



United Workers Union



Summary of the AV EA 2024 Log of Claims

The following is a summary of the underlying intent of the UWU/AEAV claims for the Ambulance Victoria Operational Enterprise Agreement 2024. These claims represent the issues presented to the UWU by its members.

The UWU's position is that the most fruitful and effective negotiations identify the issue to be addressed and approach negotiations jointly from that perspective. This negotiation approach facilitates optimal outcomes for our members and your employees, who ultimately benefit from this agreement. Therefore, the following document individually identifies each UWU claim on behalf of its members, the issue to be addressed, the UWU proposals, and the anticipated outcome.

The accompanying larger document, for the most part, provides detailed claims in the format of completed clauses, where possible, that explain the operation of each proposed clause to make the drafting and implementation phase of the new agreement more efficient.

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TABLE OF CONTENTS

1 - Title	8
2 - Definitions	8
3 - Duration	8
4 - Application	8
5 – Relationship to award and NES	8
6 – Working Groups	9
7 – No Extra Claims	9
8 - Renegotiation	9
9 – Bullying, Harassment, Discrimination, EEO	9
10 – Dispute Representation	10
11 – Dispute Resolution	10
12 - Change	10
13 – Consultative Committees	10
14 – Meeting provisions	11
15 – Individual Flexibility	11
16 – Employment Categories	11
17 – Casual Employees	11
18 – Part-time Employees	12

19 – Job Share Arrangements	12
20 – Secure Employment	12
21 – Fixed term Employment	12
22 – Casual Conversion	13
23 - FWA	13
24 – 4 for 5	13
25 – Termination	13
26 – Wage Increases	13
27 – Operational Classifications and Wage Rates	14
28 – Operational Classification Definitions	14
29 – Administrative Staff	15
30 – Admin Progression Through bands	16
31 – Allowances	16
32 – Rural Incentives	20
33 – Uniform	22
34 – Upward Relieving, Secondment, Higher Duties, Competitive Process	22
35 – Payment of Wages and Pay Advice	25
36 – Remuneration Records	25
37 – Resource Allocation	25
38 – Reserve and Relieving Paramedics	26

39 – Community Education	27
40 – Classification Specific Claims	28
41 – Accident Make-Up Pay	38
42 – Ordinary Hours of Work	38
43 – Arranging Hours of Work	38
44 – Consecutive Maximum Shifts	38
45 – Overtime	38
46 – Unsociable Hours	40
47 – On-call	41
48 - Non-Rostered Call	42
49 – Recall	42
50 – Standby	42
51 – Meal Breaks, Crib Time, Rest Breaks	42
52 – Seasonal Ambulance Stations	43
53 – Daylight Savings	43
54 – Unusual Hours	43
55 – Annual Leave	43
56 – Personal Leave	44
57 – Compassionate Leave	47
58 - Family Violence Leave	48
59 – Parental Leave	48

60 – Paid Lactation Breaks	50
61 - Reimbursement of Child Care Expenses	50
62 – Long Service Leave	50
63 – Public Holidays	51
64 - Public Holidays in Lieu	51
65 – Accident Compensation Leave	51
66 – Jury Service	52
67 – ANZAC Leave	52
68 – ADF Leave	52
69 – Cultural and Ceremonial Leave	52
70 – Attendance at Court	52
71 – Special Leave	52
72 - Superannuation	53
73 – Performance Management	53
74 – Disciplinary Process	53
75 – Procedural fairness	54
76 – Lost, Stole, or damaged Property	54
77 – Training and Development	54
78 – Changing Time	54
79 – Fleet	55

80 – VACIS Tablets	55
82 – Right to Disconnect	55

Claim #	The issue to be Addressed	Proposed	Effect
1 - Title	None	Change of date only	None
2 - Definitions	Definitions to be included	Definitions added <ul style="list-style-type: none"> • Consultation • Shift Work • Day Shift • Afternoon shift • Night Shift 	<ul style="list-style-type: none"> • Defines true consultation • Defines a shift worker • Defines shifts
3 - Duration	Dynamic External and Internal Environments	3 Year Agreement	None over existing
4 - Application	Some employees are purposely excluded from and inadvertently excluded from allowances.	Expanded classification structure	More operational employees eligible for operational allowances
5 – Relationship to award and NES	EBA to be the principal instrument		Standard Clause

6 – Working Groups	COVID interruptions of Working Groups leaving issues unexplored and resolved	Continue and finalise work quickly.	Unaddressed issues to be resolved promptly.
7 – No Extra Claims	The EBA is the primary Industrial tool. Nothing can be added, varied, or removed with agreement from all parties.		Standard Clause
8 - Renegotiation	Negotiations of often protracted	Draft Issues be presented early	The agreement is ready to go at the expiry of this agreement.
9 – Bullying, Harassment, Discrimination, EEO	<ul style="list-style-type: none"> • The process for addressing these issues must be clarified for all staff. • Many issues are unnecessarily escalated to the PCU • Legal requirement to provide training in these areas 	New Clause	<ul style="list-style-type: none"> • Education, training in the management of these issues, and a straightforward process to address these issues that address problems promptly • A clear and consistent process for making complaints avoids mismanagement and timely addressing/resolution of issues. Managers are made more accountable in the complaint and dispute resolution process, and employees can lodge

			grievances earlier or to appropriate persons. •
10 – Dispute Representation	<ul style="list-style-type: none"> • Clarification of representation in disputes • Non-union member representation clarified 	New Clause	Clear terms
11 – Dispute Resolution	Clarity of Process – model clause	New Clause	Clear process
12 - Change	Clarity of process – model clause Grievance = Dispute	New Clause	A clear process for the management of all issues
13 – Consultative Committees	<ul style="list-style-type: none"> • Lack of safe forums for employees to speak out • Dissent viewed as a disciplinary issue • Employees disenfranchised from their workplace • Lack of interaction between management and road staff 	<ul style="list-style-type: none"> • New consultative forums at all levels • Union representation on all working committees • Transparency surrounding the work of committees 	<ul style="list-style-type: none"> • Staff more involved in their workplace • More interaction between managers and staff at all levels • Feedback mechanism at all levels • Dissent as a constructive improvement tool • Employees feel empowered to speak up

			<ul style="list-style-type: none"> • Identify potential industrial issues early • Transparency around what committees exist and their scope so that employees can give feedback appropriately.
14 – Meeting provisions	Refers to arrangements for consultative forums at all levels	Extended to all areas	None
15 – Individual Flexibility	Required Clause	No Change	None
16 – Employment Categories	<ul style="list-style-type: none"> • Rationalise into one clause • Model clauses 	Modernise and consolidate clause	Make part-time more accessible
17 – Casual Employees	Modernise and consolidate with clause 16	Modernise	Consolidate

