

SA AMBULANCE SERVICE ENTERPRISE AGREEMENT 2007

**File No. 5154 of 2008
Cross Reference File No. 4811 of 2007**

**CONSOLIDATED AGREEMENT AS
AT 27TH FEBRUARY 2009 AS
SUPPLIED BY THE PARTIES AND
INCORPORATING ALL AMENDMENTS
SINCE THE ORIGINAL APPROVAL
WAS GRANTED ON 20TH SEPTEMBER
2007.**



**SA
Ambulance
Service**

SA Ambulance Service Enterprise Agreement 2007



**Government
of South Australia**

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- ATTACHMENT 1: SAAS CODE OF CONDUCT
- ATTACHMENT 2: COMMUNICATIONS AND CONSULTATION PROTOCOLS
- SCHEDULE 1: WAGES AND SALARIES
- SCHEDULE 2: CLASSIFICATIONS

1. ENTERPRISE AGREEMENT

- 1.1 This Agreement is made pursuant to the Fair Work Act 1994, Chapter 3, Part 2.
- 1.2 This Agreement will have effect only if approved by the Industrial Relations Commission of South Australia.
- 1.3 This Agreement shall be titled the SA Ambulance Service Enterprise Agreement 2007.

2. PARTIES BOUND

- 2.1 This Agreement is binding upon:
 - 2.1.1 The Chief Executive, Department of Health;
 - 2.1.2 The SA Ambulance Service;
 - 2.1.3 Employees covered by the SA Ambulance Service Award, whether members of an association or not;
 - 2.1.4 The Ambulance Employees Association of SA; and
 - 2.1.5 The Australian Liquor Hospitality and Miscellaneous Workers Union.
- 2.2 This Agreement shall NOT be binding on:
 - 2.2.1 Executive level employees
 - 2.2.2 Employees subject to a contract (whether at common law or pursuant to statute) which contains a provision for a review of salary during the contract.

3. DURATION

- 3.1 This Agreement shall commence on 31 December 2006 and shall expire on 31 December 2009.

4. RELATIONSHIP TO PARENT AWARD AND ENTERPRISE AGREEMENTS

- 4.1 Subject to this clause, this Agreement will be read and interpreted in conjunction with the SA Ambulance Service Award and the SA Ambulance Service Riverland Region Composite Rates Agreement 2001.
- 4.2 A clause in this Agreement will prevail over any provision in the Award and the Enterprise Agreement referred to in the preceding sub-clause to the extent of any inconsistency.
- 4.3 Upon commencement of the term of this Agreement, the previous (expired) enterprise agreement will be superseded by this Agreement.
- 4.4 The Attachments listed below form part of this Agreement.
 - Attachment 1: SAAS Code of Conduct
 - Attachment 2: Communications and Consultation Protocols
 - Schedule 1: Wages and Salaries
 - Schedule 2: Classifications

5. INTERPRETATION AND DEFINITIONS

- 5.1 Words and expressions that are defined in SA legislation shall, unless a contrary intention is specifically indicated, have the same respective meanings in this Agreement.

- 5.2 In this Agreement references to statutes shall include regulations made under those statutes and all statutes amending, consolidating or replacing the statutes referred to.
- 5.3 The headings and clause numbers appearing in this Agreement are inserted only as a matter of convenience and in no way define, limit, construe or describe the scope or intent of the clauses of this Agreement nor in any way affect this Agreement.
- 5.4 In this Enterprise Agreement, unless the contrary intention appears:
- | | |
|-----------------------------------|--|
| “Act” | Means the Fair Work Act 1994. |
| “Approval” | Means approval by the Industrial Relations Commission of South Australia. |
| “Association” | Means the Ambulance Employees Association of SA and the Australian Liquor Hospitality and Miscellaneous Workers Union. |
| “Award” | Means SA Ambulance Service Award. |
| “Bereavement” | Means the death of a person closely related to the employee. The employee is either emotionally distressed or attends the funeral or related arrangements or provide emotional support to another person closely related to the employee. |
| “Commission” | Means the South Australian Industrial Relations Commission. |
| “Claim” | Means any claim whatsoever brought on behalf of a group(s) or a Union/Association (being an Association to which employees are a member) of employees incorporating demands in relation to increased rates of pay, conditions of employment, increased crewing and resourcing levels. |
| “Closely related” | Will include an employee’s wife, husband, father, mother, father in law, mother in law, brother, sister, child, stepfather, stepmother, stepchild, de facto spouse, guardian, foster parent, step parent, step brother/sister, half brother/sister or other family member as defined below. |
| “DH” | Means the Department of Health. |
| “Employer” | Means the Chief Executive of the Department of Health. |
| “Employee” | Means all personnel employed under classifications as defined in the SA Ambulance Service Award and employed by the employer under a contract of employment for remuneration or reward. |
| “Enterprise Agreements (expired)” | Means previous SA Ambulance Enterprise Bargaining Agreements. |
| “Family member” | Defined as per the SAAS Award (Clause 25.1.2) |
| “Ordinary hours” | Defined as per the SAAS Award (Clause 16.3) |
| “Personal/carers leave” | Means leave approved by the employer for absences from work on account of: <ul style="list-style-type: none"> • Personal illness. • Illness of “Family member” as defined. • Bereavement as defined in the SAAS Award • Urgent pressing necessity as defined in the Department |

of Health Human Resource Manual (Special Leave)

- Moving house as defined in the Department of Health Human Resources Manual (Special Leave)

“SSA”	Means a Salary Sacrifice Agreement.
“SAAS”	Means SA Ambulance Service
“Shift worker”	Means an operational on-road position or Communications position that works any combination of 12-hour shifts, 10/14-hour shifts or other day/afternoon/night shift configuration over seven days a week and in combination of a 365 day roster cycle.
“This Agreement”	Means the SA Ambulance Service Enterprise Agreement 2007.
“Urgent pressing necessity”	<p>Means a matter that must be attended to by the employee that cannot be reasonably attended to by the employee outside that employee’s ordinary hours of work. Examples of urgent pressing necessity include:</p> <ul style="list-style-type: none">• a requirement to appear in court either as a subpoenaed witness or is defending a civil right. Court appearances in other circumstances must be covered by recreation leave or leave without pay.• protection of the employee’s family/property directly affected by flood or bushfire.
“VFWA”	Means a Voluntary Flexible Working Arrangement.

6. SALARY AND WAGE ADJUSTMENTS

- 6.1 This clause refers to the wage and salary schedules appearing in Schedule 1: Wages and Salaries based on a 3.5% general enterprise bargaining increase of the rates of all staff as specified in clause 6.2; and based on the outcome of the work value/professional rates case finalised in the Industrial Relations Commission of South Australia.
- 6.2 The salaries will apply from the dates specified, namely:
- the first full pay period to commence on or after 31 December 2006;
 - the first full pay period to commence on or after 31 December 2007; and
 - the first full pay period to commence on or after 31 December 2008.
- 6.3 A subsequent enterprise bargaining salary increase (quantum unspecified) will apply from the beginning of the first pay period to commence on or after 31 December 2009.
- 6.4 The wage or salary payable to an employee as at the applicable date shall not be reduced by reason of a wage or salary schedule in this Agreement.
- 6.5 This sub-clause applies to “pegged employees”.
- 6.5.1 A “pegged employee” is an employee who is in receipt of a wage rate which has been pegged at a rate above that which is generally payable in relation to the employee’s classification or position.
- 6.5.2 A pegged employee will not be entitled to any percentage or other increase in wage rate by reason of this Agreement, unless the increase to the substantive rate of pay for an employee’s classification, or position, brings that rate up to an amount higher than the pegged rate. In that event, the

increase payable will be the difference between the new substantive rate and the pegged rate.

- 6.5.3 Once the rate of pay for a pegged employee's classification equals or exceeds the employee's pegged rate, the employee will, for all purposes, be regarded as not being subject to a pegged rate of pay.

7. SALARY SACRIFICE ARRANGEMENTS

- 7.1 This clause applies for the period an employee enters into a Salary Sacrifice Agreement. A Salary Sacrifice Agreement (SSA) is the formal administrative instrument between the employer and the employee which enables salary packaging arrangements to be put in place.
- 7.2 Subject to this clause, the salary payable to an employee, or applicable to a position where the occupant elects to enter into a SSA, pursuant to this Agreement will be the salary payable under the SSA, notwithstanding any other provision in, or Schedule of, this Agreement.
- 7.3 Any entitlement to payment of overtime, leave loading or shift allowance will be based on the salary that would have been payable had the employee not entered into a SSA.
- 7.4 Where, on cessation of employment, the employer makes a payment in lieu of notice; or a payment in respect of accrued recreation or long service leave entitlements (instead of transferring leave credits to another employer party to this Agreement in the event the employee immediately becomes employed by that employer party), the payment thereof shall be based on the salary that would have been payable had the employee not entered into a SSA.

8. LIVING AWAY FROM HOME ALLOWANCE FOR FLEET STAFF

- 8.1 A living away from home allowance of 10% of base salary for "Fleet mechanics" (Senior Technicians Special Services) will continue to operate from 2 August 2005.
- 8.2 There will be no flow-on of this benefit to other classifications.
- 8.3 The conditions for payment of this allowance are:
- 8.3.1 It will be paid only when the staff member is away from home for longer than three consecutive nights for work related purposes.
- 8.3.2 It will be paid in addition to expenditure payments (i.e. it is not for reimbursement of expenditures) as compensation for the inconvenience of working away from home.
- 8.3.3 It will be paid for the entire period away from home.

9. EARLY MORNING PENALTY / NIGHT SHIFT PENALTY

- 9.1 This clause applies to shift workers only, as defined in clause 5.4.
- 9.1.1 Shift workers are to be paid an early morning penalty of 17% in lieu of the night shift penalty of 15% when working between the hours of midnight and 6.30 am, operative from the first full pay period on or after 31 December 2006; and
- 9.1.2 Shift workers are to be paid the following night shift penalty rates in lieu of the rate in 9.1.1 when working on night shifts between the hours of 7.00 pm and 7.00 am:
- 18.5% operative from the first full pay period on or after 1 October 2007;
 - 19.5% operative from the first full pay period on or after 1 October 2008; and
 - 20.5% operative from the first full pay period on or after 1 October 2009.

10. MEAL ALLOWANCES

- 10.1 The Meal Allowance rates shall be as prescribed by the SA Public Sector Salaried Employees Interim Award and the Public Sector Management Act Commissioner's Standard No. 3 (or its successor) as applicable within SAAS policy in this regard.

11. REGIONAL INCENTIVE PAYMENTS

- 11.1 This clause applies only to country on-road operational staff.
- 11.2 Subject to this clause full-time and part-time employees employed pursuant to the SA Ambulance Service Enterprise Agreement 2007, shall be entitled to incentive payments contained within this clause, subject to the following:
- 11.2.1 Incentive payments for part-time employees will be based upon a pro-rata payment calculated on the average ordinary hours per week;
- 11.2.2 the employee not being on leave without pay during the period.
- 11.3 Payments made in accordance with this clause, shall be based upon the relevant length of service, at the time of implementation. Continuous service prior to the date of operation shall count towards determining the appropriate payments.
- 11.4 Payment made in accordance with the table below shall not be applicable for all purposes of the Award:

Regional Incentive Payments					
Station	Year 1 \$ Per Week	Year 2 \$ Per Week	Year 3 \$ Per Week	Year 4 \$ Per Week	Year 5 and each year thereafter \$
Angaston	19.23	17.31	22.12	26.92	30.77
Barmera	19.23	17.31	22.12	26.92	30.77
Berri	19.23	17.31	22.12	26.92	30.77
Bordertown	19.23	17.31	22.12	26.92	30.77
Clare	19.23	17.31	22.12	26.92	30.77
Kangaroo Island	38.46	34.62	38.46	43.27	48.08
Loxton	19.23	17.31	22.12	26.92	30.77
Millicent	38.46	34.62	38.46	43.27	48.08
Mt Barker	0.00	0.00	0.00	0.00	0.00
Mt Gambier	19.23	17.31	22.12	26.92	30.77
Murray Bridge	19.23	17.31	22.12	26.92	30.77
Naracoorte	38.46	34.62	38.46	43.27	48.08
Pt Augusta	38.46	34.62	38.46	43.27	48.08
Pt Lincoln	19.23	17.31	22.12	26.92	30.77
Pt Pirie	19.23	17.31	22.12	26.92	30.77
Renmark	19.23	17.31	22.12	26.92	30.77
Tanunda	19.23	17.31	22.12	26.92	30.77
Victor Harbour	19.23	17.31	22.12	26.92	30.77
Waikerie	19.23	17.31	22.12	26.92	30.77
Wallaroo	19.23	17.31	22.12	26.92	30.77

Whyalla	38.46	34.62	38.46	43.27	48.08
Woodside	19.23	17.31	22.12	26.92	30.77
Ceduna	38.46	65.38	69.23	73.08	76.92

12. LONG SERVICE LEAVE

- 12.1 Subject to this clause provisions consistent with the long service leave provisions in the Public Sector Management Act 1995 (Part 6) and Determinations of the Commissioner for Public Employment will apply from 2 August 2005 to employees who are employed in the SA Ambulance Service at or after 2 August 2005.
- 12.2 Employees will be able to accrue long service leave at the rate of fifteen (15) calendar days per annum (or equivalent in working days) in relation to the sixteenth (16th) or subsequent year of service which commences on or after date of approval of the Agreement.
- 12.3 If an employee's sixteenth (16th) or subsequent year of service commenced prior to but including 2 August 2005, the employee shall be entitled to the increased entitlement on a pro-rata basis from up to 2 August 2005 and including the date of cessation of that particular year of service.

13. ANNUAL LEAVE FOR SHIFT WORKERS

- 13.1 An additional (6th) week of annual leave accrues for all shift workers classified under the on-road Operational and Communications Streams from 2 August 2005.
- 13.2 This benefit will not be extended to any staff classified under the Administrative Stream, non-operations staff or non-shift workers.

14. VOLUNTARY FLEXIBLE WORKING ARRANGEMENTS (VFWA)

- 14.1 The parties acknowledge the mutual benefit to the employer and employee of Voluntary Flexible Working Arrangements to balance work and other (including family) commitments.
- 14.2 This clause applies for the period an employee participates in a VFWA:
- 14.2.1 Subject to this clause, where an employee elects to participate in a VFWA, the salary, wages or Rolled in Rate payable to the employee, or applicable to a position, will be adjusted to take account of the VFWA in which the employee is participating, notwithstanding any other provision in, or Schedule of, this Agreement or the SAAS Award.
- 14.2.2 Where an employee is participating in a Purchased Leave type of VFWA, the rate of pay to be used for calculating overtime payments, leave loading or shift penalties will be the rate of pay that would have been payable had the employee not been participating in the Purchased Leave arrangement.
- 14.2.3 Where an employee is participating in a Compressed Weeks type of VFWA, the nominated normal hours for any day will constitute the employee's ordinary hours for the day. Overtime will only be payable where the employee is required to work hours in excess of those ordinary hours on any day or in excess of the total of those ordinary hours in a week.
- 14.2.4 Where, on cessation of employment, the employer makes a payment in lieu of notice; or a payment in respect of accrued recreation or long service leave entitlements (instead of transferring leave credits to another employer party to this Agreement in the event the employee immediately becomes employed by that employer party), the payment thereof (or the transferred leave credits) shall have regard to any period/s in which the employee participated in a VFWA and be adjusted accordingly.

