

Industrial Relations Act 1984

Section 55

**Ambulance Tasmania
Industrial Agreement 2016**

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 Industrial Agreement 2016.

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 shall take effect from the commencement of the first full pay period on or after the date of registration except for salary increases provided for in clause 8.

The Agreement shall remain in force until 30 June 2018 or until replaced by a further Agreement.

Negotiations for a replacement Agreement will commence no later than 30 December 2017.

Clause 5 Application

This Agreement is made in respect of employees covered by the *Ambulance Tasmania Award* (the Award). This Agreement is to prevail in the case of any inconsistency with 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 No Extra Claims

The parties to this Agreement undertake that, for the life of this Agreement, they will not initiate any additional claims regarding any matter dealt with by this Agreement.

Clause 8 Salary Increases

Salaries payable to employees covered by this Agreement will be in accordance with Schedule 1 of this Agreement.

The following increases to salary apply for all classifications:

- 2% with effect from the first full pay period on or after (WEF FFPPOOA) 1 December 2014
- 2% WEF FFPPOOA 1 December 2015
- 2% WEF FFPPOOA 1 December 2016
- 2% WEF FFPPOOA 1 December 2017

In addition to the increases described above, salaries will also be increased to reflect, variously:



- The agreed increases for on-road paramedics arising from recognition of changes in work value applying WEF FFPOOA 1 July 2015, 1 July 2016 and 1 July 2017.
- Salary adjustments for communications and managerial employees WEF FFPOOA 1 July 2016 and 1 July 2017.
- Restructuring of communications classifications WEF FFPOOA 1 September 2016.

Clause 9 Classifications

Emergency Medical Dispatch Support Officer (EMDSO) means an employee who undertakes call taking duties within the State Operations Centre and who is appointed to an EMDSO position. The EMDSO is required to achieve the Certificate III Ambulance Communications. This level of employee is required to undertake call taking duties including the efficient processing of emergency and Non-Emergency Patient Transport Service (NEPTS) calls utilising such technology as required by the Service. 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.

This classification replaces the Communications Officer classification as stated in the *Ambulance Tasmania Award*.

Emergency Medical Dispatcher (EMD) means an employee who holds a Certificate IV Ambulance Communications (Dispatch) or equivalent experience as determined by the Commissioner of Ambulance Services. This level of employee may be required to undertake call taking duties including the efficient processing of emergency and NEPTS 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.

This classification replaces the Communications Officer classification as stated in the *Ambulance Tasmania Award*.

Communications Team Leader means an employee who holds a Certificate IV in Ambulance Communications (Dispatch) or equivalent as determined by the Commissioner of Ambulance Services and has achieved the units of competency determined by the Service, or other qualification as approved by the Service and who is appointed to an approved 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 vehicles utilising the Service's Computer Aided Dispatch and Telecommunication systems.

The Communications Team Leader has more responsible duties to support the effective functioning of the communications centre on a day to day basis, including;

- provision of supervision, support and assessment;
- participation in professional development and appraisal;
- regular feedback and performance management of staff;
- accountable for the implementation and support of a positive workplace culture;



- assistance with development of policies, procedures, practices and standards;
- adherence to Key Performance Indicators.

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.

This classification replaces the Senior Communications Officer classification as stated in the *Ambulance Tasmania Award*.

Branch Station Officer (BSO) – Relief 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 Relief provides support to Volunteer Ambulance Officers attached to their station. The BSO Relief will be required to attend for work at multiple locations within the cluster in accordance the provisions of this Agreement and their roster. BSO – Relief employees will be paid at the applicable BSO rate according to their qualification.

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.



Clause 10 Classifications, Appointment and Progression through the Communications classification structure

- (a) **Emergency Medical Dispatch Support Officer (EMDSO)** means an employee who undertakes call taking duties and/or non-emergency dispatch within the State Operations Centre and who is appointed to an EMDSO position.

This level of employee commences employment at EMDSO Level 1 and is required to successfully complete a training course/induction on commencement of employment.

Initial training is followed by a further 12 weeks of consolidation to achieve an Authority to Practice as an EMDSO.

The EMDSO is required to undertake the Certificate III Ambulance Communications.

“Non-emergency dispatch” relates to NEPTS coordination, task assignment and dispatching duties.

Progression to **EMDSO Level 2** occurs following 12 months of service provided that the Certificate III Ambulance Communications is achieved during this time. Should the Certificate III Ambulance Communications not be achieved the employee will remain at EMDSO Level 1 regardless of length of service (see dot point 1 below).

