 hours at single time and which includes a composite rate. The calculation for the 38 hour week shall be based upon an averaging of all penalty rates (weekend and public holidays) and shift allowance, at the rate of 30% of the appropriate weekly rate.

5.5 Superannuation

The parties acknowledge the provision of a number of options for employees relating to superannuation. The government has provided funds to cover the costs associated with employees choice to move to alternate arrangements should they so choose.

In order to progress this matter, the parties agree that changes to superannuation shall not be part of this Agreement and will be finalised as a separate issue. The full range of options available to QAS employees and all relevant details shall be provided to employees by Q-Super.

The introduction of the proposed changes shall occur no later than 1 July 2000.

5.6 Performance Initiatives

(1) Clinical Quality Improvement

The parties are committed to continually improving clinical quality through the following:

- (i) the continued maintenance of clinical skills, for example, the Certificate of Clinical Practice. It is agreed to review the standards of the certificate in order to achieve uniformity across the State. This review to be completed by October 1999. Once the review is completed there shall be a requirement to maintain the Certificate of Clinical Practice;
- (ii) a Peer Review Standard is to be developed and then applied at all stations by the end of the agreement;
- (iii) In Service Continuing Education Program (ISCEP) to be fully introduced and all relevant operational officers to be eligible to undertake, that is, those officers with the Associate Diploma Applied Science (Ambulance).

(2) Improving Management Performance

The parties are committed to continual improvement in management performance, and a culture of accountability and performance feedback within a supportive work environment. The following initiatives will be or have been undertaken as a minimum activity in this area:

- (i) fixed-term performance contracts (with reversion rights) for Area Managers;
- (ii) introduction of 360 degree performance feedback, with peer and subordinate reviews.

(3) Revised Workplace Consultative Committee Process

The Workplace Consultative Committee policy will be reviewed by the Partnership Steering Committee. The parties are committed to developing a new policy within three months of the signing of the agreement.

(4) Focus on Health, Safety and Wellbeing

We agree that the provision of ambulance services can be physically and mentally demanding. In addressing the safety and wellbeing of QAS employees we are committed to:

- (a) A comprehensive injury and illness prevention program for all QAS personnel to work towards a reduction in the rate of absenteeism and workplace related injury and illness;
- (b) Early Return to Work on Rehabilitation Programs to WorkCover Queensland standards;
- (c) Early case management for serious injury to our staff;
- (d) development of pre-employment physical and mental standards;
- (e) the conduct of research, analysis, education and benchmarking as part of a comprehensive Health and Safety Awareness program.

As an on-going commitment to the health and wellbeing of our employees we will investigate and implement the following throughout the life of this agreement:

- (a) Alcohol and substance abuse rehabilitation;
- (b) Partners and family support programs; and
- (c) Staff health programs which include dietary, stress management and aerobic fitness.

(5) Enhanced Operation of Communications Centres

The parties agree to a range of initiatives to enhance the operations of Communications Centres. These initiatives include:

- (i) regional strategies to improve communication between Communications Centre staff and on-road staff;
- (ii) enhanced skill levels of Communication Officers, including strategies such as completion of the Advanced Medical Priority Dispatch System (AMPDS) communications accreditation and an annual placement with an on-road crew as an observer;
- (iii) commitment to rolling out of Computer Aided Dispatch systems on an agreed basis;
- (iv) a commitment to introduce the Communications Officer certificate Level IV course for new staff and as an ISCEP for existing staff.

(6) Commitment to on-going education through the development of a self regulated professional culture within QAS.

(7) Revenue Enhancement and Business Generation

The parties recognise the importance of revenue generation, and will assist through initiatives including:

- (i) improvement in accuracy of Ambulance Report Forms, in line with an established state level for best practice over the period of the agreement;
- (ii) demonstrated commitment to a business orientation and cooperation to increase all forms of revenue through agreed regionally established plans and the establishment of a Commercial Development Unit. This unit will investigate and implement alternative revenue generation. It is proposed this unit be operational by the second stage of this agreement.