18 – Part-time Employees	Modernise and consolidate with clause 16	Modernise	Consolidate
19 – Job Share Arrangements	No Change	No Change	None
20 – Secure Employment	<ul style="list-style-type: none"> Excessive workloads in any area not being addressed promptly Review mechanisms for staff to initiate reviews of workload The workload is not a static equation in the pre-hospital environment 	Process for workload review by individuals or groups of employees.	<ul style="list-style-type: none"> Regularly reviews staffing levels vs workload Empowers employees to speak up in their workplace Provides a process for review and dispute where an agreement can't be reached.
21 – Fixed term Employment	Continually rolled over fixed-term contracts without permanently filling positions.	Reduced maximum term	Early review of the position

22 – Casual Conversion	Modernise	Model Clause	<ul style="list-style-type: none"> • Modernise Clause • Reduces period from 12 months to six months as per modern awards •
23 - FWA	<ul style="list-style-type: none"> • Model Clause • Incredible inconsistency across all regions and teams with FWAs and lack of structure leave managers with less support to equitably process FWAs and support staff. 	Model Clause	<ul style="list-style-type: none"> • It provides clarity for all parties
24 – 4 for 5	No Change	No Change	No Change
25 – Termination	No Change	No Change	No Change
26 – Wage Increases	<ul style="list-style-type: none"> • Cost of Living • Allowances effectively reducing 	6%/yr or CPI Allowances grow with the agreement	Wage maintenance and growth

27 – Operational Classifications and Wage Rates	Any transitional arrangements in AV EA 2020 to be embedded in the new agreement	No longer transitional arrangements	Embed transitional arrangements as business as usual
28 – Operational Classification Definitions	<ul style="list-style-type: none"> • Many operational classifications have been developed over time as temporary arrangements that have become permanent and not included or recognised in the current agreement • Existing operational employees are not listed in the current structure, which places them in an ‘agreementless’ state or unable to access entitlements because of their exclusion • ACOs being used outside of their original intended use and scope • New classifications are required to rationalise some arrangements 	<ul style="list-style-type: none"> • two levels of ACOs • Higher-level ACOs used for rural NEPT • ACOs are not to be used in any 24hr branch • Communications ASO to be added • Sessional Clinical Instructor change to Clinical Instructor • CIs must have Cert IV Workplace Assessor • CIs to have access to study leave • Logistic Support Officers be added to the Ops agreement 	<ul style="list-style-type: none"> • ACOs kept within scope but also expanded • Forgotten classifications recognised

		<ul style="list-style-type: none"> • Paramedic Practitioners be added in • Driver Facilitator Team Manager/Lead • FMO Lead to be added (see individual-specific claim) 	
29 – Administrative Staff	<ul style="list-style-type: none"> • Mercer System not reflective of roles • They are treated differently from operational employees concerning years of service. • Administrative staff get all increases • Work-life balance and workplace modernisation • Screen Breaks 	<ul style="list-style-type: none"> • Banding system for role/remuneration modelling and classifications • Years of service pay point progression • 100:80:100 trial • Screen breaks 	<ul style="list-style-type: none"> • Improves progression of staff • Brings administrative staff and operational employees into line concerning years of service progression. • Modernises the corporate workplace concerning work-life balance • Corporate staff performing computer-intensive roles have adequate screen breaks, improving WH&S

30 – Admin Progression Through bands	See above – CLAIM 29	See above - CLAIM 29	See above – CLAIM 29
31 – Allowances	<ul style="list-style-type: none"> • Allowances must increase over the life of the agreement to maintain their value • Allowances no longer reflect the actual cost of food • The number of crib breaks per shift is not formalised • Crib breaks for shorter shifts are not adequate • Crib breaks still not be provided on time or at all during shifts • Shift allowances are not reflective of inconvenience and disruption of shift work • Weekend penalty not reflective of the disadvantage of these hours in a modern society 	<ul style="list-style-type: none"> • Meal allowances increased to \$30.60 • Overtime Meal and Spoilt Meal Allowance increased to \$33.25 • Formalise the number of crib breaks on any shift • Crib/meal breaks on shifts of less than 10 hours increased to 30 minutes • Provide an increased WOO penalty for late cribs or no cribs to encourage the provision of crib breaks on time 	<ul style="list-style-type: none"> • Staff will potentially be more flexible about where they are required to have a crib break. However, the default and preference must ALWAYS be to be returned to the branch for crib breaks. • More reflective of the actual cost of living leads to happier staff • Twenty minutes is not enough to meet personal hygiene needs, and comfort stops, eat a meal, and recuperate enough to return to work. Fairer for affected staff. Will increase the uptake of 8 hours FWA shifts across the Metro region, which are currently overwhelmingly vacant • Crib management remains an issue. This penalty is ONLY payable when a crib break has not been managed appropriately.