15. MATERNITY LEAVE, ADOPTION LEAVE AND PARENTAL LEAVE UP TO THE CHILDS SECOND BIRTHDAY:

- 15.1 Paid maternity leave and paid adoption leave applies in accordance with this clause.
- 15.2 This clause comes into effect from 16 July 2007 the date of receipt of formal acceptance by the AEA of the Enterprise Bargaining offer.
- 15.3 Subject to this clause, an employee, other than a casual employee, who has completed 12 months continuous service immediately prior to the birth of the child, is entitled to fourteen (14) weeks paid maternity leave on or after the date of receipt of formal acceptance by the AEA of the Enterprise Bargaining offer.
- 15.4 Subject to this clause, an employee, other than a casual employee, who has completed 12 months of continuous service before taking custody of an adopted child, is entitled to fourteen (14) weeks paid adoption leave on or after the date of receipt of formal acceptance by the AEA of the Enterprise Bargaining offer.
- 15.5 The following subclauses 15.5.1 and 15.5.2 apply to a employee applying for paid maternity leave or paid adoption leave in terms of this clause:
 - 15.5.1 The total of paid and unpaid maternity/adoption/parental/special leave is not to exceed 104 calendar weeks from the commencement of maternity leave. An additional 104 weeks unpaid maternity/adoption/parental/special leave will be subject to managerial approval in accordance with SAAS policy, procedures and staffing capacities. For the purposes of this clause, child includes children of a multiple birth/adoption.
 - 15.5.2 An employee will be entitled to fourteen (14) weeks leave, paid at the employee's ordinary rate of pay (excluding allowances, penalties, rolled in rates or other additional payments) from the date maternity/adoption leave commences. The paid maternity/adoption leave is not to be extended by public holidays, rostered days off, programmed days off or any other leave falling within the period of paid leave.
- 15.6 Where both prospective parents are employed by the SA Ambulance Service, a period of paid adoption leave (as in clause 15.4) may be shared by both employees, provided that the total amount of paid leave does not exceed 14 weeks.
- 15.7 Part time employees will have the same entitlements as full time employees, but paid on a pro rata basis according to the average number of contracted hours during the immediately preceding 12 months (disregarding any periods of leave).
- 15.8 During periods of paid or unpaid maternity leave, sick leave with pay will not be granted for the normal period of absence for confinement. However, any illness arising from the incidence of the pregnancy may be covered by personal/carers leave to the extent available, subject to the usual provision relating to production of a medical certificate and the medical certificate indicates that the illness has arisen from the pregnancy.

16. RETURN TO WORK ON A PART TIME BASIS UNTIL THE CHILD'S SECOND BIRTHDAY

- 16.1 Subject to this clause, an employee is entitled to return to work after maternity or adoption leave on a part time basis, at the employee's substantive level, until the child's second birthday and may then revert to full time.
- 16.2 The following conditions apply to an employee applying to return on a part time basis:
 - 16.2.1 The employee will provide such request at least 6 weeks prior to the date on which the employee's maternity or adoption leave is due to expire, and will provide to the their Director such information as may reasonably be required, including the proportion of time sought, and the date of the relevant child's second birthday;

- 16.2.2 At least 6 weeks prior to the relevant child's second birthday, the employee will advise their Director whether the employee will revert to employment on a full time basis or seeks to continue to be employed on a part time basis.
- 16.2.3 An employee's return to work on a part time basis will be on a non-discriminatory basis so as to operate in the same manner as any other employee returning from a period of leave.

17. PERSONAL/CARER'S LEAVE

- 17.1 For the purpose of this clause, the following are to be regarded as members of a person's family: a spouse (including a de facto spouse or a former spouse); a child or step child; a parent or parent in-law; any other member of the person's household; a grandparent or grandchild; any other person who is dependent on the person's care.
- 17.2 Non-shift employees
- 17.2.1 An employee (other than a casual employee) with responsibilities in relation to a member of the employee's family who need the employee's care and support due to personal injury or for the purposes of caring for a family member who is sick and requires the employee's care and support or who requires care due to an unexpected emergency, is entitled to up to 10 days (or equivalent in hours) of their accrued sick leave entitlement in any completed year of continuous service (pro rata for part-time employees) to provide care and support for such persons when they are ill.
- 17.2.2 This access is available if the following conditions are satisfied:
- (a) The employee must have responsibility for the care of the family member concerned; and
 - (b) The employee produces satisfactory evidence of sickness of the family member, if requested.
- 17.2.3 The ability to access this leave does not in any way limit an employee's right to apply for special leave as defined in clause 5.4.
- 17.3 Shift Workers
- 17.3.1 Each shift worker is credited with 120 hours Personal/Carers Leave per annum.
- 17.3.2 All employees who are absent from work on account of matters relating to personal/carers leave, as defined above, are on application, eligible for personal/carers leave without deduction of pay as provided in this clause.
- 17.3.3 An employee's entitlement to Personal/Carers Leave accrues as follows:
- (a) Shift workers in their first year of service shall accrue 2.31 hours;
 - (b) Upon each anniversary date thereafter, each shift worker shall be entitled to 120 hours per annum.
- 17.3.4 Personal/Carers Leave shall be granted in accordance with the following conditions:
- (a) In the case of Sick Leave – the conditions as prescribed by clause 23 of the Award
 - (b) In the case of Bereavement Leave – Proof of Death in accordance with the conditions as prescribed by clause 22 of the Award.
 - (c) In the case of Urgent Pressing Necessity – reasonable evidence of the event as defined in clause 5.4 of this Agreement.
- 17.3.5 Personal/Carers Leave for part-time employees is to be paid at the employee's usual salary for the number of hours normally worked.
- 17.3.6 Personal/Carers Leave accrues from year to year without limit.

- 17.3.7 Before being entitled to be paid Personal/Carers Leave the employee shall:
- (a) Advise the employer at least one hour prior to the rostered commencing time of their inability to attend for duty and as far as practicable the reason for the absence;
 - (b) Within a reasonable timeframe of the commencement of such absence, provide evidence satisfactory to the employer.
- 17.3.8 An employee who claims Personal/Carers Leave shall produce a medical certificate or other reasonable evidence for absences in excess of one shift, except for absences not exceeding one shift only on four occasions during each year.

18. ON-CALL ALLOWANCES FOR NON OPERATIONS STAFF

- 18.1 Non operations employees bound by this Enterprise Agreement, who are rostered to be on-call of a night time, will be paid an allowance for each night as follows:
- a) \$12.90 from the first pay period to commence on or after 31 December 2006;
 - b) \$13.40 from the first pay period to commence on or after 31 December 2007; and
 - c) \$13.90 from the first pay period to commence on or after 31 December 2008.
- 18.2 Non operations employees bound by this Enterprise Agreement, who are rostered to be on-call during a full Saturday, Sunday or public holiday or any day that the employee would normally be rostered off duty, will be paid an allowance per day as follows:
- a) \$25.80 from the first pay period to commence on or after 31 December 2006;
 - b) \$26.70 from the first pay period to commence on or after 31 December 2007; and
 - c) \$27.60 from the first pay period to commence on or after 31 December 2008.
- 18.3 On-Call Conditions
- 18.3.1 No employee should be rostered or required to be on-call more frequently than a total of 7 days every 14 days. Any arrangement that would require an employee to be on-call more frequently than this must only be introduced where the employee concerned genuinely agrees to it.
- 18.3.2 The frequency, duration, etc. of being on-call is to be established through consultation with the employees affected and if requested by the employees, their representatives, having particular regard to occupational health and safety considerations.
- 18.3.3 Employees who are on-call must be contactable whilst on-call but will not be restricted to their residence. Operational requirements and practical considerations will determine reasonable response times (telephonically or physically).
- 18.3.4 Employees rostered to be on-call, have to be in a state of readiness to respond physically if required.
- 18.3.5 Employees who are on-call will be provided with any equipment required for their work (except where existing award provisions or other agreed arrangements, which require employees to provide their own equipment, are in place).
- 18.3.6 Existing telephone arrangements regarding the provision of mobile phones or reimbursement of rental and business calls will continue to apply.

19. REIMBURSEMENT OF CHILDCARE COST

- 19.1 Where an employee, other than a casual employee, is given less than 24 hours prior notice that the employee is required to work outside of their ordinary hours of work, and consequently the employee utilises paid child care, the SA Ambulance Service will reimburse the reasonable child care costs incurred by the employee arising from performing such work, subject to this clause.

- 19.1.1 The prior period of 24 hours is to be calculated from the time at which the work outside of ordinary hours is to begin.
 - 19.1.2 The work, or the hour/s to be worked, is not part of a regular or systematic pattern of work or hour/s performed by the employee.
 - 19.1.3 The reimbursement will be in respect of the reasonable costs incurred by the employee in respect of the work.
 - 19.1.4 Reimbursement will be made for child care costs in respect of Registered Care or Approved Care after all other sources of reimbursement have been exhausted. Where the child care costs are incurred for child care not in a registered or approved centre, reimbursement will be made in accordance with a child care reimbursement rate, and guidelines, published from time to time by the Commissioner for Public Employment.
 - 19.1.5 The employee will provide the agency with a Child Benefit Claim Form for either Registered Care or Approved Care, tax invoice/receipt, or other supporting documentation as may from time to time be required detailing the cost incurred, or reimbursement sought, in respect of the work.
- 19.2 For the purposes of this clause, a reference to work is a reference to the work outside the employee's ordinary hours, or regular or systematic pattern of work or hour/s, for which less than 24 hours prior notice is given.

20. TRANSPORT HOME AFTER AN EXCEPTIONALLY FATIGUING SHIFT

- 20.1 Where an on-road shift worker has been required to work in a manner which made it unsafe for the employee to drive home due to fatigue, and appropriate sleeping facilities (as defined in SAAS policy) are not available at the employee's place of work, the employee will be entitled to travel home in a taxi at the SA Ambulance Service's expense.
- 20.2 The employee will also be reimbursed for the reasonable cost to return to work (on production of a receipt) afterwards if this expenditure has been necessary to retrieve his/her vehicle.
- 20.3 This entitlement is conditional on the implementation of an agreed SAAS policy in this regard to clarify entitlement and how it is to be accessed.

21. TRAINING ALLOWANCE FOR ACCREDITED TRAINING

- 21.1 Training allowances will be paid at a rate determined by the SA Ambulance Award for nationally accredited training provided by accredited trainers (holding Certificate IV in Training and Assessment), and conditional thereon that this training is not a core part of the role of the trainer.
- 21.2 This clause applies to the areas of driver training, manual handling, CBR and other courses that may be initiated by SAAS and that would comply with the above criteria.

22. REVIEW OF PARAMEDIC CAREER OPPORTUNITIES

- 22.1 Paramedic career opportunities, career structure and specialist roles will be reviewed as part of a joint AEA/SAAS Research Project.
- 22.2 Agreed outcomes will be implemented during the life of the Agreement and/or inform parties during the next round of enterprise bargaining.

23. REVIEW OF CREWING REQUIREMENTS

- 23.1 Crewing requirements in terms of workload will be reviewed as a priority during the life of the Agreement.
- 23.2 Agreed outcomes will be implemented during the life of the Agreement and/or inform parties during the next round of enterprise bargaining.

24. REVIEW OF REGIONAL EMPLOYMENT INCENTIVES

- 24.1 Regional Employment Incentives will be reviewed in line with SAAS operational requirements.
- 24.2 Agreed outcomes will be implemented during the life of the Agreement and/or to inform parties during the next round of enterprise bargaining.
- 24.3 The review of the Regional Employment Incentives will take into consideration the review of regional incentives currently being undertaken by the Department of the Premier and Cabinet.

25. REVIEW OF RECLASSIFICATIONS PROCEDURES

- 25.1 Reclassifications procedures will be reviewed consistent with reclassification procedures applicable in the Department of Health.
- 25.2 Agreed outcomes will be implemented during the life of the Agreement and/or inform parties during the next round of enterprise bargaining.

26. ANNUALISED SALARIES

- 26.1 Parties agree to explore cost neutral outcomes for payment of the rolled in rates during long service leave.
- 26.2 Agreed outcomes will be implemented during the life of the Agreement and/or inform parties during the next round of enterprise bargaining.

27. 25KM/H SPEED LIMIT PAST RED AND BLUE LIGHTS

- 27.1 Parties agree that representatives of SAAS will participate in an inter-governmental working group considering a 25km/h speed restriction past red and blue lights.

28. MEASURES TO ADDRESS ABSENTEEISM

- 28.1 Parties agree to participate in a joint working group to develop and implement an agreed policy and procedures to minimise absenteeism by *inter alia* identifying and addressing factors that impact on absenteeism.

29. COLLECTION AND DELIVERY OF PATIENTS AT HOSPITALS

- 29.1 Parties agree to the trial and implementation of agreed alternative arrangements for delivering and collecting patients (to and from SAAS designated special and/or transit areas) in order to
- facilitate professional and competent handover;
 - improve service to patients;
 - meet the demands of SAAS and other service providers.
- 29.2 Parties agree to participate in a joint working group to consider, implement and evaluate new arrangements.

30. CHANGES TO DISPATCH PROTOCOLS

- 30.1 Parties agree to implement the Advanced Medical Priority Despatch System (AMPDS) and other new technologies and arrangements to improve the dispatch system.

31. ALTERNATIVE RESPONSE BASES

- 31.1 Parties agree to the development and implementation of an agreed effective coverage model which may *inter alia* include the establishment of alternative response bases.

- 31.2 The parties agree to participate in a joint working group to develop criteria and protocols for alternative response bases (including locations, facilities, and usage).

32. SINGLE RESPONSE VEHICLES

- 32.1 Parties agree to implement agreed single response vehicle arrangements to:
- Improve response times to critical patients
 - Attend and triage cases where an alternative service or agency is required.
 - Liaise and co-ordinate the attendance of the above agencies
 - Provide alternative services to traditional ambulance treatment such as a community practitioner type of role. This is particularly relevant in the more remote communities of South Australia
 - Improve the ambulance cover at the peak workload time of day; and
 - Participate in a joint working group to assess and improve these arrangements.

33. INTENSIVE CARE PARAMEDICS COVERAGE

- 33.1 Parties agree to the implementation of agreed measures to ensure adequate and appropriate Intensive Care Paramedic coverage for all areas.
- 33.2 Measures may include designation of specific ICP positions or roster lines; advertisement of specific positions for ICPs and ICP training to designated vacancies across metro and country.

34. INTEGRATED CREWING

- 34.1 Parties agree to integrated crewing models in principle and to participation in a working party to research, develop and implement agreed models for integrated crewing of career and volunteer staff in rural and remote areas as part of the Country Service Delivery Model Review.

