

Union Fact Sheet

Finish on Time – Monitoring and Enforcement under the 2025 Agreement

Queensland Ambulance Service Employees

What the Agreement Says

Under Clause 17 – Monitoring Finish on Time, QAS and the Union have agreed to jointly monitor frontline service delivery and implement measures to reduce unsafe and unnecessary shift extensions.

QAS has committed to:

- Focused management of the last hour of shift to increase the ability for employees to finish on time, including identifying what cases should or shouldn't be dispatched late in shift.
- Improved support for on-call employees, including clear expectations around movement, and access to time to enable hygiene, and sustenance breaks during on-call.
- Stronger fatigue management systems, aligned with operational procedures and training.
- Joint monitoring at both Regional (RCC) and State (SCC) consultative levels, with quarterly reporting on overtime and fatigue trends.

The clause also requires QAS to escalate access block issues through local and senior QAS management and to formally request that Hospital and Health Services prioritise transfer of care for crews in end-of-shift overtime situations.

What This Means in Practice

- “Finish on Time” is no longer just a management slogan — it's now a jointly monitored industrial commitment.
 - RCCs will review high overtime stations and develop local improvement plans, which must be reported quarterly to SCC.
 - SCC will track and review those reports statewide, ensuring accountability.
 - The quarterly reports will allow state to develop and share successful FOT strategies amongst the regions, and either improve or cease of unsuccessful ones
 - You have the right to raise “finish on time” concerns through the consultative or grievance procedures if the issue is ongoing.
 - Hospitals must be made aware that crews in overtime are to be reasonably prioritised for transfer of care.
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Your Rights

- You have the right to a healthy and safe working environment under the Work Health and Safety Act 2011 (Qld) — this includes protection from fatigue and psychosocial harm.

- Under the Industrial Relations Act 2016 (Qld), employers must implement and uphold the terms of the certified agreement.
- You cannot be penalised for refusing unsafe work due to fatigue, provided the refusal is reasonable and immediately reported.
- Repeated forced shift extensions can be raised as a health and safety risk through your HSR, SHE reporting, your delegate, or the RCC.

If You're Regularly Finishing Late

1. Document each occurrence — date, time, and cause (e.g. ramping, delayed offload, late job).
2. Notify your OIC and Region through established reporting structures.
3. If unresolved, raise the matter with your delegate or escalate through the Regional Consultative Committee.
4. Persistent failure to address the issue can be lodged as a formal industrial dispute under Clause 10 (Grievance and Dispute Resolution).

Union Tip

The clause is a step forward — It's not as definitive as members wanted; but it strengthens the current finish-on-time monitoring in the Certified Agreement. But the words are only as strong as the enforcement behind them.

Record it, report it, and enforce it.

The more data we collect as members, the more power we have to QAS to its commitments – and to push for stronger protections in the next round of bargaining.

These fact sheets are provided to assist UWU members in understanding their new and existing rights and entitlements.

For any further questions or clarification, please contact a UWU Official at qldambulance@unitedworkers.org.au or speak with your local UWU State Council Delegate.