Progression to **EMDSO Level 3** occurs on successfully achieving the Certificate IV and Authority to Practice as an EMD.

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.

Progression to EMD level will only occur through merit based selection.

(Reference should be made to the Transition to the New Structure provision below).

PROVIDED that:

1. Opportunity to commence the Certificate III in Ambulance Communications will occur within 6 weeks of commencement at EMDSO Level 1.
2. Opportunity to commence the Certificate IV in Ambulance Communications (Dispatch) will be offered at the commencement of EMDSO Level 2. Where an employee requests to take up this offer, the Certificate IV will commence within six months.
3. Where an employee has achieved the Certificate IV (Dispatch) and Authority to Practice as an EMD, they will progress to EMDSO Level 3 and will be eligible to undertake higher duties as an EMD if required to do so by the Service.
4. Upon completion of Certificate IV in Ambulance Communications (Dispatch) and completion of 12 months at EMDSO Level 2, the opportunity to undertake the Authority to Practice as an EMD, must be offered and determined by the Commissioner of Ambulance Services within 8 weeks.
5. Progression to EMD Level 1 is by promotion.

- (b) **Emergency Medical Dispatcher (EMD)** means an employee who undertakes call taking and/or dispatch/coordination duties within the State Operations Centre and who is appointed to an EMD position.



This level of employee holds a Certificate IV Ambulance Communications (Dispatch) or equivalent experience as determined by the Commissioner of Ambulance Services.

Progression is on an annual basis.

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.

- (c) **Communications Team Leader** means an employee who holds a Certificate IV in Ambulance Communications (Dispatch) or equivalent as determined by the Commissioner of Ambulance Services and has achieved the units of competency determined by the Service, or other qualification as approved by the Service and who is appointed to an approved position.

Suitable applicants for a Communications Team Leader position will desirably have completed the Team Leader Technical Training and Development program or equivalent in addition to a minimum of 2 years' service as an EMD.

- (d) **Transition to the New Structure**

Transition to the revised communications structure will occur with effect from the first full pay period on or after 1 September 2016. Employees engaged as Patient Transport Dispatchers will be classified as EMDSO Level 1 upon implementation of the new structure.

The parties acknowledge that the Certificate III Ambulance Communications and Certificate IV Ambulance Communications (Dispatch) are not currently provided by AT's Education and Professional Development Unit (EPD). Decisions as to how these qualifications may be provided in the most efficient and effective manner will be made during the life of this Agreement.

Until those decisions are made, the following interim arrangements will apply to the filling of vacancies.

i. **Emergency Medical Dispatch Support Officer**

1. Where an employee is appointed to a position classified at EMDSO, they will be required to successfully complete the initial training and period of consolidation, and to achieve their Authority to Practice as an EMDSO.
2. Progression to EMDSO Level 2 will occur following 12 months of service. The Certificate III Ambulance Communications will not be a requirement for progression.
3. Provisions relating to opportunity to commence the Certificate IV Ambulance Communications (Dispatch) will have no application.

ii. **Emergency Medical Dispatch and Communications Team Leader**

1. Decisions as to equivalency with respect to the Certificate IV Ambulance Communications (Dispatch) will be determined by the recruiting selection panel. Provided that current employees of AT's State Communications Centre who occupy an EMD position at the date of registration of this Agreement will be deemed equivalent.

Clause 11 Preceptor Allowance (Communications classifications)

A Preceptor Allowance of \$3.20 per hour is to be paid to an employee other than a Communications Team Leader and who is required by the Service to act as a preceptor.



Where an EMD or EMDSO is required by the Service to act as a preceptor for part of a shift, Preceptor Allowance will be payable for the full rostered shift.

Preceptor Allowance will only apply:

- for the period of work in which the employee is required to perform the preceptor role and is identified as the assigned preceptor on the roster
- where the employee assigned to the Preceptor is required to achieve formal learning outcomes (e.g. completing induction/initial training, formal Performance Improvement Plans).

