

UNION FACT SHEET 8

Rural and Remote Single Officer Response Allowance

Queensland Ambulance Service Employees

What the Change Means

For the first time, the *QAS Certified Agreement 2025* introduces a new allowance for single-officer responders stationed at Category 2 and Category 3 locations. Refers to roster category.

This Rural and Remote Single Officer Response Allowance recognises the extra physical, cognitive and psychosocial pressures faced by officers working alone in rural and remote communities.

The allowance was hard fought during negotiations — QAS initially refused to support it, and it required direct Ministerial advocacy to secure an outcome.

This is a major recognition of the unique load rural and remote single-officer paramedics carry every shift.

Background

The Union's original claim sought for all single-officer roles — across all categories and classifications — to receive this allowance.

Despite strong evidence on risk, fatigue and cognitive load, QAS refused to extend coverage beyond Category 2 and 3 stations.

After lobbying by the Union and direct engagement with the Minister for Health and Ambulance Services, the final agreement now ensures recognition for those working at Category 2 and 3 rural and remote stations.

Allowance Details

Eligible Employees	Payment Basis	Rate	Conditions
Employees at a Category 2 or 3 station (not remote area categorisation)	Fortnightly	5% of the ordinary base fortnightly rate of ACP Level 2 Band 2 Increment 5	Payable for each fortnight of ordinary hours worked.
Relief officers working one or more full rostered shifts at a Category 2 or 3 station	Pro rata per shift	Calculated on the same 5% rate	Paid for each full shift worked.
Part-time employees	Pro rata	Calculated on the same 5% rate	
Casuals relieving at Category 2 or 3 stations	Per shift worked	Calculated on the same 5% rate	

The allowance:

- Is payable on all forms of paid leave, accrued time, and TOIL.
- Is not payable on overtime, on-call, call-back, or remote call-back.
- Is not included when calculating penalty rates, loadings, or other allowances.
- Approx \$220/week or \$5700/years.

Why It Matters

Single-officer paramedics in rural and remote locations carry significant operational and psychological burden — responding without immediate backup, managing complex patient and scene coordination, and often serving as the only healthcare responder for vast communities.

The Union campaigned for this allowance to:

- Recognise the higher cognitive and physical load of solo response work.
- Acknowledge fatigue, decision-making, and welfare risks unique to isolated practice.
- Compensate for the additional responsibility and professional isolation faced daily.

While the Union wanted this allowance applied state-wide, this is a critical first step — achieved only through collective pressure and ministerial lobbying.

Union Tip

If you work single officer at a Category 2 or 3 station — or relieve there even for a single full shift — you are entitled to this new allowance.

Track your shifts and ensure it appears correctly on your payslip.

This win belongs to rural and remote members who spoke up, shared their stories, and stood together.

These fact sheets are provided to assist UWW members in understanding their new and existing rights and entitlements.

For any further questions or clarification, please contact a UWW Official at qldambulance@unitedworkers.org.au or speak with your local UWW State Council Delegate.