

UNION FACT SHEET 16

Level 6 Employees – Ability to Perform Operational Overtime

Queensland Ambulance Service Employees

What the Change Means

Under previous arrangements, Level 6 employees were considered “aggregate” positions, meaning their salary absorbed additional hours and they were not entitled to overtime.

This has now changed under the Queensland Ambulance Service Certified Agreement 2025.

Level 6 employees can now perform and be paid for overtime for operational shifts.

This provision ensures that Level 6 employees who support frontline operations, respond to incidents, or provide supervisory coverage are compensated fairly for time

What the Law Says

Under the Industrial Relations Act 2016 (Qld), employees are entitled to be paid for hours worked beyond their ordinary span of duty, unless covered by a specific salary arrangement that clearly absorbs overtime.

It reinforces principles of fair work value, fatigue management, and safe workload practices consistent with the Work Health and Safety Act 2011 (Qld).

How It Works**Eligibility:**

Applies to all Level 6 employees, including those acting or relieving in Level 6 positions.

When payable:

- the Level 6 employee’s supervisor is aware of the employee nominating to undertake overtime and approves the nature of the overtime to be undertaken. The approval is at the discretion of the employee’s supervisor;
- the Level 6 employee is responsible for managing any fatigue related issues;
- that the overtime does not interfere with the employee’s Level 6 duties and ordinary hours of work; and

Rate of pay:

- Overtime undertaken in accordance with clause 29.2.4 (a)-(d) will be paid at the top increment of the pay level and rate applicable to the operational duties being undertaken, or clinical level at which the employee is credentialled to work if that is higher.

Note: prior to the Level 6 employee undertaking the overtime they must ensure current minimum credentialling requirements are met.

For example:

- A credentialled ACP Level 2 performing overtime will be paid at the ACP Level 2 rate.
- A credentialled CCP performing overtime will be paid at the CCP rate.

Payment is calculated using the applicable overtime penalties under the Certified Agreement (e.g. time-and-a-half or double time).

Alternative option:

Employees may choose TOIL (Time Off in Lieu) at the equivalent overtime rate if mutually agreed with their manager.

Recording and approval:

Overtime must be accurately recorded and processed through payroll systems in line with QAS procedures.

The employee should confirm that the claimed overtime reflects the hours actually worked beyond their ordinary span.

Why It Matters

- This change recognises that Level 6 employees:
- Frequently contribute to operational delivery beyond managerial duties,
- Should not be expected to absorb additional work without pay, and
- Are entitled to the same fatigue protections and fair compensation as all other operational staff.

If you're providing operational coverage, you should be paid for it — based on your credentialed level.

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.