

Settlement Agreement

PARTIES

Triple Zero Victoria (TZV)

and

United Worker's Union (UWU)

and

Communications, Electrical, Electronic, Energy, Information, Postal, Plumbing and Allied Services Union of Australia (CWU)

and

United Firefighters' Union of Australia (UFU)

and

Victorian Ambulance Union Incorporated (VAU)

(together, the **Unions**)

RECITALS

- A. The *Triple Zero Victoria Operations Enterprise Agreement 2024* (**2024 Operations Agreement**) introduced, under Schedule 1, a new classification structure establishing a harmonised emergency services role of "Emergency Communications Officer" (**ECO Classification Structure**). The ECO Classification Structure outlined new ECO Classification Levels defined in Table A of Schedule 1 (**Classification Level**).
- B. Following implementation of the ECO Classification Structure, the Unions raised a dispute under section 739 of the *Fair Work Act 2009* (Cth) with matter number C2025/6234 (**Proceeding**). The agreed question for determination in the Proceeding is "*for the purposes of progression through the experience increments set out in Table B of Schedule 1 of the 2024 Operations Agreement, are completed years 'service' to be calculated by reference to an employee's total service in the relevant role(s) that translated into the ECO classification, including service prior to the implementation of the ECO Classification Structure*" (**Years of Service Dispute**).
- C. TZV's position is that, for employees who translated at Classification Level ECO3.3 or above, years of service were recognised only from the point of translation, being the first full pay period on or after 30 April 2024 (being, 4 May 2024). On this approach, service was rounded down to the nearest whole year as at 4 May 2024, and employees were required to complete a further full year of service at their ECO level from the date of translation to satisfy any required experience increments for the next rate of pay within the ECO Classification Structure. The Unions' position is that service should not be rounded down in this way, and that an employee's total service in the relevant role(s) that translated into the ECO classification, including service prior to the implementation of the ECO Classification Structure should count towards progression.

- D. While TZV maintains that its position reflects the intended operation of the Agreement, it acknowledges that the drafting in the 2024 Operations Agreement is not as clear as it could be and may not give effect to that intention.
- E. As a pragmatic and good faith means of resolving the dispute, TZV and the Unions have agreed to resolve the Proceeding on the terms set out in this Agreement.

AGREEMENT

1. SERVICE RECOGNITION AND TRANSLATION

1.1 Purpose

The purpose of this clause 1 is to set out the agreed future methodology for recognising service performed in the roles of Dispatcher or Workplace Trainer for employees who were translated at or above Classification Level ECO3.3 on 4 May 2024 for the purposes of progression through the experience increments in Table B of Schedule 1 of the 2024 Operations Agreement.

1.2 Scope

- (a) This clause 1 applies to the following employees (**Eligible Employees**):
 - (i) employees who were translated on 4 May 2024 into one of the Classification Levels listed in SCHEDULE 1; and
 - (ii) employees who were on secondment as at 4 May 2024 and who, upon completion of that secondment, returned to one of the Classification Levels listed in SCHEDULE 1.
- (b) For the avoidance of doubt, this clause 1 does not apply to:
 - (i) Assistant Team Leaders and Team Leaders who were translated at the minimum increment in accordance with the applicable translation arrangements under the 2024 Operations Agreement;
 - (ii) employees classified at Classification Level ECO1.1 to ECO3.2, (inclusive), including any employees in the Call-Taker team in Table A of Schedule 1, where progression has already been based on total years of service at TZV; and
 - (iii) employees who were translated at the maximum experience increment of a Classification Level.

1.3 Classifications Covered

This clause 1 applies to Classification Levels set out in SCHEDULE 1.

1.4 Service Recognition Methodology

- (a) For each Eligible Employee and for the purposes of the "Experience Increments" provided for in Table B of Schedule 1 of the 2024 Operations Agreement, TZV will calculate a period of recognised prior service (**Recognised Prior Service Period**) by reference to service performed by the Eligible Employee in equivalent roles set out in SCHEDULE 1 of this Agreement.

