

26 October 2021

Sujay Capoor  
Head of Workplace Relations  
33 Lakeside Drive, East Burwood 3151  
Emergency Telecommunications Authority

**By Email:** [sujay.capoor@esta.vic.gov.au](mailto:sujay.capoor@esta.vic.gov.au)

Dear Sujay

**Re: RECRUITMENT OF NETCOMM ONLY CALL TAKERS**

We refer to our letter dated 19 October 2021 regarding a consultation meeting that occurred on 12 October 2021.

#### **ISSUE**

The letter raised, inter alia, an issue that the Ambulance Employees Australia – Victoria (**AEAV**) identified in respect of the proposed recruitment of NETCOMM only call takers. In particular, in relation to clause 25.6.3 of the *ESTA Operational Employees Enterprise Agreement 2019 (Agreement)*.

Clause 25.6.3 of the Agreement provides as follows:

*All new employees engaged by ESTA will be engaged in one of the following primary streams consisting of two skill sets:*

- (a) *Police and SES; or*
- (b) *CFA and MFB; or*
- (c) *Ertcomm and Netcomm*

In the letter we stated that in the view of AEAU the recruitment of employees to perform the NETCOMM role only was in contravention of clause 25.6.3 of the Agreement. We asked that ESTA provide a response addressing our concerns by COB on 22 October 2021. No response was provided.

#### **29 OCTOBER 2021 RECRUITMENT**

We are of the understanding that notwithstanding our concerns, ESTA has engaged a number of persons on 6-month contracts to be employed as NETCOMM only call takers to commence on 29 October 2021. As set out above in the AEAU is of the view that by engaging call takers in only one skillset within a stream, ESTA is in contravention of the Agreement.

### **NEXT STEPS**

We ask that ESTA provide confirmation by **4.30pm** on **27 October 2021** of whether the AEAV's understanding regarding the recruitment of NETCOMM only call takers is correct.

Further, please consider this letter notification of a dispute in accordance with clause 54 of the Agreement. As such we look forward to resolving this dispute as expeditiously as possible.

Yours faithfully



**Brett Adie**  
**Secretary**  
**Ambulance Employees Australia - Victoria (AEAV)**