	<ul style="list-style-type: none"> • Current Travel allowance arrangements are inadequate • Operational Crewing Allowance is not reflective of the added responsibility of single-officer crewing • Single Responder allowances need to be part of the classification rate of pay 	<ul style="list-style-type: none"> • The penalty will consist of time on time until a crib break is completed in its entirety • Interrupted crib breaks will be restarted • The WOO penalty extends beyond the end of the shift • Introduce the first hour of the call period as the Protected Hour • Call crews working beyond the end of the rostered shift for three hours or more into the call period are to be given a priority one warning and a penalty payable (Broken Meal) until released to eat or be returned. • Shift allowances increased to 15% for the afternoon shift 	<p>Incentivises AV to appropriately manage meals.</p> <ul style="list-style-type: none"> • Interrupted crib breaks reduce the time employees ultimately have to rest, recuperate, and consume a meal before returning to work. A complete uninterrupted thirty-minute break is essential to staff well-being. • Shifty allowances are not reflective of the disruption shift work causes. There is precedent for 15% and 20% in other ambulance services. Shift work is a requirement in this industry. Therefore, Increased penalties are adequate compensation for the disruption. • See above for weekend penalties • Current LAHA allowances are inadequate and disincentivise staff from accepting positions attracting this payment. Will provide more incentive for staff.
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		<p>and 20% for the night shift over the entire shift</p> <ul style="list-style-type: none"> • Weekend penalties increased to time on time for both days. Weekend penalties will commence at 1800 Friday and cease at 0800 Monday. • LAHA increased to that reflected as sufficient by the ATO • Travel Allowance extended to all staff with amounts payable consistent with ATO kilometre rate and time paid at double time • Electric vehicles accommodated • Increased Operational Crewing Allowance to \$5.50, which is more reflective of the 	<ul style="list-style-type: none"> • Treats all staff equally. • Operational Crewing Allowance is a de facto supervisory, clinical instructor allowance that some staff work every shift. The current rate is not reflective of the duties or role. The increase provides adequate compensation. • Not enough classifications exist to capture all managers that are single responding. Staff need to be compensated for the role for all purposes if single responding is an expectation of the role. • Increased ARO allowance quantum dealt with elsewhere.
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		<p>responsibilities of single officer crewing and more attractive</p> <ul style="list-style-type: none">• Increase in Communications allowance to %20/8 hour shift, \$3.00/hr for rostered hours over eight (8), and \$6.00/hr on any overtime worked.• Where staff are regularly required to single respond (SRU and ARU), and no classification exists that incorporates such allowance, that allowance will be incorporated into the rate, and a new classification will be created. Such as TM ARU or TM SRU etc. (This does not apply to 8/6 TMs that work with an ACO or as part of a full crew as standard)	
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<p>32 – Rural Incentives</p>	<ul style="list-style-type: none"> Existing employees in identified branches are working beside those who are being paid an attraction allowance bonus while doing the same work and hours and suffering the same disabilities of rural and remote living. This an inequity! The rural incentive needs to be renamed an Attraction and Retention Payment. Vacancies in these branches are chronically vacant, and staff often apply for transfers creating a new hard-to-fill vacancy. The incentive/payment needs to be significantly increased to be effective The incentive must be a retention bonus as well Increase incentives non-monetary for working in these locations Permanent transfers to these locations are problematic and are not attractive 	<ul style="list-style-type: none"> An increased incentive for category 1 and 2 branches of \$10K or \$5K, respectively Incentive paid as a retention bonus to existing employees permanently appointed to these branches. Rural Points System will provide a non-monetary incentive for staff to work in these locations. The points will become an advantage for staff in applying for internal positions in a competitive process. Staff who complete their employment contract will be guaranteed their choice of branch. 	<ul style="list-style-type: none"> Hard to fill rural branches more attractive Retains existing staff in hard-to-fill branch locations Rural points systems will provide an incentive to work in rural and remote locations Better guarantees of available options when looking to transfer out to a larger location Term transfers provide guarantees for staff, making rural work more attractive Guaranteed subsidised accommodation makes the potential of rural work more attractive
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	<ul style="list-style-type: none"> • Returning to a preferred branch is guaranteed and works as a disincentive for staff to take up opportunities • Accommodation in these identified locations is either unavailable or at a premium. • Staff from outside of the location may be maintaining a home base elsewhere to be able to return to, thus paying accommodation expenses twice. 	<ul style="list-style-type: none"> • Staff falling short of the complete time on their employment contract will still receive a broader reward of the general location to return to • A system of Term Transfers which are not permanent relocations but rather for a fixed term. These staff will have their spot held in their originating branch for them to return to at the expiry of the term transfer • Accommodation assistance such as subsidised accommodation expense (75%) or employer-provided/sponsored accommodation. 	
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33 – Uniform	<ul style="list-style-type: none"> • Cold weather clothing is non-existent or inaccessible by all staff • A sustainable and ethical uniform is a priority • Wrongly ordered ill-fitting uniforms drain time and resources and frustrate staff (predominantly rural staff). Any clothing supplier must be able to fit staff at convenient locations around the state or have professional tailor input before staff order uniforms. 	<ul style="list-style-type: none"> • Suitable car coats for all staff • Uniform fabric and manufacture must be sourced from sustainable and ethical sources • State-wide fitting service for all staff 	<ul style="list-style-type: none"> • Keep staff warm at night • Increases AV's green credentials • Reduction in waste, postage/courier costs • Reduction in unwanted/unused uniforms lying around
34 – Upward Relieving, Secondment, Higher Duties, Competitive Process	Upward Relieving <ul style="list-style-type: none"> • RDP has not been active for three years • Unqualified staff relieving in positions too far above their substantive position, causing more qualified staff to miss out on opportunities 	Upward Relieving <ul style="list-style-type: none"> • RDP reopened with new timelines for any position • Removal of manager endorsement requirement 	Upward Relieving <ul style="list-style-type: none"> • Re-establish staff development enhancing succession planning • More opportunities for all staff in different parts of the organisation resulting in a more skilled and informed workforce

	<ul style="list-style-type: none"> • Some rural staff are not being considered for upward relieving because of subjective geographical consideration (mainly 8/6 staff) • No succession planning because there is no staff development <p>Higher Duties</p> <p>Higher duties payments not appropriately applied on Leave and overtime opportunities</p> <p>Secondments</p> <ul style="list-style-type: none"> • Secondments must be used for vacancies of three months or more, not the use of captain's picks 	<ul style="list-style-type: none"> • Upward relieving is for no more than three months, or it is considered a secondment • TMs can be only upward relieved by incumbent TMS or staff with a minimum of twelve months experience as a TM <p>Higher Duties</p> <ul style="list-style-type: none"> • New Clause rather than policy <p>Secondment</p> <ul style="list-style-type: none"> • Formalise a competitive process by way of EOIs or 	<ul style="list-style-type: none"> • All staff have equal access to development opportunities <p>Higher Duties</p> <ul style="list-style-type: none"> • Staff paid appropriately <p>Secondment</p> <ul style="list-style-type: none"> • Fairer transparent process • No more captain's picks
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	<ul style="list-style-type: none"> • Secondments continually rolled over rather than filling the vacancy • Time served in long-term secondments not being recognised as time served anywhere and not considered if permanently appointed to the position • People in long-term secondments remain on year one regardless of the length of secondment • Too many existing secondments continually rolled over • Existing staff left in seemingly perpetual secondment rollover • No competitive process for secondment <p>Competitive Process</p> <ul style="list-style-type: none"> • VPS requirements for the application process are not adhered to 	<p>other agreed methods for secondments</p> <ul style="list-style-type: none"> • The maximum term for secondments before a position needs to be permanently filled of one year • Existing long-term secondees are to be appointed to the role they are seconded to. • Competitive process for all secondments <p>Competitive Process</p> <ul style="list-style-type: none"> • Weighting for components of application assessment equally weighted 	<ul style="list-style-type: none"> • Removes endless secondment and thus provides stability for staff and the organisation <p>Competitive Process</p> <ul style="list-style-type: none"> • Equally opportunity for all staff • Transparency
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	<ul style="list-style-type: none"> • Interview panels not correctly formulated to provide for independence and manage conflicts of interest 	<ul style="list-style-type: none"> • Guarantee of independent panel members 	<ul style="list-style-type: none"> • Unimpeachable process of appointment of the best person for the job
35 – Payment of Wages and Pay Advice	<ul style="list-style-type: none"> • Indecipherable pay advice slips 	<ul style="list-style-type: none"> • redesign 	<ul style="list-style-type: none"> • staff able to quickly ascertain that they have been paid correctly
36 – Remuneration Records	No Change	No Change	No Change
37 – Resource Allocation	<ul style="list-style-type: none"> • Not enough roster lines at branches to meet the demand • Staff disenfranchised from inputting into the roster that they are required to work • One standard roster across the state is not locally nuanced 	<ul style="list-style-type: none"> • Roster Parameters for 24hr and call branches • 45% UHU • Use of NEPT crews 24 hrs to handle non-emergency work and ACOs as NEPT crews rurally 	<ul style="list-style-type: none"> • Better meet response KPIs • 45% UHU for all staff will accommodate breaks, EOS, incidental overtime, development, and skills maintenance, and a better work balance with some downtime • Crews not so fatigued