Clause 12 Rosters

- (a) The roster shall be in accordance with the provisions of this clause and shall be made available to the parties of this agreement upon request. The roster shall show time of commencing duty, time of ending duty, rostered days off, and the period of 'on call' for a period of 56 days in advance, and emailed to all rostered staff. Any roster will be provided to a party to this Agreement upon request.
- (b) Once an employee is notified to work a particular sequence of the roster, changes from this sequence will be permitted with 56 days' notice, or for movements to and from training, leave and country stations, to achieve an appropriate skill mix, to facilitate mentoring or in the event of sickness, other short term unplanned absence or other pressing contingencies.
- (c) In the event that a change to an employee's sequence is proposed, such change shall be discussed with the employee/s concerned prior to the change being made. Wherever possible a genuine attempt to reach mutual agreement on the detail of any change should be made.
- (d) Changes to an employee's sequence can only occur after an employee completes their rostered days off. That is, the maximum number of shifts that can be rostered in a row cannot exceed 4 shifts*.
 - (i) The minimum rostered days off shall be equal to the preceding days rostered on*.
 - (ii) In all other cases, the minimum consecutive rostered days off must be at least 2 consecutive days.

* Excludes where rostered for day work Mon-Fri, where a minimum of two days off shall precede and follow such an allocation.

Clause 13 Release from Extended Shift

Crews who have extended past their rostered shift completion time can only be requested to attend another case in the following circumstances:

1. A medium, major or severe impact incident response is occurring as per the Ambulance Tasmania Incident Response Plan.
2. Where no other resource is available within a clinically safe timeframe and on the direct instruction of the Duty Manager - Communications. The Duty Manager – Communications will have regard to matters including crew fatigue, safety, and any other relevant considerations.

Should the crew on an extended shift identify that they are unable to respond on safety grounds, the next available resource will be dispatched and the extended crew will be returned to station.



In the event that a crew has extended past their rostered shift completion time to attend a case, relief will be provided by the next available resource. Such relief must not compromise patient safety.

Clause 14 Release from Extended Shift (Flight Paramedic – Fixed Wing)

A Flight Paramedic – Fixed Wing who is unable to be released from their rostered shift for a period of time that results in their shift being extended beyond 4 (four) additional hours will be released from the following shift in its entirety without deduction from pay.

This provision will only have application on the Flight Paramedic – Fixed Wing's first day shift and first night shift in any block for a normal rotation. Relief breaks after overtime apply for subsequent shifts not involving flight duty.

Clause 15 Meals

I. Management of Meal Breaks

The following provisions prescribe meal breaks for operational staff and support operational staff in achieving their prescribed meal breaks. While penalties are provided for in the event that a meal break is not able to be taken, the payment of a penalty does not mitigate the responsibility to provide a break.

Staff who have missed a meal break, or who have had their meal break interrupted must be allocated a meal break at the earliest opportunity.

When an operational staff member has not received a complete meal break within the prescribed window, the staff member will be directed to take a complete meal break provided that:

- (i) For a period of one hour commencing one hour after the start of the window of opportunity, the staff member may be required to respond to Priority 0 and Priority 1.
- (ii) If the meal break has not been completed by the end of the second hour after the start of the window of opportunity the employee will be required to respond to Priority 0 cases only, except for BSO's whose response protocol will be determined by policy.
- (iii) In the event of a medium, major or severe impact incident response declared as per the Ambulance Tasmania Incident Response Plan, the provisions of sub-clauses (i) and (ii) above may not apply. Meal Breaks and allowances payable in the event a meal break is not provided will be paid in accordance with sub-clauses (a) to (f) below.

If in doubt, an example is provided at Schedule 3.

- (a) One paid meal break of 25 minutes duration shall be allowed for officers working a shift of up to 11 hours and 24 minutes. Two paid meal breaks of 25 minutes duration shall be allowed for officers working shifts of 11 hours and 25 minutes and up to 14 hours duration.
- (b) For officers working a shift of up to 11 hours and 24 minutes duration, the meal break shall be taken in a 2.5 hour window from the start of the fifth hour from the commencement of the shift or as agreed between the parties.
- (c) For officers working a shift of 11 hours and 25 minutes duration but less than 14 hours duration attracting two paid meal breaks, the first break shall be taken in a window of 2.5 hours from the start of the fourth hour from the commencement of the shift and the second meal break shall be taken in a window of 2.5 hours from the start of the ninth hour from the commencement of the shift or as agreed between the parties.