(8) Public Education/Community Awareness

The parties are committed to participate in strategies to increase community awareness and to increase the delivery of public education. This includes cooperation in the CPR 2000 Program and development of regional initiatives.

(9) Service Delivery Standards

The parties are committed to strategies and activities to improve all service delivery standards. The Partnership Steering Committee will develop indicators to facilitate improved response times and improved customer focus.

The parties agree to continue the review of service delivery in rural areas with the outcome of enhancing the provision of service in these areas. The parties agree to address the issue of the use of casual/temporary staff in rural areas during the first 12 months of this agreement.

To provide for a more mobile and responsive workforce, employees may be required to take their meal breaks at operationally convenient locations. An employee, at a station that operates on a 24 hour roster, who is called on to attend a case during their meal break shall be paid a reimbursement of \$8.35 or a suitable meal will be provided as compensation for the loss of meal. For each subsequent time that the meal is broken, an additional allowance of \$8.35 shall be paid or a suitable meal will be provided as compensation for the loss of their meal.

If an officer is not provided with an opportunity to take and subsequently complete a meal break between the fourth and sixth hours of duty, the officer shall be paid double time until given the opportunity to have a meal break.

When officers cannot return to their home station and are required to be absent for their meal break, we agree to the provision of the thirty (30) minute break with a meal or meal allowance.

The parties will attempt to minimise occurrences where employees are denied meal breaks.

(10) Review of Vehicle Mix

The parties agree to actively participate and cooperate in the continued review of the QAS vehicle mix and the management of the fleet. The review to address issues such as the current mix and type of vehicles and future requirements. This will result in appropriate vehicles being allocated to stations and more efficient use of funding to provide a cost-effective service.

(11) Review of Staffing Mix

The parties agree to cooperate in the continued review of staff mix. Strategies and activities to be pursued in each region will include:

- (i) identification of the appropriate staffing mix for each station through workload analysis and workforce modelling information;
- (ii) establishment of an approved profile of employees for each station. This will indicate the appropriate employment mix (the number of full-time, part-time or casual employees) and the appropriate qualification mix (number of Students, Paramedics, Patient Transport Officer's and Paramedics Intensive Care);
- (iii) identify the appropriate working arrangements for this mix through consultation with staff (rostered hours);
- (iv) where the approved profile is not currently in operation, identify transitional arrangements to reach the approved profile;
- (v) a review of the appropriate recruitment and training of Honoraries;
- (vi) the use of appropriately trained and qualified casual employees; and
- (vii) a review of existing work practices to provide more flexible working arrangements in appropriate areas, for example, clustering of stations. Patient Transport Officers may be required to work flexible hours, for example, afternoon shifts.

(12) Reduced Cost of Building

The parties will cooperate in achieving more flexible building design, to reduce building and depreciation costs.

(13) Revision of the Classification Structure

There will be four (4) paypoints for a Paramedic.

Paramedic with an Associate Diploma shall be paid the base rate.

Paramedic with skills allowance shall be paid the base rate plus the Advanced Skills allowance

Paramedic with ISCEP/Diploma (Paramedic Advanced Care) shall be paid the base rate plus the Advanced Skills allowance and a further \$15.01. The total of \$39.10 shall be incorporated into the base rate.

Paramedic (Intensive Care) shall be paid the base rate plus the Advanced Skills allowance in the first and second years of the agreement with the allowance then being added to the base rate in the third year of the agreement.

Paramedic Students Levels 3,2,1 to be Paramedic Students 1,2,3 to reflect years in service.

Station Officers Grade 4,3,2,1 to be Station Officers 1,2,3,4 to be consistent with the new structure. All eligible officers shall have access to training in manual coronary care.

Communications Staff

It is agreed Communications Officers and Communications Centre Supervisors shall have a number of paypoints available to them. Progression through the paypoints for communications officers shall be dependent upon completion of training requirements, for example, completion of the Certificate IV program.

All current staff will translate to the paypoint equivalent to their current level (Level 2) and progress in accordance with meeting the required standards of each paypoint. All new staff will be appointed to the paypoint relevant to their position and qualifications and progress in accordance with their on-going training.

