

UNION FACT SHEET 11

Critical Console Handover Allowance

Queensland Ambulance Service Emergency Medical Dispatchers and Operations Centre Supervisors**What the Change Means**

The *QAS Certified Agreement 2025* introduces a new Critical Console Handover Allowance to formally recognise the operational and clinical safety importance of structured console handovers for Emergency Medical Dispatchers (EMDs), Operations Centre Supervisors (OCSs) and Senior Operations Centre Supervisors (SOSs).

This allowance ensures employees are paid for the 15-minute handover period when arriving early for eligible shifts that do not include paid overlap time.

If you start early for a recognised handover — you must be paid for it.

What the Law Says

Under the *Industrial Relations Act 2016 (Qld)*, all hours worked at the direction, approval or reasonable expectation of the employer are paid work.

The *Work Health and Safety Act 2011 (Qld)* further requires QAS to maintain safe systems of work, including proper communication and transfer of operational control.

This allowance satisfies both obligations by ensuring handovers critical to patient and staff safety occur in paid, structured time, not unpaid goodwill.

How It Works

- **Who is eligible:**
 - Emergency Medical Dispatchers (in dispatch roles at shift start)
 - Operations Centre Supervisors
 - Senior Operations Centre Supervisors
- **When it applies:**
 - Only to shifts without any built-in overlap between outgoing and incoming staff — that is, when there is no ability to complete the handover in ordinary paid time.
 - Example: night shift ends 07:00 / day shift begins 07:00 = eligible shift.

- Example: night shift ends 07:00 / day shift begins 06:30 = ineligible (already paid overlap).
- **Payment:**
 - **EMDs: 15 minutes at Level 1 Increment 8.**
 - OCSs and SOSs: 15 minutes at Level 4 Band 2 Increment 3.
 - Paid per eligible shift, regardless of your own classification.
- **What it covers:**

Observation of dispatch activity, monitoring radios and CAD systems, reviewing active incidents, and ensuring smooth and safe operational transfer.

Important Conditions

- The 15-minute period:
 - Is not counted as ordinary hours and does not accrue overtime, leave, or other entitlements.
 - Cannot be claimed together with overtime for the same minutes.
 - Must relate solely to handover activities.
- If you are directed to undertake any other duties (e.g. incident management, operational tasking, administration) during this early period, you must be paid as an early start at the applicable overtime rate, not under this allowance.

Union Tip

This clause is a win for safe, accountable operations — pay for safety-critical work that was once unpaid.

Always record your early commencement and ensure it aligns with genuine handover duties.

If it's not handover — it's overtime.

If management asks you to start early for any other reason, request confirmation that you'll be paid the correct overtime rate under the *Certified Agreement*.

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.