



# Absolute Medical Response

## Dear Absolute Medical Response Employees,

Over recent weeks, the AEAWA has been contacted by a number of Absolute Medical Response employees who have expressed concerns about workplace changes and conditions. From our discussions, it is clear that many of the issues you face are linked to the fact that your workplace currently operates under the **Patient Transport Industry Award**, rather than a **negotiated Certified Agreement (CA)**.

### Why this matters

The Award sets out minimum conditions such as basic entitlements and a small annual pay increase determined by the Fair Work Commission. However, these increases are not tailored to your specific role or working environment, and the Award offers limited scope to address the unique challenges faced in your workplace. In contrast, a **Certified Agreement** is negotiated directly between employees (through their union) and the employer. This allows for:

- **Higher pay rates** tailored to your classification and skills.
- **Better working conditions** designed around the realities of your job.
- **Additional allowances and benefits** not available under the Award.
- **Clear dispute resolution processes** to protect your rights.

In many other workplaces, issues like those you are experiencing — including matters related to surveillance, rosters, breaks, and working conditions — are already resolved or improved through clauses included in a negotiated CA.

### How to Achieve a Certified Agreement

To move from the Award to a Certified Agreement, at least 50% of the workforce must be union members. Once that threshold is reached, the union can begin the process of negotiating directly with your employer to secure better pay, stronger protections, and improved conditions. The AEAWA has already been approached by many of your colleagues asking for assistance, and some have also expressed a wish to meet with us directly to discuss workplace concerns.

## Benefits of being in an Ambulance Union

Joining a union gives you:

- **24/7 workplace support** for any issue, from disciplinary matters to rostering disputes.
- **Experienced industrial representation** during meetings with management.
- **A collective voice** to negotiate stronger pay and conditions.
- **Legal advice and advocacy** when your rights are at risk.
- **Access to union resources** including workplace health and safety support, fatigue management guidance, and mental health initiatives.

Being part of the AEAWA means you are never alone when dealing with workplace challenges — you have the strength of your colleagues and the backing of experienced representatives behind you.

## Benefits of being an AEAWA member

Apart from the above benefits, being a member of the AEAWA gives you a

1. free top-tier AUSMED account (valued at **\$484** per year),
2. free ShopRite account (valued at **\$150** per year),
3. free Journey Cover (valued at **\$220** per year),
4. free Bereavement Benefit (a one-off payment for **\$5,000**).

## Next Steps

1. To join the AEAWA please go to [www.aeawa.com.au/join/](http://www.aeawa.com.au/join/) and complete the online form to gain access to all benefits.
2. Discuss this with your colleagues and send an email to [contact@aeawa.com.au](mailto:contact@aeawa.com.au) stating that you are considering joining the AEAWA but would like to meet a representative from the Executive Committee to discuss moving forward.

We encourage you to get involved, have your say, and work together to improve your pay, conditions, and workplace protections.

Yours sincerely



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