



22 NOVEMBER 2024

Lauren Stanley  
Senior Organiser  
United Workers Union  
PO Box 327  
North Melbourne VIC 3051

By Email: [lauren.stanley@unitedworkers.org.au](mailto:lauren.stanley@unitedworkers.org.au)  
[fiona.scalon@unitedworkers.org.au](mailto:fiona.scalon@unitedworkers.org.au)  
[Darren.law@unitedworkers.org.au](mailto:Darren.law@unitedworkers.org.au)

Dear Lauren

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

I write in response to your correspondence dated 31 October 2024 regarding a recent change to the duties of Ambulance Victoria (**AV**) Service Desk Officers (**SDO**) within the Business Technology & Programs (**BTP**) division.

Following a review of your reported concerns and discussions with the Senior Manager Service Management, I provide the following:

The email issued to the SDOs from the Manager Service Management, Cameron Bennet, on 24 October 2024 (**attached**) specifically related to the VACIS Imaging process. This is an area where we currently have a backlog of devices requiring imaging. To address this backlog, and as Cameron had discussed with the SDOs in recent Team Stand-up meetings, the Service Desk team is temporarily assisting with imaging tasks to help provision devices efficiently to users.

It is important to emphasise that this activity is being performed under the guidance and support of the Field Services team (Grade AV 3.1.1 Field Services roles), who are responsible for developing and supporting this procedure. Any technical issues or device failures that arise during this process are escalated directly to the Field Services team for resolution. The Service Desk team is not expected to, nor are they performing, tasks at the Field Services level.

We consider the above Business-As-Usual (**BAU**) process improvement rather than a major change to positions or process requiring formal consultation. The duties involved fall within the established scope of the SDO role, where following documented and structured processes is standard practice. It is common for tasks such as these to be incorporated as part of ongoing efforts to enhance service delivery through process updates and technical work instruction refinements. Accordingly, these do not warrant the payment of higher duties, as implied in your correspondence.

Additionally, the other tasks referenced in your email fall into the same category and have now been completed.

BTP continue to offer professional development opportunities for SDOs, including the chance to collaborate with Field Services Officers. This allows team members to expand their skills and gain exposure to different aspects of the BTP service environment, should they wish to avail themselves of these opportunities.

Further, SDOs are offered opportunities for higher duties in other roles, such as Field Services Officer, through a merit-based process.

Thank you for raising your concerns. We value the input from our employees and their representatives as we work to continuously improve our processes and service delivery.

Should you have any further questions or require additional information please contact me on 0475 967 145 or if you would like to arrange a meeting to discuss with the management team.

Yours sincerely



Emily Milonas  
**Senior Advisor Workplace Relations**

