



## QantasLink – Brisbane Domestic Airport

### Over the past few weeks Australian Services Union (ASU) Organiser, Valda Graham has been visiting the airport and talking with members about potential changes to the QantasLink Rostering System.

This was because QantasLink said it would need to bring its Customer Service Roster and Roster Management in line with their business needs due to a growth in the Queensland network.

Upon receiving this information, we asked your employer not to proceed with any changes until they consulted with us in accordance with your Enterprise Agreement. QantasLink instead chose not to reply to the ASU and also chose to not keep staff members informed in relation to the new rosters they were working on.

This left your union with no alternative other than to seek assistance from Fair Work Australia to help resolve our dispute in relation to QantasLink not consulting with us.

### Outcome of Fair Work Australia Hearing – Tuesday 16 October 2012.

Subsequently, the ASU filed a dispute notification in Fair Work Australia because your employer, QantasLink Airport, failed to respond to our requests for more information in relation to a decision they made to introduce changes to the Customer Services Roster and Roster Management.

Principally our dispute was about your right to be consulted. Disappointingly we had to seek assistance from Fair Work Australia for that to happen. QantasLink insisted that they were not yet in a position to put the roster to staff, as they were still working on it and had not at this stage, made a firm decision.

This is why the ASU wants them to consult properly and we have been requesting that they do so for some time. It was made clear during this hearing that any roster that was presented as a fait accompli would be a breach of the EBA.

The Deputy President assisted us to reach the following outcomes:

- QantasLink to formally respond to the ASU by Thursday 18 October, 2012;
- Your employer committed to sending a communiqué out to all staff via email to explain that they will propose options for the roster by end of November, 2012;
- Qantaslink committed to provide a timeline for us all to respond and have input; and
- A timeline for implementation was also committed to.

The Deputy President asked if the ASU wanted to close the case, but we have requested that it remain open until the issue is resolved.

This is the outcome that the ASU was seeking and a timely reminder for workers to stand up for their right to be consulted in relation to changes in the workplace.

The ASU is aware that our members received a communication from your QantasLink, Customer Services Manager on Tuesday, 16 October, 2012 saying:

*“Currently, no definite decision has been made in relation to moving to a new roster – although we are continuing to review our work patterns against our operational requirements. Should we decide to move to a new roster, we anticipate that we would have a draft to share with you by the end of November”.*

On Friday, 19 October, 2012 the ASU received correspondence from QantasLink. Please see the following page to view this correspondence.

For more information or to express your views in relation to this matter, please contact the ASU Airlines Team by emailing [info@qld.asu.net.au](mailto:info@qld.asu.net.au)

Your ASU representatives have made it clear that we expect consultation to occur when changes are being introduced.

**To support your workmates, you can join the ASU online at: [www.qld.asu.net.au](http://www.qld.asu.net.au) and click ‘Join’ in the top menu.**

## YOUR UNION – PEOPLE WORKING TOGETHER



19 October 2012

Ms Julie Bignell  
Branch Secretary  
Australian Services Union

By email: [info@qld.asu.net.au](mailto:info@qld.asu.net.au)

Attention: Valda Graham

Dear Ms Bignell,

**RE. SUNSTATE AIRLINES (QLD) PTY LTD AND AUSTRALIAN SERVICES UNION  
C2012/5261**

I refer to the above, which was listed for Conference before Fair Work Australia on 16 October 2012. During that Conference, I undertook to respond to your letter to David Tregear of 17 August 2012.

In your letter, you requested a meeting to discuss possible roster changes for our Customer Service staff at Brisbane Domestic Terminal. As I explained to Valda Graham during the Conference, no definite decision has yet been made in relation to changing rosters for those staff. Should we decide to change rosters at some point in the future, we will meet our obligation to consult with the staff concerned and the ASU.

Please let me know if you have any questions in relation to this matter. My telephone number is (02) 9691 4196 and my email address is [woodsandrew@qantas.com.au](mailto:woodsandrew@qantas.com.au).

Yours sincerely,

A handwritten signature in black ink, appearing to read "Andrew Woods".

**Andrew Woods**  
Industrial Relations Manager