- (b) An equivalent role for a Dispatcher or Workplace Trainer under the ECO Classification Structure is a Dispatcher or Workplace Trainer under previous operational agreements and as set out in SCHEDULE 1. However, time recognised in those roles is subject to the "Continuous Service" definition provided in the Definitions section at clause 1.1 of Schedule 1 of the 2024 Operations Agreement.
- (c) The calculation methodology for the "Experience Increments" provided for in Table B of Schedule 1 of the 2024 Operations Agreement, will be as follows for Eligible Employees:
 - (i) Employees in Classification Levels within the Dispatcher stream of Table A of Schedule 1 of the 2024 Operations Agreement:

will have service recognised from the date an employee was signed-off from classroom training as a Dispatcher in a relevant skill prior to the translation date of 4 May 2024; and/or
 - (ii) Employees in Classification Levels within the Workplace Trainer stream of Table A of Schedule 1 of the 2024 Operations Agreement:

will have service recognised from the date an employee first commenced as a Workplace Trainer or in an equivalent Workplace Trainer role prior to the translation date of 4 May 2024.
- (d) The Recognised Prior Service Period will:
 - (i) be retained and recognised on an ongoing basis following translation; and
 - (ii) be applied for the purpose of determining progression through "Experience Increments" within Table B of Schedule 1 of the 2024 Operations Agreement.

1.5 Application of Service Recognition

- (a) Recognition of service under this clause applies only within the ECO classification to which the Eligible Employee was translated on 4 May 2024. For the avoidance of doubt, service in a non-equivalent role will not be recognised for the purposes of translation.
- (b) For Eligible Employees who were on secondment at the time of translation, the Recognised Prior Service Period will apply upon their return to the relevant ECO classification.

1.6 Retrospective Calculation of Payments

- (a) For each Eligible Employee requiring recalculation, TZV will review each relevant pay period from 4 May 2024 (inclusive).
- (b) For each relevant pay period, TZV will determine:
 - (i) the amount that was paid to the Eligible Employee; and
 - (ii) the amount that will be paid as a result of recognising the prior service in the way set out at clauses 1.1-1.5 of this Agreement.

- (c) TZV will calculate the difference between the amounts referred to in clause 1.6(b) and aggregate the total amounts to determine any total retrospective payment to be paid to each Eligible Employee.
- (d) The parties acknowledge that:
 - (i) retrospective calculations will require application of percentage-based increases across varying time periods and classifications; and
 - (ii) the TZV payroll system is not capable of automatically performing such calculations, requiring manual assessment and calculation.
- (e) Any amount identified under this clause as payable to an Eligible Employee will be paid by TZV within a reasonable period following completion of the calculation, in accordance with clause 4.

2. PROGRESSION FOLLOWING IMPLEMENTATION

2.1 Future progression

- (a) Following implementation of clause 1, each Eligible Employee's progression will be determined by reference to their revised Classification Level and any Recognised Prior Service Period reflected in that position. Without limitation:
 - (i) progression to the subsequent experience increment of the translated Classification Level will be based on the revised classification position; and
 - (ii) the timing of future incremental advancement will be adjusted to reflect the revised classification position.
- (b) Where an Eligible Employee, after 4 May 2024 or after implementation of this Agreement is appointed to a different role (including through obtaining a new skill) outside the translated Classification Levels (i.e. the equivalent skilled Dispatcher or Workplace Trainer role), progression within the new Classification Level will be determined in accordance with the ECO Classification Structure, with service accruing from the date of commencement in that Classification Level, unless otherwise expressly provided. In other words, years of service will only be recognised for the purposes of equivalent roles and employees will still need to meet the full service requirements of ECO roles outside of their translated role, in order to progress through the structure. Service will not be counted when an employee moves from ECO4.4 to ECO5.1, from ECO5.6 to 6.1 and from ECO6.2 to ECO7.1 where the description of the "Experience Increment" changes.

3. PROTOCOLS

3.1 Confidentiality

- (a) Subject to clause 3.2 below, the parties will keep the terms of this Agreement and any discussions, facts and circumstances leading to the making of this Agreement confidential.

