

QUEENSLAND INDUSTRIAL RELATIONS COMMISSION

Industrial Relations Act 1999, s156

Queensland Ambulance Service

AND

Queensland Fire and Rescue Authority

AND

United Firefighters' Union of Australia, Union of Employees Queensland

AND

Australian Liquor Hospitality and Miscellaneous Workers' Union

(No. CA601 of 2000)

AFCOM ENTERPRISE PARTNERSHIP CERTIFIED AGREEMENT 2000

COMMISSIONER BECHLY

APPROVED 15 November 2000

APPLICATION FOR CERTIFICATION OF AGREEMENT

This Agreement, made in pursuance of the Industrial Relations Act 1999, this 18th day of October 2000 between the Queensland Ambulance Service (QAS) and Queensland Fire and Rescue Authority's (QFRA) joint communication centre AFcom, (hereinafter referred to as the employer) and United Firefighters' Union of Australia, Union of Employees Queensland (UFU) and the Australian Liquor, Hospitality and Miscellaneous Workers' Union, Queensland Branch, Union of Employees, (ALHMWU), (hereinafter referred to as the Unions), witnesses that it is mutually agreed as follows:

PART 1 - PRELIMINARY

1.1 Title

This Agreement represents the combined efforts of the Queensland Ambulance Service (QAS), the Queensland Fire and Rescue Authority (QFRA) and the Single Bargaining Unit (SBU) comprised of representatives from QAS and QFRA management, various unions and employee representatives, and will be known as the AFcom Enterprise Partnership Agreement 2000.

1.2 Arrangement

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1.3 APPLICATION

This Agreement shall apply to all persons employed by the Queensland Ambulance Service (QAS) and the Queensland Fire and Rescue Authority (QFRA) in the combined QAS and QFRA Communications Centre in Brisbane known as AFcom. This Agreement does not cover any support staff employed in the Centre.

1.4 DATE AND PERIOD OF OPERATION

This Agreement shall operate from 1 July 2000 and shall remain in force for a period of 24 months, nominal expiry date being 30 June 2002.

The parties agree to commence discussions for the next subsequent Agreement no later than 6 months prior to the expiry of this Agreement.

1.5 POSTING OF AGREEMENT

A copy of this Agreement shall be exhibited in a conspicuous and convenient place at the AFcom Centre so as to be easily accessible to all employees.

1.6 RELATIONSHIP WITH PARENT AWARDS AND AGREEMENTS

This Agreement shall be read and interpreted in conjunction with the following Awards and Agreements:

- Ambulance Service Employees Award – State
- Queensland Fire and Rescue Authority Communications Centre Award – State
- Family Leave Award – State
- QFRA Communications Centres Averaged Penalty Rates Certified Agreement 1997
- Queensland Ambulance Service Average Rate of Week-End and Public Holidays Penalties Industrial Agreement 1996

In the event of any inconsistency with existing Awards, Industrial Agreements, or other industrial instruments, the terms of this agreement will take precedence to the extent of the inconsistency.

Notwithstanding this, the productivity requirements currently applying under the following agreements shall remain current:

- QAS Workplace Reform Agreement 1995
- QFRA Communications Centres Averaged Penalty Rates Certified Agreement 1997
- Queensland Ambulance Service Average Rate of Week-End and Public Holidays Penalties Industrial Agreement 1996
- AFcom Brisbane Enterprise Partnership Agreement 1997-1998
- AFcom Interim Certified Agreement 1999

1.7 DEFINITIONS

“Employee” means a person employed in AFcom and engaged under the *Ambulance Service Act 1991* or the *Queensland Fire and Rescue Authority Act 1990*.

1.8 EQUITY CONSIDERATIONS

This Enterprise Partnership Agreement will achieve the principle objects of s.126 (a) of the *Queensland 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 agreement is not to allow any conduct or treatment, either direct or indirect, that would:

- (a) Contravene the *Queensland Anti-Discrimination Act 1991*; or
- (b) Discriminate on the basis of family responsibilities.

1.9 AGREEMENT AIMS AND OBJECTIVES

This Enterprise Partnership Agreement aims to unite the efforts of the workforce, unions and management to enhance the organisation and future direction of AFcom with a clear focus on pursuing innovative and world class technological innovation that would position AFcom for excellence in response times and community service delivery. This Agreement is aligned to the AFcom Vision Statement and continues to engender the notion of continuous improvement. Reflected in the Agreement is a genuine commitment from all employees to work harmoniously together to improve both work practices and business performance.

