



Department of Health and Human Services

Industrial Relations Act 1984

Section 55

Ambulance Tasmania Agreement 2015

Between

Minister Administering the State Service Act 2000

and

Health Services Union, Tasmania Branch



Clause 1 Title

This Agreement shall be known as the Ambulance Tasmania Agreement 2015.

Clause 2 Arrangement

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Clause 3 Parties Bound

This Agreement is between:

The Minister administering the *State Service Act 2000* and; the Health Services Union Tasmania Branch.

Clause 4 Date and Period of Operation

This Agreement is to take effect from the commencement of the first full pay period on or after the date of registration and shall apply until 31 July 2017.

Clause 5 Application

This Agreement is made in respect of employees covered by the *Ambulance Tasmania Award* (the Award).



Clause 6 Preservation of Existing Entitlements

This Agreement will not operate to reduce any entitlements received by any employee to which this Agreement applies prior to the registration of this Agreement unless otherwise provided for in this Agreement.

Clause 7 Salary Increases

Salaries payable to employees covered under this agreement will be in accordance with Schedule One of this Agreement.

Clause 8 Classifications

'Student Communications Officer' means an employee who is undertaking the Certificate IV in Ambulance Communications or other qualification approved by the Service and who is appointed to an approved Student Communications Officer position. The employee will undertake such work experience as determined by the Service to become a Communications Officer. They are required to practice under supervision of a Communications Officer (or higher) throughout their studentship. This level of employee may be required to undertake call taking duties including the efficient processing of emergency and non-emergency calls utilising such technology as required by the Service. Additionally this level of employee may be involved in the dispatch and movement of emergency and non-emergency ambulances utilising the Service's Computer Aided Dispatch and Telecommunication systems.

'Communications Officer' means an employee who holds the Certificate IV in Ambulance Communications or other qualification as approved by the Service and who is appointed to an approved Communications Officer position. This level of employee may be required to undertake call taking duties including the efficient processing of emergency and non-emergency calls utilising such technology as required by the Service. Additionally the employee may be involved in the dispatch and coordination of emergency and non-emergency ambulances utilising the Service's Computer Aided Dispatch and Telecommunication systems. Provided that such an employee shall be required to undertake and successfully complete further instruction/in service courses necessary for the maintenance of their skills every 3 years or as determined by the Service.

'Senior Communications Officer' means an employee who holds the Certificate IV in Ambulance Communications or other qualification as approved by the Service and who is appointed to an approved Senior Communications Officer position. This level of employee may be required to undertake call taking duties including the efficient processing of emergency and non-emergency calls utilising such technology as required by the Service. Additionally the employee may be involved in the dispatch and coordination of emergency and non-emergency ambulances utilising the Service's Computer Aided Dispatch and Telecommunication systems. The Senior Communications Officer has more responsible duties in relation to the functioning of the communications centre. Provided that such an employee shall be required to undertake and successfully complete further instruction/in service courses necessary for the maintenance of their skills every 3 years or as determined by the Service.



‘Paramedic Student’ means an employee who is undertaking the Associate Degree in Paramedic Science or other qualification as approved by the Service and who is appointed to an approved Paramedic Student position. The employee will undertake such work experience as determined by the Service to become a paramedic. They are required to practice under supervision of a paramedic (or higher clinician) throughout their studentship.

‘Paramedic Intern’ means an employee who holds the Bachelor of Paramedic Science or other qualification as approved by the Service and who is appointed to an approved Paramedic Intern position. Additionally the employee is undertaking the necessary and relevant work experience and other training as determined by the Service to become a paramedic. They are required to practice under supervision of a paramedic (or higher clinician) throughout their internship.

‘Paramedic’ means an employee who holds the Bachelor of Paramedic Science and relevant work experience or other qualification approved by the Service and who is appointed to an approved Paramedic position. Provided that such an employee shall be required to undertake and successfully complete further instruction/in service courses necessary for the maintenance of their clinical skills every 3 years or as determined by the Service. The Paramedic is responsible for the effective and appropriate application of patient care skills in a time critical environment plus the transport of patients by ambulance or other means.

‘Intensive Care Paramedic (ICP)’ means an employee who holds the Bachelor of Paramedic Science plus additional qualification and relevant work experience or other qualification approved by the Service and who is appointed to an approved ICP position. Provided that such an employee shall be required to undertake and successfully complete further instruction/in service courses necessary for the maintenance of their clinical skills every 3 years or as determined by the Service. The Intensive Care Paramedic is responsible for the effective and appropriate application of patient care skills, including intensive care, in a time critical environment plus the transport of patients by ambulance or other means.