3.2 Communication

- (a) TZV and the Unions agree on the following communication protocols regarding the Years of Service Dispute and this Agreement:
 - (i) the parties will not disparage each other when communicating about the outcome of the dispute;
 - (ii) the parties will not characterise the outcome of this Agreement as an admission of liability, error or wrongdoing by either party, but will present it as a mutually agreed resolution reached having regard to the drafting uncertainty within the Agreement;
 - (iii) the parties will use reasonable endeavours to ensure that communications to TZV employees describe the outcome as a good faith resolution, including recognition of relevant prior service and the making of appropriate payments;
 - (iv) neither party will make any public statement or issue any employee communication that is likely to undermine the intent of this Agreement or the agreed resolution of the Years of Service Dispute; and
 - (v) the parties will aim to minimise confusion or uncertainty for Eligible Employees.

4. TIMEFRAME

- (a) The parties acknowledge that implementation of this resolution will require a significant manual assessment process and may take several months to complete, having regard to:
 - (i) the need to conduct a detailed review of historical employment and classification records;
 - (ii) the requirement to calculate retrospective adjustments for each affected pay period (for a period of up to two years prior); and
 - (iii) the other operational requirements of TZV's payroll function, including ongoing payroll processing obligations.
- (b) TZV will use reasonable endeavours to complete the assessment, recalculation and implementation of outcomes under this Agreement by the end of 2026. However, the parties acknowledge that, having regard to the scale and complexity of the exercise, including the requirement for manual review and calculation processes, it may not be practicable to finalise all matters within this timeframe. Where completion is not achieved by that date, TZV will continue to progress the implementation as soon as reasonably practicable thereafter.
- (c) If TZV has not completed the implementation of this resolution by the end of 2026, it will provide fortnightly updates to the Unions on how it is progressing.

5. DISCONTINUANCE OF PROCEEDINGS

- (a) Within 7 days of execution of the Agreement, the Unions must file with the Fair Work Commission, and serve on TZV, a Notice of Discontinuance, formally ending the Proceeding.

6. MUTUAL RELEASE

- (a) The Unions absolutely release and forever discharge TZV from and against all claims, suits, demands, liabilities, actions, damages and costs of whatsoever kind relating to or arising out of the Years of Service Dispute the Unions have, or may have had, in the future against TZV but for this Agreement.
- (b) The Unions will not act for, assist or encourage any of its current, future or prospective members employed by TZV to bring any legal action associated with the Years of Service Dispute.
- (c) TZV absolutely releases and forever discharges its employees and the Unions from and against all claims, suits, demands, liabilities, actions, damages and costs of whatsoever kind relating to or arising out of the Years of Service Dispute which TZV has, or may have had, in the future against employees and the Unions but for this Agreement.

7. INTERPRETATION

In this Agreement, unless the context requires otherwise, a reference to TZV includes the TZV Authority/Board, its Authority members/directors, officers, employees, agents, divisions, subsidiaries, associated entities, related bodies corporate, businesses, successors and assigns, past, present and future.

8. NO ADMISSION

This Agreement will not in any way be construed as an admission of any liability to employees or the Unions associated with the Years of Service Dispute.

9. COSTS AND EXPENSES

Each party must pay its own costs and expenses in relation to the negotiation, preparation and execution of this Agreement.

10. INVALIDITY OF ANY CLAUSE

To the extent that any provision of this Agreement or the application of it is held invalid, unenforceable or illegal by a court, that provision will be ineffective and severable from this Agreement without invalidating or modifying the remainder of the Agreement and the remaining provisions will be valid and enforceable to the extent the law allows.

11. GOVERNING LAW

This Agreement is governed by the laws of Victoria and the Commonwealth. Each party irrevocably submits to the non-exclusive jurisdiction of the courts of Victoria and the Commonwealth and the courts hearing appeals from those courts.

12. COUNTERPART

This Agreement may be executed and delivered in any number of counterparts. All delivered counterparts taken together constitute one instrument. A party may execute this Agreement by signing and delivering any counterpart. The date on which the last counterpart is executed is the date of this Agreement.