	<ul style="list-style-type: none"> • Emergency Road staff are spending more and more time on low and medium-acuity IFTs on nightshift when resources are scarce • No trigger for the upgrading of call branches to 24hr or some other model when consistently extremely busy 	<ul style="list-style-type: none"> • A mechanism for staff to input into roster pattern • Alternative models for call branches • Formal triggers for branch upgrades 	<ul style="list-style-type: none"> • Reduction in costs associated with penalties for non-provision of cribs, overtime • Expanded workforce increasing capability of meeting performance KPIs
38 – Reserve and Relieving Paramedics	<ul style="list-style-type: none"> • TRP and SSRP are no longer reflective of the costs associated with reserve • Staff are spending increased periods on reserve • Staff working consecutive nightshifts on reserve have their rest break interrupted • Travel allowance for all staff • Secondments to RSRP non-existent or not workable 	<ul style="list-style-type: none"> • TRP and SRP doubled to \$98/shift • Maximum time on TRP to be reduced to six weeks • Extra time on reserve beyond the above is to be reduced to two weeks • Better notification system for employees who are between nightshifts • Travel allowance payable to all employees (see claim 31) • Appointment of RSRP 	<ul style="list-style-type: none"> • Bolsters roster lines providing for more flexible rostering at the branch to meet local workloads • Provides staff with more stability • Adequately rewards and better reflects the compensation required for the disruption caused by temporary relocation of rostered work sites • Travel allowance compensates staff for extra travel involved with TRP and SRP • Staff can get adequate rest breaks

		<ul style="list-style-type: none"> • Remove 38.12(c), as this arrangement benefits AV and pay TRP to previously excluded staff • The use of rural spares is to be replaced by the use of RSRP, where they are consistently used at locations • All TRP and SRP beyond the maximum of six weeks will attract a penalty payment of double the TRP or SRP allowance 	<ul style="list-style-type: none"> • Disincentive for AV to disrupt staff temporarily and forces a review of rostering
39 – Community Education	Increases in line with annual increases	Increases to flow with yearly increases	<ul style="list-style-type: none"> • Position and work not devalued • Remuneration does not get eroded by the cost of living

