

UNION FACT SHEET 2

Finish on Time – Operational Initiatives and Enforcement (Clauses 17.5–17.10)

What the Agreement Says

To deliver on the “Finish on Time” commitment, the **QAS Certified Agreement 2025 (Clauses 17.5–17.10)** requires QAS to review, consult on, and implement a series of operational procedures and strategies — all in partnership with the **United Workers Union (UWU)**.

These initiatives are designed to address the root causes of unsafe and unnecessary shift extensions, particularly fatigue, vehicle readiness, and on-call workload.

Procedures to Be Reviewed and Supported by the Union

QAS must review and seek UWU support for the following operational procedures:

1. Vehicle Readiness Operational Procedure

Ensures vehicles are stocked, equipped, and safe *during paid time*, improving shift handover and readiness.

Ties directly to the Finish-on-Time and fatigue management principles.

2. Mandatory Out of Service Operational Procedure

Formalises when crews are placed *out of service* at the end of shift to ensure adequate rest and finish times.

Strengthen the Operational Procedure to mean no dispatch once in shift extension, this means NO dispatch to any job.

– Includes the *Out of Service Shift End of Operational Resources SOP*.

3. Fatigue Risk Management Procedures and SOPs

QAS must align operational fatigue procedures with WHS legislative duties.

Includes fatigue-related training for all employees and managers.

4. Priority Pairing of Single Officers Procedure

Ensures officers are not routinely deployed solo (if normally rostered as part of a crew) where unsafe, and prioritises pairing of single officers wherever possible. Refer to Forced Single Officer Response Fact Sheet.

Links directly to psychosocial risk management obligations.

5. Other Strategies Agreed by Both Parties

Allows the Union and QAS to develop and trial further initiatives where local or statewide data shows persistent finish-on-time issues.

Additional Strategies QAS Must Consider and Implement

The Agreement also lists broader systemic initiatives to be used alongside the above procedures:

- **Staggered Shift Start and Finish Times**
To better match demand patterns and reduce late-in-shift dispatches.
- **Review of Operations Centre Rules and Practices**
Ensuring dispatch and coverage decisions do not create unnecessary overtime or unsafe workload.
- **Regular Review of Station Categorisation and Resourcing**
Adjusting staffing and station classifications where ongoing overtime or case-load pressures exist.
- **Best Practice Guidelines for Filling Acute and Specialist Shifts**
Prioritise filling of specialist shifts that assist in alleviating and diverting workload from frontline crews. ie: MH-Coresponders, LARU etc...
- **Restocking Stations at Suitable Locations**
Establishing dedicated restock hubs to reduce turnaround and end-of-shift delays.
- **Other Agreed Local Strategies**
Such as “end-of-shift crews” or “return to community” models to free up staff late in shift.

Local and State Oversight

- **Regional Consultative Committees (RCCs)**
 - Implement and manage both statewide and locally agreed strategies.
 - Identify high-overtime stations and develop local improvement plans.
 - Review effectiveness every quarter and report to the SCC.
- **State Consultative Committee (SCC)**
 - Monitors statewide data and the effectiveness of strategies.
 - Reviews RCC reports quarterly and ensures accountability across regions.

Escalation and Hospital Accountability

- Where **shift extensions are caused by access block**, QAS must:
 - Escalate the matter immediately at the local level.

- If unresolved, escalate to a more senior QAS level.
- Within one month of certification, the **QAS Commissioner** must write to the **Director-General of Queensland Health** requesting a clear directive to all Hospital and Health Services that:

Crews in end-of-shift overtime are to be reasonably prioritised for transfer of care to enable their release.

What This Means for Members

- “Finish on Time” is now backed by detailed operational procedures, not just words.
- Every one of these initiatives — from fatigue SOPs to restocking hubs — must be consulted on through the union.
- If your region or station regularly struggles to finish on time, these clauses give you the industrial basis to demand action and local review.
- Persistent inaction or failure to implement strategies can be raised through **Clause 10 (Grievance and Dispute Resolution)**.

Union Tip

These clauses are a blueprint — not a promise. They only work if we enforce them.

Every report, every fatigue form, every instance of end-of-shift overtime builds the case for better resourcing.

The Agreement gives us the mechanism — it’s up to members to make it real.

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.