SCHEDULE 1**ECO Levels and potentially equivalent roles for service purposes**

ECO Classification Level	ECO Classification Description	<i>Emergency Services Telecommunications Authority Operational Employees Enterprise Agreement 2019</i> potentially equivalent role(s) for service purposes	<i>Emergency Services Telecommunications Authority Operational Employees Enterprise Agreement 2015</i> potentially equivalent role(s) for service purposes
ECO3.3	Dispatcher Consolidated (3 skills)	1 year Dispatcher 2 year Dispatcher On-shift WPT (if Dispatcher) Off-shift WPT (if Dispatcher) ERTCOMM Call-taker (for skill recognition) NETCOMM Call-taker (for skill recognition) CFA Call-taker (for skill recognition) MFB Call-taker (for skill recognition) SES Call-taker (for skill recognition) ERTCOMM Dispatcher NETCOMM Dispatcher MFB Dispatcher CFA Dispatcher Vicpol Dispatcher SES Dispatcher ATL Level 1 ATL Level 2 Team Leader	Trainee Dispatcher Dispatcher 1 Dispatcher 2 Dispatcher 3 Dispatcher 4 Call-taker and Dispatcher WPT 3 Call-taker and Dispatcher WPT 4 Assistant Team Leader Team Leader 1 Team Leader 2
ECO 4.1	Dispatcher Multi-skill 1 (4 Skills)	1 year Dispatcher 2 year Dispatcher On-shift WPT (if Dispatcher) Off-shift WPT (if Dispatcher) ERTCOMM Call-taker (for skill recognition) NETCOMM Call-taker (for skill recognition) CFA Call-taker (for skill recognition) MFB Call-taker (for skill recognition) SES Call-taker (for skill recognition) ERTCOMM Dispatcher NETCOMM Dispatcher MFB Dispatcher CFA Dispatcher Vicpol Dispatcher	Trainee Dispatcher Dispatcher 1 Dispatcher 2 Dispatcher 3 Dispatcher 4 Call-taker WPT 3 Call-taker WPT 4 Call-taker and Dispatcher WPT 3 Call-taker and Dispatcher WPT 4 Assistant Team Leader Team Leader 1 Team Leader 2

ECO Classification Level	ECO Classification Description	<i>Emergency Services Telecommunications Authority Operational Employees Enterprise Agreement 2019</i> potentially equivalent role(s) for service purposes	<i>Emergency Services Telecommunications Authority Operational Employees Enterprise Agreement 2015</i> potentially equivalent role(s) for service purposes
		SES Dispatcher ATL Level 1 ATL Level 2 Team Leader	
	Call-Taker Workplace Trainer Multi-skill 2 (4 skills)	Trainee Call-taker 1 year Call-taker 2 year Call-taker On-shift WPT Off-shift WPT ERTCOMM Call-taker NETCOMM Call-taker CFA Call-Taker MFB Call Taker SES Call-taker ATL Level 1 ATL Level 2 Team Leader	Trainee Call-taker Call-taker 1 Call-taker 2 Call-taker 3 Call-taker 4 Call-taker WPT 3 Call-taker WPT 4 Assistant Team Leader Team Leader 1 Team Leader 2
ECO 4.2	Call-Taker Workplace Trainer Multi-skill 3 (5 skills)	Trainee Call-taker 1 year Call-taker 2 year Call-taker On-shift WPT Off-shift WPT ERTCOMM Call-taker NETCOMM Call-taker CFA Call-Taker MFB Call Taker SES Call-taker ATL Level 1 ATL Level 2 Team Leader	Call taker WPT 3 Call taker WPT 4 Assistant Team Leader Team Leader 1 Team Leader 2
	Dispatcher Multi-skill 2 (5 skills)	1 year Dispatcher 2 year Dispatcher On-shift WPT (if Dispatcher) Off-shift WPT (if Dispatcher)	Trainee Dispatcher Dispatcher 1 Dispatcher 2 Dispatcher 3

