

UNION FACT SHEET 6

Double-Time Overtime for Shift Extensions – Expanded Access for All Shift Workers

Queensland Ambulance Service Employees

What the Change Means

Under the *Queensland Ambulance Service Certified Agreement 2025*, **all employees who meet the definition of a “Shift Worker”** are now entitled to **double-time overtime** for any **shift extension** worked beyond their rostered finish time.

Previously, the Agreement referred to **“rostered shift workers”**, which excluded some employees from the higher rate.

The new clause removes that restriction and aligns overtime entitlements with the proper definition of *shift work* under the Agreement. All operational employees will continue to be paid double time overtime for any work performed on a rostered day off.

If you work day, afternoon, or night shifts – or any combination of them – and stay back past your finish time, you’re now entitled to double-time overtime. Definition of shift worker and shift work on page 5 of the new agreement.

What the Law Says

The *Industrial Relations Act 2016 (Qld)* and the *Queensland Employment Standards* require that all overtime be paid at premium rates.

Enterprise agreements, like the *QAS Certified Agreement 2025*, can provide higher benefits — and this clause now ensures that all shift workers are treated equally when shifts run over time.

QAS can no longer deny double-time overtime based on roster type, classification, or employment status.

If you meet the **shift worker** definition below, this entitlement applies to you.

Definitions – Certified Agreement 2025

Shift work means work performed by an employee on a **day shift, afternoon shift, or night shift**, either solely or in any combination thereof.

Shift worker means an employee who **works shift work**.

These definitions cover:

- **Patient Transport Officers** working day, afternoon, or night shifts.
- **Paramedics, Intensive Care Paramedics, and Ambulance Officers** working day, afternoon, or night shifts.
- **Communication Centre staff** (EMDs, OCS) working day, afternoon, or night shifts.
- **Part-Time and Flexible Work Agreement employees** who perform rostered shifts within the day/afternoon/night model.
- **Relief or temporary officers** filling established shift patterns.

- Any employee whose ordinary hours attract shift penalties or who rotates between different shift types.

What This Means for You

- All **shift workers** are now paid **double time** for any overtime worked as a **shift extension** beyond rostered finish.
- This removes the old “rostered shift worker” exclusion that previously blocked many employees.
- Double-time overtime applies **from the first minute past shift end** — not after a threshold period.
- The entitlement applies across **operational, communications, and patient transport** roles.

Examples:

- A **Paramedic** rostered 0600–1800 who finishes at 1900 is paid **double time** for the extra hour.
- An **EMD** finishing a night shift at 0600 but staying to manage a late call is paid **double time**.
- A **Patient Transport Officer** rostered 0800–1600 who completes an inter-facility transfer finishing at 1700 is paid **double time**.
- A **Part-Time officer** working an approved Flexible Work Agreement roster who stays back past finish time receives **double time** for the extension.

How to Act

1. **Check your payslip** after working a shift extension — the overtime rate should show as eTimesheet code **OT2.0** or **Overtime 2.0** on your payslip
2. **Confirm your eligibility** — if you work day, afternoon, or night shifts, you are a shift worker.
3. If you are only paid time-and-a-half, raise the matter with **your OIC/Supervisor** citing the updated clause and definition.
4. If unresolved, **contact your UWU delegate** or escalate via the dispute resolution procedure.

Union Tip

This improvement fixes a long-standing inequity where employees on different rosters were paid differently for the same overtime.

Now, every shift worker — including paramedics, comms staff, patient transport, and part-time employees — are paid fairly.

If you work day, afternoon, or night shifts and your shift runs over — every extra minute must now be paid at double time.

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.

UNION MYTH BUSTER

Who Gets Double Time Now?

MYTH 1:

“Patient Transport Officers (PTOs) don’t get double time for shift extensions.”

FACT:

They do now.

Under the **QAS Certified Agreement 2025**, all PTOs who work day, afternoon or night shifts are classified as **shift workers**.

When their shift runs past finish time for a transfer or handover, that extra time must be paid at **double time (200%)** from the first minute.

MYTH 2:

“Part-time or Flexible Work Agreement staff aren’t included.”

FACT:

They are.

If you work any combination of day, afternoon or night shifts, you are a **shift worker** under the Agreement definition — regardless of hours or employment type.

Double-time overtime applies to you the same as full-time officers.

MYTH 3:

“You need to be on a rotating roster to qualify.”

FACT:

No rotation needed.

The Certified Agreement defines:

Shift work = work performed on a day, afternoon or night shift (either alone or in combination).

Shift worker = an employee who works shift work.

If your roster includes any of those shifts, you qualify for **double-time overtime** when your shift extends.

THE BOTTOM LINE

- The old “rostered shift worker” restriction is gone.
- **All shift workers — including PTOs, paramedics, comms and part-time staff — get double time for shift extensions.**
- Applies from the first minute past finish time.

If you work day, afternoon or night shifts and stay back — you get double time.