- (d) For officers working shifts of 14 hours duration attracting two paid meal breaks, the first break shall be taken in a window of 2.5 hours from the start of the fourth hour from the commencement of the shift and the second meal break shall be taken in a window of 2.5 hours from the start of the tenth hour from the commencement of the shift or as agreed between the parties.
- (e) In the circumstances where a meal break has not been provided in accordance with Sub clauses (a), (b), (c) and (d) above;
 - (i) The employee shall be entitled to a meal allowance of \$25.90.
 - (ii) If the meal break has not been provided after a further 1 hour from the times specified in sub clauses (a), (b), (c) and (d), the employee shall be entitled to a further payment of \$25.90 in addition to the payment in (e) (i) to which he/she is already entitled.
 - (iii) Employees will not receive more than \$51.80 in any shift for missed meal breaks.
- (f) Employees who are required to work extended hours beyond the end of their shift and these hours exceed the end of their shift by a minimum of two hours will be entitled to an additional break of 30 minutes paid at single time at the composite rate of pay.

Fixed Wing Flight Paramedics

- (g) Due to the nature of the work environment of the Flight Paramedic Fixed-Wing it is understood that structured meal breaks as provided for in this clause may not be reasonably achievable. While every effort will be made to achieve two meal breaks on shifts of 11 hours and 25 minutes or more, the meal allowances prescribed in this clause will only apply in relation to the one break per shift when performing flight duties.

2. Meals Away from Station where Work Commenced

The parties agree that on road staff may be required to take breaks or meals at a Station other than the Station from which they commenced work without penalty to the Service except where the employee has brought their meal from home, the employee will be offered the opportunity to retrieve that meal. If the employer is unable to provide the employee with the opportunity to access that meal, a meal allowance of \$25.90 will be paid.

3. Meals at Training Courses Away From Usual Location

In the event that an employee is required to attend a day training course provided by the Service, for example Clinical Professional Development, away from the employee's usual location, Ambulance Tasmania will either provide appropriate facilities such as a fridge and microwave to allow employees to bring their own meal, or will provide a meal. If neither facilities nor a meal is provided, payment of a single meal allowance of \$25.90 will be paid.

Clause 16 Rest Breaks

- (a) Where practical, all shift work employees will have access to two ten minute rest breaks each shift, counted as time worked.
- (b) Employees will have the ability to take their rest breaks at a convenient time during the shift.
- (c) Rest breaks will always be taken so as not to interfere with the continuity of work where continuity is necessary.
- (d) The employer will not be required to direct or administer the taking of rest breaks.



Clause 17 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.

PROVIDED that the above is subject to the *Long Service Leave (State Employees) Act 1994*.

Clause 18 Recreation Leave Loading - Day Workers

During a period of annual recreation leave an employee is to be paid a loading by way of additional salary, calculated at the rate of salary prescribed for the relevant classification as follows:

- (a) A day worker (excluding casual employees) who proceeds on Annual Recreation Leave is to be paid a loading of 17.5% of the employee's normal salary, including any higher and more responsible duties allowance payable to the employee concerned.
- (b) In no case where the loading is calculated on the basis of 17.5% of normal salary is it to exceed the loading that would be payable in respect of the classification of Clinical Support Officer Level 1.
- (c) Recreation leave loading shall not apply to proportionate annual recreation leave accrued by an employee in the leave year of the year of termination of service where such employee voluntarily resigns or whose services are terminated for disciplinary reasons.

Clause 19 Extraordinary Leave Scheme

The parties to this Agreement will develop and implement an Extraordinary Leave Scheme (the Scheme) to provide assistance to employees who have exhausted personal leave entitlements. The Scheme will be based on the following principles:

- Membership is compulsory for all employees covered by the Ambulance Tasmania Award and this Agreement;
- The Scheme will be funded by contributions of annual leave of employees;
- The rules and eligibility for assistance under the Scheme will be developed by the parties and made available to employees;



- Except insofar as diminishing an employee's accrual by the amount donated to the Scheme, the Scheme will not limit or affect any leave provisions available to employees;
- The Scheme will be administered by Ambulance Tasmania;
- The Scheme must comply with all relevant State Government financial management rules;

The parties to this agreement will jointly develop the rules for the Scheme with the intention that the Scheme will commence from 1 July 2017.

Clause 20 Overtime while on Recreation Leave or Accrued Days Off

Shift Work employees who are on recreation leave or accrued days off may be offered overtime whilst on leave only after all other reasonable avenues of shift cover have been explored in accordance with the Service policy.

Where all other reasonable avenues have been explored the Regional Manager may authorise an employee who is on recreation leave or accrued days off to work an overtime shift. Payment for such shifts will be at normal overtime rates and will not result in the re-crediting of recreation leave or accrued days off.

