

MEMORANDUM

To: Hospital and Health Service Chief Executives
Hospital and Health Service Chief Operating Officers

Copies to: Craig Emery, Commissioner, Queensland Ambulance Service
Karen Taurima, Nursing Director, Heart Lung and Critical Care, Princess Alexandra Hospital
Hayley Frieslich, Clinical Director, Emergency Care Service, Gold Coast University Hospital
Co-Chairs Queensland Emergency Department Strategic Advisory Panel

From: Dr David Rosengren
Director-General

Enquiries to: Tamara Ward,
Acting Manager,
Healthcare
Improvement Unit
2000 8523

Subject: Prioritising end of shift Queensland Ambulance Service crews for transfer of care

File Ref: C-ECTF-25/26099

On 27 November 2025, the Queensland Industrial Relations Commission certified the *Queensland Ambulance Service Certified Agreement 2025*. The agreement contains a number of improvements to the conditions of employment for Queensland Ambulance Service (QAS) operational employees.

One such measure is clause 17.10 of the agreement, which provides an expectation from all Hospital and Health Services that QAS crews who have entered end of shift overtime are to be reasonably prioritised for transfer of care, to enable the release of QAS employees.

The health, safety and wellbeing of all staff is a priority. Additionally, prioritised transfer of care will assist the QAS in continuing to provide responsive and effective ambulance services to the Queensland community and continued high standards of patient care.

Should you require further information, the Department of Health's contact is Ms Tamara Ward, Acting Manager, Healthcare Improvement Unit, on telephone 2000 8523.



Dr David Rosengren
Director-General
19 January 2026