

UNION FACT SHEET 14

CCP Extended Role Increment Recognition – Flight & HARU Relief

Queensland Ambulance Service Employees

What the Change Means

Under the *Heads of Agreement* (and to be written into the Certified Agreement 2025), the Queensland Ambulance Service has agreed to amend Schedule 3 – Extended Role (CCP) to recognise time worked in Flight Paramedic and HARU (High Acuity Response Unit) relief pools for the purpose of incremental progression at the Extended Role Level 3, Band 3 classification.

If you're a CCP who has met the mandatory requirements are working in/or as an identified Flight or HARU relief pool, that time will now count toward your pay point progression at Extended Role L3B3.

What the Law Says

Under the Industrial Relations Act 2016 (Qld), incremental progression must be based on both time worked and the completion of competency or mandatory requirements.

This amendment ensures fairness and consistency between permanent appointment and qualified relief officers performing the same advanced clinical functions.

It also aligns with the principles of equal remuneration and work value recognition set out in the *QAS Award – State 2015* and the *Certified Agreement 2025*.

How It Works

Who it applies to:

- Critical Care Paramedics (CCPs) who:
 - Have met the mandatory competency and credentialing requirements for the Flight or HARU role; and
 - Are an identified reliever.

What's recognised:

- All time worked as a recognised Flight or HARU reliever (whether continuous or aggregated) will now count towards incremental progression at the Extended Role Level 3, Band 3 classification.
 - This includes performing your substantive role, relief rotations, short-term deployments, or identified backfill periods where the CCP is maintaining full clinical scope and performing duties of the extended role.

What it changes:

- Previously, substantive duty hours did not count towards incremental progression unless the CCP held a substantive appointment.

- Under this change, those performing the work will now receive incremental credit — ensuring the system reflects actual clinical service and skill maintenance.

Why It Matters

This reform addresses a long-standing inequity faced by CCPs who have been performing high-acuity relief duties without having that time recognised for progression.

It ensures:

- Consistent recognition of clinical expertise;
- Fair reward for those maintaining advanced capability; and
- Improved retention in critical CCP streams such as Flight and HARU.

If you're doing the work to maintain mandatories and credentialling, you deserve the credit — this change makes sure you get it.

Union Tip

If you've performed Flight or HARU relief work:

1. Check your service history and ensure that periods of relief are recorded in Workday or HR records.
2. Confirm your credentialling status — you must have met all mandatory requirements for that role.
3. Ask your manager or HR to verify that your hours are being applied toward your increments at L3B3.
4. If not, contact your union delegate — this is now a binding commitment to be written into the Certified Agreement.

Every day worked in a recognised Flight or HARU relief role counts — don't let your service go uncredited.

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

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