



ORDER

Fair Work Act 2009

s.437 - Application for a protected action ballot order

**Communications, Electrical, Electronic, Energy, Information, Postal,
Plumbing and Allied Services Union of Australia**

v

Triple Zero Victoria

(B2026/1295)

DEPUTY PRESIDENT HAMPTON

ADELAIDE, 28 SEPTEMBER 2026

Proposed protected action ballot of employees of Triple Zero Victoria –AEC ballot

Pursuant to s.443 of the *Fair Work Act 2009* (the **Act**) the Fair Work Commission orders:

1. PROTECTED ACTION BALLOT TO BE HELD

The Communications, Electrical, Electronic, Energy, Information, Postal, Plumbing and Allied Services Union of Australia (**CEPU** or **Applicant**) is to hold a protected action ballot of employees of Triple Zero Victoria (**Triple Zero** or **Employer**) described in clause 3 of this order.

2. NAME OF PERSON AUTHORISED TO CONDUCT THE BALLOT

The ballot is to be conducted by the Australian Electoral Commission.

3. GROUP OR GROUPS OF EMPLOYEES TO BE BALLOTTED

In accordance with section 437(5) of the Act, the employees to be balloted are those covered by the *Emergency Services Telecommunications Authority Support Staff Enterprise Agreement 2021* known locally as Support Staff and classified in the range Band 1 to Band 7.

4. DATE BY WHICH BALLOT CLOSES

The date by which voting in the protected action ballot is to close is 10 November 2026.

5. QUESTIONS

The question(s) to be put to voters in the ballot are:

In support of reaching an enterprise agreement with your employer, do you authorise the taking of protected industrial action against your employer separately, concurrently and/or consecutively, in the form of:

1. *An unlimited number of bans and/or limitations on entering, updating, actioning, approving, logging into or extracting any data from or within the HIVE, WFM, P&C ticketing, SNOW (unless operationally critical) the Learning portal and Whispir?*
Yes ☐ No ☐
2. *An unlimited number of bans and/or limitations on attending workplace in person unless critical or remote work is physically impossible. If on site, uniforms are banned and plain civilian clothes must be worn?*
Yes ☐ No ☐
3. *An unlimited number of bans and/or limitations on following up overtime forms, miscellaneous leave forms, personal leave requests and documentation, unplanned unpaid leave types, and unplanned leave over 60 days?*
Yes ☐ No ☐
4. *An unlimited number of bans and/or limitations on compiling data for, writing, formatting, generating, or distributing daily, weekly, monthly, agency, or adhoc reports. This includes a ban on extracting raw data files (CSV, Excel) from corporate systems for the purpose of a third-party compilation?*
Yes ☐ No ☐
5. *An unlimited number of bans and/or limitations on participating in, facilitating, organising or preparing for planned exercises, assessment centres, induction sessions, interview panels, or meetings relating to the filling of job vacancies?*
Yes ☐ No ☐
6. *An unlimited number of bans and/or limitations on participating in and/or documenting monthly feedback or PDRs with direct supervisor or direct reports?*
Yes ☐ No ☐
7. *An unlimited number of bans and/or limitations on sending, reading, opening, forwarding or actioning emails and virtual communications (including but not limited to MS Teams, SMS, Whispir) and answering or making telephone/radio calls after 12:00pm – noon, regardless of the device used or location of the employee?*
Yes ☐ No ☐
8. *An unlimited number of bans and/or limitations on participating in any meeting over 30 minutes, and a ban on the recommencement of the same meeting, or any meeting covering the same agenda/topic, within 6 hours?*
Yes ☐ No ☐
9. *An unlimited number of bans and/or limitations on attending, providing input into, preparing materials for, taking minutes for, or actioning outcomes from any of the following meetings;*
 - *Team Leader meetings and briefings*
 - *Staff Consultative Committee meetings*
 - *HSW meetings*
 - *Working group meetings*

- *Leadership meetings*
- *All Staff – Leadership Forum*
- *Ops Demand Meetings*
- *Tasking and Coordination meetings including providing input into the briefing pack*
- *Meetings relating to off phone activity scheduling or projects (e.g., workforce awards)*
- *Current project meetings – NGC and Telephony*

Yes [] No []

10. *An unlimited number of bans and/or limitations on cross-referencing interpreter bills, delivering non-compliant audits to the team leader group, or acting upon the findings of such audits?*

Yes [] No []

11. *An unlimited number of bans and/or limitations on swapping shifts at the request of the organisation, working more than 38hrs per week, or performing any work on public holidays?*

Yes [] No []

12. *An unlimited number of bans and/or limitations on authorising, assessing, prescheduling, or adjusting multi skilling, casual and overtime shifts, along with a ban on sending the corresponding emails or notifications?*

Yes [] No []

13. *An unlimited number of bans and/or limitations on actioning SNOW requests for extra dispatchers, and a ban on creating and distributing Excel break charts for daylight savings?*

Yes [] No []

14. *An unlimited number of bans and/or limitations on assessing, scheduling, processing or executing;*

- *Requests for any off-phone activities*
- *Planned works*
- *Trainee team allocation*
- *Leave requests that fall outside group allowance*
- *Shift swap requests and schedule trades*

Yes [] No []

15. *An unlimited number of bans and/or limitations on sending emails, making calls or generating system notifications to:*
- *follow up declined leave after 10 days*
 - *employees when roster or team changes occur*
 - *employees when leave approved or declined*
- Yes ☐ No ☐
16. *An unlimited number of bans and/or limitations on upgrading, configuring, deploying, or testing IT hardware or software, (unless an employee is entirely unable to perform their duties without it)?*
- Yes ☐ No ☐
17. *An unlimited number of bans and/or limitations on generating, drafting or entering data to initiate Whispir notifications, including notifications to External Affairs, IGEM and TZV ELT of incidents that impact TZV's service delivery capability?*
- Yes ☐ No ☐
18. *An unlimited number of bans and/or limitations on using MS Teams or any other video/audio conferencing platform for meetings, one-on-ones, or any collaborative work while physically in the office (only allowed when working from home)?*
- Yes ☐ No ☐
19. *An unlimited number of bans and/or limitations on training, mentoring, updating learning materials, or scheduling pre-course days, mentor sessions, Return to Work training, and FQA & IOAs. This includes a ban on shadowing or handovers to other internal or external staff?*
- Yes ☐ No ☐
20. *An unlimited number of bans and/or limitations on accepting, following up or processing any incomplete forms, overpayments or employees with no logs ins?*
- Yes ☐ No ☐
21. *An unlimited number of bans and/or limitations on processing or inputting data into WorkCover time sheets, back payments, or supporting payroll / HR transformation and system migration projects?*
- Yes ☐ No ☐
22. *An unlimited number of bans and/or limitations on tracking, reporting, recording, or verifying employees' participation in industrial action?*
- Yes ☐ No ☐
23. *An unlimited number of bans and/or limitations on participating in, providing statements for, reviewing, or documenting disciplinary or investigation processes, performance reviews, and investigating and responding to observation reports (whether with a direct supervisor or direct reports)?*
- Yes ☐ No ☐

6. DATE OF EFFECT

This order commences on 28 September 2026.



DEPUTY PRESIDENT

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