

UNION FACT SHEET 17

Forced Single Officer Response

Queensland Ambulance Service Employees

What the Law / Agreement Says

- **Work Health and Safety Act 2011 (Qld):** Employers have a duty to provide a safe system of work. This includes preventing *psychosocial risks* such as being placed in unsafe or unsupported working conditions.
 - **QAS Award – State 2015 & Certified Agreement 2022:** No clause requires staff to accept single-officer deployment if they are not trained or confident to do so.
 - **QAS / Union Position:** A single officer allowance was negotiated, but QAS restricted it to *regional Category 2 & 3 stations only*. The union pushed for it to apply to all officers and classifications, regardless of location, but QAS refused.
 - **QAS / Union Position:** QAS agree that reasonable accommodation should be made if an employee raises concerns with single officer deployment – documented at SCC in May 2023.
-

What This Means in Practice

- If you are normally rostered in a **two-officer crew**, QAS should not direct you to work single officer without:
 - Appropriate support,
 - A partner being provided, or
 - Adjustments made to your duties.
 - If you are not confident or feel unsafe working alone, this is a **psychosocial hazard** that QAS must manage.
-

Common Issues

- Officers being dispatched when no partner is available.
 - Pressure to accept unsafe deployments despite lack of confidence or experience.
 - Single Officer Allowance only applies in limited locations. Employees self-select these work environments
-

Your Rights

- You have the right to raise concerns if you are not confident working single officer.
- QAS must respond and make reasonable adjustments.

- Options may include:
 - Providing you with a partner.
 - Allocating you to non-solo duties (e.g. station tasks, HLT roles, low-risk support roles).
- You cannot be penalised for raising a safety concern.

What To Do If Directed to Work Single Officer

1. **Immediately notify your OIC / Manager** that you are not confident to work alone.
2. **Contact the Operations Centre (OpCen)** to formally record the issue.
3. **Request a reasonable adjustment** — such as being paired with another officer or reassigned to non-solo duties.
4. **Document the direction** — note the time, date, and who instructed you.
5. **Inform your union delegate** if you feel pressured or if no adjustment is made.

Union Tip

Being forced to work single officer when you are not confident is a psychosocial risk — not a test of your professionalism. QAS has a duty to adjust the work environment to keep you safe. You are entitled to support, and you are never alone in standing up for your safety.

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.