1.10 SINGLE BARGAINING UNIT

The Single Bargaining Unit (SBU) comprises four AFcom Management representatives, four Employee Representatives from the QFRA and the QAS including one union official each from the Liquor, Hospitality and Miscellaneous Workers' Union and the United Firefighters' Union.

The SBU will be responsible for the monitoring and implementation of the AFcom Partnership Agreement 2000, in particular, the successful implementation of initiatives as defined in this agreement.

The SBU will function consistent with an established protocol that defines processes for negotiation including expected behaviours that facilitate a cooperative and professional approach.

1.11 STATEMENT OF PURPOSE

AFcom is a Communications Service and Technology Centre, which is jointly owned by Queensland Ambulance Service and Queensland Fire and Rescue Authority. AFcom will not be privatised.

AFcom recognises the separate employment status of Ambulance and Fire Communications Officers within the Centre. Our aim is to share the skills of our people and our technology resources in order to achieve excellence in communications service delivery.

1.12 VISION STATEMENT

AFcom's vision is to support operations in patient care, the saving of lives, property and the environment for the community by providing world standard communication service delivery.

1.13 PRINCIPLES

This Agreement seeks to enhance the relationship between management and employees by continuing the cultural change in attitudes and supporting the behaviours that reflect the values of QAS and QFRA. To achieve this, the needs of employees, the needs of the community and the goals of AFcom have been combined in a Vision Statement for AFcom which includes the following:

- AFcom is a shared facility jointly own by QAS and QFRA;
- No privatisation of AFcom;
- AFcom will be a combined centre using shared technology;
- The full potential of shared technology be realised by adopting aspects of common call taking (as defined in Appendix 2) to be implemented during the life of this agreement;
- Staff in the centre will continue to be employed by QAS and QFRA and will be seconded from QAS and QFRA;
- New recruits will be recruited along service lines;
- AFcom will continue to implement performance and development programs to enhance progression along organised career paths;
- A performance based culture should be developed; and
- AFcom will work with operational staff to ensure they have ownership and commitment to service delivery.

PART 2 – COMMITMENT TO OUR PEOPLE

2.1 CONSULTATIVE ARRANGEMENTS

The commitment and productivity of staff during the recent years is acknowledged. Staff dedication and commitment to the changes have allowed AFcom to maintain high standards in communication functions.

The parties to this Agreement are committed to developing a long term Enterprise Agreement that will facilitate a cooperative and positive working environment.

The peak consultative forum on all matters under the *AFcom Enterprise Partnership Agreement 2000* is the Single Bargaining Unit. The work level consultative committee will continue its existing function.

2.2 CLASSIFICATION REVIEW

Implementation of the classification review outlined in the *AFcom Interim Certified Agreement 1999* shall form part of this Agreement. A new classification structure will be implemented in AFcom with reviewed rates of pay applied from 1 May 2000.

- The Director of AFcom in consultation with the QAS and QFRA Managers will undertake a formalised process to ensure that staff meet the criteria for progression through levels under the new classification structure.
- All new staff employed after the date of certification of this agreement will be employed at Communications Officer Level 1, the Trainee level and progress according to the agreed guidelines unless “special circumstances”, as determined by the Director AFcom, exist.

Examples of “special circumstances” include but may not be limited to:

- Already trained staff returning or transferring to AFcom; and/or
- Operational need to further train staff and move them to higher levels.

In all cases, competency assessments will be undertaken.

- People who are unable to reach competency for the next highest level will be assisted on an individual basis.
- The parties to this agreement recognise the need to engage casual employees from time to time to assist in addressing the staffing and development needs of AFcom. Casual employees, who continue to work for AFcom for a period of twelve months or more, may move through pay levels. In the event that such employees subsequently secure a permanent position through a merit process then a 6-month probation period will apply from the date of appointment at the level to which the Officer is appointed.
- Grievance procedures as defined in part 4 of this Agreement will apply.
- All Communications Officer progressions will be linked to completion of the appropriate Certificate courses and successful completion of a full performance achievement cycle (12 months).
- Where a component of an education, training or developmental course is required for progression then that component should be made available by QAS or QFRA through AFcom. No Officer will be disadvantaged if such components are not made available.

There are five pay points within the classification of Communications Officer, and four pay points within the classification of Supervisor / Team Leader. The relevant work level descriptors and criteria for progression are at Appendix 2.

2.3 APPLICABLE RATES

This Agreement provides for the following wage increases:

- 3% wage increase payable from 1 July 2000;
- 3% wage increase payable from 1 July 2001 and conditional upon an agreed percentage of employees trained in aspects of common call taking as defined in Appendix 2.

