



19 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: ESTA Initiatives Post Consultation Meeting**

### **Background**

The Ambulance Employees Australia – Victoria (**AEAV**) writes to you on behalf of our members regarding the consultation meeting that occurred on Tuesday the 12<sup>th</sup> of October 2021.

The following letter outlines concerns raised by AEAU members as a result of viewing the consultation documents.

### **Planned AV Operational Model into the Williams Landing SECC**

The AEAU has set out the following concerns in relation to the planned Operational Model into the Williams Landing SECC:

1. We ask that ESTA please confirm whether multi-skilled staff be trained in ERTCOMM and NETCOMM call taking and that this information be reflected in the Multiskilling Vacancy notice.
2. While ESTA made it clear that employees will be returned to their primary service and substantive location, no information was provided regarding roster patterns.

We request that ESTA include in the Multiskilling Vacancy Notice that after six months, employees will be returned to their original roster pattern.

3. The AEAU is concerned about the lack of transparency from ESTA regarding the ATL Secondment/Vacancy Notice. The notice currently fails to confirm that TL's and ATL's that move to Williams Landing, will return to their substantive location and roster patterns after the initial six-month period.

We request that ESTA clarify their intentions and reflect this in the Vacancy Notice.

4. In relation to clinical support, ESTA outlined that Clinicians will “enter calls” remotely. The AEAU is concerned that if ESTA call takers are required to conference the call, there is a risk of losing the caller during transfer/conference. Please confirm whether ESTA call takers will be required to conference the call and if so, what measure will be put in place to mitigate against this risk.
5. The AEAU is of the view that it is necessary that ESTA ensure an Onsite Clinician is available during shifts to support the Ambulance call taking process across the 8 Ambulance terminals at Williams Landing.
6. The AEAU is also concerned that introducing an un-trialled process into Ambulance call-taking during this period of high demand presents a risk of exacerbating an already over-stressed workforce. Please confirm what measures are being put in place to address this concern.
7. The AEAU is aware that ESTA wished to implement this system as soon as possible to “provide employees with some relief”. However, the AEAU is concerned that ESTA has not utilised Level 1 THO for immediate expansion of Ambulance Operations. In circumstances where ESTA employee in Ambulance are under considerable pressure the AEAU is of the view that Level 1 of THO should be used prior to the implementation of a new system that employees would have to become familiar with.
8. Finally, the AEAU takes this opportunity to inform ESTA that the Operational Model into Williams Landing Proposal will exacerbate workload stress and disengagement of Ambulance CTD Staff who are continually overlooked for multiskilling opportunities. The AEAU request that ESTA support current Ambulance CTD Staff by providing a clear timeline for members to multiskill out of Ambulance.

### **Planned Recruitment of NETCOMM Call-takers**

In relation to the planned recruitment of NETCOMM call takers, the AEAU raised the issues set out below:

9. ESTA has stated that the increase in demand for both ERTCOMM & NETCOMM will be temporary or that it will only continue for a further 6 months. The AEAU disputes this. The AEAU is of the view that the increase is likely to be ongoing. As such the AEAU requests that ESTA agree that recruitment of any new Ambulance call takers be on a permanent basis.
10. The ESTA Operations Enterprise Agreement (**Agreement**) Clause 25.6.3 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*

As such, the planned recruitment of NETCOMM only call takers breaches the Agreement. As a consequence, the AEAU does not support this proposal and seeks confirmation that ESTA will amend the proposal to be compliant with the Agreement.

### **Advertising of flexible rosters for Members who wish to enter Flexible Working Arrangements**

Legislation exists to assist employers and employees with flexible working arrangements. Employees who have parental or caring responsibilities have a right under the Fair Work Act and ESTA has an obligation to uphold those rights, irrespective of operational requirements.

AEAV request that when ESTA advertise or negotiate FWA rosters that they inform staff of their right to negotiate alternate FWA rosters as per the Fair Work Act 2009.

### **Attendance at consultation meetings**

The AEAU are disappointed that its Delegates were not given opportunity to be present at the consultation meeting.

In future, the AEAU requires ESTA to properly consult by inviting Delegates to all consultation meetings.

### **Next Steps**

We ask that ESTA address each of the concerns raised in this letter and provide a response to the AEAU by COB Friday 22<sup>nd</sup> October 2021.

Yours faithfully

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