<p>40 – Classification</p> <p>Specific Claims</p>	<p>Years of Service Increments</p> <ul style="list-style-type: none"> • Not available to all staff <p>Ambulance Community Officers</p> <ul style="list-style-type: none"> • Scope creep without adequate remuneration • Ad hoc rostering arrangements around the state leads to the inability to plan and reduced work-life balance • Inadequate paid training • On-call is highly disruptive for ACOs. There are enormous periods when they are handcuffed to a pager, disrupting their lives for no remuneration. • Weekend loadings are not reflective of the disruption of working on weekends as it is for their permanent colleagues 	<p>Years of Service Increments</p> <ul style="list-style-type: none"> • All staff have access to increments <p>Ambulance Community Officers</p> <ul style="list-style-type: none"> • ACOs can only work in on-call branches • ACOs be rostered to periods of duty at least 28 days in advance • ACO role-specific training increased to 40 hours or additional 10 hours of professional development • Minimum call-out increased to four hours • Rostered ACOs are to be paid an on-call allowance 	<p>Years of Service</p> <ul style="list-style-type: none"> • Equity <p>Ambulance Community Officers</p> <ul style="list-style-type: none"> • Less fatiguing for staff not trained or who do not feel confident to work with ACOs • ACOs are not used as a cheaper option • Stability and ability to plan lives • Higher trained ACOs • Better developed ACOs • Minimum call-out makes the position more attractive • On-call without compensation is a significant deterrent to attracting staff to the position • On-call is more disruptive for ACOs than permanent staff. This disruption needs to be recognised and compensated for
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	<ul style="list-style-type: none"> • Can work enormous periods without overtime. A permanent employee would not tolerate this • ACOs are not being paid for work they were not rostered to do at their home branch after being called in. especially when it is to replace a rostered ACO who is absent or to cover the branch • ACO recruitment in some areas is poor. They must be able to cover ACO positions at other branches to minimise permanent staff single responding and be paid for those hours plus travel. • ACOs are dropping home branch shifts because they are unpaid to take paid work at other branches • ACO TL is not compensated for the extra admin duties 	<ul style="list-style-type: none"> • Weekend penalties increased to 200% • ACOs be paid for all non-rostered, including at-home branch • Travel allowance when working away from their home branch • ACOs are not to work in 24hr branches • Crib allowance increased in line with increases above • ACO TL be paid 4 hours for admin duties 	<ul style="list-style-type: none"> • More attractive ACOs to be available on weekends • Access to overtime is an equity issue • A travel allowance will encourage ACOs to travel to other branches to cover • Crib increases are an equity issue
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	<p>Logistic Support Officers</p> <ul style="list-style-type: none"> • Agreementless • Not enough – overuse of casual workforce in this area • LSO needs seven days over two shifts <p>Fleet Maintenance Officers</p> <ul style="list-style-type: none"> • Not enough for the workload • Different locations do different work and have different workloads but are remunerated the same • Often work as independent employees • Not included in defined benefit fund 	<p>Logistic Support Officers</p> <ul style="list-style-type: none"> • Classification added to this agreement • No worse off • Casual LSOs converted to permanent if desired by the employee • Extra shifts <p>Fleet Maintenance Officers</p> <ul style="list-style-type: none"> • More FMOs • Immediate uplift in pay • Tiered location-based pay structure • Access to years-based increments 	<p>Logistic Support Officers</p> <ul style="list-style-type: none"> • These staff formally recognised in an agreement • Security of tenure • Cheaper for the organisation to convert staff to permanent • The fleet will be serviced more regularly <p>Fleet Maintenance Officers</p> <ul style="list-style-type: none"> • Wages more reflective of the role • The fleet will be better maintained without placing an excessive workload on staff • Recognition of geographically induced disabilities • Some FMOs working as single officers
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	<ul style="list-style-type: none"> • Not enough annual Leave • Not enough supervision in workshops • Required to stay at the location for four hours on recalls even though the issue has been resolved <p>GAPs</p> <ul style="list-style-type: none"> • GAPs being inappropriately rostered with lesser qualified staff, exposing them to jeopardy • Insufficient numbers of CIs compromise a GAPs development 	<ul style="list-style-type: none"> • Single Officer Allowance • AV to ask the government to facilitate their ability to access defined benefits again • Increase annual Leave to eight weeks • Introduction of a foreperson/lead position • No requirement to exhaust a four-hour recall before being to return to residence <p>GAPs</p> <ul style="list-style-type: none"> • GAPs only to be rostered with ALS paramedics who are 12 months post AP12 • GAPs are not to be rostered on-call 	<ul style="list-style-type: none"> • Return to their preferred Super Fund • Recognised as emergency service workers • More recreational Leave provides better work-life balance • Better workflow in workshops • Recall requirements come into line with other AV employees <p>GAPs</p> <ul style="list-style-type: none"> • Improved professional and personal safety for new employees • AV meets training obligations
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	<ul style="list-style-type: none"> GAPS are being allocated to branches with no consideration of their circumstances, which in turn causes them hardship and, in some cases, increases their fatigue levels through extension after shift travel <p>AP12</p> <ul style="list-style-type: none"> AP12s are being allocated to branches with no consideration of their circumstances, which in turn causes them hardship and, in some cases, increases their fatigue levels through extension after shift travel AP12s being inappropriately rostered with lesser qualified staff, exposing them to jeopardy 	<ul style="list-style-type: none"> GAPS must be provided with a CI for periods of direct supervision Review of the GAP allocation program <p>AP12</p> <ul style="list-style-type: none"> Allocation policy review that considers personal circumstances AP12s must only be rostered with a QAP 	<ul style="list-style-type: none"> GAPs are not personally disadvantaged by unthinking allocation/transfer policies that potentially force them from the job <p>AP12</p> <ul style="list-style-type: none"> Staff likely to stay in areas without immediately seeking to transfer Allocation policy people focused AP12s will be protected from professional and personal jeopardy when in their consolidation phase
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	<p>MICA</p> <ul style="list-style-type: none"> • Insufficient numbers state-wide • Multifactorial reasons why the position is no longer attractive • Rostering inequities • MICA and FWAs are almost mutually exclusive, making position less attractive for women • Reduction in wages while studying • Full-time study and a full roster are not conducive to success • Unsuccessful MICA students/applicants disregarded <p>Clinical Instructors</p> <ul style="list-style-type: none"> • Insufficient numbers of Cis because position unattractive 	<p>MICA</p> <ul style="list-style-type: none"> • Immediate uplift in MICA numbers and an increase in the number of MICA training branches • MICA SRUs and PPU's placed onto blended rosters • Increased number of fixed shift options for MICA • Maintenance of MICA student salaries • Better feedback mechanisms • Ability to study part-time and access study leave <p>Clinical Instructors</p> <ul style="list-style-type: none"> • Increase the number of Cis 	<p>MICA</p> <ul style="list-style-type: none"> • Increased numbers of desperately needed MICA • Better patient care for sick patients • Position more attractive • Making the position and study options more flexible will bring in more diverse employees, i.e. parents <p>Clinical Instructors</p> <ul style="list-style-type: none"> • More Cis provides adequate training for ALL staff
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	<ul style="list-style-type: none"> • CI is not a pathway to anywhere else • TMs and STMs unappreciative of the CI role due to a lack of understanding of the role • No refresher training • Full-time mentoring is fatiguing, leading to burnout • Classification required which roles in allowance for all purposes. Once a CI, always a CI, whether actively mentoring or not • Not enough admin time on shift <p>Clinical Support Officers</p> <ul style="list-style-type: none"> • Dual Role of CSO/Clinician not equitably paid across the state • Clinical Single Responding duties interfere with the substantive role duties 	<ul style="list-style-type: none"> • An advantage for CIs in promotional opportunities • CI-specific professional development annually • Sufficient mentoring free time to refresh and reset • Classification • Function time for admin <p>Clinical Support Officers</p> <ul style="list-style-type: none"> • Dual role payment paid regardless of location • Limit the number of SR days to two 	<ul style="list-style-type: none"> • Improved patient care generally • Position more attractive • Improved CI capabilities • Retention of CIs in role • Classification recognises the ongoing commitment to the position • CIs can complete admin functions that currently are creating issues <p>Clinical Support Officers</p> <ul style="list-style-type: none"> • Equity • Ability to complete the duties of the substantive role, which benefits all staff
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	<p>Paramedic Educator</p> <ul style="list-style-type: none"> • Not enough time to complete the role when part of a response roster <p>Roster Staff</p> <ul style="list-style-type: none"> • Computer Intensive work • Under-resourced as compared to the increasing complexity of rostering and workload <p>Team Managers and Senior Team Managers</p> <ul style="list-style-type: none"> • Dual TMs at branches confuse the chain of command and create unnecessary conflict 	<p>Paramedic Educator</p> <ul style="list-style-type: none"> • Function time of one day per week <p>Roster Staff</p> <ul style="list-style-type: none"> • Screen breaks • Review of workload vs available FTE <p>Team Managers and Senior Team Managers</p> <ul style="list-style-type: none"> • One only TM/branch 	<p>Paramedic Educator</p> <ul style="list-style-type: none"> • Able to fulfil role requirements that benefit all staff <p>Roster Staff</p> <ul style="list-style-type: none"> • Screen breaks are a recognised WH&S issue for computer-intensive work • Chronic understaffing doesn't serve the organisation as a whole and leads to burnout of the staff doing the work <p>Team Managers and Senior Team Managers</p> <ul style="list-style-type: none"> • Chain of command transparent for all staff • Reduces conflict
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	<ul style="list-style-type: none"> • Workload and responding duties are forcing TMs to complete tasks on days off, resulting in unnecessary performance management processes being initiated • Single responding without adequate training or equipment to single respond • Inexperienced staff being seconded to higher roles • Untrained managers in the areas of people skills • Extra study in role-specific external courses adds to the burden of the workload • Poor Relativities make the position unattractive • All bullying, harassment, etc. issues are unnecessarily escalated because they are not dealt with early because managers do not have the skill set 	<ul style="list-style-type: none"> • Increased function time rigorously applied • Appropriate training and equipment for those single responding • Basic requirements for upward relieving into these roles • Management training course for all employees • Study leave to do internal and external training courses • Restore adequate relativities • Bullying, harassment, etc., training for all line managers 	<ul style="list-style-type: none"> • Staff provided with enough time to complete required work restoring work-life balance and adhering to award conditions • WH&S issues addressed for single responders • Upward relieving is no longer a captain's pick and develops appropriate staff • Trained managers benefit all staff and the organisation • External training will be more accessible because of the study leave arrangement, which helps the whole organisation • Formal training will enable a consistent approach to TM/STM duties and tasks, which will better support those undertaking the role and those being supported by management. Formal training will ensure experts in the field provide training
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	<p>ESTA AV Staff</p> <ul style="list-style-type: none"> • Screen breaks for a role that is computer intensive, like ESTA-employed colleagues • Workload vs staffing levels are not appropriate, leading to burnout • Under resourcing leading to non-provision of award entitlements for breaks and burnout • Under resourcing leads to an inability to accommodate road staff adequately • Embedding of any successful results from the clinician redesign trial • Dual CSO/Clinician payments are not equitably applied across the state • No road time to maintain skills 	<p>ESTA AV Staff</p> <ul style="list-style-type: none"> • Increase in staff numbers to facilitate award conditions and to match workloads • Transfer positive outcomes of the redesign trial into the agreement • Payment of dual role allowance equitably across the state 	<ul style="list-style-type: none"> • EBA and policies are more likely to be followed and less reliant on HR for basic processes/support. <p>ESTA AV Staff</p> <ul style="list-style-type: none"> • Meet award conditions • Reduce excessive workloads • Reduce burnout • It makes the position more attractive and increases longevity in the role • Potentially adding a new role into centres to enhance crew access and reduce the workload of existing staff • Equity across the whole state
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41 – Accident Make-Up Pay	<ul style="list-style-type: none"> Duration of make-up is not adequate for some long-term physical and mental injuries 	<ul style="list-style-type: none"> Increase duration to 104 weeks 	<ul style="list-style-type: none"> Values staff and recognises the catastrophic nature of some workplace injuries
42 – Ordinary Hours of Work	No Change	No Change	No Change
43 – Arranging Hours of Work	See Claim 37	See Claim 37	See Claim 37
44 – Consecutive Maximum Shifts	See Claim 37	See Claim 37	See Claim 37
45 – Overtime	<ul style="list-style-type: none"> Current arrangements of time and one-half are not reflective of modern overtime payments for shift workers 	<ul style="list-style-type: none"> All overtime for shift workers paid at double time Additional considerations when employees refuse overtime 	<ul style="list-style-type: none"> Bring into line with other modern awards for shift workers Improves employees’ rights to refuse overtime by considering workplace-specific issues such as shift length