‘Extended Care Paramedic (ECP)’ means an Intensive Care Paramedic with additional skills and training as approved by the Service and who is appointed to an approved ECP position. Provided that such an employee shall be required to undertake and successfully complete further instruction/in service courses necessary for the maintenance of their clinical skills every 3 years or as determined by the Service. The ECP is responsible for the effective and appropriate application of patient care skills, including intensive care, in a time critical environment plus the transport of patients by ambulance or other means.

‘Flight Paramedic – Fixed Wing’ means an Intensive Care Paramedic with a Graduate Certificate in Emergency Health (Aero-medical Retrieval) or equivalent as determined by the Service and who is appointed to an approved Flight Paramedic – Fixed Wing position within the Ambulance Tasmania Fixed Wing Squad on a permanent basis. This level of employee requires specific skills and physical fitness to ensure specialist response capability for this role. Provided that such an employee shall be required to undertake and successfully complete further instruction/in service courses necessary for the maintenance of their clinical and aero-medical skills every 3 years or as determined by the Service. The Flight Paramedic – Fixed Wing is responsible for the effective and appropriate application of patient care skills, including intensive care, in a time critical environment on the fixed wing aircraft plus the transport of patients by fixed wing aircraft or other means.

‘Flight Paramedic – Helicopter’ means an Intensive Care Paramedic with a Graduate Certificate in Emergency Health (Aero-medical Retrieval) or equivalent as determined by



the Service and who is appointed to an approved Flight Paramedic – Helicopter position within the Ambulance Tasmania Helicopter Squad on a permanent basis. This level of employee requires specific skills and physical fitness to ensure specialist response capability for this role. Provided that such an employee shall be required to undertake and successfully complete further instruction/in service course necessary for the maintenance of their clinical and helicopter skills every 3 years or as determined by the Service. The Flight Paramedic – Helicopter is responsible for the effective and appropriate application of patient care skills, including intensive care, in a time critical environment plus the transport of patients by helicopter or other means.

‘Branch Station Officer (BSO)’ means an employee who holds a Bachelor of Paramedic Science and relevant work experience or other qualification approved by the Service and who is appointed to an approved BSO position. Provided that such an employee shall be required to undertake and successfully complete further instruction/in service courses necessary for the maintenance of their clinical skills every 3 years or as determined by the Service. This level of employee is responsible for the effective and appropriate application of patient care skills in a time critical environment plus the transport of patients by ambulance or other means. The BSO provides support to Volunteer Ambulance Officers attached to their station.

‘Branch Station Officer Intensive Care Paramedic (BSO ICP)’ means an employee who holds a Bachelor of Paramedic Science plus additional qualification and relevant work experience or other qualification approved by the Service and who is appointed to an approved BSO ICP position. Provided that such an employee shall be required to undertake and successfully complete further instruction/in service courses necessary for the maintenance of their clinical skills every 3 years or as determined by the Service. The BSO ICP is responsible for the effective and appropriate application of patient care skills, including intensive care, in a time critical environment plus the transport of patients by ambulance or other means. The BSO ICP provides support to Volunteer Ambulance Officers attached to their station.

‘Clinical Support Officer (CSO)’ means an Intensive Care Paramedic with an additional qualification in training and assessment or equivalent as approved by the Service and who is appointed to an approved CSO position. Provided that such an employee shall be required to undertake and successfully complete further instruction/in service courses necessary for the maintenance of their clinical skills every 3 years or as determined by the Service. This level of employee delivers educational services and programmes and participates in the assessment process. They also participate in clinical quality assurance activities and perform the duties of an ICP as directed.

‘Paramedic Educator Level 1’ means a paramedic with an additional qualification in training and assessment or equivalent as determined by the Service and who is appointed to an approved Paramedic Educator position. Provided that such an employee shall be required to undertake and successfully complete further instruction/in service courses necessary for the maintenance of their clinical skills every 3 years or as determined by the Service. This level of employee will develop, manage and teach into statewide education programmes within the Vocational Education Training sector. They will develop curriculum material in conjunction with external education providers and coordinate education services at a statewide level.

‘Paramedic Educator Level 2’ means an Intensive Care Paramedic with an additional qualification in training and assessment or equivalent and who is appointed to an approved



Paramedic Educator position. Provided that such an employee shall be required to undertake and successfully complete further instruction/in service courses necessary for the maintenance of their clinical skills every 3 years or as determined by the Service. This level of employee will develop, manage and teach into statewide education programmes at a tertiary education level. They will develop curriculum material in conjunction with external education providers and coordinate education services at a statewide level.