The proposed structure is:

Level 1 – Calltaker/Dispatcher (Probationary)

Level 2 – Calltaker/Dispatcher (existing staff)

Level 3– Calltaker/Dispatcher with Certificate IV

Level 4 – Calltaker Dispatcher (Instructor)

There shall be three pay points for Communications Centre Supervisors equivalent to Station Officer Levels 1 to 3. All existing Communications Centre Supervisors shall remain at their current level and positions shall be subject to a review to be undertaken by the LHMWU. Refer to Clause 2.3 sub clause (3).

The following measures shall determine movement between the levels for Calltaker/Dispatchers:

Level 1 – all new staff will undertake certain components of the Certificate IV in communications and Computer Aided Dispatch (CAD) training during this period. On successful completion of the training and satisfactory completion of on-job competencies the officer will progress to Level 2 after a minimum of twelve (12) months employment.

Level 2 – CAD trained or Certificate IV completed. All full-time employees employed as at 1 July 1999 in Communications Centres shall be provided the opportunity to undertake training in CAD/Certificate IV. Employees will progress to Level 3 after a minimum of twelve (12) months on Level 2.

Level 3 – Certificate IV in communications satisfactorily completed. Staff cannot proceed past this level until three (3) years service is reached. After three (3) years service, staff to be offered attendance at an Instructor’s education course to be completed within twelve (12) months.

Level 4 – A Calltaker/Dispatcher who has been at Level 3 for three (3) years and who has successfully completed an Instructor’s course. An employee must serve a minimum of two (2) years at Level 4 before being eligible to proceed to undertake education in the Communications Centre Supervisor (CCS) modules.

(14) Annual Leave Loading

Commencing 1 July 1999 all employees who are entitled to annual leave with loading will receive the loading over the full period of the annual leave at the rate of loading applicable to the full period of leave.

(15) Payment of Higher Duties during Annual and Sick Leave

(1) Where an employee performs higher duties for a period of three (3) consecutive months or more, immediately preceding a period of annual leave, or where an employee commences a period of higher duties prior to the taking of annual leave and returns to the higher duties immediately following the period of annual leave and completes a minimum of three (3) consecutive months performing higher duties, such employee shall be entitled to the payment of annual leave at the higher rate.

(2) Employees will not be removed from relieving in a higher position immediately prior to commencing annual leave for the purpose of avoiding payment at the higher rate.

(3) For sick leave purposes, an employee will be eligible for payment of sick leave at the relieving rate up to a maximum of five (5) working days during the first three months of the period of relieving. Sick leave in excess of five (5) working days would be paid at the employees substantive rate. An Officer taking sick leave after the completion of three (3) months relieving and continuing in the relieving position would be paid at the relieving rate.

(16) Enhanced Long Service Leave

Long Service leave on full pay shall be paid to all employees in respect to continuous service. Upon completion of ten (10) years continuous service, employees shall be entitled to thirteen (13) weeks leave, accumulating at the rate of 1.3 weeks per completed year of service thereafter and a proportionate amount for an incomplete year.

(17) Formalisation of Paid Maternity Leave

This was introduced through administrative processes in 1996. The guidelines for administration of paid maternity leave will be the same as those applied to the Queensland Public Service.

(18) Sick leave for Temporary and new Employees

Employees engaged in a temporary capacity or commencing permanent employment will accumulate sick leave on a proportional basis during their employment in lieu of being provided with an up front bank of eighty (80) hours.

(19) Strategic Staffing Project

The parties to this Agreement are committed to addressing a number of issues that impact upon staffing within the QAS. By addressing these issues the QAS will be able to provide employees with improved conditions of employment and provide clients with an improved and more efficient service. Management and union nominated representatives will participate and contribute to the following working parties:

Addressing Current Vacancies; Establishment Management; Return of Service Obligation; Staff Transfers; Workforce Intake; Rural and remote Vacancies; Casual/Temporary staff; Creation of Honorary Drivers; Training of Students; Pre-Employment Qualifications; Workforce Planning Project.

