



3 December 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

Thank you for your response to the unions concerns regarding changes to Service Desk Officer (SDO) responsibilities. We appreciate the clarification regarding the VACIS imaging process and the temporary nature of these tasks. However, the United Workers Union (UWU) respectfully disagrees with several key points raised in your letter, particularly the classification of these additional duties as Business-As-Usual (BAU).

1. Scope of BAU Tasks: While your response asserts that the imaging tasks are part of BAU process improvements, it is critical to note that such tasks have historically been the responsibility of Field Services (FS) Officers, who are banded at AV 3.1.1. SDOs, currently banded at 2.2.1, have not been required to perform these duties as part of their role. This distinction is reinforced by the email from Cameron Bennett on 9 October 2024, which explicitly states, "the work will include but not be limited to..." implying a significant departure from SDOs' regular duties.

2. Guidance and Support: Contrary to the claim that this work is being performed under the guidance and support of the FS team, SDOs were merely provided with a copy of the FS process to follow. Before the tasks began, this process was reviewed and tested by the manager and supervisor, after which SDOs were instructed to execute it independently. This is not indicative of the guidance and support described in your response but rather delegation of FS responsibilities without adequate acknowledgment or remuneration.

3. Service Desk Position Description vs. Field Services Role: The Service Desk position description includes "provisioning of equipment and services," where "provisioning" is defined as "supplying with" or "setting aside an amount." However, the imaging process involves software and hardware preparation—a task that clearly aligns with the Field Services position description. FS roles explicitly include the management of software packages and deployments, further supporting the argument that this work falls outside the scope of the SDO role.

4. Temporary vs. Permanent Duties: The framing of these additional tasks as "temporary" does not negate the requirement for formal consultation under Clause 10.2 of the Management and Administrative Agreement 2021. Even temporary changes impacting staff responsibilities necessitate consultation, particularly when they involve duties beyond the agreed role descriptions.



5. Higher Duties and Remuneration: Given that FS Officers are remunerated at a higher band (AV 3.1.1) to perform these tasks, it is unreasonable to expect SDOs to undertake equivalent responsibilities without appropriate remuneration. While these tasks may be completed using FS-developed processes, the actual execution of imaging and provisioning devices mirrors FS responsibilities and should be treated as such.

UWU Requests:

Formal Consultation: The union reiterates its position that formal consultation is required when there are changes to duties in line with the requirements of Clause 10.2.

Remuneration for Higher Duties: We request that affected SDOs receive appropriate remuneration under Clause 46 (Higher Duties) for the duration of their involvement in these tasks.

Clarity on Role Boundaries: We seek assurance that these additional responsibilities will remain temporary and will not set a precedent for the future scope of SDO roles.

We look forward to your response and remain available to meet to discuss these matters further.

Kind regards,

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

Lauren Stanley
Senior Organiser
United Workers Union