Provided that this provision is applicable to Recreation Leave and accrued days off only and does not apply to other forms of approved leave such as Leave without Pay, Long Service Leave or the leave component of SSALS. Overtime cannot be offered to employees who are on the aforementioned forms of leave.

Clause 21 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; and/or
- enhance their career prospects; and/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 approved professional development (excluding HELP) 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 22 Paramedic Specialist Allowance

- (a) An Allowance of \$3.20 per hour is payable to all levels of Paramedic up to and including IC Paramedic Year 6 when they are rostered by the service to perform any of the skills/duties nominated below.
- (b) Where an employee is required by the Service to perform one of the skills nominated below for part of shift, Paramedic Specialist Allowance will be payable for the full rostered shift.
- (c) Paramedic Specialist Allowance is not cumulative. Should an employee be required to perform more than one of the above nominated skills during any one shift only one allowance is payable.
- (d) The following skills, on completion of an approved program and with appropriate certification where required, will attract the Paramedic Specialist Allowance. These skills/duties will include:
 - Preceptor*
 - Wilderness
 - USAR 2
 - Driving Instructor
 - Certified Bariatric

* Paramedic Specialist Allowance is payable only in instances where the Paramedic has participated in the delivery of formal and documented learning outcome.

Clause 23 Availability (On Call) Allowance

- (a) For the purposes of this clause:
 - (i) Time reasonably spent in travelling to and from work is to be regarded as time worked.
 - (ii) An employee is required to maintain a record in the form of a time-sheet for all time worked.
- (b) Availability
 - (i) The employer may require an employee, by way of a roster or direction, to be available to resume duty and the employee is required to remain:
 - (1) Fit for duty; and
 - (2) Readily contactable while so rostered or directed; and
 - (3) Able to resume duty.



- (ii) An employee required to be available is to be paid \$3.80 per hour for each hour the employee is required to be available.
 - (iii) An employee required to return to the workplace to resume duty is to be remunerated in accordance with the Recall provisions of this clause.
 - (iv) At Regional and Urban stations on call may only be rostered to provide coverage as back up to rostered duty staff.
 - (v) During the on call period an employee must be immediately contactable by AT in order to facilitate the timely and efficient provision of pre-hospital and emergency care as required and within acceptable response times.
 - (vi) An acceptable turnout time will be determined by policy.
- (c) Recall
- Except where otherwise specifically provided an employee recalled to work after leaving the ambulance station (whether notified before or after leaving such premises) shall be paid at overtime rates for the actual period or periods of duty – with a minimum payment of three hours per call for the time so worked, provided that three hours has elapsed from the commencement of the previous call.
- (d) Disturbance Allowance
- (i) An employee classified at Manager – Level I or above who is required to undertake duties without returning to the workplace will be entitled to payment of the Disturbance Allowance at the appropriate overtime rate for a minimum payment of one hour.
 - (ii) Any further requirements to undertake duties without returning to work that occurs within one hour of the commencement of the first requirement in accordance with sub-clause (i) of this clause, for which a minimum payment is to be made, does not attract any additional payment until the time actually worked exceeds one hour.
 - (iii) An employee other than an employee classified at Manager Level I or above who is rostered to be on call and who is required by a Manager to perform duties during the on call period where such duties do not constitute a call back will be entitled to payment of Disturbance Allowance in accordance with (i) and (ii) above.

Clause 24 Part Time Work

Employees are able to request part time hours and each request will be given reasonable consideration prior to a decision being made. Requests are to be made to the Regional Manager or equivalent business unit manager. In the event that a request is denied, written advice will be provided to the employee as to the reasons that decision was taken.

Clause 25 Flexible Work Practices - Time Credit

Employees who work a shift work roster will, where possible, have access to Time Credit arrangements. These arrangements provide eligible staff who work overtime with the option of allocating those hours to a Time Credit Bank to be utilised at a later date in lieu of an overtime payment.



Time Credit arrangements are accessible on the basis that they are cost neutral for the Service and therefore must not result in payment of additional allowances.