35. SERVICE IMPROVEMENT RESEARCH PROJECT

- 35.1 Parties agree to participate in a Service Improvement Research Project to develop a reporting framework for all of the components of the response time call cycle; to review the data to identify areas for improvement and barriers to improvement; and to formulate and implement agreed reforms, measures and strategies that will enable SAAS to remove barriers to improvement and meet the agreed key performance measures.
- 35.2 The service improvement research project group will be informed by and advise other service improvement workgroups (e.g. the workgroups to implement alternative arrangements for collection and delivery of patients; implement remote response bases; implement the AMPDS and other new technologies to improve the dispatch system; implement single response vehicles and implement integrated crewing models for career and volunteer staff).

36. WORK/LIFE BALANCE PROJECT

- 36.1 Parties agree to participate in a Work-life Balance Project to research a range of work factors and issues that may impact health, wellbeing and work/life balance and make recommendations to increase wellbeing and work/life balances for employees and particularly for shift workers.

37. IMPROVEMENT OF SERVICE AND WORK PRACTICES

- 37.1 This Agreement recognises that the SA Public Sector and Ambulance Service will continue to evolve as a dynamic productive and customer responsive entity.
- 37.2 Initiatives have been, and will continue to be, introduced to improve the efficiency and effectiveness of the service and provide quality services to clients.

- 37.3 In making and applying this Enterprise Agreement, the parties are committed to facilitating the implementation of initiatives aimed at achieving ongoing improvements in productivity and efficiency and enhanced performance of the South Australian public sector and the Ambulance Service, including:
- 37.4 Facilitating ongoing improvements to service delivery and achievement of “best practice”.
- a) Facilitating the ongoing introduction of business reforms in agencies, including adoption and implementation of technologies such as e-learning, e-business and other technological advances.
 - b) Facilitating the assessment and reform of existing work processes and ongoing improvements to work practices.
 - c) Facilitating the achievement of the SA Ambulance Service’s performance goals and performance measures.
 - d) Supporting the SA Ambulance service requiring employees to participate in performance or skills development and workplace related training/retraining (including accredited training).
 - e) Facilitating the SA Ambulance Service identifying trends and assessing the relevance to its operations.
 - f) Enabling improvements in cost effectiveness, timely and transparent decision-making, and delegating decision-making.
- 37.5 The parties are also committed to achieving and facilitating productivity and efficiency improvements to, and improving career paths and development opportunities in, the SA Public Sector and the Ambulance Service through the examination and implementation of shared services and service centres within the public sector.

38. GOVERNANCE AND TRANSITION TO THE DEPARTMENT OF HEALTH

- 38.1 The parties acknowledge and support the change in governance and integration with the Department of Health.
- 38.2 The parties commit to continued participation in an appropriate consultation process to progress the transition effectively.

39. GENERATIONAL HEALTH REVIEW

- 39.1 The parties commit to ongoing general support for and dedication to the undermentioned principles and values that reflect the outcomes of the Generational Health Review.
- 39.2 The principles include:-
- improving the quality and safety of services;
 - greater opportunities for inclusion and community participation;
 - strengthening and reorientation of services towards prevention and primary health care;
 - developing service integration and coordination;
 - whole of government approaches to advance and improve health status; and
 - sustainability in delivery through ensuring efficiency and evaluation.
- 39.3 The values include:-
- an understanding of health and well-being, which includes a social health perspective;
 - equity of access to health services;
 - equality of health outcomes;
 - a commitment to consultation in developing an understanding of issues and strategies for their resolution;

- participation by communities and individuals in the consultative process;
- transparency and accountability of governance;
- honesty - as to what the system can reasonably provide;
- dignity and autonomy of health service users – respectful communication and service provisions; and
- leadership - quality leadership that recognises and enhances the skills of staff.

40. CODE OF CONDUCT

- 40.1 The parties agree to give effect to the attached SAAS *Code of Conduct* (Attachment 1).
- 40.2 The *Code of Conduct* may be varied from time to time through an appropriate consultation process.
- 40.3 The SAAS *Code of Conduct* is compliant with the *Code of Conduct for South Australian Public Sector Employees* and may be varied from time to time through an appropriate consultation process.

41. CONSULTATIVE PROCESSES

- 41.1 The parties agree to give effect to the attached document: *Communications and Consultation Protocols* (Attachment 2).
- 41.2 The *Communications and Consultation Protocols* document may be varied from time to time through an appropriate consultation process.

42. OCCUPATIONAL HEALTH SAFETY AND WELFARE

- 42.1 The parties acknowledge the mutual benefit to and the responsibility of the employer and employees for maintaining a safe and healthy work environment in accordance with applicable legislation and the “Safety in the Public Sector 2007 – 2010 Strategy”.

43. ANNUAL ACCREDITATION PROGRAM

- 43.1 The parties agree to the minimum requirements as set out in SAAS Policy for the annual maintenance of qualifications for the positions of Paramedic and Intensive Care Paramedics.

44. SPECIAL ON-CALL PAYMENTS

- 44.1 In addition to the incentive payments contained within clause 12 a special on-call (SOC) payment shall apply to full-time and part-time employees where employees rostered to a station provide either a primary or secondary response to the community. The special on-call payments are provided as follows:

Special On-call Payments					
Station	Year 1 \$ Perk Week	Year 2 \$ Per Week	Year 3 \$ Per Week	Year 4 \$ Per Week	Year 5 and each year thereafter \$ Per Week
Angaston	30.00	30.00	30.00	30.00	30.00
Barmera	30.00	30.00	30.00	30.00	30.00
Berri	30.00	30.00	30.00	30.00	30.00
Loxton	30.00	30.00	30.00	30.00	30.00

Millicent	30.00	30.00	30.00	30.00	30.00
Mt Barker	0.00	0.00	0.00	0.00	0.00
Mt Gambier	15.00	15.00	15.00	15.00	15.00
Murray Bridge	0.00	0.00	0.00	0.00	0.00
Naracoorte	30.00	30.00	30.00	30.00	30.00
Pt Augusta	15.00	15.00	15.00	15.00	15.00
Pt Lincoln	30.00	30.00	30.00	30.00	30.00
Pt Pirie	15.00	15.00	15.00	15.00	15.00
Renmark	30.00	30.00	30.00	30.00	30.00
Tanunda	30.00	30.00	30.00	30.00	30.00
Victor Harbour	0.00	0.00	0.00	0.00	0.00
Waikerie	30.00	30.00	30.00	30.00	30.00
Whyalla	15.00	15.00	15.00	15.00	15.00
Woodside	30.00	30.00	30.00	30.00	30.00
Ceduna	30.00	30.00	30.00	30.00	30.00

- 44.2 Where changes occur to roster configurations being worked by employees located at the stations in clause 44.1, the payments applicable shall either be varied to take account of these changes, or alternatively will cease where on-call is no longer being worked by the relevant group of employees.
- 44.3 The payments contained within clause 44.1 shall be varied from time to time to reflect increases arising from enterprise bargaining negotiations.
- 44.4 Payments made in accordance with clause 44.1 shall stand alone for the purpose of other allowances and conditions that may be applicable from time to time and shall not be accumulative upon the base rate of pay.

45. DISPUTE AVOIDANCE PROCEDURES

- 45.1 This procedure aims to avoid industrial disputes between the parties covered by this Agreement. Where a dispute occurs, the procedure will provide a means of settlement based on consultation, co-operation and discussion with the aim to avoid interruption of normal work processes.
- 45.2 Except where a *bona fide* health and safety issue is involved in any dispute, the status quo existing immediately prior to the matter giving rise to the dispute will remain. Work will continue as it was prior to the matter giving rise to dispute.
- 45.3 A *bona fide* health and safety issue is defined and progressed as per the *Occupational Health, Safety and Wealth Act 1986* and as in compliance with SAAS Occupational Health and Safety procedures.
- 45.4 No party will be prejudiced as to final settlement by the continuance of work in accordance with this clause.
- 45.5 All parties have a right to seek representation in order to resolve any dispute.
- 45.6 Any dispute, except for workload disputes which are dealt with in accordance with paragraph 45.12 of this clause, will be handled as identified below before any further action is undertaken:

- Stage 1 Discussions between the employee/s and line manager.
 - Stage 2 Discussions involving the employee/s and/or nominated representatives with SAAS management representative or nominated delegate.
 - Stage 3 Discussions involving employees and/or nominated representatives or delegates and the relevant agency management representative or nominated delegate. At this stage, discussions may include representatives of the Department of the Premier and Cabinet, Department of Health or the Crown Solicitors Office.
- 45.7 A dispute will not be referred to the next stage until a genuine attempt to resolve the matter has been made at the appropriate level.
- 45.8 There will be a commitment by the parties to achieve adherence to this procedure including the earliest possible advice by one party to the other of any issue or problem which may give rise to a dispute. Throughout all stages of the procedure all relevant facts will be clearly identified and recorded.
- 45.9 Sensible time limits will be allowed for the completion of the various stages of the discussions. Discussions outlined in each of the first two stages above should, if possible, take place within 24 hours after the request of the employee/s or their representative.
- 45.10 Emphasis should be placed on a negotiated settlement. However, if the process breaks down, or is exhausted without the dispute being resolved, any party may refer the matter to the Industrial Relations Commission of South Australia, where appropriate. In order to allow for peaceful resolution of the dispute the parties will be committed to avoid industrial disputation while the procedures of negotiation and conciliation are being followed.
- 45.11 The parties will ensure that all practices applied during the operation of the procedure are in accordance with safe working practices.
- 45.12 Any dispute concerning workload will be handled as follows:
- 45.12.1 The employee/s will notify their manager in writing of the workload issue/s.
 - 45.12.2 The manager should initiate discussions with the employees within 24 hours.
 - 45.12.3 Should the matter not be resolved discussions should occur between the employee, employee's representative, the employee's manager and the relevant Director.
 - 45.12.4 If the matter remains unresolved a record of the discussions at paragraph 45.12.3 shall be forwarded to the Chief Executive, who may issue directions as to the issue/s.
- 46. NO EXTRA CLAIMS**
- 46.1 This Agreement, including its wage and salary schedule, will be taken to have satisfied and discharged all claims of any description (whether as to monies or conditions) in respect of a previous Enterprise Agreement or which might have arisen from, or in the course of, any previous Enterprise Agreement.
- 46.2 The parties undertake that for the period until any previous Enterprise Agreements are superseded by this Agreement, neither jointly nor severally will any of them make any application to the Commission, nor make any demand upon any other party in respect of any matter dealt with, or arising out of, a previous Enterprise Agreement.
- 46.3 The rates of pay provided for in this Agreement are inclusive of all previously awarded safety net adjustments and all future increases during the term of this

Agreement, arising out of State Wage Case decisions, including safety net adjustments, living wage adjustments or general increases, howsoever described.

- 46.4 Subject to this clause, the employees and associations undertake that for the term of this Agreement, they will not pursue any further or other claims within the parameters of this Agreement, except where consistent with State Wage Case principles.

47. NOT TO BE USED AS A PRECEDENT

- 47.1 This Agreement shall not be used as a precedent in any manner whatsoever to obtain similar arrangements or benefits elsewhere in the South Australian Public Sector.

48. VARIATION OF THE AGREEMENT

- 48.1 Subject to the provisions of the Fair Work Act 1994, this agreement may be varied subject to the following provisions:
- 48.2 To give effect to an amendment agreed between the employer and the majority of the employees currently bound by the agreement; or
- 48.3 To correct ambiguity or uncertainty in the agreement.

49. RENEGOTIATION

- 49.1 Negotiations for a new Enterprise Agreement may commence not earlier than 3 months prior to the expiry of this Agreement.

50. SIGNATORIES

Executive Director, Public Sector
Workforce Division as delegate of the
Chief Executive, Department of the
Premier and Cabinet

Witness

Chief Executive, Department of
Health

Witness

Secretary, Ambulance Employees
Association of SA

Witness

Secretary, Australian Liquor
Hospitality and Miscellaneous
Workers Union

Witness

ATTACHMENT 1

SA AMBULANCE SERVICE

Code of Conduct

1. Purpose

The SA Ambulance Service relies upon the confidence of the community for its ongoing sustainability. This is achieved by ensuring the standards of service, efficiency, integrity and trust meet community needs and expectations. Every employee, volunteer, student, contractor or consultant who is employed by, or undertakes activities on behalf of the SA Ambulance Service, is a public representative of the Service. The principles in this Code provides an ethical framework to guide the decisions and behaviours of all SA Ambulance staff.

2. Principles of ethics and conduct

There are three broad elements which underpin the principles of ethics and conduct and these are:

- Integrity
- Respect
- Accountability

2.1 Integrity

Integrity is about the intent or meaning of your actions. You have a responsibility to behave with integrity by:

- Always endeavouring to give your best to meet performance standards and other organisational requirements.
- Conducting yourself in public in a manner that will not reflect adversely on the Service and all its employees.
- Ensuring your behaviour reflects community expectations.

In practice, this means:

2.1.1 Creating a fair, equitable and impartial environment

Your decisions may affect other staff members, clients and the public, and so must be fair, consistent and equitable. Fairness requires that your decisions are based on all the relevant information that is available, and are honest, open and impartial. Equity is about being fair and just to all people. It does not necessarily mean treating everyone in the same way, you may need to treat a person differently according to their circumstances and provide them with the opportunity to compare equally with others.

2.1.2 Conflict of interest

A conflict of interest occurs when your personal interests are in opposition to the public interest. If you find that you have a personal, financial or other interest that might affect, or may be seen to affect the way you perform your duties, you must discuss the situation with your manager. Resolution in relation to any real or perceived conflict of interest shall be negotiated between staff and SAAS.

A conflict of interest may come in many forms, including:

- Accepting gifts, benefits or favours where these may be seen to influence your decision making.
- Participating in decision making where you, a family member, or a friend have a personal interest in the outcome.
- Seeking any advantage from information gained during the course of your employment or providing confidential information to an outside employer, even if you have permission to work with another employer.
- Engaging in outside work unless you can satisfy the relevant Director that there is no potential for a conflict of interest and it is unlikely that a perception of a conflict of interest will exist.

2.2 Respect

Respect is about how you treat other people. You are required to show consideration for other people by:

- Treating the general public and other staff with respect and courtesy and having regard for their dignity.
- Treating all other staff fairly and consistently.
- Preventing unlawful discrimination against staff or persons seeking employment on the ground of sex, sexuality, marital status, pregnancy, race, physical impairment or any other ground covered under Equal Opportunity legislation, and ensuring that no form of unjustifiable discrimination is exercised against staff or persons seeking employment with the Service.
- Not exploiting the relationship between student and mentor or supervisor.
- Not exploiting the relationship between management and staff.
- Valuing and using diversity in your work environment.
- Recognising the importance of people through training and ongoing development in your work environment.
- Providing and maintaining safe and healthy working conditions for yourself and others.
- Affording staff reasonable avenues of redress against improper or unreasonable administrative decisions.

In practice, this means

2.2.1 Value diversity

An important part of respecting others is valuing their diversity. By valuing the differences that all staff members bring to the workplace we can better meet the needs of the community. Unlawful or unjustifiable discrimination must not occur. Avoid both direct and indirect discrimination in your treatment of individuals and in the services you deliver.

