

UNION FACT SHEET 3

Finish on Time – How to Log, Report and Escalate Breaches

Queensland Ambulance Service Employees

Why This Matters

Finishing on time is not just about convenience — it's about **fatigue, welfare, and patient safety**. Under **Clause 17** of the *QAS Certified Agreement 2025*, QAS has committed to joint monitoring with the UWU and to implementing practical measures (like fatigue management procedures, rostering changes, and hospital offload escalation) to help employees finish their shifts on time. If you regularly work beyond your rostered finish time, you have both an **industrial right** and a **WHS protection** to report and seek remedy.

Step 1: Record the Breach

Every time you finish late, **log the details** in writing. Include:

- Date, station, and rostered finish time.
- Time you actually finished.
- Cause (e.g. ramping, late dispatch, vehicle readiness delay).
- Whether a fatigue break or rest period was impacted.

Example entry:

- *10/10/25 – Gladstone – Rostered finish 18:00, completed 19:30 due to hospital ramping. Reported to OIC via email. Hospital refused to accept care of patient, reported to OCS in real time.*

Keep a personal record — this helps the union identify patterns and support collective enforcement.

Step 2: Notify Your Supervisor or OIC

If the late finish is unsafe, unreasonable, or recurring, **notify your OIC** as soon as possible — ideally via official reporting channels (email or SHE).

Step 3: Engage the Union

If management fails to act or the issue continues:

- Contact your **UWU delegate or organiser** with your records.
 - The union can escalate it formally under Clause 10 or directly to the RCC/SCC as a collective issue.
 - Union involvement ensures data is tracked, trends are escalated, and systemic causes (e.g. ramping, staffing) are addressed.
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Step 4: Escalate Through Consultative Structures

If late finishes persist or management does not act:

1. **Raise it locally** through the **Regional Consultative Committee (RCC)** via your delegate or union contact.
 - RCCs must review high-overtime stations and develop improvement plans
2. **If unresolved**, escalate to the **State Consultative Committee (SCC)** — the SCC reviews RCC reports and monitors statewide outcomes (Clause 17.8).
3. **If still unresolved**, the matter can be formally raised under **Clause 10 – Grievance and Dispute Resolution**, which may ultimately be referred to the **Queensland Industrial Relations Commission** if QAS fails to act.

Step 5: Identify WHS Risks

Under the **Work Health and Safety Act 2011 (Qld)**, you have a right to a safe workplace.

Fatigue and excessive overtime are recognised **psychosocial hazards**.

If unsafe overtime or fatigue risk continues:

- Notify your **Health and Safety Representative (HSR)**. If your station isn't covered by one, you may seek the support of another HSR.
- Lodge a **hazard report** or fatigue risk notification through QAS systems.
- WHS law protects you from discrimination for reporting safety concerns.

Union Tip

Finishing late once might be unavoidable.

Finishing late every day is a systemic failure — and now, under the 2025 Agreement, it's a reportable breach.

If it's not recorded, it didn't happen.

If it's recorded, it becomes evidence. Keep logging, keep reporting, and let the union escalate your concerns through the official industrial and safety pathways.

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.