Time Credit will be managed in accordance with the following principles:

- (a) The services of employees are used as effectively, efficiently and economically as is practicable
- (b) Service delivery requirements are the primary focus for determining appropriate patterns of work
- (c) The needs and preferences of employees are reasonably accommodated where practicable
- (d) Time Credit records are maintained for each employee
- (e) The maximum number of hours that can be accrued is 48 hours or pro rata if part time
- (f) Hours accrued as Time Credit are banked on the basis of time for time
- (g) Time Credit cannot be converted to recreation leave
- (h) Accessing Time Credit must not result in a negative Time Credit Balance
- (i) Where an employee transfers to another region, their Time Credit Bank will be paid out at the time of transfer

This provision will be supported by the Flexible Work Practices – Time Credit Procedure.

Clause 26 Shift Workers Attendance at Meetings

The parties agree that the conditions outlined in Schedule 2 are to apply when a shift worker is required by the Service to undertake one of the activities contained in that Schedule.

Activities not listed with Schedule 2 may be approved by the Chief Executive.

Clause 27 Kilometreage and Travel

Entitlements to travel allowances will be in accordance with Part V – Expense and Other Allowances of the *Ambulance Tasmania Award No. 3 of 2015 (Consolidated)* subject to the following requirements

- (a) Where an employee has the use of a service vehicle for travelling outside of rostered hours of duty, no kilometre travel rate is payable.
- (b) Where an employee has not been provided with a service vehicle only the distance in excess of the kilometres travelled from their normal place of residence to their place of employment is payable.
- (c) Where an employee who is required to undertake work related travel and who is required to remain away from home overnight is provided with accommodation and/or meals, the corresponding travel allowance will not be payable.

Clause 28 Collaborative Initiatives



1. Travel Provisions

A joint working party will be established to monitor and review all matters associated with travel between stations. This review will include but is not limited to kilometreage, travel time between stations and the effectiveness of cluster stations.

The review will be conducted during the life of this Agreement and will inform the bargaining for any successor Agreement.

2. Fatigue Management

A review of Fatigue Management procedures will be undertaken during the life of the Agreement. Matters to be reviewed include but are not limited to pattern of work, shift length and meal breaks.

Clause 29 Workplace Union Delegates

Workplace Union Delegates shall have an entitlement of up to five days paid training leave in any one calendar year to attend union-endorsed courses and attendance at union conferences.

Provided that the employer is notified of such training leave at least 90 days in advance and subject to operational imperatives being met.

Clause 30 Cluster Stations

Branch Station Officer (BSO) Relief positions will be established and recruited to on the basis that the applicant would be appointed to a cluster of stations as defined in the table below and would be required to rotate through those stations in accordance with a roster. The applicable cluster would be described in advertising and reflected in the employee's terms and conditions of employment. Where a new branch station is established the employer will, through consultation with the effected employees, attach the station to an appropriate cluster.

The BSO Relief would be required to attend for work at multiple locations within the cluster in accordance with their roster. The BSO Relief would not be eligible for travel time, kilometreage, or meal, accommodation and incidental allowances associated with travel for normal rostered hours.

When a BSO Relief employee undertakes an overtime shift, they will be eligible for travel time and kilometreage associated with that shift for travel beyond the station closest to their place of residence. Should the overtime shift trigger an entitlement to meal, accommodation and/or incidental allowances associated with travel, such allowances will be afforded the employee for that shift.

Home Station		Cluster Stations (s)	km's
Launceston	>	Beaconsfield	48
	>	George Town	58
	>	Scottsdale	65
	>	Campbell Town	66
Deloraine	<>	Sheffield	41
Wynyard	<>	Smithton	66
Queenstown	<>	Zeehan	39



Clause 31 Laundering of Uniforms

Ambulance Tasmania will provide suitable commercial cleaning of uniform items including jumpsuit, shirt, jacket etc. only if they become significantly contaminated in the course of ambulance duties. Significant contamination includes:

- Blood spills of more than a few drops
- Faecal contamination
- Vomitus
- Body tissue
- Body fluid of more than a few drops.

Clause 32 Grievances 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 employer 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 33 Retained Provision

The following provision of the preceding Agreement is retained only for existing employees who are subject to an Isolated Stations Package at time of registration. For the avoidance of doubt, notwithstanding the above exception, the provision below will not apply to any other existing employee or any new employee.

The employer reserves the sole right to discuss withdrawal options with employees who are currently in receipt of an Isolated Stations – Recruitment and Retention Package.

(a) Isolated Stations – Recruitment and Retentions 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 per cent of the Branch Station Officer base salary (BSO year 1).