Wage rates are prescribed in Schedule 1.

2.4 GOODS AND SERVICES TAX

The parties agree:

- 2.4.1 From 1 July 2000 the Single Bargaining Unit (SBU) will monitor the impact that the introduction of the Goods and Services Tax (GST) has on employees covered by this agreement. This will include a review to be conducted for the SBU of the effects of the introduction of the GST for the period of 12 months from 1 July 2000. Further, the SBU may review the impact that the GST has on employees covered by the agreement after 1 July 2001.
- 2.4.2 Should there be any significant inflationary or economic developments due to the introduction of the GST, across the life of this agreement which negatively impacts on employees generally (taking into consideration any compensation provided by A New Tax System through tax cuts or transfer payments), leave is reserved for the parties to discuss the impact on the intent of wage increases in this agreement, and if necessary and by agreement of the SBU, vary this agreement in accordance with the provisions of the *Industrial Relations Act 1999*.
- 2.4.3 Provided that where agreement cannot be reached by the SBU, the procedures contained within this agreement for the prevention and settlement of disputes will apply including access to conciliation and/or arbitration in the Queensland Industrial Relations Commission.

2.5 SALARY PACKAGING

- 2.5.1 Salary packaging is an option available for employees covered by this agreement and will be by employee choice.
- 2.5.2 The following principles apply for employees that avail themselves of salary packaging:
- 2.5.2.1 As part of the salary package arrangements, the costs for administering the package, including fringe benefits tax, are met by the participating employee;
 - 2.5.2.2 There will be no additional increase in superannuation costs or to fringe benefits payments made by the employer;
 - 2.5.2.3 Increases or variations in taxation are to be passed to employees as part of their salary package;
 - 2.5.2.4 Employees must provide to the employer evidence of independent financial advice prior to taking up a salary package;
 - 2.5.2.5 There will be no significant additional administrative workload or other ongoing costs to the employer;

- 2.5.2.6 Any additional administrative and fringe benefit tax costs are to be met by the employee;
- 2.5.2.7 Any increases or variations to taxation, excluding payroll tax that result in additional costs are to be passed on to the employee as part of the salary package; and
- 2.5.2.8 The employee's salary for superannuation purposes and severance and termination payments will be the gross salary which the employee would receive if not taking part in flexible remuneration packaging.

2.6 TOIL

TOIL (time off in lieu) arrangements are available to AFcom staff. The parties agree that access to time off in lieu of overtime is by way of mutual agreement between Officers and Supervisors. Accrued TOIL should be managed so as to be taken within three months of the time it is accrued.

Access to TOIL must not adversely impact on operational requirements.

If accrued TOIL cannot be taken within three months, it will be paid out to the Officer at the same rate as it was accrued (ie double time or time and a half). An Officer may apply to their Manager in writing for approval of the Director, AFcom if they wish to accrue TOIL past this three-month period. This should only occur in exceptional circumstances.

When cashing in TOIL hours, the Officer must provide the Pay Office with photocopies of each relevant pay sheet, showing when the TOIL was originally accrued. This will ensure payment at the correct rate.

Cashing out of TOIL shall only occur with the approval of the Director, AFcom.

2.7 MEAL BREAKS

The provisions of clause 4.10 of the AFcom Brisbane Enterprise Partnership Agreement 1997 – 1998 continue to apply.

If an Officer is not provided with an opportunity to take and subsequently complete a meal break between the hours provided for in clause 4.10 of the AFcom Brisbane Enterprise Partnership Agreement 1997 – 1998, the Officer shall be paid double time until given the opportunity to have a meal break.

2.8 SUPERANNUATION

The parties recognise that employees of the QFRA are covered by the State Government's Q Super Fund. QAS employees in AFcom will be provided with the following option:

1. Remain in the existing QAS Superannuation Scheme; OR
2. Join the Q Super Defined Benefit Plan; OR
3. Join the Q Super Accumulation Fund.

The parties to this agreement recognise that the implementation of the superannuation options for Ambulance employees is being addressed by the QAS in consultation with the LHMWU.

2.9 TRAINING

Training and development to enable paypoint progression will be a mixture of on-job and off-job training and will facilitate maximum utilisation of technology.

The SBU will monitor implementation of Certificate level and Supervisor training.

AFcom will enter into formal arrangements with the Queensland Ambulance Service Education Centre (QASEC) and QFRA Professional Development Unit (PDU) which will clearly outline education and training requirements for AFcom staff.