	<ul style="list-style-type: none"> • Incidental overtime extends rostered shifts regularly to unacceptable lengths too frequently • Overtime after lengthy busy shifts is undesirable • More than four hours of incidental overtime is unacceptable • Workload while on-call can be extraordinarily excessive and equate to double shifts • Timebank is inaccessible • SDOs are inaccessible 	<ul style="list-style-type: none"> • End of Shift warnings before the end of the shift for all staff • Incidental overtime worked more than four hours to be paid at double time and one half • On-call employees (including ACOs) who are recalled to duty during the call period who work six hours more continuously to be paid double time and one half • Taking staff assigned to cases at the end of their shift out of service • 45 minutes before the end of day and afternoon shifts, EOS priority warnings 	<ul style="list-style-type: none"> • Better EOS management • Excessive overtime better compensated • Better EOS management reducing incidental overtime • Reducing incidental OT will motivate more employees to do rostered OT to cover vacancies. • Timebank accrual and use more attractive • SDO uses better facilitated
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		<ul style="list-style-type: none"> • 60 minutes before the end of the night shift EOS priority warning • Timebank accrued at 1.5 hours/hour for non-operational employees and 2 hours/hour for operational employees • Improved access to timebank arrangements • Improved access to SDO arrangements 	
46 – Unsociable Hours	<ul style="list-style-type: none"> • Incentive not reflective of disruption • Not equitably paid across state • ACOs and Casuals have the same disruption; therefore, they should be entitled to incentive 	<ul style="list-style-type: none"> • Increase to \$200/shift for 24hr branches • Increase to \$20/hr for on-call, ACOs, and Casuals 	<ul style="list-style-type: none"> • Better reflects disruption of unsociable hours • Equitably paid to all employees

<p>47 – On-call</p>	<ul style="list-style-type: none"> • On-call disruptive to employees, and current allowance not reflective of disruption • On-call is hugely taxing on work-life balance • The minimum payment is not adequate in comparison to other states • On-call arrangements are generally insufficient • On-call staff are penalised financially when going on Leave. Rostered on-call is a typical incidence of the regular roster and, thus, a normal part of remuneration. Not replaced adequately by leave loading • Too many low acuity cases while on-call add to the burden of the workload • On-call vehicles are trapped in areas that surround the receiving hospital, and rather than being returned home to rest (they are on overtime, having already 	<ul style="list-style-type: none"> • Increased to \$20/hr • Minimum call-out of four hours • On-call allowance for projected rosters paid while on Leave • Priority one and zero while on-call outside of the catchment • On-call crews are to be returned home and not used as local cars when on call 	<ul style="list-style-type: none"> • Adequate compensation • It makes call branches more attractive • Removes disincentive and financial disadvantage of going on Leave • Recognises that on-call is about servicing the local area, not the entire LGA • Highlights understaffing in busy areas of an LGA • Reduces excessive overtime, reducing the need for rest breaks and fatigue breaks
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	completed an entire rostered shift), they are utilised as local cars in that area		
48 Non-Rostered Call	<ul style="list-style-type: none"> • Non-rostered call is effectively over time 	<ul style="list-style-type: none"> • Increase non-rostered call payment to double time 	<ul style="list-style-type: none"> • Non-rostered call recognised for what it is
49 – Recall	No Change	No Change	No Change
50 – Standby	No Change	No Change	No Change
51 – Meal Breaks, Crib Time, Rest Breaks	<ul style="list-style-type: none"> • Rest and Fatigue breaks being started or not started Meals are still not being managed appropriately • Crib breaks not adequately spaced 	<ul style="list-style-type: none"> • Employees must advise ESTA when they are starting a break • Introduces expanded WOO to be applied with the penalty allowances in claim 31.4 • Minimum two hours between crib breaks on affected shifts 	<ul style="list-style-type: none"> • Eliminates non-recording of rest breaks • Long WOO for getting staff fed • Adequate time for those on night shift to rest and eat during long shifts without extended periods of work without a break