2.2.2 Harassment and bullying

Harassment is unlawful. It is usually based on a real or perceived difference such as sex, race or disability and may lead to the person who is being harassed feeling offended, humiliated, intimidated or being disadvantaged. Harassment consists of unwelcome, offensive, abusive, belittling or threatening behaviour directed at another person.

Bullying is a form of harassment and is not acceptable. Bullying is about repeatedly treating another person in a less favourable way by intimidating, offensive, degrading or humiliating behaviour. Bullying is an offence under the *Occupational Health, Safety and Welfare Act 1986* and, where proven, can result in serious penalties.

2.2.3 Health and safety in your workplace

You must take reasonable care to protect your own health and safety and the health and safety of others. You are required to use any equipment provided for health and safety purposes and obey any reasonable instruction which the Service gives in relation to health and safety. In accordance with OHS legislation, the employer shall take the necessary actions and precautions to ensure the prevention of workplace injuries.

2.3 Accountability

Accountability refers to your responsibility to the Service to perform your duties efficiently and effectively. To ensure accountability, you are required to:

- Continuously improve your performance in delivering services.
- Utilise resources in an efficient, responsible and accountable manner.
- Provide responsive, effective and efficient services.
- Deal with information, of which you have knowledge or use as a result of your work, only in accordance with your role and the Service's policies and procedures.
- Base all selection decisions on a proper and transparent assessment of merit.
- Maintain structures, systems and processes that are effective and can be adapted quickly in response to changing demands.
- Observe all legislative requirements and lawful and reasonable instructions.

In practice, this means:

2.3.1 Using the Service's resources, property, goods or intellectual property

You are required to procure and use all resources, including human resources, efficiently and cost effectively. Waste or misuse of any resource is inappropriate. Care should be taken with technological resources, for example, your use of the Internet and e-mail system should be in line with the Service's policy and procedures.

The Service's resources are not to be used for any private purpose or external commercial purpose.

Where you have approval to use Service resources you must:

- Take responsibility for maintaining, safeguarding and returning the property.
- Follow any special directions or conditions which apply during the time the resources are being used.
- Use the resources effectively and economically.

The Service is the owner of intellectual property created by staff in the course of their employment unless a specific agreement has been made which excludes the staff member from this requirement. Any agreement must have the appropriate approval and be consistent with any relevant policy of the Service.

You must clarify the intellectual property position before making any use of that intellectual property for personal or private use.

2.3.2 Confidentiality, use of information, public comment and the media

You are required to comply with the Service's confidentiality provisions, and ensure the privacy of individuals is maintained. Release of personal information is only in accordance with the Freedom of Information Act 1991 and the SA Ambulance Privacy Policy. It is important that staff maintain and are responsible for the confidentiality of:

- patient/client information
- official Service documents and any other sensitive information
- information concerning SAAS staff, except where authorised.

The Service has a responsibility to protect patient confidentiality in the event of operational media coverage. At the same time the media have legal rights to record events on public property. Operational staff should be aware of the rights of the media while maintaining operational standards and duty of care requirements to patients.

Appropriately qualified and experienced Operational staff (Operational Managers, Comcen Team Leaders, Metropolitan Shift Managers, Regional Managers, Area Managers, Special Operations Team members etc) may speak to the media concerning the involvement of the ambulance service in an event, taking into account privacy and confidentiality matters.

The Chief Executive, or in his absence, the designated relevant Director, will be responsible for liaising with the Minister or the Minister's media representative on matters that involve the Government, the Minister or the Parliament of South Australia.

3. Ethical Decision Making

There are consequences for breaching your responsibilities under this Code of Conduct. Failure to meet the standards may result in performance management measures or disciplinary action being taken. Penalties may range from a reprimand, through to the termination of your employment. Some unacceptable behaviours are also unlawful and you may face criminal or civil action.

The decision making guide below will help you ensure that your behaviour meets the required standards. If you are unsure, seek advice before you act.

Step 1: Identify and assess the situation

- What is difficult about the situation?
- What are the legal issues to be considered?
- Does this Code require you to behave in a certain way?
- Who else is involved and what effect does your behaviour have on them?

Step 2: Look at the situation from a public sector standpoint

- What are your duties?
- Is there a relevant policy or procedure?
- Who do you need to involve?

Step 3: Would your behaviour stand up to scrutiny by the public

- This is sometimes called the family or newspaper test. What would your family or Chief Executive say if your actions were reported on the front page of the newspaper?
- Would others see you as using your employment and resources for personal gain? Do your personal interests conflict with the public interest?

Step 4: Identify and consider the options

- Do you need to seek advice from your manager or human resources department?
- Is there an alternative solution and what would the results of that solution be?
- How would the public view the alternative solutions?

Step 5: Choose your course of action

- Your choice of action must be within the legislation and the Service's policies and procedures.
- Your behaviour must support the aims and strategic direction of the Service.
- You must be able to justify your course of action.

4. Need more information?

If you need more help after referring to the information contained in this Code of Conduct, and your manager is unable to assist you, please seek advice from the Human Resources Department.

5. Definitions

Conduct

The actions and manner in which staff undertake their work and the actions and manner in which they represent the Service to the community.

Conflict of Interest

A conflict of interest occurs when a staff member could be influenced, or it could be perceived that they are influenced by a personal interest and/or association.

Staff

A paid employee, operational and non-operational volunteer.

Fraud

Deliberate deceit or breach of confidence to gain some unfair or dishonest advantage.

Intellectual Property

Includes documents, materials, information technology systems, the rights relating to scientific discoveries, industrial designs, trademarks, service marks, commercial names and designations and inventions that may result from being a staff member.

ATTACHMENT 2

COMMUNICATIONS AND CONSULTATION PROTOCOLS

To facilitate a professional relationship and cohesive approach to communication and consultation between SA Ambulance Service and the Ambulance Employees Association, the following principles will apply to the Industrial Relations arena:

1. Wherever possible, Association representatives must make appointments with relevant manager(s) prior to visiting the SAAS Administration building.
2. Where appropriate, Association representatives to notify SAAS of the subject area (issue) to be discussed and its relative urgency when making an appointment.
3. Association representatives to report to reception areas (where applicable) to be announced to appointee when visiting SAAS Administration building.
4. *Ad hoc* meetings of brief duration may be conducted, provided that Association representatives announce their presence to the appointee prior to entering the work area.
5. Where appropriate/possible SAAS employees who wish to meet with Association representatives during work hours will seek permission from their manager/supervisor. The manager/supervisor will support reasonable requests from employees to attend such meetings without the employee having to divulge the meeting content.
6. Where the Association is required to meet with a member (or a group of members) on site the meeting time should be scheduled at a time that causes minimum disruption to the workplace.
7. Where an employee meets with an Association representative, the duration of the meeting(s) should be kept to a reasonable time frame.
8. Association representatives employed by and paid by SAAS are not permitted to undertake union related duties for more than 1 hour in any one week for the purpose of attending to Association meetings (formal and informal). This does not include membership of formally constituted committees and/or working parties or formal AEA meetings.
9. Agreements reached regarding work practices are to be recorded in writing and approved by SAAS Executive. Relevant industrial instruments will be amended according to the industrial impact of the 'agreement conditions'.
10. The HR Delegations Policy outlines the level of delegated powers to make decisions that are binding on SAAS. No other commitment made to the Association by an employee of SAAS is valid unless formally endorsed by the Executive or the appropriate SAAS delegated officer.
11. Where appropriate, correspondence from the Association to be addressed to the relevant manager with a copy (cc) to the Industrial Relations Team Leader.
12. Any imposed bans or other forms of industrial action that the Association takes, is to be undertaken in accordance with the Enterprise Agreement dispute settlement clause.
13. When industrial action has ceased the Association must notify SAAS that industrial action has ceased via email or other written correspondence to the Industrial Relations Team Leader within a reasonable time frame.

Interaction between the Association and SAAS management will be conducted in a consistently professional, objective and responsive manner.

Schedule 1 Wages - SA Ambulance Service Award - 1st January 2007

This schedule shall come into operation from the first full pay period commencing **on or after the 31st December 2006** from the date of approval of agreement by the SA Industrial Relations Comm¹.

PART 1: OPERATIONAL - PATIENT TRANSFER SERVICE STREAM

Pay point	Classification	2007 Annual Salary
PTS 1.1	Ambulance Officer	\$34,500
PTS 1.2	Ambulance Officer	\$36,500
PTS 1.3	Ambulance Officer	\$39,500
PTS 1.4	Ambulance Officer	\$42,500
ESS 1.1	ESS Ambulance Officer	\$42,500
ESS 1.2	ESS Ambulance Officer	\$44,500
PTS 2.1	Team Leader	\$47,000
PTS 2.2	Team Leader	\$50,000

PART 2: OPERATIONAL – PROFESSIONAL (EMERGENCY) STREAM

Sponsored Paramedic Degree Program

Pay point	Classification	2007 Annual Salary
SPDP 1	Probationary Ambulance Officer	\$34,500
SPDP 2	Student Ambulance Officer	\$37,500
SPDP 3	Student Ambulance Officer	\$40,000
SPDP 4	Student Ambulance Officer	\$43,000

Intern

Pay point	Classification	2007 Annual Salary
1.1	Intern	\$43,000
1.2	Intern	\$45,000

Paramedic

Pay point	Classification	2007 Annual Salary
2.1	Paramedic, Paramedic Defined Practice	\$49,000
2.2	Paramedic, Paramedic Defined Practice	\$51,000
2.3	Paramedic	\$53,000
2.4	Paramedic	\$55,000
2.5	Paramedic	\$57,000
2.6	Paramedic	\$59,000

Clinical Instructor

Pay point	Classification	2007 Annual Salary
2.5	Clinical Instructor	\$57,000
2.6	Clinical Instructor	\$59,000
3.2	Clinical Instructor	\$61,000
3.3	Clinical Instructor	\$63,000

Intensive Care Paramedic (ICP)

Pay point	Classification	2007 Annual Salary
3.1	Intensive Care Paramedic Intern	\$60,000
3.2	Intensive Care Paramedic	\$61,000
3.3	Intensive Care Paramedic	\$63,000
3.4	Intensive Care Paramedic	\$65,000
3.5	Intensive Care Paramedic	\$67,000

SPRINT Paramedic

3.2	SPRINT Paramedic	\$61,000
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¹ The applicable weekly amount payable will be ascertained by applying the following formula: annual salary x (6/313).

Paramedic Team Leader: Clinical (CTL), ESS (ESSTL), Regional (RTL), Paramedic Development Intern Team Leader (PDITL)

Pay point	Classification	2007 Annual Salary
3.4	CTL/RTL <12 reports	\$65,000
3.5	CTL/RTL <12 reports	\$67,000
4.1	ESS TL	\$70,000
4.2	ESS TL	\$72,000
4.3	CTL/RTL/PDITL >12 reports; ESS CTL	\$74,000
4.4	CTL/RTL/PDITL >12 reports; ESS CTL	\$76,000

Intensive Care Paramedic Team Leader: Clinical (CTL), Regional (RTL), Area (ACTL)

Pay point	Classification	2007 Annual Salary
4.1	CTL/RTL <12 reports	\$70,000
4.2	CTL/RTL <12 reports	\$72,000
5.3	CTL/RTL >12 reports, ACTL	\$84,000
5.4	CTL/RTL >12 reports, ACTL	\$86,000

Special Operations Team (SOT), Extended Care Paramedics (ECP)

Pay point	Classification	2007 Annual Salary
4.1	SOT ICP, ECP	\$70,000
4.2	SOT ICP, ECP	\$72,000
4.3	SOT ICP, ECP	\$74,000
4.4	SOT ICP, ECP	\$76,000
5.1	SOT/Retrieval ICP	\$79,000
5.2	SOT/Retrieval ICP	\$81,000
5.3	SOT/Retrieval ICP	\$84,000
5.4	SOT Clinical Team Leader	\$86,000

Clinical Education, Support and Governance

Pay point	Classification	2007 Annual Salary
4.2	Clinical Educator	\$72,000
5.3	Clinical Support Officer	\$84,000
5.4	Clinical Support Officer	\$86,000

Operational Management

Pay point	Classification	2007 Annual Salary
6.1	Clinical Manager, Patient Services Manager, Risk and Safety Manager, Special Operations Manager, State Duty Manager, Operations Manager Performance & Logistics, Manager Emergency Preparedness, Business Operations Manager, Manager Clinical Governance. ²	\$96,000

² The following management posts are to be included within the Schedule at a level yet to be determined:

Manager Manual Handling Program
Manager Driver Standards Department
Injury Management Consultant
Operations Staff Officer

PART 3: OPERATIONAL - COMMUNICATIONS STREAM

Classification	% Incr for 38 hrs	76 hrs	Annual	Code
Trainee Call Taker	\$ 577.10	\$ 1,154.20	\$ 30,009.20	MCG01
Probationary Call Taker	\$ 659.50	\$ 1,319.00	\$ 34,294.00	MCG02
Call Taker	\$ 741.90	\$ 1,483.80	\$ 38,578.80	MCG03
Probationary Coordinator	\$ 824.40	\$ 1,648.80	\$ 42,868.80	MCF01P
Coordinator Level 1	\$ 890.20	\$ 1,780.40	\$ 46,290.40	MCF01
Coordinator Level 2	\$ 939.80	\$ 1,879.60	\$ 48,869.60	MCF02
Coordinator Level 3	\$ 989.40	\$ 1,978.80	\$ 51,448.80	MCF03
Coordinator Level 4	\$ 1,030.20	\$ 2,060.40	\$ 53,570.40	MCF04
Communications Team Leader	\$ 1,121.10	\$ 2,242.20	\$ 58,297.20	MCF05