It is expected that these arrangements will be monitored by the SBU and that a service delivery agreement will be in place by 1 November 2000.

The arrangements will include specific reference to QAS and QFRA Certificate level requirements for Communications Officers and will contain PremierCAD and RightCAD base level components. Supervisor level requirements will also be included.

2.10 EMPLOYMENT SECURITY

- 2.10.1 AFcom is committed to providing stability by limiting organisational restructuring and contracting-out of services.
- 2.10.2 These commitments are effected through the Government's Employment Security Policy and the "Policy on the Contracting-Out of Government Services".
- 2.10.3 Further, AFcom undertakes that permanent employees will not be forced into unemployment as a result of organisational change or changes in departmental priorities. Where changes to employment arrangements are necessary, there will be active pursuit of retraining and deployment opportunities. Where training and redeployment is not successful QFRA or QAS VER or retrenchment provisions will apply.
- 2.10.4 AFcom will advise the parties to this agreement of their intention to implement changes that may affect the employment security of their employees, prior to the commencement of any planned changes.
- 2.10.5 The SBU will oversee the implementation of the agreement's employment security provision.
- 2.10.6 The SBU may make recommendations and provide advice to AFcom Management, the QAS and/or QFRA on any matters affecting the employment security of QAS and/or QFRA employees.

2.11 INDUSTRIAL RELATIONS EDUCATION LEAVE

- 2.11.1 Industrial relations education leave is paid time off to acquire knowledge and competencies in industrial relations. Such knowledge and competencies can allow employees to effectively participate in consultative structures, perform a representative role and further the effective operation of grievance and dispute settlement procedures.
- 2.11.2 Employees may be granted up to 5 working days (or the equivalent hours) paid time off (non-cumulative) per calendar year to attend industrial relations education sessions, approved by the chief executive (or delegated authority) of the agency.
- 2.11.3 Additional leave, over and above 5 working days non-cumulative (or the equivalent hours) in any one calendar year may be granted where approved structured employees' training courses involve more than 5 working days (or the equivalent). Such leave will be subject to consultation between the chief executive (or delegated authority) of the agency, the relevant union and the employee.

- 2.11.4 Upon request and subject to approval by the Director, AFcom (or delegated authority), employees may be granted paid time off in special circumstances, for example, to attend Management Committee Meetings, Union Conferences, and ACTU Congress.
- 2.11.5 The granting of industrial relations education leave or any additional leave should not impact adversely on service delivery, work requirements or the effectiveness and efficiency of the agency/work unit concerned. At the same time such leave shall not be unreasonably refused.
- 2.11.6 At the discretion of the Director, AFcom, employees may be granted special leave without pay to undertake work with their union. Such leave will be in accordance with the relevant QFRA and/or QAS policies in relation to special leave without salary.

2.12 COLLECTIVE INDUSTRIAL RELATIONS

- 2.12.1 All parties to this agreement acknowledge that structured, collective industrial relations will continue as a fundamental principle of the management of the AFcom. The principle recognises the important role of unions and the traditionally high levels of union membership in the QAS and QFRA. It supports constructive relations between management and unions and recognises the need to work collaboratively with relevant unions and employees in an open and accountable way.
- 2.12.2 All parties recognise that union membership and coverage issues are determined by the provisions of the *Industrial Relations Act 1999* and any determinations of the Queensland Industrial Relations Commission.
- 2.12.3 All parties are committed to collective agreements and will not support non-union agreements, Queensland Workplace Agreements or Australian Workplace Agreements.

2.13 UNION ENCOURAGEMENT

- 2.13.1 The parties acknowledge that structured, collective industrial relations will continue as a fundamental principle.
- 2.13.2 The parties to this Agreement recognise the right of individuals to join a union party to the Agreement. However, while all parties to this Agreement agree to encourage membership of the appropriate union, it is recognised that such membership is at the discretion of individuals.
- 2.13.3 The AFcom centre will, in its induction process, identify the relevant unions party to this Agreement and outline the process by which membership to those unions may be gained. AFcom will identify the workplace representative(s) of the appropriate union and ensure that adequate time is allowed for the new employee to discuss union membership with the representative.
- 2.13.4 AFcom Management shall allow full access to its employees during normal working hours to accredited officials of the union that are party to this Agreement to discuss any employment matter, provided that such activities do not unduly impact on service delivery and workloads.
- 2.13.5 AFcom will provide payroll deduction facilities for union dues payable to the Industrial Organisations party to this agreement. An employee may authorise the employer in writing to deduct from any remuneration payable, subscriptions to an Industrial Organisation party to this Agreement. The employer will remit such subscriptions to the Industrial Organisation.