ECO Classification Level	ECO Classification Description	<i>Emergency Services Telecommunications Authority Operational Employees Enterprise Agreement 2019</i> potentially equivalent role(s) for service purposes	<i>Emergency Services Telecommunications Authority Operational Employees Enterprise Agreement 2015</i> potentially equivalent role(s) for service purposes
		ERTCOMM Call-taker (for skill recognition) NETCOMM Call-taker (for skill recognition) CFA Call-taker (for skill recognition) MFB Call-taker (for skill recognition) SES Call-taker (for skill recognition) ERTCOMM Dispatcher NETCOMM Dispatcher MFB Dispatcher CFA Dispatcher Vicpol Dispatcher SES Dispatcher ATL Level 1 ATL Level 2 Team Leader	Dispatcher 4 Call-taker WPT 3 Call-taker WPT 4 Call-taker and Dispatcher WPT 3 Call-taker and Dispatcher WPT 4 Assistant Team Leader Team Leader 1 Team Leader 2
	Senior Dispatcher	1 year Dispatcher 2 year Dispatcher On-shift WPT (if Dispatcher) Off-shift WPT (if Dispatcher) ERTCOMM Call-taker (for skill recognition) NETCOMM Call-taker (for skill recognition) CFA Call-taker (for skill recognition) MFB Call-taker (for skill recognition) SES Call-taker (for skill recognition) ERTCOMM Dispatcher NETCOMM Dispatcher MFB Dispatcher CFA Dispatcher Vicpol Dispatcher SES Dispatcher ATL Level 1 ATL Level 2 Team Leader	Trainee Dispatcher Dispatcher 1 Dispatcher 2 Dispatcher 3 Dispatcher 4 Call-taker WPT 3 Call-taker WPT 4 Call-taker and Dispatcher WPT 3 Call-taker and Dispatcher WPT 4 Assistant Team Leader Team Leader 1 Team Leader 2
	Dispatcher Workplace Trainer in Training	1 year Dispatcher 2 year Dispatcher	Trainee Dispatcher Dispatcher 1

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		On-shift WPT (if Dispatcher) Off-shift WPT (if Dispatcher) ERTCOMM Call-taker (for skill recognition) NETCOMM Call-taker (for skill recognition) CFA Call-taker (for skill recognition) MFB Call-taker (for skill recognition) SES Call-taker (for skill recognition) ERTCOMM Dispatcher NETCOMM Dispatcher MFB Dispatcher CFA Dispatcher Vicpol Dispatcher SES Dispatcher ATL Level 1 ATL Level 2 Team Leader	Dispatcher 2 Dispatcher 3 Dispatcher 4 Call-taker and Dispatcher WPT 3 Call-taker and Dispatcher WPT 4 Assistant Team Leader Team Leader 1 Team Leader 2
ECO 4.3	Dispatcher 6 skills	1 year Dispatcher 2 year Dispatcher On-shift WPT (if Dispatcher) Off-shift WPT (if Dispatcher) ERTCOMM Call-taker (for skill recognition) NETCOMM Call-taker (for skill recognition) CFA Call-taker (for skill recognition) MFB Call-taker (for skill recognition) SES Call-taker (for skill recognition) ERTCOMM Dispatcher NETCOMM Dispatcher MFB Dispatcher CFA Dispatcher Vicpol Dispatcher SES Dispatcher ATL Level 1 ATL Level 2 Team Leader	Trainee Dispatcher Dispatcher 1 Dispatcher 2 Dispatcher 3 Dispatcher 4 Call-taker WPT 3 Call-taker WPT 4 Call-taker and Dispatcher WPT 3 Call-taker and Dispatcher WPT 4 Assistant Team Leader Team Leader 1 Team Leader 2

ECO Classification Level	ECO Classification Description	<i>Emergency Services Telecommunications Authority Operational Employees Enterprise Agreement 2019</i> potentially equivalent role(s) for service purposes	<i>Emergency Services Telecommunications Authority Operational Employees Enterprise Agreement 2015</i> potentially equivalent role(s) for service purposes
	Call-Taker Workplace Trainer Multi-skill 4 (6 skills)	Trainee Call-taker 1 year Call-taker 2 year Call-taker On-shift WPT Off-shift WPT ERTCOMM Call-taker NETCOMM Call-taker CFA Call-Taker MFB Call Taker SES Call-taker ATL Level 1 ATL Level 2 Team Leader	Call-taker WPT 3 Call-taker WPT 4 Call-taker and Dispatcher WPT 3 Call-taker and Dispatcher WPT 4 Assistant Team Leader Team Leader 1 Team Leader 2
ECO4.4	Dispatcher Multi-skill 4 (7 Skills)	1 year Dispatcher 2 year Dispatcher On-shift WPT (if Dispatcher) Off-shift WPT (if Dispatcher) ERTCOMM Call-taker (for skill recognition) NETCOMM Call-taker (for skill recognition) CFA Call-taker (for skill recognition) MFB Call-taker (for skill recognition) SES Call-taker (for skill recognition) ERTCOMM Dispatcher NETCOMM Dispatcher MFB Dispatcher CFA Dispatcher Vicpol Dispatcher SES Dispatcher ATL Level 1 ATL Level 2 Team Leader	Trainee Dispatcher Dispatcher 1 Dispatcher 2 Dispatcher 3 Dispatcher 4 Call-taker and Dispatcher WPT 3 Call-taker and Dispatcher WPT 4 Assistant Team Leader Team Leader 1 Team Leader 2
	Multi-skilled Senior Dispatcher	1 year Dispatcher 2 year Dispatcher On-shift WPT (if Dispatcher)	Trainee Dispatcher Dispatcher 1 Dispatcher 2