52 – Seasonal Ambulance Stations	<ul style="list-style-type: none"> Facilitates not acceptable to live and work 	<ul style="list-style-type: none"> Minimum standards for Seasonal Ambulance Stations 	<ul style="list-style-type: none"> WH&S More attractive locations
53 – Daylight Savings	No Change	No Change	No Change
54 – Unusual Hours	No Change	No Change	No Change
55 – Annual Leave	<ul style="list-style-type: none"> Matrix is universally disliked and disadvantages employees Matrix forces employees onto Leave at a time when they do not wish to be on Leave Employees working nightshift, which leaches into Annual Leave 	<ul style="list-style-type: none"> Leave matrix abolished and returned to ASA/LGA management No requirement to work a night shift immediately before going on Leave On-call branches are to be removed from the matrix and leave managed locally 	<ul style="list-style-type: none"> Leave better managed locally, alleviating staff shortages Leave equitably distributed at significant times (e.g., school holidays) Leave not wasted by the night shift On-call branches in LGAs can co-ordinate Leave, which makes better use of relievers Leave more flexible

	<ul style="list-style-type: none"> • On-call leave provisions should be handled amongst other on-call branches in an LGA, not regionally • SDOs unable to be accessed and expire before use 	<p>between other on-call branches in specific LGAs</p> <ul style="list-style-type: none"> • Annual Leave can be taken as single days off 	
56 – Personal Leave	<p>Personal Leave</p> <ul style="list-style-type: none"> • Casuals get sick too but are financial disincentives not to come to work rather than recovering • Accessing a GP for a medical certificate is expensive and impossible in some predominantly rural areas • Personal Leave is inadequate for a modern workplace that deals with sick patients • It is personal Leave, not sick leave. Need more days to attend to life that can't be adequately managed because of shift work with the need for evidence 	<p>Personal Leave</p> <ul style="list-style-type: none"> • Casuals get five days of Personal Leave • Expand the list of professionals that can supply a medical certificate • Expanded personal leave entitlements • Increase to five days the number of days not requiring evidence • Sick leave cash-out provisions 	<p>Personal Leave</p> <ul style="list-style-type: none"> • Casuals not discriminated against in line with government trial • Enhanced ability to supply evidence • Leave entitlements reflective of the working environment • Shift working staff better able to attend to life • Rewards employees who have not exhausted sick Leave after many years of service

	<ul style="list-style-type: none"> • I need to be able to cash out my excessive sick leave hours <p>Infectious Diseases Leave</p> <ul style="list-style-type: none"> • COVID has highlighted the issue of a lack of leave arrangements for infectious diseases <p>Transgender Transition Leave</p> <ul style="list-style-type: none"> • LGBTQI arrangements inadequate <p>Bone Marrow and Organ Donor Leave</p> <ul style="list-style-type: none"> • Generally, it requires a family member; thus, employees are disadvantaged for saving the life of relative 	<p>Infectious Diseases Leave</p> <ul style="list-style-type: none"> • See claim 56.8 <p>Transgender Transition Leave</p> <ul style="list-style-type: none"> • See clause/claim 56.8 <p>Bone Marrow and Organ Donor Leave</p> <ul style="list-style-type: none"> • See clause/claim 56.9 	<p>Infectious Diseases Leave</p> <ul style="list-style-type: none"> • Keeps workforce safe and available <p>Transgender Transition Leave</p> <ul style="list-style-type: none"> • LGBTQI friendly workplace <p>Bone Marrow and Organ Donor Leave</p> <ul style="list-style-type: none"> • Family-friendly
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	<p>Sporting Leave</p> <ul style="list-style-type: none"> • Participation in sports at an elite level discouraged <p>Study Leave</p> <ul style="list-style-type: none"> • Improvement through study discourages through inadequate arrangements • Intelligence and experience drain from the workforce 	<p>Sporting Leave</p> <ul style="list-style-type: none"> • See clause/claim 56.10 <p>Study Leave</p> <ul style="list-style-type: none"> • The employer granted paid study leave • Seven days for classroom activities • Five days for examinations and credentialling • Additional Leave without pay • Part-time study pro-rated • Study leave not to accrue from year to year 	<p>Sporting Leave</p> <ul style="list-style-type: none"> • Enhances employee well-being and improves the relationship with the employer for all staff <p>Study Leave</p> <ul style="list-style-type: none"> • Employees are encouraged to advance themselves academically, which improves the organisation • Incidental OT will significantly motivate more employees to take up rostered OT to cover vacancies. • Less personal leave is taken, and last-minute vacancies
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	<p>Defence Force Reserve Sick Leave</p> <ul style="list-style-type: none"> • Sick or injured while serving in the ADF reserve 	<p>Defence Force Reserve Sick Leave</p> <ul style="list-style-type: none"> • See clause/claim 56.12 	<p>Defence Force Reserve Sick Leave</p> <ul style="list-style-type: none"> • Respects and recognises the service of those willing to serve in the ADF
<p>57 – Compassionate Leave</p>	<ul style="list-style-type: none"> • Current arrangements are not adequate to attend to the requirements of the death of a family member or to grieve • Casuals have family members that die, too and should not be financially disadvantaged by this fact <p>Employee Support and Debriefing</p> <ul style="list-style-type: none"> • More to be done in supporting employees who are exposed to trauma during their work 	<ul style="list-style-type: none"> • Increased to five days for all employees • Made available to casuals <p>Employee Support and Debriefing</p> <ul style="list-style-type: none"> • See clause/claim 57.3 	<ul style="list-style-type: none"> • Respectful of the AV workforce at a time of significant personal loss <p>Employee Support and Debriefing</p> <ul style="list-style-type: none"> • More support for employees in a taxing workplace • Reduces psychological injury rate • More empathetic approach by the employer •

58 - Family Violence Leave	<ul style="list-style-type: none"> • Rename Clause • Model clause update 	<ul style="list-style-type: none"> • Model clause claim 58.1 	<ul style="list-style-type: none"> • Update to model clause • The Employer more supportive in these tragic circumstances
59 – Parental Leave	<p>Parental Leave</p> <ul style="list-style-type: none"> • Not enough Leave to meet the baby’s formative months • Secondary carer’s leave is not adequate <p>Grand Parents Leave</p> <ul style="list-style-type: none"> • Grandparents not accommodated without jeopardising employment 	<p>Parental Leave</p> <ul style="list-style-type: none"> • Increased Primary Carer Leave to 28 weeks • Secondary carers entitled to half the entitlement of primary carers <p>Grand Parents Leave</p> <ul style="list-style-type: none"> • See clause/claim 59.5 	<p>Parental Leave</p> <ul style="list-style-type: none"> • Family-friendly work environment <p>Grand Parents Leave</p> <ul style="list-style-type: none"> • Recognised the complexity of extended families in the workplace