PART 3 - COMMITMENT TO CONTINUOUS BUSINESS IMPROVEMENT AND THE COMMUNITY

3.1 AFCOM VISION

The agreement is premised on the parties' commitment to the AFcom Vision. The tangible and intangible benefits that result from a commitment to the AFcom Vision and those documented in this agreement are:

- 3.1.1 the presentation of a strong cooperative image across the two services;
- 3.1.2 multi-skilling of in-house staff;
- 3.1.3 enhanced infrastructure planning where resources are devoted to a single system;
- 3.1.4 the location of communications infrastructure systems and community service delivery within a combined centre;
- 3.1.5 improved communications, organisational flexibility and responsiveness across the two services,
- 3.1.6 a reflection of the growing congruence of data, radio and telephony;
- 3.1.7 improved professional development for staff and opportunities to acquire new skills and career progression.

3.2 PERFORMANCE BASED CULTURE

The parties agree to include further development of a performance management system for all staff at AFcom. The performance management system will be structured and will focus on team building and participation, exhibiting expected behaviours consistent with the Vision, acknowledging and recognising high performance and effectively managing poor performance.

Anticipated direct benefits to be gained from a structured approach to building a performance-based culture include a reduction in sick leave and staff attrition.

3.3 COMMUNITY SERVICE DELIVERY

The classification structure under this agreement introduces aspects of common call taking as defined in Appendix 2 into the organisation. Community service delivery will be enhanced through:

- 3.3.1 improved response times within a combined centre;
- 3.3.2 system functions that will create associated incidents for both services and enable data and system management;
- 3.3.3 The provision of skills to enable agreed agency send protocols to be used to react to calls for service from the public for associated emergencies for Ambulance and Fire;
- 3.3.4 improved response times where multiple calls are received eg; Road traffic collisions and events which attract a high volume of calls; and
- 3.3.5 An improved model of community call management by creating system linkages with other Communications centres.

3.4 COMMERCIAL DEVELOPMENT AND BUSINESS IMPROVEMENT

The parties' agree to support strategies for investigating business improvement such as potential future expansion of the AFcom model, in particular, a commercial gain from onselling or licencing software, education and training and other professional services.

3.5 TEAM STRUCTURES AND PROFESSIONAL DEVELOPMENT OPPORTUNITIES

During the term of the agreement, a team structure will be developed to support the AFcom Vision ie; a shared facility jointly owned by the QAS and QFRA. AFcom will, in consultation with staff, identify professional development needs and opportunities that will support a team focused approach.

All existing employees will be provided with the opportunity to acquire skills that will facilitate progression through the new classification structure.

Every AFcom employee will be provided with the opportunity to gain a thorough understanding of the expectations of their positions within the AFcom Vision. The focus will be on how they contribute to the delivery of emergency services.

3.6 ORGANISATIONAL DEVELOPMENT

The parties' agree to commit to organisational development activities, strategies and outcomes that will build improved relations across functional work units. This refers to activities such as undertaking Organisational Surveys, team building activities, and procedures and training development designed to make AFcom a better place to work.

3.7 OTHER INITIATIVES

The parties agree to support maximum utilisation of the technology within a people focus. Initiatives will include but not be limited to:

- 3.7.1 a recognition of years of achievement within a changing technological and cultural environment;
- 3.7.2 workplace health promotion focusing on health aspects of work and work related stress; and
- 3.7.3 working together to create a culture of recognition and reward to ensure staff are valued.

3.8 LEAVE RESERVED

The following matters remain as Leave Reserve items:

- Casual loading;
- Shift Allowance; and
- Long Service Leave

PART 4 - PREVENTION AND SETTLEMENT OF DISPUTES

- 4.1.1 The objective of this procedure is to avoid and resolve disputes over matters covered by this agreement by providing information and explanation, consultation, co-operation and through reasoned and professional negotiation.
- 4.1.2 Subject to legislation, while the dispute procedure is being followed, normal work is to continue except in the case of a genuine safety issue. The *status quo* existing before the emergence of a dispute is to continue whilst the procedure is being followed. No party shall be prejudiced as to the final settlement by the continuation of work.
- 4.1.3 There is a requirement for all parties to provide relevant information and explanation and consult appropriately.
- 4.1.4 In the event of any disagreement between the parties as to the interpretation or implementation of this agreement, the following procedures shall apply:
- the matter is to be discussed by the employee's union representative and/or the employee(s) concerned (where appropriate) and the immediate supervisor in the first instance. The discussion should take place within 24 hours and the procedure should not extend beyond 7 days;
 - if the matter is not resolved as described above, it shall be referred by the union representative and/or the employee(s) to the appropriate management representative who shall arrange a conference of the parties to discuss the matter. This process should not extend beyond 7 days;
 - if the matter remains unresolved it may be referred to the employee and/or his/her union representative and the SBU for discussion and appropriate action. This process should not exceed 14 days; and
 - if the matter is not resolved then it may be referred by either party to the Queensland Industrial Relations Commission for conciliation, or if necessary, arbitration.
- 4.1.5 Nothing contained in this procedure shall prevent unions or AFcom Management from intervening in respect of matters in dispute, should such action be considered conducive to achieving resolution.

PART 5 - NO FURTHER CLAIMS

- 5.1.1 The parties to this agreement acknowledge that this agreement constitutes a closed agreement in settlement of all matters for its duration, except:
- State Wage Case decisions, and those matters provided for in Clause 1.5 (Relationship with Parent Award and Agreements);
 - The parties agree that where the State Wage Case increase is greater than the increase granted under the certified agreement, the employee will receive the dollar amount in excess of the increase provided by this agreement from the operative date of the State Wage Increase.

SIGNATORIES

SIGNED FOR AND ON BEHALF OF
The Australian Liquor, Hospitality
and Miscellaneous Workers Union,
Queensland Branch Union of Employees

(Signature)
(Title)
(Printed Name).....

in the presence of:

(Signature)
(Printed Name).....

SIGNED FOR AND ON BEHALF OF
United Firefighters' Union of Australia
Union of Employees, Queensland

(Signature)
(Title)
(Printed Name).....

in the presence of:

(Signature)
(Printed Name).....

SIGNED FOR AND ON BEHALF OF
Queensland Fire and Rescue Authority

(Signature)
(Title)
(Printed Name).....

in the presence of:

(Signature)
(Printed Name).....

SIGNED FOR AND ON BEHALF OF
Queensland Ambulance Service

(Signature)
(Title)
(Printed Name).....

in the presence of:

(Signature)
(Printed Name).....

SIGNED FOR AND ON BEHALF OF
AFcom

(Signature)
(Title)
(Printed Name).....

in the presence of:

(Signature)
(Printed Name).....

SCHEDULE 1

POSITION TITLE	HOURLY RATE OF PAY (Eval Rate)	FORTNIGHTLY RATE (hrly rate x 76hrs)	3%	3%
COMMUNICATIONS OFFICERS				
CO1 (TRAINEE)	12.9605	985.00	1,014.55	1,044.98
CO2	14.3145	1,087.90	1,120.54	1,154.16
CO3	15.8303	1,203.10	1,239.20	1,276.37
CO4	16.4539	1,250.50	1,288.01	1,326.65
CO5	17.0829	1,298.30	1,337.25	1,377.37
SUPERVISORS / TEAM LEADERS				
LEVEL 1	21.8592	1,661.30	1,711.14	1,762.47
LEVEL 2	22.5066	1,710.50	1,761.82	1,814.67
LEVEL 3	23.1513	1,759.50	1,812.28	1,866.65
LEVEL 4	23.7961	1,808.50	1,862.76	1,918.64

Averaged weekend penalty rates and rolled up rates will be calculated on the new base rate. The 38-hour week allowance will be paid in addition to the base rates shown and will be calculated using the following formula:

$$\frac{\text{Fortnightly rate} + 30\% \times 4 \text{ hours}}{76 \text{ hours}}$$

MANAGERS

The AFcom Ambulance Communications Manager is employed by way of contract and will access wage increases as defined in that instrument.

The AFcom Fire Communications Manager will access wage increases in line with this agreement.