ECO Classification Level	ECO Classification Description	<i>Emergency Services Telecommunications Authority Operational Employees Enterprise Agreement 2019</i> potentially equivalent role(s) for service purposes	<i>Emergency Services Telecommunications Authority Operational Employees Enterprise Agreement 2015</i> potentially equivalent role(s) for service purposes
		Off-shift WPT (if Dispatcher) ERTCOMM Call-taker (for skill recognition) NETCOMM Call-taker (for skill recognition) CFA Call-taker (for skill recognition) MFB Call-taker (for skill recognition) SES Call-taker (for skill recognition) ERTCOMM Dispatcher NETCOMM Dispatcher MFB Dispatcher CFA Dispatcher Vicpol Dispatcher SES Dispatcher ATL Level 1 ATL Level 2 Team Leader	Dispatcher 3 Dispatcher 4 Call-taker and Dispatcher WPT 3 Call-taker and Dispatcher WPT 4 Assistant Team Leader Team Leader 1 Team Leader 2
ECO 5.1	Dispatcher Multi-skill 5 (8 skills)	1 year Dispatcher 2 year Dispatcher On-shift WPT (if Dispatcher) Off-shift WPT (if Dispatcher) ERTCOMM Call-taker (for skill recognition) NETCOMM Call-taker (for skill recognition) CFA Call-taker (for skill recognition) MFB Call-taker (for skill recognition) SES Call-taker (for skill recognition) ERTCOMM Dispatcher NETCOMM Dispatcher MFB Dispatcher CFA Dispatcher Vicpol Dispatcher SES Dispatcher ATL Level 1 ATL Level 2 Team Leader	Trainee Dispatcher Dispatcher 1 Dispatcher 2 Dispatcher 3 Dispatcher 4 Call-taker WPT 3 Call-taker WPT 4 Call-taker and Dispatcher WPT 3 Call-taker and Dispatcher WPT 4 Assistant Team Leader Team Leader 1 Team Leader 2
	Dispatcher qualified Workplace Trainer	1 year Dispatcher	Trainee Dispatcher

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		2 year Dispatcher On-shift WPT (if Dispatcher) Off-shift WPT (if Dispatcher) ERTCOMM Call-taker (for skill recognition) NETCOMM Call-taker (for skill recognition) CFA Call-taker (for skill recognition) MFB Call-taker (for skill recognition) SES Call-taker (for skill recognition) ERTCOMM Dispatcher NETCOMM Dispatcher MFB Dispatcher CFA Dispatcher Vicpol Dispatcher SES Dispatcher ATL Level 1 ATL Level 2 Team Leader	Dispatcher 1 Dispatcher 2 Dispatcher 3 Dispatcher 4 Call-taker WPT 3 Call-taker WPT 4 Call-taker and Dispatcher WPT 3 Call-taker and Dispatcher WPT 4 Assistant Team Leader Team Leader 1 Team Leader 2
ECO5.2	Dispatcher Multi-skill 6 (9 skills)	1 year Dispatcher 2 year Dispatcher On-shift WPT (if Dispatcher) Off-shift WPT (if Dispatcher) ERTCOMM Call-taker (for skill recognition) NETCOMM Call-taker (for skill recognition) CFA Call-taker (for skill recognition) MFB Call-taker (for skill recognition) SES Call-taker (for skill recognition) ERTCOMM Dispatcher NETCOMM Dispatcher MFB Dispatcher CFA Dispatcher Vicpol Dispatcher SES Dispatcher ATL Level 1 ATL Level 2 Team Leader	Trainee Dispatcher Dispatcher 1 Dispatcher 2 Dispatcher 3 Dispatcher 4 Call-taker WPT 3 Call-taker WPT 4 Call-taker and Dispatcher WPT 3 Call-taker and Dispatcher WPT 4 Assistant Team Leader Team Leader 1 Team Leader 2