Part 4: CLERICAL AND ADMINISTRATIVE STREAM

Classification	% Incr for 38 hrs	76 hrs	Annual	Code
Clerical Level 1a	\$ 609.60	\$ 1,219.20	\$ 31,699.20	MCL1A - Stp.6
Clerical Level 1b	\$ 648.40	\$ 1,296.80	\$ 33,716.80	MCL1B - Stp.6
Clerical Level 1c	\$ 696.10	\$ 1,392.20	\$ 36,197.20	MCL1C - Stp.6
Clerical Level 2	\$ 776.00	\$ 1,552.00	\$ 40,352.00	MCL02
Clerical Level 3	\$ 824.40	\$ 1,648.80	\$ 42,868.80	MCL03
Clerical Level 4	\$ 872.40	\$ 1,744.80	\$ 45,364.80	MCL04
Clerical Level 5	\$ 920.40	\$ 1,840.80	\$ 47,860.80	MCL05
Clerical Level 6	\$ 968.40	\$ 1,936.80	\$ 50,356.80	MCL06
Clerical Level 7	\$ 1,040.30	\$ 2,080.60	\$ 54,095.60	MCL07
Catering Assistant	\$ 720.40	\$ 1,440.80	\$ 37,460.80	Catering
Classification	% Incr for 38 hrs	76 hrs	Annual	Code
Age 16 - Level 1a	\$ 304.80	\$ 609.60	\$ 15,849.60	MCL1A - Stp.1
Age 16 - Level 1b	\$ 324.20	\$ 648.40	\$ 16,858.40	MCL1B - Stp.1
Age 16 - Level 1c	\$ 348.10	\$ 696.20	\$ 18,101.20	MCL1C - Stp.1
Age 17 - Level 1a	\$ 365.80	\$ 731.60	\$ 19,021.60	MCL1A - Stp.2
Age 17 - Level 1b	\$ 389.00	\$ 778.00	\$ 20,228.00	MCL1B - Stp.2
Age 17 - Level 1c	\$ 417.70	\$ 835.40	\$ 21,720.40	MCL1C - Stp.2
Age 18 - Level 1a	\$ 426.70	\$ 853.40	\$ 22,188.40	MCL1A - Stp.3
Age 18 - Level 1b	\$ 453.90	\$ 907.80	\$ 23,602.80	MCL1B - Stp.3
Age 18 - Level 1c	\$ 487.30	\$ 974.60	\$ 25,339.60	MCL1C - Stp.3
Age 19 - Level 1a	\$ 487.70	\$ 975.40	\$ 25,360.40	MCL1A - Stp.4
Age 19 - Level 1b	\$ 518.70	\$ 1,037.40	\$ 26,972.40	MCL1B - Stp.4
Age 19 - Level 1c	\$ 556.90	\$ 1,113.80	\$ 28,958.80	MCL1C - Stp.4
Age 20 - Level 1a	\$ 548.60	\$ 1,097.20	\$ 28,527.20	MCL1A - Stp.5
Age 20 - Level 1b	\$ 583.60	\$ 1,167.20	\$ 30,347.20	MCL1B - Stp.5
Age 20 - Level 1c	\$ 626.50	\$ 1,253.00	\$ 32,578.00	MCL1C - Stp.5

PART 5: SENIOR AND ADMINISTRATIVE AND TECHNICAL STAFF STREAM

Classification	% Incr for 38 hrs	76 hrs	Annual	Code
Level 1 - 1st increment	\$ 1,144.40	\$ 2,288.80	\$ 59,508.80	MSA01 - Stp.1
Level 1 - 2nd increment	\$ 1,208.50	\$ 2,417.00	\$ 62,842.00	MSA01 - Stp.2
Level 2 - 1st increment	\$ 1,272.40	\$ 2,544.80	\$ 66,164.80	MSA02 - Stp.1
Level 2 - 2nd increment	\$ 1,344.50	\$ 2,689.00	\$ 69,914.00	MSA02 - Stp.2
Level 3 - 1st increment	\$ 1,424.40	\$ 2,848.80	\$ 74,068.80	MSA03 - Stp.1
Level 3 - 2nd increment	\$ 1,520.50	\$ 3,041.00	\$ 79,066.00	MSA03 - Stp.2
Level 4 - 1st increment	\$ 1,616.70	\$ 3,233.40	\$ 84,068.40	MSA04 - Stp.1
Level 4 - 2nd increment	\$ 1,728.60	\$ 3,457.20	\$ 89,887.20	MSA04 - Stp.2

PART 6: TECHNICAL, TRADE AND SUPPORT STAFF STREAM

Classification	% Incr for 38 hrs	76 hrs	Annual	Code
Stores:				
Stores Officer 1st Year	\$ 649.40	\$ 1,298.80	\$ 33,768.80	MSF01 - Stp.1
Stores Officer 2nd Year	\$ 669.10	\$ 1,338.20	\$ 34,793.20	MSF02 - Stp.2
Building Services:				
Building Services Officer 1st Year	\$ 688.40	\$ 1,376.80	\$ 35,796.80	MBO01 - Stp.1
Building Services Officer 2nd Year	\$ 720.40	\$ 1,440.80	\$ 37,460.80	MBO01 - Stp.2
Senior Building Services Officer	\$ 772.90	\$ 1,545.80	\$ 40,190.80	MBN01
Building Services Officer Specialist	\$ 804.20	\$ 1,608.40	\$ 41,818.40	MBS01
Building Services Supervisor	\$ 960.30	\$ 1,920.60	\$ 49,935.60	MBU01
Cas. Building Services Officer per hour	\$ 24.41			MBN01C
Vehicle Workshop:				
Detailer	\$ 651.60	\$ 1,303.20	\$ 33,883.20	MDT01
Trades Assistant	\$ 749.30	\$ 1,498.60	\$ 38,963.60	MSB01
Service Technician 1st Year	\$ 688.40	\$ 1,376.80	\$ 35,796.80	MST01 - Stp.1
Service Technician 2nd Year	\$ 720.40	\$ 1,440.80	\$ 37,460.80	MST01 - Stp.2
Senior Service Technician	\$ 772.90	\$ 1,545.80	\$ 40,190.80	MSN01
Service Technician (Specialist)	\$ 826.10	\$ 1,652.20	\$ 42,957.20	MSP01
Technicians:				
Technical Assistant 1st Year	\$ 608.30	\$ 1,216.60	\$ 31,631.60	MTA01 - Stp.1
Technical Assistant 2nd Year	\$ 671.90	\$ 1,343.80	\$ 34,938.80	MTA01 - Stp.2
Technician 1st Year	\$ 782.70	\$ 1,565.40	\$ 40,700.40	MTN01 - Stp.1
Technician 2nd Year	\$ 832.20	\$ 1,664.40	\$ 43,274.40	MTN01 - Stp.2
Technician (Specialist)	\$ 863.70	\$ 1,727.40	\$ 44,912.40	MTP01
Call Direct Technician	\$ 1,239.10	\$ 2,478.20	\$ 64,433.20	MTC01
Technical Officers:				
Technical Officer 1st Year	\$ 896.00	\$ 1,792.00	\$ 46,592.00	MTO01 - Stp.1
Technical Officer 2nd Year	\$ 960.30	\$ 1,920.60	\$ 49,935.60	MTO01 - Stp.2
Technical Officer (Specialist)	\$ 1,056.30	\$ 2,112.60	\$ 54,927.60	MST01

Apprentice Mechanic: = % of 1st year Technician

1st yr = 42%

2nd yr = 55%

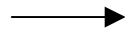
3rd yr = 75%

4th yr = 88%

Schedule 1 Wages - SA Ambulance Service Award - 1st January 2008

This schedule shall come into operation from the first full pay period commencing **on or after the 31st December 2007** from the date of approval of agreement by the SA Industrial Relations Comm¹.

(%) percentage Incr



01-Jan-2008

3.5%

01-Jan-2009

3.5%

PART 1: OPERATIONAL - PATIENT TRANSFER SERVICE STREAM

Pay point	Classification	2008 Annual Salary
PTS 1.1	Ambulance Officer	\$35,708
PTS 1.2	Ambulance Officer	\$37,778
PTS 1.3	Ambulance Officer	\$40,883
PTS 1.4	Ambulance Officer	\$43,988
ESS 1.1	ESS Ambulance Officer	\$43,988
ESS 1.2	ESS Ambulance Officer	\$46,058
PTS 2.1	Team Leader	\$48,645
PTS 2.2	Team Leader	\$51,750

PART 2: OPERATIONAL – PROFESSIONAL (EMERGENCY) STREAM

Sponsored Paramedic Degree Program

Pay point	Classification	2008 Annual Salary
SPDP 1	Probationary Ambulance Officer	\$35,708
SPDP 2	Student Ambulance Officer	\$38,813
SPDP 3	Student Ambulance Officer	\$41,400
SPDP 4	Student Ambulance Officer	\$44,505

Intern

Pay point	Classification	2008 Annual Salary
1.1	Intern	\$44,505
1.2	Intern	\$46,575

Paramedic

Pay point	Classification	2008 Annual Salary
2.1	Paramedic, Paramedic Defined Practice	\$50,715
2.2	Paramedic, Paramedic Defined Practice	\$52,785
2.3	Paramedic	\$54,855
2.4	Paramedic	\$56,925
2.5	Paramedic	\$58,995
2.6	Paramedic	\$61,065

Clinical Instructor

Pay point	Classification	2008 Annual Salary
2.5	Clinical Instructor	\$58,995
2.6	Clinical Instructor	\$61,065
3.2	Clinical Instructor	\$63,135
3.3	Clinical Instructor	\$65,205

Intensive Care Paramedic (ICP)

Pay point	Classification	2008 Annual Salary
3.1	Intensive Care Paramedic Intern	\$62,100
3.2	Intensive Care Paramedic	\$63,135
3.3	Intensive Care Paramedic	\$65,205
3.4	Intensive Care Paramedic	\$67,275
3.5	Intensive Care Paramedic	\$69,345

¹ The applicable weekly amount payable will be ascertained by applying the following formula: annual salary x (6/313).

SPRINT Paramedic		
3.2	SPRINT Paramedic	\$63,135

Paramedic Team Leader: Clinical (CTL), ESS (ESSTL), Regional (RTL), Paramedic Development Intern Team Leader (PDITL)

Pay point	Classification	2008 Annual Salary
3.4	CTL/RTL <12 reports	\$67,275
3.5	CTL/RTL <12 reports	\$69,345
4.1	ESS TL	\$72,450
4.2	ESS TL	\$74,520
4.3	CTL/RTL/PDITL >12 reports; ESS CTL	\$76,590
4.4	CTL/RTL/PDITL >12 reports; ESS CTL	\$78,660

Intensive Care Paramedic Team Leader: Clinical (CTL), Regional (RTL), Area (ACTL)

Pay point	Classification	2008 Annual Salary
4.1	CTL/RTL <12 reports	\$72,450
4.2	CTL/RTL <12 reports	\$74,520
5.3	CTL/RTL >12 reports, ACTL	\$86,940
5.4	CTL/RTL >12 reports, ACTL	\$89,010

Special Operations Team (SOT), Extended Care Paramedics (ECP)

Pay point	Classification	2008 Annual Salary
4.1	SOT ICP, ECP	\$72,450
4.2	SOT ICP, ECP	\$74,520
4.3	SOT ICP, ECP	\$76,590
4.4	SOT ICP, ECP	\$78,660
5.1	SOT/Retrieval ICP	\$81,765
5.2	SOT/Retrieval ICP	\$83,835
5.3	SOT/Retrieval ICP	\$86,940
5.4	SOT Clinical Team Leader	\$89,010

Clinical Education, Support and Governance

Pay point	Classification	2008 Annual Salary
4.2	Clinical Educator	\$74,520
5.3	Clinical Support Officer	\$86,940
5.4	Clinical Support Officer	\$89,010

Operational Management

Pay point	Classification	2008 Annual Salary
6.1	Clinical Manager, Patient Services Manager, Risk and Safety Manager, Special Operations Manager, State Duty Manager, Operations Manager Performance & Logistics, Manager Emergency Preparedness, Business Operations Manager, Manager Clinical Governance. ²	\$99,360

²The following management posts are to be included within the Schedule at a level yet to be determined:
Manager Manual Handling Program
Manager Driver Standards Department
Injury Management Consultant
Operations Staff Officer

PART 3: OPERATIONAL - COMMUNICATIONS STREAM

Classification	% Incr for 38 hrs	76 hrs	Annual	Code
Trainee Call Taker	\$ 597.30	\$ 1,194.60	\$ 31,059.60	MCG01
Probationary Call Taker	\$ 682.60	\$ 1,365.20	\$ 35,495.20	MCG02
Call Taker	\$ 767.90	\$ 1,535.80	\$ 39,930.80	MCG03
Probationary Coordinator	\$ 853.30	\$ 1,706.60	\$ 44,371.60	MCF01P
Coordinator Level 1	\$ 921.40	\$ 1,842.80	\$ 47,912.80	MCF01
Coordinator Level 2	\$ 972.70	\$ 1,945.40	\$ 50,580.40	MCF02
Coordinator Level 3	\$ 1,024.00	\$ 2,048.00	\$ 53,248.00	MCF03
Coordinator Level 4	\$ 1,066.30	\$ 2,132.60	\$ 55,447.60	MCF04
Communications Team Leader	\$ 1,160.30	\$ 2,320.60	\$ 60,335.60	MCF05

Part 4: CLERICAL AND ADMINISTRATIVE STREAM

Classification	% Incr for 38 hrs	76 hrs	Annual	Code
Clerical Level 1a	\$ 630.90	\$ 1,261.80	\$ 32,806.80	MCL1A - Stp.6
Clerical Level 1b	\$ 671.10	\$ 1,342.20	\$ 34,897.20	MCL1B - Stp.6
Clerical Level 1c	\$ 720.50	\$ 1,441.00	\$ 37,466.00	MCL1C - Stp.6
Clerical Level 2	\$ 803.20	\$ 1,606.40	\$ 41,766.40	MCL02
Clerical Level 3	\$ 853.30	\$ 1,706.60	\$ 44,371.60	MCL03
Clerical Level 4	\$ 902.90	\$ 1,805.80	\$ 46,950.80	MCL04
Clerical Level 5	\$ 952.60	\$ 1,905.20	\$ 49,535.20	MCL05
Clerical Level 6	\$ 1,002.30	\$ 2,004.60	\$ 52,119.60	MCL06
Clerical Level 7	\$ 1,076.70	\$ 2,153.40	\$ 55,988.40	MCL07
Catering Assistant	\$ 745.60	\$ 1,491.20	\$ 38,771.20	Catering
Classification	% Incr for 38 hrs	76 hrs	Annual	Code
Age 16 - Level 1a	\$ 315.50	\$ 631.00	\$ 16,406.00	MCL1A - Stp.1
Age 16 - Level 1b	\$ 335.60	\$ 671.20	\$ 17,451.20	MCL1B - Stp.1
Age 16 - Level 1c	\$ 360.30	\$ 720.60	\$ 18,735.60	MCL1C - Stp.1
Age 17 - Level 1a	\$ 378.50	\$ 757.00	\$ 19,682.00	MCL1A - Stp.2
Age 17 - Level 1b	\$ 402.70	\$ 805.40	\$ 20,940.40	MCL1B - Stp.2
Age 17 - Level 1c	\$ 432.30	\$ 864.60	\$ 22,479.60	MCL1C - Stp.2
Age 18 - Level 1a	\$ 441.60	\$ 883.20	\$ 22,963.20	MCL1A - Stp.3
Age 18 - Level 1b	\$ 469.80	\$ 939.60	\$ 24,429.60	MCL1B - Stp.3
Age 18 - Level 1c	\$ 504.40	\$ 1,008.80	\$ 26,228.80	MCL1C - Stp.3
Age 19 - Level 1a	\$ 504.70	\$ 1,009.40	\$ 26,244.40	MCL1A - Stp.4
Age 19 - Level 1b	\$ 536.90	\$ 1,073.80	\$ 27,918.80	MCL1B - Stp.4
Age 19 - Level 1c	\$ 576.40	\$ 1,152.80	\$ 29,972.80	MCL1C - Stp.4
Age 20 - Level 1a	\$ 567.80	\$ 1,135.60	\$ 29,525.60	MCL1A - Stp.5
Age 20 - Level 1b	\$ 604.00	\$ 1,208.00	\$ 31,408.00	MCL1B - Stp.5
Age 20 - Level 1c	\$ 648.50	\$ 1,297.00	\$ 33,722.00	MCL1C - Stp.5