	<p>Assisted Reproduction Leave</p> <ul style="list-style-type: none"> • Assisted reproduction is a reality for more and more people and is already a burden financially without a double whammy of work issues <p>Personal Illness While Pregnant</p> <ul style="list-style-type: none"> • Maternal health essential <p>Permanent Care Leave</p> <ul style="list-style-type: none"> • Circumstances Change 	<p>Assisted Reproduction Leave</p> <ul style="list-style-type: none"> • See clause/claim 59.6 <p>Personal Illness While Pregnant</p> <ul style="list-style-type: none"> • See clause/claim 59.7 <p>Permanent Care Leave</p> <ul style="list-style-type: none"> • See clause/claim 59.7 	<p>Assisted Reproduction Leave</p> <ul style="list-style-type: none"> • Employee welfare improvements • Family-friendly work environment <p>Personal Illness While Pregnant</p> <ul style="list-style-type: none"> • Employee welfare improvements • Family-friendly work environment <p>Permanent Care Leave</p> <ul style="list-style-type: none"> • Recognised the complexity of extended families in the workplace
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	<p>Keeping in Touch Days</p> <ul style="list-style-type: none"> • Formalise into an agreement • Rolled-in rate, not the base rate • Options to work additional paid casual shifts without needing to resign and come back as a casual 	<p>Keeping in Touch Days</p> <ul style="list-style-type: none"> • Increase to ten days • Rolled-in rate • Ability to work casual shifts 	<p>Keeping in Touch Days</p> <ul style="list-style-type: none"> • Parent-friendly work environment
60 – Paid Lactation Breaks	No Change	No Change	No Change
61 - Reimbursement of Child Care Expenses	<ul style="list-style-type: none"> • Cap on expense does not fully compensate for the cost of unplanned overtime 	<ul style="list-style-type: none"> • Full reimbursement of cost 	<ul style="list-style-type: none"> • Unplanned overtime is not an employee issue. It is an employer issue. Employees are fully reimbursed and not financially penalised for unplanned overtime
62 – Long Service Leave	<ul style="list-style-type: none"> • Unable to access long service leave 	<ul style="list-style-type: none"> • Increased opportunities to access leave entitlement 	<ul style="list-style-type: none"> • Improved arrangements for employees eligible for LSL

	<ul style="list-style-type: none"> • FWA employees are disadvantaged financially • Non-operational staff losing LSL because of public holidays • LSL being refused • Employees are being required to give reasons for accessing a leave entitlement 	<ul style="list-style-type: none"> • FWA employees remunerated at their best employment contract arrangements • Recredit LSL for public holidays when it falls during a period of LSL for non-operational employees • No requirement to provide a reason for the LSL request 	<ul style="list-style-type: none"> • Increased flexibility for LSL decreases financial liability for AV in the long term
63 – Public Holidays	No Change	No Change	No Change
64 - Public Holidays in Lieu	No Change	No Change	No Change
65 – Accident Compensation Leave	No Change	No Change	No Change

66 – Jury Service	No Change	No Change	No Change
67 – ANZAC Leave	No Change	No Change	No Change
68 – ADF Leave	No Change	No Change	No Change
69 – Cultural and Ceremonial Leave	No Change	No Change	No Change
70 – Attendance at Court	No Change	No Change	No Change
71 – Special Leave	<p>Special Leave</p> <ul style="list-style-type: none"> • Modernise Clause 	<p>Special leave</p> <ul style="list-style-type: none"> • See clause/claim 71.1 – 71.3 	<p>Special Leave</p> <ul style="list-style-type: none"> • Facilitates the diversity of the workplace

	Leave Without Pay	Leave Without Pay	Leave Without Pay
	<ul style="list-style-type: none"> • Modernise Clause 	<ul style="list-style-type: none"> • See clause/claim 71.4 	<ul style="list-style-type: none"> • Modernise clause
72 - Superannuation	<ul style="list-style-type: none"> • Delays in providing updates to ESSS concerning a change of employment circumstances 	<ul style="list-style-type: none"> • Maximum of four weeks to provide updates to ESSS 	<ul style="list-style-type: none"> • Allows for employee planning in this area
73 – Performance Management	<ul style="list-style-type: none"> • A detailed structure approach to performance management is missing • Update clause 	<ul style="list-style-type: none"> • See clause/claim 73 	<ul style="list-style-type: none"> • The rights of all parties are clear and structured • Removes ad hoc approach
74 – Disciplinary Process	<ul style="list-style-type: none"> • Modernise clause • A structured, detailed, straightforward process required • Respondents are penalised without any finding of guilt • Procedural fairness embedded 	<ul style="list-style-type: none"> • See clause/claim 74 	<ul style="list-style-type: none"> • More rigour and structure • The rights of all parties are clear and structured

75 – Procedural fairness	No Change	No Change	No Change
76 – Lost, Stole, or damaged Property	<ul style="list-style-type: none"> • Reimbursement doesn't reflect the actual costs of today 	<ul style="list-style-type: none"> • The maximum claimable amount increased to \$2000 	<ul style="list-style-type: none"> • Reflective of the actual cost of repair/replacement
77 – Training and Development	<ul style="list-style-type: none"> • Over-reliance on online learning, which is less effective than face to face • Bullying, harassment etc., training for all staff annually face to face • Maintaining registration is an immediate cost burden 	<ul style="list-style-type: none"> • Annual training for all employees surrounding acceptable workplace behaviour • Establish a Professional Development Allowance 	<ul style="list-style-type: none"> • More informed workforce • Reduction in incidents and complaints Removes cost immediate cost disadvantage of maintaining continuous development for registration • Provides a more professional and developed workforce
78 – Changing Time	<ul style="list-style-type: none"> • Not available • Not long enough • Having to get changed on overtime with no compensation 	<ul style="list-style-type: none"> • Increased to twenty minutes • Changing time on overtime paid at double time 	<ul style="list-style-type: none"> • Facilitates employee welfare

79 – Fleet	<ul style="list-style-type: none"> • ACO TLs clean and restock trucks on their own time because of ad hoc arrangements • ACO fleet not in an acceptable state • Vehicle emissions from AV fleet are excessive, given there are alternatives available 	<ul style="list-style-type: none"> • ACO TLs paid to clean and restock vehicles at the rate of four hours/week • The transition of the fleet to low-emissions technologies over the life agreement 	<ul style="list-style-type: none"> • ACO trucks better cared for • Decreases AV's impact on environmental degradation
80 – VACIS Tablets	<ul style="list-style-type: none"> • Change to devices is imminent • Other services have changed to tablet-style arrangements that are a personal issue 	<ul style="list-style-type: none"> • Personal issue tablets, when introduced 	<ul style="list-style-type: none"> • Increased flexibility for staff when away from the branches
82 – Right to Disconnect	<ul style="list-style-type: none"> • Work environment clashing with the non-work environment • Increasing need for staff to disconnect away from work 	<ul style="list-style-type: none"> • See clause/claim 82 	<ul style="list-style-type: none"> • Improved work-life balance