ECO Classification Level	ECO Classification Description	<i>Emergency Services Telecommunications Authority Operational Employees Enterprise Agreement 2019 potentially equivalent role(s) for service purposes</i>	<i>Emergency Services Telecommunications Authority Operational Employees Enterprise Agreement 2015 potentially equivalent role(s) for service purposes</i>
	Dispatcher Workplace Trainer Multi-skill 1 (4 skills)	1 year Dispatcher 2 year Dispatcher On-shift WPT (if Dispatcher) Off-shift WPT (if Dispatcher) ERTCOMM Call-taker (for skill recognition) NETCOMM Call-taker (for skill recognition) CFA Call-taker (for skill recognition) MFB Call-taker (for skill recognition) SES Call-taker (for skill recognition) ERTCOMM Dispatcher NETCOMM Dispatcher MFB Dispatcher CFA Dispatcher Vicpol Dispatcher SES Dispatcher ATL Level 1 ATL Level 2 Team Leader	Trainee Dispatcher Dispatcher 1 Dispatcher 2 Dispatcher 3 Dispatcher 4 Call-taker WPT 3 Call-taker WPT 4 Call-taker and Dispatcher WPT 3 Call-taker and Dispatcher WPT 4 Assistant Team Leader Team Leader 1 Team Leader 2
ECO5.3	Dispatcher Multi-skill 7 (10 skills)	1 year Dispatcher 2 year Dispatcher On-shift WPT (if Dispatcher) Off-shift WPT (if Dispatcher) ERTCOMM Call-taker (for skill recognition) NETCOMM Call-taker (for skill recognition) CFA Call-taker (for skill recognition) MFB Call-taker (for skill recognition) SES Call-taker (for skill recognition) ERTCOMM Dispatcher NETCOMM Dispatcher MFB Dispatcher CFA Dispatcher Vicpol Dispatcher SES Dispatcher ATL Level 1	Trainee Dispatcher Dispatcher 1 Dispatcher 2 Dispatcher 3 Dispatcher 4 Call-taker WPT 3 Call-taker WPT 4 Call-taker and Dispatcher WPT 3 Call-taker and Dispatcher WPT 4 Assistant Team Leader Team Leader 1 Team Leader 2

ECO Classification Level	ECO Classification Description	<i>Emergency Services Telecommunications Authority Operational Employees Enterprise Agreement 2019 potentially equivalent role(s) for service purposes</i>	<i>Emergency Services Telecommunications Authority Operational Employees Enterprise Agreement 2015 potentially equivalent role(s) for service purposes</i>
		ATL Level 2 Team Leader	
	Dispatcher Workplace Trainer Multi-skill 2 (5 skills)	1 year Dispatcher 2 year Dispatcher On-shift WPT (if Dispatcher) Off-shift WPT (if Dispatcher) ERTCOMM Call-taker (for skill recognition) NETCOMM Call-taker (for skill recognition) CFA Call-taker (for skill recognition) MFB Call-taker (for skill recognition) SES Call-taker (for skill recognition) ERTCOMM Dispatcher NETCOMM Dispatcher MFB Dispatcher CFA Dispatcher Vicpol Dispatcher SES Dispatcher ATL Level 1 ATL Level 2 Team Leader	Trainee Dispatcher Dispatcher 1 Dispatcher 2 Dispatcher 3 Dispatcher 4 Call-taker WPT 3 Call-taker WPT 4 Call-taker and Dispatcher WPT 3 Call-taker and Dispatcher WPT 4 Assistant Team Leader Team Leader 1 Team Leader 2
ECO5.4	Dispatcher Multi-skill 8 (11+ skills)	1 year Dispatcher 2 year Dispatcher On-shift WPT (if Dispatcher) Off-shift WPT (if Dispatcher) ERTCOMM Call-taker (for skill recognition) NETCOMM Call-taker (for skill recognition) CFA Call-taker (for skill recognition) MFB Call-taker (for skill recognition) SES Call-taker (for skill recognition) ERTCOMM Dispatcher NETCOMM Dispatcher MFB Dispatcher CFA Dispatcher Vicpol Dispatcher	Trainee Dispatcher Dispatcher 1 Dispatcher 2 Dispatcher 3 Dispatcher 4 Call-taker WPT 3 Call-taker WPT 4 Call-taker and Dispatcher WPT 3 Call-taker and Dispatcher WPT 4 Assistant Team Leader Team Leader 1 Team Leader 2