PART 5: SENIOR AND ADMINISTRATIVE AND TECHNICAL STAFF STREAM

Classification	% Incr for 38 hrs	76 hrs	Annual	Code
Level 1 - 1st increment	\$ 1,184.50	\$ 2,369.00	\$ 61,594.00	MSA01 - Stp.1
Level 1 - 2 nd increment	\$ 1,250.80	\$ 2,501.60	\$ 65,041.60	MSA01 - Stp.2
Level 2 - 1st increment	\$ 1,316.90	\$ 2,633.80	\$ 68,478.80	MSA02 - Stp.1
Level 2 - 2 nd increment	\$ 1,391.60	\$ 2,783.20	\$ 72,363.20	MSA02 - Stp.2
Level 3 - 1st increment	\$ 1,474.30	\$ 2,948.60	\$ 76,663.60	MSA03 - Stp.1
Level 3 - 2 nd increment	\$ 1,573.70	\$ 3,147.40	\$ 81,832.40	MSA03 - Stp.2

Level 4 - 1st increment	\$ 1,673.30	\$ 3,346.60	\$ 87,011.60	MSA04 - Stp.1
Level 4 - 2 nd increment	\$ 1,789.10	\$ 3,578.20	\$ 93,033.20	MSA04 - Stp.2

PART 6: TECHNICAL, TRADE AND SUPPORT STAFF STREAM

Classification	% Incr for 38 hrs	76 hrs	Annual	Code
Stores:				
Stores Officer 1st Year	\$ 672.10	\$ 1,344.20	\$ 34,949.20	MSF01 - Stp.1
Stores Officer 2nd Year	\$ 692.50	\$ 1,385.00	\$ 36,010.00	MSF02 - Stp.2
Building Services:				
Building Services Officer 1st Year	\$ 712.50	\$ 1,425.00	\$ 37,050.00	MBO01 - Stp.1
Building Services Officer 2nd Year	\$ 745.60	\$ 1,491.20	\$ 38,771.20	MBO01 - Stp.2
Senior Building Services Officer	\$ 800.00	\$ 1,600.00	\$ 41,600.00	MBN01
Building Services Officer Specialist	\$ 832.30	\$ 1,664.60	\$ 43,279.60	MBS01
Building Services Supervisor	\$ 993.90	\$ 1,987.80	\$ 51,682.80	MBU01
Cas. Building Services Officer per hour	\$ 25.26			MBN01C
Vehicle Workshop:				
Detailer	\$ 674.40	\$ 1,348.80	\$ 35,068.80	MDT01
Trades Assistant	\$ 775.50	\$ 1,551.00	\$ 40,326.00	MSB01
Service Technician 1st Year	\$ 712.50	\$ 1,425.00	\$ 37,050.00	MST01 - Stp.1
Service Technician 2nd Year	\$ 745.60	\$ 1,491.20	\$ 38,771.20	MST01 - Stp.2
Senior Service Technician	\$ 800.00	\$ 1,600.00	\$ 41,600.00	MSN01
Service Technician (Specialist)	\$ 855.00	\$ 1,710.00	\$ 44,460.00	MSP01
Technicians:				
Technical Assistant 1st Year	\$ 629.60	\$ 1,259.20	\$ 32,739.20	MTA01 - Stp.1
Technical Assistant 2nd Year	\$ 695.40	\$ 1,390.80	\$ 36,160.80	MTA01 - Stp.2
Technician 1st Year	\$ 810.10	\$ 1,620.20	\$ 42,125.20	MTN01 - Stp.1
Technician 2nd Year	\$ 861.30	\$ 1,722.60	\$ 44,787.60	MTN01 - Stp.2
Technician (Specialist)	\$ 893.90	\$ 1,787.80	\$ 46,482.80	MTP01
Call Direct Technician	\$ 1,282.50	\$ 2,565.00	\$ 66,690.00	MTC01
Technical Officers:				
Technical Officer 1st Year	\$ 927.40	\$ 1,854.80	\$ 48,224.80	MTO01 - Stp.1
Technical Officer 2nd Year	\$ 993.90	\$ 1,987.80	\$ 51,682.80	MTO01 - Stp.2
Technical Officer (Specialist)	\$ 1,093.30	\$ 2,186.60	\$ 56,851.60	MST01

Apprentice Mechanic: = % of 1st year Technician

1st yr = 42%

2nd yr = 55%

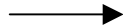
3rd yr = 75%

4th yr = 88%

Schedule 1 Wages - SA Ambulance Service Award - 1st January 2009

This schedule shall come into operation from the first full pay period commencing **on or after the 31st December 2008** from the date of approval of agreement by the SA Industrial Relations Comm¹.

(%) percentage Incr



01-Jan-2008

01-Jan-2009

3.5%

3.5%

PART 1: OPERATIONAL - PATIENT TRANSFER SERVICE STREAM

Pay point	Classification	2009 Annual Salary
PTS 1.1	Ambulance Officer	\$36,957
PTS 1.2	Ambulance Officer	\$39,100
PTS 1.3	Ambulance Officer	\$42,313
PTS 1.4	Ambulance Officer	\$45,527
ESS 1.1	ESS Ambulance Officer	\$45,527
ESS 1.2	ESS Ambulance Officer	\$47,670
PTS 2.1	Team Leader	\$50,348
PTS 2.2	Team Leader	\$53,561

PART 2: OPERATIONAL – PROFESSIONAL (EMERGENCY) STREAM

Sponsored Paramedic Degree Program

Pay point	Classification	2009 Annual Salary
SPDP 1	Probationary Ambulance Officer	\$36,957
SPDP 2	Student Ambulance Officer	\$40,171
SPDP 3	Student Ambulance Officer	\$42,849
SPDP 4	Student Ambulance Officer	\$46,063

Intern

Pay point	Classification	2009 Annual Salary
1.1	Intern	\$46,063
1.2	Intern	\$48,205

Paramedic

Pay point	Classification	2009 Annual Salary
2.1	Paramedic, Paramedic Defined Practice	\$52,490
2.2	Paramedic, Paramedic Defined Practice	\$54,632
2.3	Paramedic	\$56,775
2.4	Paramedic	\$58,917
2.5	Paramedic	\$61,060
2.6	Paramedic	\$63,202

Clinical Instructor

Pay point	Classification	2009 Annual Salary
2.5	Clinical Instructor	\$61,060
2.6	Clinical Instructor	\$63,202
3.2	Clinical Instructor	\$65,345
3.3	Clinical Instructor	\$67,487

Intensive Care Paramedic (ICP)

Pay point	Classification	2009 Annual Salary
3.1	Intensive Care Paramedic Intern	\$64,274
3.2	Intensive Care Paramedic	\$65,345
3.3	Intensive Care Paramedic	\$67,487
3.4	Intensive Care Paramedic	\$69,630
3.5	Intensive Care Paramedic	\$71,772

¹ The applicable weekly amount payable will be ascertained by applying the following formula: annual salary x (6/313).

SPRINT Paramedic		
3.2	SPRINT Paramedic	\$65,345

Paramedic Team Leader: Clinical (CTL), ESS (ESSTL), Regional (RTL), Paramedic Development Intern Team Leader (PDITL)

Pay point	Classification	2009 Annual Salary
3.4	CTL/RTL <12 reports	\$69,630
3.5	CTL/RTL <12 reports	\$71,772
4.1	ESS TL	\$74,986
4.2	ESS TL	\$77,128
4.3	CTL/RTL/PDITL >12 reports; ESS CTL	\$79,271
4.4	CTL/RTL/PDITL >12 reports; ESS CTL	\$81,413

Intensive Care Paramedic Team Leader: Clinical (CTL), Regional (RTL), Area (ACTL)

Pay point	Classification	2009 Annual Salary
4.1	CTL/RTL <12 reports	\$74,986
4.2	CTL/RTL <12 reports	\$77,128
5.3	CTL/RTL >12 reports, ACTL	\$89,983
5.4	CTL/RTL >12 reports, ACTL	\$92,125

Special Operations Team (SOT), Extended Care Paramedics (ECP)

Pay point	Classification	2009 Annual Salary
4.1	SOT ICP, ECP	\$74,986
4.2	SOT ICP, ECP	\$77,128
4.3	SOT ICP, ECP	\$79,271
4.4	SOT ICP, ECP	\$81,413
5.1	SOT/Retrieval ICP	\$84,627
5.2	SOT/Retrieval ICP	\$86,769
5.3	SOT/Retrieval ICP	\$89,983
5.4	SOT Clinical Team Leader	\$92,125

Clinical Education, Support and Governance

Pay point	Classification	2009 Annual Salary
4.2	Clinical Educator	\$77,128
5.3	Clinical Support Officer	\$89,983
5.4	Clinical Support Officer	\$92,125

Operational Management

Pay point	Classification	2009 Annual Salary
6.1	Clinical Manager, Patient Services Manager, Risk and Safety Manager, Special Operations Manager, State Duty Manager, Operations Manager Performance & Logistics, Manager Emergency Preparedness, Business Operations Manager, Manager Clinical Governance. ²	\$102,838

²The following management posts are to be included within the Schedule at a level yet to be determined:
 Manager Manual Handling Program
 Manager Driver Standards Department
 Injury Management Consultant
 Operations Staff Officer

PART 3: OPERATIONAL - COMMUNICATIONS STREAM

Classification	% Incr for 38 hrs	76 hrs	Annual	Code
Trainee Call Taker	\$ 618.20	\$ 1,236.40	\$ 32,146.40	MCG01
Probationary Call Taker	\$ 706.50	\$ 1,413.00	\$ 36,738.00	MCG02
Call Taker	\$ 794.80	\$ 1,589.60	\$ 41,329.60	MCG03
Probationary Coordinator	\$ 883.20	\$ 1,766.40	\$ 45,926.40	MCF01P
Coordinator Level 1	\$ 953.60	\$ 1,907.20	\$ 49,587.20	MCF01
Coordinator Level 2	\$ 1,006.70	\$ 2,013.40	\$ 52,348.40	MCF02
Coordinator Level 3	\$ 1,059.80	\$ 2,119.60	\$ 55,109.60	MCF03
Coordinator Level 4	\$ 1,103.60	\$ 2,207.20	\$ 57,387.20	MCF04
Communications Team Leader	\$ 1,200.90	\$ 2,401.80	\$ 62,446.80	MCF05

Part 4: CLERICAL AND ADMINISTRATIVE STREAM

Classification	% Incr for 38 hrs	76 hrs	Annual	Code
Clerical Level 1a	\$ 653.00	\$ 1,306.00	\$ 33,956.00	MCL1A - Stp.6
Clerical Level 1b	\$ 694.60	\$ 1,389.20	\$ 36,119.20	MCL1B - Stp.6
Clerical Level 1c	\$ 745.70	\$ 1,491.40	\$ 38,776.40	MCL1C - Stp.6
Clerical Level 2	\$ 831.30	\$ 1,662.60	\$ 43,227.60	MCL02
Clerical Level 3	\$ 883.20	\$ 1,766.40	\$ 45,926.40	MCL03
Clerical Level 4	\$ 934.50	\$ 1,869.00	\$ 48,594.00	MCL04
Clerical Level 5	\$ 985.90	\$ 1,971.80	\$ 51,266.80	MCL05
Clerical Level 6	\$ 1,037.40	\$ 2,074.80	\$ 53,944.80	MCL06
Clerical Level 7	\$ 1,114.40	\$ 2,228.80	\$ 57,948.80	MCL07
Catering Assistant	\$ 771.70	\$ 1,543.40	\$ 40,128.40	Catering
Classification	% Incr for 38 hrs	76 hrs	Annual	Code
Age 16 - Level 1a	\$ 326.50	\$ 653.00	\$ 16,978.00	MCL1A - Stp.1
Age 16 - Level 1b	\$ 347.30	\$ 694.60	\$ 18,059.60	MCL1B - Stp.1
Age 16 - Level 1c	\$ 372.90	\$ 745.80	\$ 19,390.80	MCL1C - Stp.1
Age 17 - Level 1a	\$ 391.80	\$ 783.60	\$ 20,373.60	MCL1A - Stp.2
Age 17 - Level 1b	\$ 416.80	\$ 833.60	\$ 21,673.60	MCL1B - Stp.2
Age 17 - Level 1c	\$ 447.40	\$ 894.80	\$ 23,264.80	MCL1C - Stp.2
Age 18 - Level 1a	\$ 457.10	\$ 914.20	\$ 23,769.20	MCL1A - Stp.3
Age 18 - Level 1b	\$ 486.20	\$ 972.40	\$ 25,282.40	MCL1B - Stp.3
Age 18 - Level 1c	\$ 522.00	\$ 1,044.00	\$ 27,144.00	MCL1C - Stp.3
Age 19 - Level 1a	\$ 522.40	\$ 1,044.80	\$ 27,164.80	MCL1A - Stp.4
Age 19 - Level 1b	\$ 555.70	\$ 1,111.40	\$ 28,896.40	MCL1B - Stp.4
Age 19 - Level 1c	\$ 596.60	\$ 1,193.20	\$ 31,023.20	MCL1C - Stp.4
Age 20 - Level 1a	\$ 587.70	\$ 1,175.40	\$ 30,560.40	MCL1A - Stp.5
Age 20 - Level 1b	\$ 625.10	\$ 1,250.20	\$ 32,505.20	MCL1B - Stp.5
Age 20 - Level 1c	\$ 671.10	\$ 1,342.20	\$ 34,897.20	MCL1C - Stp.5

PART 5: SENIOR AND ADMINISTRATIVE AND TECHNICAL STAFF STREAM

Classification	% Incr for 38 hrs	76 hrs	Annual	Code
Level 1 - 1st increment	\$ 1,226.00	\$ 2,452.00	\$ 63,752.00	MSA01 - Stp.1
Level 1 - 2nd increment	\$ 1,294.60	\$ 2,589.20	\$ 67,319.20	MSA01 - Stp.2
Level 2 - 1st increment	\$ 1,363.00	\$ 2,726.00	\$ 70,876.00	MSA02 - Stp.1
Level 2 - 2nd increment	\$ 1,440.30	\$ 2,880.60	\$ 74,895.60	MSA02 - Stp.2
Level 3 - 1st increment	\$ 1,525.90	\$ 3,051.80	\$ 79,346.80	MSA03 - Stp.1
Level 3 - 2nd increment	\$ 1,628.80	\$ 3,257.60	\$ 84,697.60	MSA03 - Stp.2
Level 4 - 1st increment	\$ 1,731.90	\$ 3,463.80	\$ 90,058.80	MSA04 - Stp.1

Level 4 - 2nd increment	\$ 1,851.70	\$ 3,703.40	\$ 96,288.40	MSA04 - Stp.2
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PART 6: TECHNICAL, TRADE AND SUPPORT STAFF STREAM