(20) Fringe Benefits Tax

The parties agree to address ways of reducing the fringe benefits tax of the QAS. It is proposed to reduce the tax by 5% over the life of the Agreement.

(21) Updating of Award

The parties agree to update the Ambulance Service Employees Award – State to reflect the existing conditions, the current allowances and amounts payable.

(22) On-Call

- (1) The parties to this agreement recognise that on call duty is essential at some stations for the provision of pre-hospital emergency care. Accordingly, an employee may be required to be on call to perform overtime work in relation to emergency situations during a specified period of time outside normal rostered hours.

During the on call period an employee must be immediately contactable by telephone, pager or radio in order to facilitate out of hours patient care in emergency situations within acceptable response times.

To facilitate this 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.

Employees performing on call duties agree to utilise an appropriate ambulance vehicle to enable such officers to respond to emergency situations immediately, subject to local arrangements.

- (2) An employee placed on call shall be paid 10% at Stage 1, 15% at Stage 2 and 15% at Stage 3 of the hourly base rate applicable to the employee for each hour of on call duty performed. The minimum payment at Stage 1 shall be for 16 hours, with the minimum payment for Stage 2 and 3 being 10 hours.

- (3) An employee called out to perform work while on call shall be paid overtime rates at the prescribed rate and at the substantive classification level with a minimum payment of two (2) hours. Such payment shall be calculated from the time of leaving home to the time of returning home.

An employee called out to perform on call duties within two (2) hours of commencing their ordinary shift shall be paid ordinary time from the time of commencement of the shift. In such a circumstance an employee shall be paid the minimum period of two (2) hours at the applicable overtime rate, regardless of the length of the case time. This provision will not apply where an employee commences a shift early in order to attend a pre-arranged transport case. In such situations, an employee shall be paid the appropriate overtime rate up to the rostered starting time.

- (4) Station Officers who are employed to be the Officer-in-Charge of a station shall, if required to work unlimited hours, be paid a twenty (20) percent loading of the appropriate Station Officer weekly rate. Such loading shall be deemed to be in recognition of the time spent on call for clinical responses and compensate such employees for any absence of limitation upon ordinary working hours on five (5) days of the week. The loading shall also include the first four (4) call outs or eight (8) hours overtime in any fortnightly pay period. Any call out/overtime in addition to this shall be paid for at the overtime rate.

- In addition, where such officers are provided with rent free accommodation, the officer shall attend to any casualty room cases on any rostered working day. Such Casualty Room cases are included in the 20% loading.
- An Officer in Charge in private accommodation or paying rent on a QAS provided house, currently receiving 20% loading, shall attend to four (4) call outs or eight (8) hours overtime. Call outs for Casualty room cases shall be included in the four (4) call outs or eight (8) hours overtime.

- (5) In Year 3 of this Agreement the following arrangements shall apply:
- (a) Where arrangements for rent free accommodation cannot be made, an Officer in Charge may:
- Continue on the current 20% provision or alternatively
 - Forgo the 20% loading and undertake duty in accordance with the provision of the On Call arrangements detailed in this Agreement.
- (b) Where an Officer in Charge has rent free accommodation they shall attend;
- All casualty room cases on rostered duty days
 - To the first four call outs or 8 hours duty in any fortnightly pay period.
- Any call out/overtime in addition to this (excluding casualty room cases) shall be paid at the overtime rate.
- (c) Where an Officer in Charge currently on 20% unlimited loading and paying rental on QAS provided accommodation, and continues to pay rent shall:
- have the options as per officers described in (a) above, or
 - they may negotiate rent free accommodation and work as per officers described in (b) above.

An Officer in Charge, who elects to transfer to the on call provisions outlined in the agreement, shall be entitled to all accumulated annual leave and long service leave at the 20% loaded rate.

Where Officers in charge are required to lecture during community education courses they shall be paid the established rate.

