

MoU Info/FAQ sheet

- **What is the MoU?**

A Memorandum of Understanding (MoU) is an agreement between two or more parties outlined in a formal document. Whilst the agreed terms are not necessarily legally binding, the document reflects the parties' willingness to move forward with a temporary contract.

In the context of ESTA, the Unions (AEAV/UWU, VAU, UFU, and CWU) formed a Memorandum of Understanding (MoU) with the organisation in late 2021 after ESTA acknowledged that a) staffing levels were too low to keep up with unprecedented levels of sustained demand and b) that this, in turn, had placed significant stress on staff.

The MoU's agreed terms were established to encourage recruitment, increase shift allowances and penalties in order to better remunerate staff to work unsociable hours, and increase mentor allowance to recognise those providing continual guidance and support to the influx of incoming staff.

- **When does the MoU expire?**

Key dates:

31 July 2023 - MoU in its current form expires

1 August 2023 - September 30 - MoU surge allowances reduce by 50%.

1 October 2023 - MoU ceases in its entirety

- **What does this mean for me?**

Ultimately by 1 October 2023, our members will be paid as per the current Enterprise Bargaining Agreement.

Officials and delegates are advising members to review their payslips to ensure they are being paid correctly up until each key deadline. If you have any issues - you can report it [here](#)

- **I like getting paid a higher amount for penalties and mentoring - what can I do about this?**

Currently, AEAU/UWU delegates are bargaining with ESTA. One of our union's key claims is to ensure that the penalties and allowances in the MoU are enshrined in the next Enterprise Bargaining Agreement.

We won't be able to achieve this without your help.

As you know, there's been an influx of new Emergency Ambulance Call-takers and many are not aware of the changes that are due to happen. We're asking members to reach out to your colleagues, talk to them about the MoU, educate them about bargaining, and encourage them to JOIN US. The more members we have the



stronger our collective voice will be in the bargaining room. You can refer anyone interested in joining via the [link](https://www.aeavic.org.au/join/) <https://www.aeavic.org.au/join/>

In the coming weeks, Jules will be visiting worksites with a friendly face, a listening ear, and join forms. If any members would like some organiser training on how to talk to non-members about the importance of having a united voice – give Jules a bell on 0422 682 622 (Any non-members seeking more information are also welcome to call.