AFCOM PROGRESSION CRITERIA AND WORK LEVEL DESCRIPTORS

COMMUNICATIONS OFFICERS	
Level 1	Descriptor
	<p>Staff at this paypoint are undertaking initial training. They have completed the induction and orientation program. At this level they are being mentored, coached or operating independently under very close supervision. New staff who are employed after date of certification will start at this pay point.</p>
	Progression Requirements LEVEL 1 TO LEVEL 2
	<p>In order to progress from Level 1 to Level 2 Officers must:</p> <ul style="list-style-type: none"> • complete required recruit training • complete the nominated probation period of 6 months. Probation is to commence from the date of successful completion of Induction Training and is inclusive of Induction Training. • undertake Computer Aided Dispatch and associated technology training • demonstrate ability to perform a wide variety of call taking tasks for QAS or QFRA • QFRA Officers who are trained in call taking and dispatch will progress to Level 3 on achieving competency • complete required Certificate level components. See clause 2.9. • have begun a Performance Achievement Plan with their immediate Supervisor • display appropriate and considerate attitudes to clients and other staff
LEVEL 2	Descriptor
	<p>Officers at Level 2 are qualified Agency Calltakers (see Appendix 2) who undertake the function independently. They coach and assist new staff to understand and perform call taking duties using manual and or Computer Aided Dispatch systems. Officers at this level will be actively seeking to enhance their knowledge and skills through exposure to a wider range of Computer Aided Dispatch and associated system functions.</p>
	Progression Requirements LEVEL 2 TO LEVEL 3
	<p>In order to progress from Level 2 to Level 3 Officers must have successfully completed a full Performance Achievement cycle (12 months) at this level and:</p> <ul style="list-style-type: none"> • be trained in Computer Aided Dispatch • demonstrate the ability to coordinate and monitor the dispatch of QAS or QFRA vehicles • coach and assist less skilled staff as required • display appropriate and considerate attitudes to clients and other staff • complete required Certificate level components. See clause 2.9.
LEVEL 3	Descriptor
	<p>Officers at this level are using and developing their dispatching skills, and maintaining their skills to enhance common call functions (see Appendix 2). They are consistently meeting quality performance targets under minimum supervision.</p> <p>Officers at this level will be actively seeking to develop basic system troubleshooting skills.</p>

	<p>Progression Requirements LEVEL 3 TO LEVEL 4</p> <p>In order to progress from Level 3 to Level 4 Officers must have successfully completed a full Performance Achievement cycle (12 months) at this level and:</p> <ul style="list-style-type: none"> • demonstrate basic troubleshooting capability • maintain skills to enhance common call functions (see Appendix 2) • be actively gaining exposure to and using higher level functions of Computer Aided Dispatch and associated systems • display appropriate and considerate attitudes to clients and other staff • complete required Certificate level components. See clause 2.9.
LEVEL 4	Descriptor
	<p>Officers at this level have met the requirements at Level 3 and have demonstrated the ability and desire to mentor less skilled staff. Officers at this level should be developing a higher level knowledge and understanding of Computer Aided Dispatch and associated systems. Officers have maintained skills to enhance common call functions (see Appendix 2).</p> <p>Progression Requirements LEVEL 4 TO LEVEL 5</p> <p>In order to progress from Level 4 to Level 5 Officers must have successfully completed a full Performance Achievement cycle (12 months) at this level and:</p> <ul style="list-style-type: none"> • demonstrate the ability to coordinate and monitor the dispatch of QAS or QFRA vehicles in demanding and complex situations (not joint dispatch) • have an appreciation of tasking, coordinating and monitoring of QAS or QFRA aviation resources • have mentored, or demonstrated the ability and desire to mentor, less skilled staff • be actively gaining knowledge of Computer Management Information systems eg ACD/MIS • complete required Certificate level components. See clause 2.9.
LEVEL 5	Descriptor
	<p>Officers at this level have a high level of operational knowledge and understanding of Computer Aided Dispatch and associated systems and/or the ability to task, coordinate and monitor QAS or QFRA aviation resources. They must have successfully completed a full Performance Achievement cycle (12 months) and must demonstrate:</p> <ul style="list-style-type: none"> • operational knowledge of Computer Aided Dispatch systems • knowledge of and ability to use Computer Management Information systems eg ACD/MIS • skills and knowledge required to task and coordinate aviation resources • the ability to make decisions at Supervisory level as required <p>Officers should complete required Certificate level components. See clause 2.9. Officers at this level should be actively assisting team leaders to develop less skilled staff.</p> <p>There is no further progression path through pay points from this level. Movement from Communications Officer level to Supervisor / Team Leader level is by way of merit based promotion.</p> <p>Officers must continue to successfully complete the performance planning cycle.</p> <p>Aero-medical functions are included at this level for the time being. It is anticipated that aero functions will expand and that within a short time (approximately 3 -6 months) the functional area will be reviewed.</p>

