**ESTA UCC UPDATE**

On 23 Sept 2021, the AEAV participated in the ESTA Consultative Committee (**UCC**).

The purpose of the Consultative Committee is to provide a process that supports positive and constructive consultation between the AEAV and ESTA. It’s also where AEAV members can raise concerns and get answers from ESTA representatives.

Some of the topics discussed at the most recent UCC were:

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| ***ESTA Presentations*** |
| Impact of COVID-19 on emergency services sector |
| BALSECC core switch upgrade |
| ***Agenda Items*** |
| Time in Lieu for vaccinations  |
| PRO-QA update |
| Overtime shifts lengths |
| Multiskilling opportunities for AV CTD staff |
| Covid plan and handling of positive cases |
| AV CTD staffing issues |
| Exclusivity of employment  |
| Non-standard rosters |
| Surge script |
| Abusive caller workflows |
| Ertcomm ARO |

If you would like us to raise a concern at the next ESTA Consultative Committee or would like to discuss any of the agenda items from the recent meeting, speak to your union delegates Sharyne Doensen or Roger Parker. Alternatively, you can contact the AEAV via email aea.vic@unitedworkers.org.au

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| **Agenda Items**  |
|  | **Time in Lieu for vaccinations** * It was raised that TIL payments to employees should be retrospective
* ESTA are following government guidelines in attempting to remove the barrier to vaccination by ensuring staff have paid time-off to get the jab.
* CTD staff need to be aware that if they have previously taken leave to get their vaccination, they can apply to ESTA to have that leave re-credited.
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|  | **PRO-QA update*** Formal endorsement of the new grid is pending and ESTA are currently developing training materials
* ProQA 13.3 is due for implementation in May 2022
* Delegates have requested for a formal update that can be shared with members, including an outline of what will be changed.
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|  | **Overtime shifts lengths*** Discussion about OT being reduced by last minute reduction in Overtime
* Workforce team able to sit down with individuals to discuss why they have made these choices.
* WFM position is that they’re rostering to what performance indicates.
* If you have a shift reduced unexpectedly, please also raise this with your delegate.
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|  | **Multiskilling opportunities for AV CTD staff*** There was robust discussion surrounding the lack of multi-skilling opportunities for Ambulance CTD staff.
* Ambulance resourcing is challenged, and training is held back due to the risk of loss of call-takers.
* The union delegates have urged ESTA to consider different approaches, such as bolstering Ambulance call taker numbers via internal multiskilling as well as external recruitment.
* Opportunities need to be clearly outlined to members to look forward to at a time that is appropriate – ESTA has committed to this for November 2021.
* ESTA have also been requested to provide more information about the nature of exit interviews.
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|  | **Covid plan and handling of positive cases*** ESTA have received advice that there is no requirement to close the centre and deep cleaning will occur in the event of a covid outbreak.
* ESTA is developing a new matrix for handling of positive Covid cases at the SECC’s
* Kristina Williams on leave and ESTA to update unions of when OH&S reps will be engaged through matrix process
* Covid co-ordination response group can take covid related questions from members.
* Delegates made a request for more iso-wipes available at desk.
* Delegates requested ESTA to better communicate to staff on how each outbreak gets handled
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|  | **AV CTD staffing issues*** Delegates raised the issue of Ambulance CTD staff constantly being recalled from breaks
* ESTA is having discussions on how they can genuinely thank staff for the work they are doing.
* It was raised by delegates that recall messaging should be adjusted to lessen the impact on staff who may not have had an adequate break. It was also requested that loud-speaker messaging be made less of a directive and that ESTA improve communication among staff about self-care when being requested for recall. The AEAV requests further education on expectation of members to recall to protect members from fatigue and trauma. Suggested language: “If you feel safe, please return.”
* The EMECs are to have a meeting about possible ways forward to better support Ambulance CTD staff and report back.
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|  | **Exclusivity of employment** * Delegates requested further clarification and explanation to staff about why people might be restricted.
* Unions would like to know why the policy states potential for disengagement of employment.
* ESTA says the policy will be used as a directive, not a reason to disengage employment.
* What is ESTA doing about AV staff working in high-risk area and ESTA at the same time? – ESTA says each case needs to be judged individually.
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|  | **Non-standard rosters*** The AEAV asked that ESTA provide a report on the uptake of non-standard rosters among existing employees
* ESTA had 11 expressions of interest - 3 from ambulance & 8 from police
* 8 have taken affect, with a further 3 expected to commence in the coming months
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|  | **Use of Surge Scripts*** AV had drafted revised priority-based surge exit scripts
* The scripts are expected to be triggered by AV Code Green/Orange/Red.
* ESTA believe there could be up to 5 different surge scripts in play, yet to be confirmed.
* Scripts should be available in the next week or so.
* Delegates raised that several different surge scripts could have a negative impact on the workload for AV call-takers
* ESTA intends to digitise the scripts (if possible) to avoid a paper-based reference system.
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|  | **Abusive caller workflows*** The AEAV requested a discussion about the ability for call takers to disconnect from Abusive callers. (*For example, after providing an appropriate warning to the caller, Police call-takers can disconnect from abusive callers. However, no such protections exist in the workflows for Ambulance call takers. Indeed, ambulance call-takers are even required to call back an abusive caller who hangs up on them. What is ESTA doing to mitigate the impacts on the mental health of AV call takers in this regard?)*
* Ran out of time to discuss - Sujay will provide further information via email
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|  | **Ertcomm ARO*** At the previous meeting, it was requested that an ARO be provided for Ertcomm dispatch at THO.
* Paul Hodgen has advised that when there is an extra dispatcher already on shift, WFM will roster that staff member in as an ARO at THO between 1400hrs and 0200hrs
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| **ESTA Presentations**  |
|  | **Impact of COVID-19 on emergency services sector*** Marty Smyth spoke to ESTA’s “next-phase” of preparation for the expected increase in Ambulance calls as the state opens up after lockdown. ESTA are looking into options to develop a redundancy for the expected surge. This includes the possibility of using the CTD contingent of other states to help take calls! Watch this space.
* Marty wanted all CTD to know that he is open to any and all suggestions from our highly trained ESTA staff, so please email him with any ideas!
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|  | **BALSECC core switch upgrade*** Samantha Senn explained that Ballarat staff will need to move to Williams Landing to conducting a switch upgrade.
* The switch is expected to take place on the night shift of October 26th.
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