ECO Classification Level	ECO Classification Description	<i>Emergency Services Telecommunications Authority Operational Employees Enterprise Agreement 2019</i> potentially equivalent role(s) for service purposes	<i>Emergency Services Telecommunications Authority Operational Employees Enterprise Agreement 2015</i> potentially equivalent role(s) for service purposes
		SES Dispatcher ATL Level 1 ATL Level 2 Team Leader	
	Dispatcher Workplace Trainer Multi-skill 3 (6 skills)	1 year Dispatcher 2 year Dispatcher On-shift WPT (if Dispatcher) Off-shift WPT (if Dispatcher) ERTCOMM Call-taker (for skill recognition) NETCOMM Call-taker (for skill recognition) CFA Call-taker (for skill recognition) MFB Call-taker (for skill recognition) SES Call-taker (for skill recognition) ERTCOMM Dispatcher NETCOMM Dispatcher MFB Dispatcher CFA Dispatcher Vicpol Dispatcher SES Dispatcher ATL Level 1 ATL Level 2 Team Leader	Trainee Dispatcher Dispatcher 1 Dispatcher 2 Dispatcher 3 Dispatcher 4 Call-taker WPT 3 Call-taker WPT 4 Call-taker and Dispatcher WPT 3 Call-taker and Dispatcher WPT 4 Assistant Team Leader Team Leader 1 Team Leader 2
ECO 5.5	Dispatcher Workplace Trainer Multi-skill 4 (7 skills)	1 year Dispatcher 2 year Dispatcher On-shift WPT (if Dispatcher) Off-shift WPT (if Dispatcher) ERTCOMM Call-taker (for skill recognition) NETCOMM Call-taker (for skill recognition) CFA Call-taker (for skill recognition) MFB Call-taker (for skill recognition) SES Call-taker (for skill recognition) ERTCOMM Dispatcher NETCOMM Dispatcher MFB Dispatcher	Trainee Dispatcher Dispatcher 1 Dispatcher 2 Dispatcher 3 Dispatcher 4 Call-taker WPT 3 Call-taker WPT 4 Call-taker and Dispatcher WPT 3 Call-taker and Dispatcher WPT 4 Assistant Team Leader Team Leader 1 Team Leader 2

ECO Classification Level	ECO Classification Description	<i>Emergency Services Telecommunications Authority Operational Employees Enterprise Agreement 2019</i> potentially equivalent role(s) for service purposes	<i>Emergency Services Telecommunications Authority Operational Employees Enterprise Agreement 2015</i> potentially equivalent role(s) for service purposes
		CFA Dispatcher Vicpol Dispatcher SES Dispatcher ATL Level 1 ATL Level 2 Team Leader	
ECO5.6	Dispatcher Workplace Trainer Multi-skill 5 (8+ skills)	1 year Dispatcher 2 year Dispatcher On-shift WPT (if Dispatcher) Off-shift WPT (if Dispatcher) ERTCOMM Call-taker (for skill recognition) NETCOMM Call-taker (for skill recognition) CFA Call-taker (for skill recognition) MFB Call-taker (for skill recognition) SES Call-taker (for skill recognition) ERTCOMM Dispatcher NETCOMM Dispatcher MFB Dispatcher CFA Dispatcher Vicpol Dispatcher SES Dispatcher ATL Level 1 ATL Level 2 Team Leader	Trainee Dispatcher Dispatcher 1 Dispatcher 2 Dispatcher 3 Dispatcher 4 Call-taker WPT 3 Call-taker WPT 4 Call-taker and Dispatcher WPT 3 Call-taker and Dispatcher WPT 4 Assistant Team Leader Team Leader 1 Team Leader 2