



31 October 2024

Emily Milanos
Senior Advisor Workplace Relations
Ambulance Victoria
375 Manningham Road
Doncaster VIC 3108

RE: Major Change to Service Desk Staff Responsibilities without Formal Consultation

Dear Emily Milanos,

The United Workers Union (UWU) is writing to address a recent change within the Ambulance Victoria Service Desk, which was implemented without formal consultation.

Service Desk staff were informed via email that they would now support Team Standup Field Services with tasks such as laptop imaging, testing and rollout, printer refresh, 3G shutdown, and mobile device management. The union seeks clarification on why staff were not provided with a formal consultation meeting regarding these changes, as required under Clause 10.2 (Consultation and Implementation of Change) of the Management and Administrative Agreement 2021.

Additionally, staff affected by this change would like to confirm whether they will receive remuneration under Clause 46 (Higher Duties), given that the additional responsibilities align with the Field Services banding of 3.1.1, while Service Desk staff are currently banded at 2.2.1.

The union further requests that training be provided to staff assigned these higher duties, especially for those who may lack familiarity with these new responsibilities.

Kind regards,

A handwritten signature in black ink, appearing to read 'Lauren Stanley'.

Lauren Stanley
Senior Organiser

United Workers Union