‘Manager – Level 1’ means an employee who holds a Bachelor of Paramedic Science or other qualification approved by the Service and relevant work experience with an additional qualification in management or equivalent and who is appointed to an approved Manager position. Provided that such an employee shall be required to undertake and successfully complete further instruction/in service courses necessary for the maintenance of their management/clinical skills every 3 years as determined by the Service. Responsibilities at this level include:

- Operational Command of Mass Casualty Incident in the out of hospital environment
- Ensuring funds are expended according to approved budgets and policies • Participation in professional development and appraisal
- Maintaining relationships with a range of internal and external organisations and individuals
- Regular feedback and performance management of staff
- Assistance with development of policies, procedures, practices and standards
- Capacity to direct all operational facets in accordance with Service expectations and directives
- Adherence to Key Performance Indicators

‘Manager – Level 2’ means an employee who holds a Bachelor of Paramedic Science or other qualification approved by the Service and relevant work experience with an additional qualification in management or equivalent and who is appointed to an approved Manager position. Provided that such an employee shall be required to undertake and successfully complete further instruction/in service courses necessary for the maintenance of their management/clinical skills every 3 years as determined by the Service. Responsibilities at this level include those described at Level 1 with the following additions:

- Accountability for resource expenditure and allocation
- Regular feedback and performance management for senior staff
- Capacity to develop and implement effective solutions to improve productivity and customer services
- Development of business objectives and strategies.

‘Manager – Level 3’ means an employee who holds a Bachelor of Paramedic Science or other qualification approved by the Service and relevant work experience with an additional qualification in management or equivalent and who is appointed to an approved Manager position. Provided that such an employee shall be required to undertake and successfully complete further instruction/in service courses necessary for the maintenance of their management/clinical skills every 3 years as determined by the Service. Responsibilities at this level include those described at Level 2 with the following additions:

- Participate in performance agreements linked to organisational goals



- Contribute towards development and implementation of strategic and business objective
- Manage multi-disciplinary groups
- Overall management of individual work units including budget
- Develop changes in standards, practices, policies and procedures.

‘Manager – Level 4’ means an employee who holds a Bachelor of Paramedic Science or other qualification approved by the Service and relevant work experience with an additional qualification in management or equivalent and who is appointed to an approved Manager position. Provided that such an employee shall be required to undertake and successfully complete further instruction/in service courses necessary for the maintenance of their management/clinical skills every 3 years as determined by the Service. Responsibilities at this level include those described at Level 3 with the following additions:

- Organisational management
- System wide view of out of hospital care provision and high level inter-organisational liaison
- Development and implementation of organisational strategic business plans to improve delivery and outcomes of out of hospital care linked to Government objectives.

Clause 9 Grievance and Dispute Settling Procedure

In the first instance, grievances and disputes regarding the interpretation and implementation of this Agreement will be dealt with at the workplace by the appropriate employer and union representatives. In circumstances where discussions at that level fail to resolve the grievance or dispute, the issue will be referred to appropriate union and management representatives. If still unresolved, the matter may be referred to the Tasmanian Industrial Commission. Where a grievance or dispute is being dealt with under this process, normal work will continue.

Clause 10 Isolated Stations – Recruitment and Retention Package

The Chief Executive Officer may determine to offer an Isolated Stations Package to the successful applicant for a Branch Station vacancy. Components of any individual Isolated Stations Package are to be negotiated between the parties up to a maximum value of 10% of the Branch Station Officer base salary (BSO year 1).

This package is designed to meet individual needs and is intended to address access and amenities issues experienced by staff working in isolated areas.

Items that may form part of an Isolated Station Package include

- Payment of a fortnightly Allowance at a rate agreed between the individual and the Chief Executive Officer.
- Expenses associated with attendance at professional conferences and workshops including registration fees, travel and accommodation expenses.



- Costs associated with professional development activities such as ambulance related post graduate studies or relevant short courses, texts, CDS, audio devices and subscriptions.
- Leasing of personal computer and associated costs such as internet access.
- Utility costs including electricity, telephone rental (mobile and/or landline) and heating costs.

Application of this clause is at the discretion of the Chief Executive Officer. The details of any arrangement are to be contained within the employee's letter of appointment.

Clause 11 Long Service Leave – Shift Workers

Where, by virtue of a shift work roster, an employee is in receipt of a composite hourly rate in accordance with the Award, long service leave accrued post 1 January 2008 will be paid at the composite hourly rate when it is taken or is paid out on termination of employment.