Classification	% Incr for 38 hrs	76 hrs	Annual	Code
Stores:				
Stores Officer 1st Year	\$ 695.60	\$ 1,391.20	\$ 36,171.20	MSF01 - Stp.1
Stores Officer 2nd Year	\$ 716.70	\$ 1,433.40	\$ 37,268.40	MSF02 - Stp.2
Building Services:				
Building Services Officer 1st Year	\$ 737.40	\$ 1,474.80	\$ 38,344.80	MBO01 - Stp.1
Building Services Officer 2nd Year	\$ 771.70	\$ 1,543.40	\$ 40,128.40	MBO01 - Stp.2
Senior Building Services Officer	\$ 828.00	\$ 1,656.00	\$ 43,056.00	MBN01
Building Services Officer Specialist	\$ 861.40	\$ 1,722.80	\$ 44,792.80	MBS01
Building Services Supervisor	\$ 1,028.70	\$ 2,057.40	\$ 53,492.40	MBU01
Cas. Building Services Officer per hour	\$ 26.15			MBN01C
Vehicle Workshop:				
Detailer	\$ 698.00	\$ 1,396.00	\$ 36,296.00	MDT01
Trades Assistant	\$ 802.60	\$ 1,605.20	\$ 41,735.20	MSB01
Service Technician 1st Year	\$ 737.40	\$ 1,474.80	\$ 38,344.80	MST01 - Stp.1
Service Technician 2nd Year	\$ 771.70	\$ 1,543.40	\$ 40,128.40	MST01 - Stp.2
Senior Service Technician	\$ 828.00	\$ 1,656.00	\$ 43,056.00	MSN01
Service Technician (Specialist)	\$ 884.90	\$ 1,769.80	\$ 46,014.80	MSP01
Technicians:				
Technical Assistant 1st Year	\$ 651.60	\$ 1,303.20	\$ 33,883.20	MTA01 - Stp.1
Technical Assistant 2nd Year	\$ 719.70	\$ 1,439.40	\$ 37,424.40	MTA01 - Stp.2
Technician 1st Year	\$ 838.50	\$ 1,677.00	\$ 43,602.00	MTN01 - Stp.1
Technician 2nd Year	\$ 891.40	\$ 1,782.80	\$ 46,352.80	MTN01 - Stp.2
Technician (Specialist)	\$ 925.20	\$ 1,850.40	\$ 48,110.40	MTP01
Call Direct Technician	\$ 1,327.40	\$ 2,654.80	\$ 69,024.80	MTC01
Technical Officers:				
Technical Officer 1st Year	\$ 959.90	\$ 1,919.80	\$ 49,914.80	MTO01 - Stp.1
Technical Officer 2nd Year	\$ 1,028.70	\$ 2,057.40	\$ 53,492.40	MTO01 - Stp.2
Technical Officer (Specialist)	\$ 1,131.60	\$ 2,263.20	\$ 58,843.20	MST01

Apprentice Mechanic: = % of 1st year Technician

1st yr = 42%

2nd yr = 55%

3rd yr = 75%

4th yr = 88%

SCHEDULE 2 – CLASSIFICATIONS

The following classification structure and level descriptors shall apply to Operational – Patient Transfer Service Stream and Operational – Professional (Emergency) Stream Employees

OPERATIONAL – PATIENT TRANSFER SERVICE

PTS Ambulance Officer (Level PTS 1.1 – 1.4)

Employees at this level:

- Hold Certificate IV or equivalent recognised by the employer;
- Successfully complete annual role re-accreditation requirements;
- Provide transport and care of elective patients;
- Maintain basic emergency care first response capability;
- Provide support and guidance to newer or less experienced staff, ambulance officers, paramedic Interns and Volunteer Ambulance Officers;
- Support ambulance clinical practice learning experiences for students undertaking clinical placements, orientation for new staff and preceptorship of Interns;
- Demonstrate professional driving skills under emergency conditions, providing timely responses without compromising a safe and stable platform for patient care;
- Carry out assigned tasks and roles at scenes and major incidents.

PTS Team Leader (Level PTS 2.1 – 2.2)

Employees in this role:

- Hold Certificate IV or equivalent recognised by the employer;
- Have worked to at least PTS increment 3;
- Successfully complete annual role re-accreditation requirements;
- Provide transport and care of elective patients;
- Maintain basic emergency care first response capability;
- Possess clinical intervention skills beyond PTS;
- Work within specified protocols within the clinical framework;
- Demonstrate professional driving skills under emergency conditions, providing timely responses without compromising a safe and stable platform for patient care;
- By providing effective scene management, contribute to patient safety, risk minimisation and safe work activities within the practice setting;
- Co-ordination and leadership of a PTS team's activities to achieve continuity and quality of patient care;
- Provide support and guidance to newer or less experienced staff, PTS ambulance officers, paramedic Interns and Volunteer Ambulance Officers;
- Provide guidance, instruction, mentoring and assessment of paramedic Interns and/or students;
- Support ambulance clinical practice learning experiences for students undertaking clinical placements, orientation for new staff and preceptorship of Interns;
- Participate in curriculum development;
- Clinical development of individuals and groups;
- Lead a team within the practice framework established by the Ambulance Service;
- Role model professional behaviour;
- Undertake a combination of patient care / team leadership and resource management;
- Maintain productive working relationships and manage conflict resolution;
- Coordinate and oversee PTS ambulance patient care delivery for a specific area;
- Liaise with external agencies and healthcare providers;
- Fulfill roles at major incidents which could include command and control;
- Performance manage team members;
- Provide services in the transport and care of mental health patients and bariatric

- patients on a sessional basis and at need;
- Provide transport of patient with aortic balloon pumps;
- Review decisions, assessments, and recommendations from less experienced paramedics, students, PTS officers and Volunteer Ambulance Officers;
- Continue own professional development, seek learning opportunities and develop and maintain own professional development portfolio of learning and experience;
- Make professional judgements either to initiate patient care treatment or to activate an appropriate resource.

Emergency Support Service (Level ESS 1.1 – 1.2)

Employees in this role may, in addition to the transport and care of elective patients:

- Have worked as a qualified PTS officer and received training in escort of mental health patients.
- Maintain basic emergency care first response capability;
- Carry out assigned tasks and roles at scenes and major incidents;
- Provide clinical intervention skills beyond PTS;
- Provide specialist services in the transport and care of mental health patients and bariatric patients on a sessional basis and at need;
- Provide specialist transport of patient with aortic balloon pumps;
- Work within specified protocols within the clinical framework;
- Provide support and guidance to newer or less experienced staff, ambulance officers, paramedic Interns and Volunteer Ambulance Officers;
- Support ambulance clinical practice learning experiences for students undertaking clinical placements, orientation for new staff and preceptorship of Interns;
- Demonstrate professional driving skills under emergency conditions, providing timely responses without compromising a safe and stable platform for patient care;
- Successfully complete annual role re-accreditation requirements;
- Review decisions, assessments, and recommendations from less experienced paramedics, students and volunteer ambulance officers;
- Continue own professional development, seek learning opportunities and develop and maintain own professional development portfolio of learning and experience;
- Make professional judgments either to initiate patient care treatment or to activate an appropriate resource;
- Operate as emergency response in remote areas without the supervision of a Paramedic as a crew.

OPERATIONAL – PROFESSIONAL (EMERGENCY) STREAM

Sponsored Paramedic Degree Students

Employees at this level have been selected to be sponsored by the employer to complete the Bachelor of Health Science (Paramedic) or equivalent.

Employees at this level:

- Initially hold a Certificate IV BEC or equivalent recognised by the employer;
- Progress towards the successful attainment of Bachelor of Health Science (Paramedic) or equivalent on a part-time basis;
- Work under direct supervision by more senior clinicians (levels 2 and above) throughout their studentship;
- Provide direct ambulance supervised clinical practice to patients on a shift by shift basis;
- Increase in capability in performing the role throughout the studentship.

LEVEL 1

First increment includes graduates and undergraduates of the Bachelor of Health Science (Paramedic) or equivalent during deployment to the non emergency patient services stage of internship, the second increment graduates during the emergency stage of the internship.

Employees at this level normally operate under imposed constraints in regard to the selection and adaptation of patient care strategies.

Under graduate and graduate student interns

Employees in this role:

- Prior to graduating in the Bachelor in Health Science (Paramedic) or equivalent, undertake a stage 1 internship programme at increment 1.1 which commences in elective ambulance service;
- Upon successful completion of the Bachelor in Health Science (Paramedic) or equivalent qualification, advance to increment 1.2 and stage 2 Internship programme in emergency ambulance operations;
- Work under direct supervision of a Clinical Instructor until successful completion the paramedic intern development team stage of the internship, where after under supervision of a qualified paramedic level 2 or higher;
- Work under decreasing levels of supervision whilst progressing through the internship;
- Accept responsibility for acquiring and applying knowledge throughout the internship.

LEVEL 2

Employees classified at this level are base line autonomous ambulance clinicians holding the qualification of Bachelor of Health Science (Paramedic), plus a minimum 12 month internship, or an equivalent as recognised by the employer. Such employees must also have the authority to practice at this level in accordance with the appropriate Clinical Practice Manual as authorised by the employer.

Employees at this level provide base line ambulance paramedic clinical services. The role at this level consolidates knowledge and skills and develops in capability through continuous professional development and experience. Employees at this level:

- Select and adapt patient intervention strategies within the clinical framework best suited to the circumstances, in a time-critical setting;
- Make complex and critical professional judgements that may have significant impact on patient outcomes;
- Accept accountability for their decisions and for their own standards of ambulance patient care.

Employees in this role will, with increasing capability:

- Provide direct ambulance clinical practice to patients on a shift by shift basis;
- Use foundation theoretical knowledge and evidence based guidelines exercising independent judgement to implement individual and/or group patient care options;
- Instigate effective patient intervention strategies autonomously within the clinical guidelines framework, with little or no direct supervision or support;
- Successfully complete annual role re-accreditation requirements;
- Participate in quality assurance and/or evaluative research activities within practice setting;
- By providing effective scene management, contribute to patient safety, risk minimisation and safe work activities within the practice setting;
- Coordinate services, including those of other disciplines or agencies, as part of scene management;
- Appropriately deal with people/patients exhibiting challenging behaviours;
- Review decisions, assessments, and recommendations from less experienced Paramedics, Level 1 Paramedics, students, PTS officers and Volunteer Ambulance Officers;
- Provide support and guidance to newer or less experienced staff, ambulance officers, paramedic interns and Volunteer Ambulance Officers;
- Support ambulance clinical practice learning experiences for students undertaking clinical placements, orientation for new staff and preceptorship of paramedics and paramedic interns;
- Act as a role model in the provision of treatment and care of patients;
- Continue own professional development, seek learning opportunities and develop and maintain own professional development portfolio of learning and experience;

- Demonstrate professional driving skills under emergency conditions, providing timely responses without compromising a safe and stable platform for patient care.

Paramedic Defined Practice (Levels 2.1 – 2.2)

Employees at this level do not progress beyond level 2.2.

Clinical Instructor (Levels 2.5 – 2.6)

In addition to the responsibilities set out above, employees engaged in this role use their paramedic clinical knowledge and experience to provide corporate support to ambulance clinical practice in areas such as:

- Provision of guidance, instruction, mentoring and assessment for graduate interns and/or students;
- Provision of clinical development for individuals;
- Review decisions, assessments, and recommendations from less experienced Paramedics, Level 1 Paramedics, paramedic Interns, students, PTS officers and volunteer ambulance officers;
- Provision of support and guidance to newer or less experienced staff, ambulance officers and Paramedic Interns and Volunteer Ambulance Officers;
- Support ambulance clinical practice learning experiences for students undertaking clinical placements, orientation for new staff and preceptorship of Interns.

Employees in this role must have advanced to at least level 2.3, and will commence at level 2.5. Transition to level 3 is automatic.

LEVEL 3

In addition to the responsibilities set out for Paramedic Level 2, employees at this level provide more specialised levels of clinical knowledge, education provision or supervision.

Employees at this level will, according to their role:

- Have progressed to a minimum of Paramedic Level increment 2.3;
- Provide advanced clinical skills with greater independence in decision making;
- Provide instruction, guidance and assessment of paramedic interns, and undergraduate students;
- Provide leadership and supervision of a team ambulance of paramedics or teams of volunteer ambulance officers, for less than seven reports.

Clinical Instructor (Level 3.2 – 3.3)

Employees engaged in this role use their paramedic clinical knowledge and experience to provide corporate support to ambulance clinical practice in areas such as:

- Provision of guidance, instruction, mentoring and assessment for graduate interns and/or students;
- Provision of clinical development for individuals;
- Review of decisions, assessments, and recommendations from less experienced Paramedics, Level 1 Paramedics, students and volunteer ambulance officers;
- Provision of support and guidance to newer or less experienced staff, ambulance officers, Paramedic Interns and Volunteer Ambulance Officers;
- Supporting ambulance clinical practice learning experiences for students undertaking clinical placements, orientation for new staff and preceptorship of interns.

Sprint Paramedic Level 3.2

Employees classified at this level must hold the relevant qualifications identified in Paramedic Level 3 or Intensive Care Paramedic. They must maintain their authority to practice at their clinical level on an emergency ambulance. They must be able to perform in a single, autonomous role. The role includes;

- Rapidly responding to cases in an efficient and proficient manner;
- Rapid assessment and triage of patients;

- Rapid assessment of further resources or cancelling of resources whilst providing life saving treatment;
- Rapid turn-around times for increased availability for next case.

Intensive Care Paramedic (Level 3.1 – 3.5)

Employees classified at this level must hold the relevant qualifications identified in Paramedic Level 3 and are also required to have successfully completed the relevant clinical education required for advancement to this level. Such employees must also have the authority to practice at this level in accordance with the Clinical Practice Manual Intensive Care Paramedic Guidelines as authorised by the employer.

Employees in this role will:

- Provide direct ambulance clinical practice to patients/clients on a shift by shift basis;
- Gain and sustain advanced clinical knowledge and skills to operate at the Intensive Care practice level;
- Use the advanced theoretical knowledge and evidence based guidelines to exercise independent judgement in order to implement individual and/or group patient care options;
- Successfully complete annual role re-accreditation requirements;
- Participate in quality assurance and/or evaluative research activities within practice setting;
- Instigate effective patient intervention strategies autonomously within the clinical guidelines framework, with little or no direct supervision or support;
- Appropriately deal with people/patients exhibiting challenging behaviours;
- Review decisions, assessments, and recommendations from less experienced Paramedics, Level 1 and 2 Paramedics, students, PTS officers and Volunteer Ambulance Officers;
- Provide support and guidance to newer or less experienced staff, ambulance officers, paramedics Level 2, paramedic Interns, intensive care paramedic interns and Volunteer Ambulance Officers;
- Support ambulance clinical practice learning experiences for students undertaking clinical placements, orientation for new staff and preceptorship of Interns;
- Act as a role model in the provision of treatment and care of patients;
- Continue own professional development, seek learning opportunities and develop and maintain own professional development portfolio of learning and experience.