TEAM LEADERS/ SUPERVISOR	
LEVEL 1	Descriptors
	<p>Newly appointed Team Leaders will commence at level 1. They will possess the confidence skills and abilities to competently direct staff in the performance of their work. They will actively seek to acquire and develop skills to enhance their effectiveness as Team Leaders. AFcom Development Unit Officers will commence at this level.</p>
	Progression Requirements Level 1 to Level 2
	<p>In order to progress from level 1 to level 2 Officers:</p> <ul style="list-style-type: none"> • have developed their supervision skills within a Computer Aided Dispatch environment • have demonstrated their ability to use Computer Management Information systems to enhance operational performance • have completed the required Supervisors courses for this level. See clause 2.9. • must have successfully completed a full Performance Achievement cycle (12 months) at this level
LEVEL 2	Descriptors
	<p>Officers at this level have met the requirements at Team Leader level 1. They will be effective Team Leaders at shift level and carry out daily planning, coordinating, directing and controlling functions of administrative and operational requirements.</p>
	Progression Requirements Level 2 to Level 3
	<p>In order to progress from level 2 to level 3 Officers:</p> <ul style="list-style-type: none"> • routinely use Computer Aided Dispatch and associated Management systems to enhance operational planning and coordination • demonstrate their ability to use AFcom systems to initiate work practice improvements which contribute to increased effectiveness and productivity. • complete the required Supervisors courses for this level. • must have successfully completed a full Performance Achievement cycle (12 months) at this level.
LEVEL 3	Descriptors
	<p>Officers at this level have met the requirements at Team Leader level 2 and will be effective middle Managers.</p> <p>Officers have successfully completed the required Supervisors courses for this level. They must have successfully completed a full Performance Achievement cycle (12 months). QFRA Supervisors will have access to the next highest pay point once the requirements of clause 2.9 have been agreed and implemented.</p> <p>Officers must continue to successfully complete the annual performance achievement cycle.</p> <p>Officers at this level must also successfully complete Supervisors workshops and/or courses as required from time to time. See clause 2.9.</p> <p>Officers at this level are expected to actively contribute to developing and improving the quality of service delivery, and the continuing development of AFcom.</p> <p>Officers who exhibit the requisite skills and merit may relieve at the level of AFcom Fire Communications Manager. Relieving will be along service lines.</p> <p>For QAS Officers progression to the next highest pay level is dependent upon:</p>

	<ul style="list-style-type: none"> • demonstrated competency in all facets of AFcom QAS activity • demonstrated operational resource knowledge • demonstrated higher level knowledge of medical terminology • Successful completion of Supervisors workshops and development courses as required. See clause 2.9. • Successful completion of a full performance achievement cycle (12 months) at this level <p>Once QFRA Officers are able to access progression to the next level, the same dependencies will apply.</p>
LEVEL 4	Descriptors
	<p>Officers at this level use their clinical and/ or operational knowledge to provide advice to Officers at all other levels in AFcom.</p> <p>Officers who exhibit the requisite skills and merit may relieve at the level of AFcom Ambulance Communications Manager. Relieving is along Service lines.</p> <p>Officers at this level are expected to actively contribute to developing and improving the quality of service delivery, and the continuing development of AFcom.</p> <p>Officers must continue to successfully complete the annual performance achievement cycle.</p> <p>There is no further progression path through pay points from this level.</p>

COMMON FUNCTIONS IN AFCOM

The Premier CAD system will support a number of common functions which enable improved response to emergency calls for service. The Common aspects of Call-Taking functions in this context means use of the following in response to calls for service for both QFRA or QAS:

- Jointly Sourced location data
- Jointly Validated data
- Joint use of data
- Jointly maintained location and system data
- Jointly maintained integrated technology systems
- Agreed work processes
- Joint incident creation

By 1 July 2002, the above activities will be supported and underpinned by a single set of procedures and developmental processes including education and training.

QAS and QFRA staff will utilise the common functionality provided by the Premier CAD system to enhance response to dual agency incidents by using agreed “Send” protocols. This will ensure that calls for service taken by either QAS or QFRA staff will result in sufficient information being obtained by using agreed “send” protocols to initiate an appropriate QAS or QFRA operational response.

There are three stages involved in the implementation of common functions in this context.

- Consolidation
- Preparation
- Full implementation and review

The Consolidation and Preparation stages will be undertaken during the life of this Agreement.

Consolidation – Stage 1 (1/7/2000 – 30/6/2001)

Premier CAD and associated systems are completely implemented, utilised and evaluated. Configurations are refined to obtain the highest level of efficiency. Remediation training and education is completed. All staff and systems meet set competency and performance standards.

Preparation – Stage 2 (1/7/2001 – 30/6/2002)

Afcom technologies to support enhanced functionality are scoped and embedded in the future planning and budget cycles. All education and development programs are written and delivered. Skills maintenance programs are in place.