



Australian Services Union

ASU News at Qantas

8 July 2014

Qantas Brisbane Airports Update

Two key issues continue across the Brisbane terminals, rosters and redundancies.

Redundancies: Qantas has not announced any further reduction in numbers or released any increase to the number of staff who elected to submit a binding nomination and who have received their final working date.

Rosters: National consultations are yet to commence on the next phase of change across airports titled *roster optimisation*. No details have been provided on what this process will entail. Real changes to roster structures are not required until the seasonal change in October 2014. Local Brisbane management seem intend in introducing changes to the rosters prior to the next seasonal changes.

There are some roster changes required as a result of the CSS positions being made redundant and the subsequent impact on the Sales and Service desk. Baggage also has an element of change to it resulting from redundancies, this roster is slowly being negotiated with minimal changes which at this time do not address the workload. The general rosters do not require changes as a result of any loss of staff through redundancy at this time.

Level 3 rosters need to change according to Brisbane management to improve on flight arrival and departure times, operator errors and improving the net promoter score. Yet the official reported on time figures for Brisbane have been spectacular considering all of the circumstances affecting service delivery in the last six months.

The EOI process for a dedicated A's and D's team is management say, the answer to these concerns. Management also say that all of the A's and D's trained staff will continue to "touch" (be rostered) to do A's and D's at least twice a week.

It appears that that management are simply attempting to introduce changes that are not necessary, have no real value to the business and are certainly not to the advantage of staff.

The Brisbane Roster Committee have been very vocal in expressing their concerns to management in the rosters they have been presented. The split between allocation of penalty shifts, the lack of weekends for part time employees, the rotation of shifts and the lack of evidence to confirm that the rosters have been put through the official Fatigue Management process have not been addressed by management.

What Needs To Happen Next:

All Qantas staff need to support your Roster Committee members in saying No to management changing the rosters prior to there being any real operational requirement. Let your committee reps know that you do not accept change for no reason, that any changes that are not Fatigue Managed correctly will not be acceptable, and that any change such as the Level 3 EOI process which will simply reduce opportunities for staff is not acceptable.

National consultation processes need to be followed through and the next step in that process is a meeting of the National roster committee which is to be held on the 29th July 2014. Once this meeting has occurred and the consultations relating to *roster optimisation* have been processed there may be an opportunity for some changes.

Your ASU Delegates have been working overtime on these issues alongside the Roster Committee members. If you have any concerns or wish to add your voice to the concerns over the proposed rosters or the changes to level 3 work, contact ASU Delegates Tony Scott, Gino Bocalatte or Umesh Chand or your level Roster committee members.

ASU officials will be on site over the next week and if you have further concerns please contact the ASU office on 1800 177 244.