Paramedic Clinical Team Leader (Levels 3.4 – 3.5)

Employees engaged in this role use their paramedic clinical knowledge and experience to provide pivotal coordination of patient care delivery in a defined team within an area. The main focus of this role is line management; responsibilities include:

- Maintenance of own accreditation as an paramedic level 2;
- Co-ordination and leadership of a paramedic team's activities to achieve continuity and quality of patient care;
- Lead a team of 12 or less direct reports within the professional practice framework established by the Ambulance Service;
- Role modelling professional behaviour;
- Undertake a combination of patient care / team leadership and resource management;
- Maintain productive working relationships and manage conflict resolution;
- Coordinate and oversee ambulance patient care delivery for a specific area;
- Performance management of team members.

This classification commences at level 3.4

LEVEL 4

In addition to the responsibilities set for Paramedic Level 3, employees at this level provide more specialised levels of clinical knowledge, education provision and/or Supervision:

- Higher Clinical skills
 - in an Aeromedical/rescue setting
 - Special Operations Team Intensive Care Paramedic;
 - In a road practice setting
 - Extended Practice Paramedic
- Education
 - Clinical Educator,
 - Regional Team Leader (ICP),
 - Paramedic Intern Team CTL;
- Supervisory
 - Intensive Care Paramedic Clinical Team Leader,
 - Paramedic Intern Team CTL,
 - ESS Clinical Team Leader,
 - Paramedic RTL,
 - Paramedic CTL greater than 12 reports.

Employees classified at this level accept accountability, as appropriate to their specific role, for:

- Providing expert ambulance clinical care;
- Providing clinical leadership to paramedics, ambulance officers and volunteer ambulance officers;
- Ambulance clinical practice outcomes;
- Addressing inconsistencies between practice and policy;
- Developing team performance in the interest of patient outcomes;
- Providing specialist aeromedical retrieval and rescue operations;
- Contributing to ambulance service clinical governance.

Employees at this level who do not work shift cycles may receive an allowance equivalent to the Metropolitan Composite Rate as payment in lieu of shift penalties depending upon the extended practice and the flexible environment in which the work is performed.

Special Operations Team Intensive Care Paramedic (Levels 4.1 - 4.4)

Employees engaged in this role have built on their advanced clinical knowledge and experience to provide expert ambulance clinical care beyond that of intensive care paramedic, and specialist skills and physical fitness to ensure ambulance service response capability for:

- aeromedical retrievals;
- confined space rescue;
- vertical rescue;
- urban search and rescue;
- helicopter search and rescue;
- emergency medical support for SAPol Special Task and Rescue Group;
- HAZMAT/CBR incidents;
- Health care/ medical support to multi agency rescue and/or response teams;
- Provision of expert technical/clinical advice to the organisation, and to external agencies.

Employees in this role will:

- Maintain accreditation as an Intensive care paramedic;
- Maintain accreditation as a Special Operations Team member;
- Maintain personal fitness to the standard required.

Paramedic Clinical Team Leader (Levels 4.3 – 4.4)

Employees engaged in this role use their paramedic clinical knowledge and experience to provide pivotal coordination of patient care delivery in a defined team within an area. The main focus of this role is line management:

- Maintenance of own accreditation as an paramedic level 2;
- Co-ordination and leadership of a paramedic team's activities to achieve continuity

- and quality of patient care;
- Lead a team of greater than 12 direct reports within the professional practice framework established by the Ambulance Service;
- Role modelling professional behaviour;
- Undertake a combination of patient care / team leadership and resource management;
- Maintain productive working relationships and manage conflict resolution;
- Coordinate and oversee ambulance patient care delivery for a specific area;
- Performance management of team members.

Regional Team Leader (Paramedic) (Levels 4.3 – 4.4)

Employees engaged in this role use their advanced clinical knowledge and experience to provide corporate support services to ambulance clinical practice in areas such as:

- Provision of learning experiences, educational materials, knowledge access systems, and expertise to support volunteer and career clinicians undertaking local teaching;
- Co-ordination and leadership of a number of volunteer ambulance officer team's activities to achieve continuity and quality of patient care;
- Lead multiple volunteer ambulance officer teams within the clinical practice framework established by the Ambulance Service;
- Undertake a combination of patient care area/ team leadership and resource management;
- Maintain productive working relationships and manage conflict resolution;
- Coordinate and oversee, ambulance patient care delivery for specific areas;
- Role modelling professional behaviour.

Paramedic Intern Development Team Clinical Team Leader (Levels 4.3 – 4.4)

Employees engaged in this role use their paramedic clinical knowledge and experience to provide line management and clinical guidance and development of Clinical Instructors and paramedic interns in areas such as:

- Co-ordination and leadership of a paramedic intern development team's activities to achieve continuity and quality of patient care;
- Lead a team within the professional practice framework established by the Ambulance Service;
- Undertake a combination of patient care area/team leadership and resource management;
- Maintain productive working relationships and manage conflict resolution;
- Performance management of team members;
- Provide guidance, instruction, mentoring and assessment of Graduate Interns and/or students;
- Provide clinical development for individuals and groups;
- Role modelling professional behaviour.

Paramedic ESS Clinical Team Leader (Levels 4.1 -4.4)

Employees engaged in this role use their paramedic clinical knowledge and experience to provide pivotal coordination of patient care delivery for multiple teams within the Metropolitan Area, and elective ambulance activities in regional areas. The main focus of this role is line management:

- Co-ordination and leadership of multiple ESS teams' activities to achieve continuity and quality of patient care;
- Lead ESS teams within the professional practice framework established by the Ambulance Service, including specialist/multidiscipline functions such as bariatric care and transport, and mental health care and transport;
- Establish and maintain sound working relationships with external agencies such as RFDS and Mental Health;
- Maintaining own accreditation as Paramedic Level 2;
- Role modelling professional behaviour;
- Undertake a combination of patient care / team leadership and resource management;
- Maintain productive working relationships and manage conflict resolution;
- Coordinate and oversee ambulance patient care delivery for a region;
- Performance management of team members;

- Provide guidance, instruction, mentoring and assessment of Graduate Interns and/or students;
- Provide clinical development for individuals and groups;
- Provide strategic leadership in support of operational management for innovation, change processes and coordinated responses in the Ambulance Transfer Service;
- Provide upward relief for Operations Manager, Transport Services.

Clinical Educator (Level 4.2)

Employees in this role:

- Hold training and assessment qualification (ie Certificate IV in training and Assessment) or able to show past experience in this area;
- Use their clinical knowledge and experience to deliver educational services, and programs and participate in the assessment process;
- Participate in the development of course material and assessments;
- Provide advice and clinical expertise to students;
- Provide individual coaching/mentoring to students as required.

Employees undertaking the role of Clinical Educator are remunerated at level 4.2 for the period during which they are undertaking that role only.

LEVEL 5

This level includes Clinical Support Officers, SOT Team Leader, Area Team Leaders, ICP Clinical and Regional Team Leaders, Extended Care and Retrieval Paramedics.

In addition to the requirements set out in level 4, employees classified at this level use their clinical knowledge and experience to provide a corporate support service to ambulance practice and services in areas such as education methodologies, staffing methodologies, recruitment and selection, human resource management, financial administration, risk management processes and information systems management.

Employees classified at this level will:

- Accept accountability, as appropriate to their specific role;
- Initiate and formulate programmes;
- Undertake projects/investigations of significant complexity;
- Provide specialist advice and consultancy within the ambulance service and to external agencies;
- Interpret and implement policy;
- Maintain own accreditation as an Intensive care paramedic where appropriate to the role;
- Provide clinical development for individuals and groups;
- Role model and manage professional behaviour.

Various roles may be used to enact this role, which is focused on providing management support to specific portfolio/s.

Employees at this level who do not work shift cycles may receive an allowance equivalent to the Metropolitan Composite Rate as payment in lieu of shift penalties depending upon the extended practice and the flexible environment in which the work is performed.

Employees in this role may, as appropriate to the role:

- Provide, oversee and advise on corporate management and systems services that are by complexity or breadth, demonstrably beyond the usual range; OR
- Lead a team of greater than 12 direct reports and/or accept accountability for a major administrative portfolio demonstrably beyond the usual range; OR
- Initiate and lead projects of significant scope and complexity such as capital works developments or major systems changes;
- Integrate corporate and local service coordination to achieve continuity of patient services;
- Integrate contemporary information and research evidence with personal experience to support the decision making, innovative thinking and objective analysis that are

- expected at this level;
- Maintain productive working relationships and manage conflict resolution;
- Use and develop or make significant adaptation to clinical and/or management information systems;
- Develop customised Key Performance Indicators and/or outcomes measurement models that influence organisation wide reporting processes;
- Directly undertake and/or oversee a major research or evaluative project;
- Identify the need for, lead implementation of, and evaluate changes in organisational processes and practices in response to emerging service and workforce needs;
- Hold a contemporary professional practice portfolio containing evidence of postgraduate qualifications and learning and practice experiences that underpin a demonstrable application of knowledge and skills commensurate with the level of autonomy, decision making authority and influence of recommendations expected of the role;
- Use their advanced clinical knowledge and experience to provide pivotal coordination of patient care delivery in a defined team within an area;
- Provide line management of a team as a main focus;
- Undertake a combination of patient care / team leadership and resource management;
- Co-ordinate and lead a paramedic team's activities to achieve continuity and quality of patient care;
- Lead a team within the professional practice framework established by the Ambulance Service;
- Lead, coach, coordinate and support direct reports;
- Provide instruction, guidance and assessment of paramedic interns, and undergraduate students;
- Support ambulance clinical practice learning experiences for students undertaking clinical placements, orientation for new staff and preceptorship of Interns;
- Maintain productive working relationships and manage conflict resolution;
- Coordinate and oversee ambulance patient care delivery for a specific area;
- Performance manage team members;
- Manage major incidents at operational and tactical level, coordinating all participating resources including other agencies in all aspects of patient care.

Employees in this role may be required to:

- Act as a consultant to the state or national health system in area of expertise;
- Provide a support/advisor role to other Managers;
- Undertake the work of a portfolio beyond the usual range for the setting, within the corporate administrative framework and delegations of responsibility;
- Where required by the organisation, provide "after hours" oversight and management of the activities of the ambulance service including staff allocation, implementation of disaster response and recalling staff beyond the usual range of responsibility;
- Provide learning experiences, educational materials, knowledge access systems, and expertise to support clinicians undertaking local teaching;
- Develop curricula for ambulance clinicians;
- Provide clinical development of individuals and groups;
- Influence and/or develop corporate policy;
- Provide a first response capability to support other clinicians and in the interests of patient care.

Regional Team Leader (ICP) (Levels 5.3 – 5.4)

Employees engaged in this role use their advanced clinical knowledge and experience to provide corporate support services to ambulance clinical practice in areas such as:

- Provision of learning experiences, educational materials, knowledge access systems, and expertise to support volunteer and career clinicians undertaking local teaching;
- Co-ordination and leadership of a number of Volunteer Ambulance Officer team's activities to achieve continuity and quality of patient care;
- Lead multiple volunteer ambulance officer teams within the clinical practice framework established by the Ambulance Service;
- Undertake a combination of patient care area/ team leadership and resource management;

- Maintain productive working relationships and manage conflict resolution;
- Coordinate and oversee, ambulance patient care delivery for specific areas;
- Role modelling professional behaviour.

LEVEL 6

This level includes State Duty Manager; Managers, Patient Services, State Special Operations Manager, Quality and Safety Manager, In-service Training Manager, Operations Manager Performance & Logistics, Manager Emergency Preparedness, Business Operations Manager and Manager Clinical Governance.

Employees classified at this level use their clinical knowledge and experience to provide strategic and operational leadership, governance, and direction for the state's ambulance services. These roles balance and integrate strategic and operational perspectives within a specified span of appointment.

Employees in this role accept accountability for the governance and practice standards of ambulance clinicians in a division, region and/or on a state wide basis; the effective implementation of corporate systems to support, evaluate and consistently improve ambulance practice and healthy work environments, and the cost effective provision of health services within their span of appointment.

Employees at this level will typically, depending on the role:

- Provide corporate professional ambulance practice advice, leadership, and management for a specified Region or Division with less than 5 direct reports;
- Provide professional ambulance practice advice and leadership to less than 5 direct reports at Level 3, 4 and/or 5;
- Initiate and/or oversee innovations, systemic change processes, and co-ordination of responses to ambulance practice and ambulance service needs within span of control;
- Integrate contemporary information and research evidence with personal knowledge and experience to support executive level decision making;
- Contribute to and implement the corporate ambulance professional practice framework established by the employer;
- Implement the corporate administrative and risk management frameworks within span of responsibility;
- Contribute to financial budgeting and management within a culture of due diligence;
- Guide the use of information systems to inform decision making, and manage practice;
- Oversee human resource systems implementation including processes and standards of ambulance clinical staff recruitment, performance, development and retention;
- Lead, coach, coordinate and support direct reports;
- Lead the establishment of healthy working environments, respectful relationships and learning cultures across span of appointment;
- Provide strategic leadership for innovation, change processes, and coordinated responses to emerging service and workforce needs within span of control;
- Provide corporate professional ambulance practice advice, leadership, and management for a specified service division or function; OR
- Provide corporate professional ambulance advice and leadership to a specified group ambulance clinicians;
- Initiate and/or oversee innovations, systemic change processes, and co-ordination of responses to ambulance practice and ambulance service needs within span of control;
- Integrate contemporary information and research evidence with personal knowledge and experience to support executive level decision making;
- Hold a contemporary professional practice portfolio containing professional development evidence commensurate with the level of autonomy, authority and influence expected of the role.
- Provide corporate management of ambulance services for a specified division or region;
- Provide corporate management of specified functional services within the ambulance service;
- Contribute to and implement the corporate ambulance professional practice framework established by the employer;

- Implement the corporate administrative and risk management frameworks within frame of responsibility;
- Undertake financial budgeting and management within a culture of due diligence;
- Develop and guide the use of information systems to inform decision making, and manage practice;
- Oversee human resource systems implementation including processes and standards of ambulance clinical staff recruitment, performance, development and retention
- Lead the establishment of healthy working environments, respectful relationships and learning cultures across span of appointment;
- Provide strategic leadership for innovation, change processes, and coordinated responses to emerging service and workforce needs within span of control;
- May be required to manage or oversee an organisational portfolio or long term and/or significant project;
- May be required to provide management of services other than direct ambulance clinical practice.
- Provide collegiate and professional leadership to and for Level 2, 3, 4 and/or 5 ambulance clinicians;
- Develop an integrated, collaborative and evaluative practice culture for Level 2,3,4 and/or 5 ambulance clinicians across span of appointment;
- Collaboratively develop and monitor a strategic framework for ambulance clinical practice research and practice development in the South Australian public sector;
- Provide high level advice at ambulance corporate level. Provide high level advice to other Health agencies, Health Units, Community Services and/or Clinical Networks on all aspects of ambulance clinical practice;
- Co-ordinate the participation of ambulance clinicians in clinical guideline and protocol development;
- Liaise between Clinical Networks and the ambulance service in regard to ambulance clinical practice that will achieve enhanced patient journeys and population health targets;
- Participate in clinical services planning and review at State level;
- The role may be sessional in combination with clinical practice responsibilities.