This package is designed to meeting 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 Stations 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.
- Cost 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 34 Signatures to the Agreement

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

Date:

 11/8/16

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



Date:

11/8/16

This Agreement is registered pursuant to Section 56(1) of the Industrial Relations Act 1984





Schedule I – Wage Increases

Level	Pre-work value	1 Dec 2014	1 Jul 2015	1 Dec 2015	1 Jul 2016	1 Sept 2016	1 Dec 2016	1 Jul 2017	1 Dec 2017
BICPB,01	75,083	76,585	80,031	81,632	85,387	85,387	87,095	91,450	93,279
BICPB,02	76,739	78,274	81,796	83,432	87,270	87,270	89,015	93,466	95,335
BPARB,01	66,249	67,574	70,615	72,027	75,340	75,340	76,847	80,689	82,303
BPARB,02	69,010	70,390	73,558	75,029	78,480	78,480	80,050	84,053	85,734
EMDSO*B,01	N/A	N/A	N/A	N/A	N/A	N/A	55,735	57,964	59,123
EMDSO*B,02	N/A	N/A	N/A	N/A	N/A	N/A	58,494	60,834	62,051
EMDSO*B,03	N/A	N/A	N/A	N/A	N/A	N/A	59,046	61,408	62,636
EMD**B,01	50,239	51,244	51,244	52,269	54,360	58,645	59,818	62,211	63,455
EMD**B,02	52,999	54,059	54,059	55,140	57,345	59,944	61,143	63,589	64,861
EMD**B,03	55,760	56,875	56,875	58,013	60,334	61,242	62,467	64,966	66,265
EMD**B,04	58,520	59,690	59,690	60,884	63,319	63,320	64,586	67,169	68,512
CSOB,01	77,291	78,837	82,385	84,033	87,899	87,899	89,657	94,140	96,023
CSOB,02	77,843	79,400	82,973	84,632	88,525	88,525	90,296	94,811	96,707
CSOB,03	78,395	79,963	83,561	85,232	89,153	89,153	90,936	95,483	97,393
ECPB,01	87,463	89,212	89,212	90,996	90,996	90,996	92,816	92,816	94,672
FPARB,01	75,083	76,585	80,031	81,632	85,387	85,387	87,095	91,450	93,279
ICPB,01	66,249	67,574	70,615	72,027	75,340	75,340	76,847	80,689	82,303
ICPB,02	66,801	68,137	71,203	72,627	75,968	75,968	77,487	81,361	82,988
ICPB,03	67,353	68,700	71,792	73,228	76,596	76,596	78,128	82,034	83,675
ICPB,04	67,906	69,264	72,381	73,829	77,225	77,225	78,770	82,709	84,363
ICPB,05	68,458	69,827	72,969	74,428	77,852	77,852	79,409	83,379	85,047
ICPB,06	69,010	70,390	73,558	75,029	78,480	78,480	80,050	84,053	85,734
IPARB,01	52,447	53,496	55,903	57,021	59,188	59,188	60,372	60,372	61,579
MAN1B,01	80,937	82,556	86,271	87,996	92,044	92,044	93,885	98,579	100,551
MAN2B,01	105,666	107,779	107,779	109,935	114,332	114,332	116,619	121,284	123,710
MAN3B,01	125,596	128,108	128,108	130,670	135,897	135,897	138,615	144,160	147,043
MAN4B,01	131,875	134,513	134,513	137,203	142,691	142,691	145,545	151,367	154,394
PARB,01	55,208	56,312	58,846	60,023	62,784	62,784	64,040	67,242	68,587
PARB,02	56,864	58,001	60,611	61,823	64,667	64,667	65,960	69,258	70,643
PARB,03	58,520	59,690	62,376	63,624	66,551	66,551	67,882	71,276	72,702
PARB,04	60,176	61,380	64,142	65,425	68,435	68,435	69,804	73,294	74,760
PARB,05	61,833	63,070	65,908	67,226	70,318	70,318	71,724	75,310	76,816
PARB,06	63,489	64,759	67,673	69,026	72,201	72,201	73,645	77,327	78,874

PED1B,01	72,322	73,768	77,088	78,630	82,247	82,247	83,892	88,087	89,849
PED2B,01	100,257	102,262	106,864	109,001	114,015	114,015	116,295	122,110	124,552
COMT***B,01	61,281	62,507	62,507	63,757	66,307	68,384	69,752	72,542	73,993
SPARB,01	44,166	45,049	47,076	48,018	49,843	49,843	50,840	50,840	51,857
SPARB,02	46,927	47,866	50,020	51,020	52,959	52,959	54,018	54,018	55,098
SPARB,03	51,067	52,088	54,432	55,521	57,631	57,631	58,784	58,784	59,960

*Emergency Medical Dispatch Support Officer (EMDSO) previously known as Call Taker (CT) and classified as Communications Officer.