(23) Clinical Allowance

Station Officers, Clinical Support Officers and Regional Ambulance Educators who are appointed to a role which requires clinical duties shall be entitled to a clinical allowance equivalent to the Diploma/ISCEP or Paramedic (Intensive Care) allowance. The allowance shall only be payable if the officer is required in the course of their duty to undertake clinical duties on a regular basis and continues to hold the relevant qualification. The allowance shall be payable, on attainment, to those officers who have completed the requirements of the program. This allowance shall not be payable to officers above the rank of Station Officer.

5.7 Performance Indicators

- (1) In our pursuit of attaining organisational success, it is critical that we establish measurements that:
- monitor our endeavours;
 - are aligned to our key result areas;
 - are action orientated, where appropriate; and
 - are achievable and within an individuals power to influence the outcome.

Upon undertaking these critical actions, setting performance measures and successfully reaching our targets it is important that we recognise and acknowledge the achievement of outcomes.

SIGNATORIES

Signed by all parties.

CLASSIFICATION STRUCTURE					
Classification	Current Salary Rates	New Classification Structure	EB2 3.5% 1/7/1999	EB2 3% 1/7/2000	EB2 3% 1/7/2001
Ambulance Transport Officer	\$914.00	Patient Transport Officer	\$946.00	\$974.40	\$1003.60
Communications Operator	\$1084.50	Probationary Officer Level 1	\$1015.30	\$1045.80	\$1077.20
Calltaker/Dispatcher		Level 2	\$1161.70	\$1196.60	\$1232.50
Calltaker/Dispatcher (Certificate IV)		Level 3	\$1202.40	\$1238.50	\$1275.60
Calltaker/Dispatcher/ Instructor		Level 4	\$1232.50	\$1269.40	\$1307.50
Communications Centre Supervisor	\$1521.20	CCS Level 1	\$1574.40	\$1621.60	\$1670.20
	\$1605.00	CCS Level 2	\$1661.20	\$1711.00	\$1762.30
	\$1700.00	CCS Level 3	\$1759.50	\$1812.30	\$1866.70
Student Ambulance Officer		Paramedic Student Officer			
Level 1 Current Level 3	\$914.00	Level 1	\$946.00	\$974.40	
Level 2 Current Level 2	\$1014.10	Level 2	\$1049.60	\$1081.10	\$1003.60
Level 3 Current Level 1	\$1069.90	Level 3	\$1107.30	\$1140.50	\$1113.50 \$1174.70
Qualified Ambulance Officer	\$1176.90	Paramedic (Associate Diploma)	\$1218.10	\$1254.60	\$1292.20
Qualified Ambulance Officer with Advanced Skills Allowance	\$1176.90 +\$48.18p.f.	Paramedic (with Advanced Skills)	\$1218.10 +\$48.18p.f.	\$1254.60 +\$48.18p.f.	\$1292.20 +\$48.18p.f.
ISCEP/Diploma		Paramedic Advanced Care	\$1296.30	\$1335.20	\$1375.20
Paramedic	\$1340.60	Paramedic Intensive Care (Advanced Diploma)	\$1387.50 +\$48.18p.f.	\$1429.10 +\$48.18p.f.	\$1520.20
Station Officer Grade 4	\$1521.20	Station Officer Grade 1	\$1574.40	\$1621.60	\$1670.20
Station Officer Grade 3	\$1605.00	Station Officer Grade 2	\$1661.20	\$1711.00	\$1762.30
Station Officer Grade 2	\$1700.00	Station Officer Grade 3	\$1759.50	\$1812.30	\$1866.70
Station Officer Grade 1	\$1747.50	Station Officer Grade 4	\$1808.70	\$1863.00	\$1918.90

This Agreement is certified under the *Industrial Relations Act 1999*, chapter 6 part 1.

A L BLOOMFIELD, Commissioner.

Filed on the twelfth day of July 1999, certified by the Commission and given Register No. CA340 of 1999, in the Certified Agreements Register.

Dated this twenty-first day of July 1999.

E C EWALD,
Industrial Registrar.

Operative Date: 1 July 1999