Long service leave accrued prior to 1 January 2008 will be paid at the base salary rate either when taken or where accrued unused leave is paid out on termination of employment.

An employee may take long service leave accrued prior to 1 January 2008 on a proportionate basis and be paid at the composite rate rather than base rate.

For example:

2 weeks long service leave is approved. Long service leave to be taken was accrued prior to 1 January 2008. The options available for payment are;

- Long service leave balance is reduced by 76 hours – base rate is paid;
- Long service leave balance is reduced by 97.16 hours – composite rate is paid.

Clause 12 Professional Development

Without limiting its nature and extent professional development includes award bearing courses; agreed activities arising from the appraisal process; employer initiated activities such as committees, seminars to introduce new developments, methodology, administrative and conceptual changes; and activities for individuals or groups of staff members which have been approved by the employer.

It must be evident that the activity will provide employees with skills/knowledge which will either:

- enable them to better undertake their work; or
- enhance their career prospects; or
- multi-skill them, thus enabling them to undertake a broader range of tasks within the State Service.

The parties agree that the establishment of professional development programs/activities shall be undertaken in consultation with employees occupying positions affected by these programs/activities.



Any costs associated with undertaking professional development (excluding HECS) will be reimbursed by the employer upon production of evidence of such expenditure.

Travel and accommodation costs incurred by an employee undertaking professional development approved by the employer in accordance with this clause which exceed those normally incurred in travelling to and from work, will be reimbursed by the employer upon production of evidence of such expenditure.

Prescribed courses are those professional development activities which have been approved by the employer and which an employee is required to attend.

Agencies and their employees should agree on criteria for continuing professional development having regard to the cost, accessibility and availability of courses relevant to the needs of the workplace and the individual employee.

It is recognised that employees in rural and remote locations must wherever practicable have equal access to professional development opportunities.

Clause 13 Performance Indicators

Ambulance Tasmania will develop and introduce a series of performance indicators that will assist in the measurement of services over the life of the Agreement. The performance indicators will be used to measure the aggregated performance of crews, stations, regional operational areas and on a statewide basis.

Clause 14 Employee Health and Safety

The parties agree to adopt a joint approach to the development of practical procedures and policies which lead to better health and safety outcomes for AT employees.

In this context, AT undertakes to monitor the payment of meal allowances in each region and, where appropriate, adopt agreed strategies to reduce the incidence of untaken meal breaks across the Service.

Clause 15 No Extra Claims

This Agreement settles all work value claims and related matters as at the date of registration. It is not intended that this clause restricts either party to this Agreement from making further claims during the life of this Agreement with respect to enterprise bargaining matters.

Clause 16 Training Schedule

Schedule 2 documents formal learning outcomes and logbook requirements for the payment of relevant allowances specified in the Schedule. This Schedule clarifies payment of the Paramedic Specialist Allowance of Part III, Clause 3 of the Ambulance Tasmania Award.



Clause 17 Signatures to the Agreement

Signed for and on behalf of the Minister
Administering the State Service Act 2000

Date:

Signed for and on behalf of Health
Services Union, Tasmania Branch

Date:



Schedule I – Wage Increases

Classification	Year	1/12/2014	1/7/2015	1/7/2016	1/7/2016	1/7/2017
Student Ambulance Officer ¹	1	44,166	46,153	47,907	-	47,907
	2	46,927	49,039	50,902	-	50,902
	3	51,067	53,365	55,393	-	55,393
Paramedic Intern ¹		52,447	54,807	56,890	-	56,890
Paramedic ²	1	55,208	57,692		60,346	63,363
	2	56,864	59,422		62,156	65,264
	3	58,520	61,153		63,966	67,164
	4	60,176	62,883		65,776	69,065
	5	61,833	64,615		67,587	70,967
	6	63,489	66,346		69,397	72,867
IC Paramedic ²	1	66,249	69,230		72,414	76,035
	2	66,801	69,807		73,018	76,669
	3	67,353	70,383		73,621	77,302
	4	67,906	70,961		74,226	77,937
	5	68,458	71,538		74,829	78,570
	6	69,010	72,115		75,432	79,204
Extended Care Paramedic		87,463	87,463		87,463	87,463
Flight Paramedic (Fixed Wing and Helicopter) ²		75,083	78,461		82,070	86,174
Branch Station Officer Year 1 ²		66,249	69,230		72,414	76,035
Branch Station Officer Year 2 ²		69,010	72,115		75,432	79,204
Branch Station Officer ICP Year 1 ²		75,083	78,461		82,070	86,174
Branch Station Officer ICP Year 2 ²		76,739	80,192		83,881	88,075
Paramedic Educator Level 1 ²		72,322	75,576		79,053	83,005
Paramedic Educator Level 2 ²		100,257	104,768		109,587	115,067
Clinical Support Officer ²	1	77,291	80,769		84,484	88,708
	2	77,843	81,345		85,087	89,342
	3	78,395	81,922		85,691	89,975
Student Communications Officer		47,479	47,479		47,479	47,479
Communications Officer Level 1	1	50,239	50,239		50,239	50,239
Communications Officer Level 2	2	52,999	52,999		52,999	52,999
Communications Officer Level 3	3	55,760	55,760		55,760	55,760
Communications Officer Level 4	4	58,520	58,520		58,520	58,520
Senior Communications Officer		61,281	61,281		61,281	61,281
Ambulance Manager Level 1 ²		80,937	84,579		88,469	92,893
Ambulance Manager Level 2		105,666	105,666		105,666	105,666
Ambulance Manager Level 3		125,595	125,595		125,595	125,595
Ambulance Manager Level 4		131,875	131,875		131,875	131,875