**Emergency Medical Dispatcher (EMD) previously classified as Communications Officer (COM).

***Communications Team Leader (COMT) previously known as Senior Communications Officer (SCOM).

All dates listed above are from first full pay period on or after the listed date.



Schedule 2 – Shift Workers Attendance at Meetings

The following conditions apply where a shift worker is a member of an Ambulance Tasmania Committee and is requested by the Service to attend an authorised meeting:

1. Attendance at authorised meetings is not to attract Time Credit unless prior mutually agreed arrangements have been made.
2. Payment for attendance is made at single time on an hourly basis at composite rate.
3. The maximum paid hours for any meeting is to be twelve (12) hours, including travelling time.
4. Payment is to be calculated to the nearest half hour except where a meeting is less than three hours duration. In this case, payment is to be made to the next full hour, for example 2 hours 16 minutes becomes 3 hours.
5. Payment is only to be made on the completion of the prescribed attendance form and pay variation form.
6. Convenors of meetings are to be responsible for the time frames of all meetings.
7. Employees are only entitled to normal pay for meetings attended in their normal working hours.
8. In normal circumstances, authorised meetings are to be facilitated via videoconferencing or teleconferencing facilities as. In the event that the Service determines that a face-to-face meeting is necessary, travelling is to be paid at single time on a set basis as follows:

• Hobart / Launceston return	4.5 hours
• Devonport / Launceston return	2.25 hours
• Burnie / Launceston return	3.5 hours
• Devonport / Hobart return	7 hours
• Burnie / Hobart return	8 hours
9. Authorised meetings include:
 - Tasmanian Ambulance Clinical Council;
 - Fleet and Equipment Advisory Group;
 - Ambulance Consultative Committee
 - Regional Consultative Committee
 - Regional Clinical Quality Committees.
10. Approved workshops/seminars relating to Ambulance Tasmania activities such as;
 - Product evaluations/demonstrations,
 - Corporate planning
 - Public relations events
 - Career expos



- Shows
- Agfest
- Selection Panels; and,
- Other meetings as approved by the Chief Executive Officer.

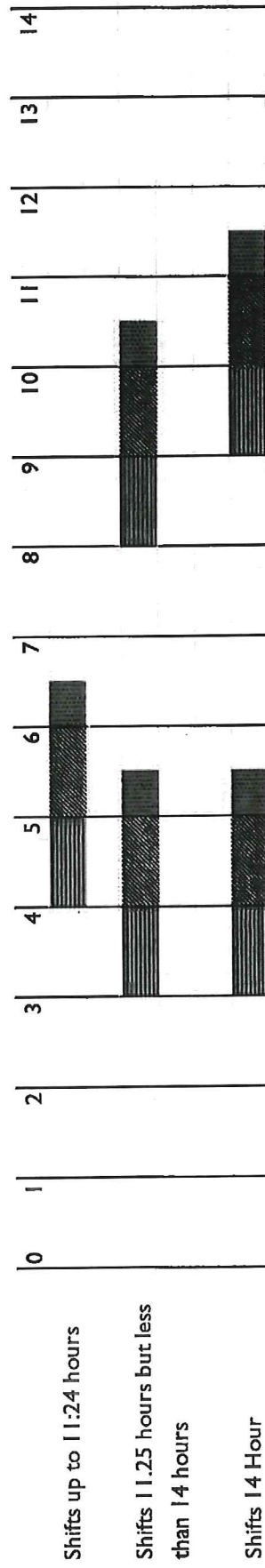
* Authorised meetings do not include HACSU AESB Meetings.

Note: All single time payment is for voluntary attendance or participation. When employees are directed to attend, award conditions apply.



Schedule 3 – Management of Meal Breaks

The following table provides Meal Break windows and describes the dispatch provisions that apply.



First hour - can be dispatched on any case

Second hour - Available to dispatch to priority 0 and 1 only.

After the completion of the second hour, can only be dispatched to priority 0 cases until such time as a meal break is achieved (excluding Branch Station Officers)