¹ Salary increase of 4.5% pa from first full pay period commencing on or after (ffppooa) 1 July 2015 and 3.8%pa ffppooa from 1 July 2016

² Salary increase of 4.5% pa from first full pay period commencing on or after (ffppooa) 1 July 2015 and 4.6%pa ffppooa from 1 July 2016 and 5.0% ffppooa 1 July 2017



Schedule 2 - Training Schedule

Area	Skill Level	Delivery	Tasks	Trainer Skill Level	Rate
Credentiailling	Volunteer	Off the job	Formal learning outcomes	Paramedic Educator Level I or BSO	Paramedic Educator Level I or BSO
		Classroom			
		On the job/	Formal learning outcomes	BSO	Part of BSO task
		Observer			Part of BSO task
	Paramedic Intern	Off the job	Formal learning outcomes	Clinical Support Officer	CSO rate
		Classroom			
		On the job	Formal learning outcomes	Mentor	Paramedic Specialist Allowance
			Logbook		
	Driver Training	Off the job	Formal learning outcomes	Clinical Support Officer	CSO rate
		Classroom			
		On the job	Formal learning outcomes	Mentor	Paramedic Specialist Allowance
			Logbook		
	Intensive Care Paramedic	Off the job	Formal learning outcomes	Clinical Support Officer	CSO rate
		Classroom			
		On the job	Formal learning outcomes	Mentor	Paramedic Specialist Allowance



	AAM			Logbook			
		Off the job		Formal learning outcomes	Anaesthetist	N/A	
		Classroom		Skills Training and Assessment	Clinical Support Officer	CSO rate	
		On the job		Formal learning outcomes	Clinical Support Officer	CSO rate	
				Logbook			
	Wilderness Rescue	Off the job		Formal learning outcomes	Clinical Support Officer	CSO rate	
		Classroom					

Refresher/Re-accreditation	Helicopter Paramedic	Off the job		Formal learning outcomes	Clinical Support Officer	N/A	
		Classroom				N/A	
		On the job		Formal learning outcomes	Mentor	N/A	
				Logbook			
	Flight Paramedic	Off the job		Formal learning outcomes	Clinical Support Officer	N/A	
		Classroom				N/A	
		On the job		Formal learning outcomes	Mentor	N/A	
				Logbook			
	Volunteer	Off the job		Formal learning outcomes	Paramedic Educator Level I	Paramedic Educator Level I & BSO	
		Classroom				Paramedic Educator Level I & BSO	



	On the job	Formal learning outcomes	BSO	BSO
Paramedic Intern	Off the job Classroom	Formal learning outcomes	Clinical Support Officer	CSO rate
	On the job	Formal learning outcomes	Mentor	Paramedic Specialist Allowance
		Logbook		
Driver Training	Off the job Classroom	Formal learning outcomes	Clinical Support Officer	CSO rate
	On the job	Formal learning outcomes	Mentor	Paramedic Specialist Allowance
		Logbook		
Intensive Care Paramedic	Off the job Classroom	Formal learning outcomes	Clinical Support Officer	CSO rate
	On the job	Formal learning outcomes	Mentor	Paramedic Specialist Allowance
		Logbook		
AAM	Off the job Classroom	Formal learning outcomes	Clinical Support Officer	CSO rate
	On the job	Formal learning outcomes	Clinical Support Officer	CSO rate
		Logbook		

