

▶ Great airline  
Great staff  
we deserve a great agreement



## ASU @ Virgin – the union representing guest services and the contact centre.

### Staff at Virgin now have the opportunity to negotiate a new agreement for 2013.

The new agreement covers all wages and conditions like rostering, sick leave, annual leave.

The Australian Services Union has negotiated agreements for guest services and contact centre staff for Jetstar, Emirates, Singapore Airlines, Menzies Aviation, Air New Zealand, Malaysia Airlines, Qantas, Qantaslink and Toll Dnata

We are interested in knowing what you want.

This survey is open to all guest services and contact centre staff – there is also an opportunity to nominate to help during the negotiations to get the best deal for everyone.

**You can fill in the survey online**  
<http://www.surveymonkey.com/s/Virgin2012>  
or on copies that will be distributed locally.  
*The survey will close on 28 September 2012.*

The ASU has local industrial staff who are there to help and answer questions.

Wage Rates: Rostering: Leave Entitlements: Breaks between shifts: Time to read all the GComms? Let ASU @ Virgin know your issues, so we can represent the views of staff to Virgin Australia.

## Want to know more about the Australian Services Union?

### How to contact us:

Phone: 0449 520 337

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

All calls are confidential.



Jo Justo  
ASU Advocate

Please complete these details about you:

Title (please circle): Mr Mrs Miss Ms Other				Name:			
Preferred name:				Date of Birth: / /		Male <input type="checkbox"/>	Female <input type="checkbox"/>
Home address:					Suburb/City:		
Postcode:			Mobile:				
Phone (H)			Phone (W)			Fax (W)	
Work Email:							
Home Email:							
Job Title:				Pay Level:			
Status: Permanent <input type="checkbox"/>	Full-time <input type="checkbox"/>		Part-time/casual <input type="checkbox"/>		Under 21 or less than 50% <input type="checkbox"/>	More than 50%, but less than 100% <input type="checkbox"/>	
Employer and Street Address:							
Would you like to identify as Aboriginal and/or Torres Strait Islander? <input type="checkbox"/>				Or a LGBTQ member of the ASU? <input type="checkbox"/>			

Fee level. Please circle in the membership fees table at right >

...and select one of the following payment options

### OPTION ONE: FORTNIGHTLY DIRECT DEBIT PAYMENTS

I hereby authorise the ASU to arrange for funds to be debited from my account as set out below.  
USER ID 064272

Amount: (see right for union fees)

Name account is held in:

Name of your Bank or Credit Union:

Address of Bank or Credit Union:

BSB no. - Account number:

### OPTION TWO: MONTHLY CREDIT CARD PAYMENTS

Card holder's name:

Expiry Date: Mastercard  Visa

Card no.

PLEASE NOTE: Our fees are revised each financial year. This Authority remains until we receive a cancellation, with 2 weeks notice, in writing and covers any future increases in subscriptions.

I agree to the following Terms & Conditions: I am hereby making application for membership of Together Queensland, Industrial Union of Employees and, if I am eligible to be a member of the ASU and attached to the Central and Southern Queensland Clerical and Administrative Branch of the Australian Services Union ("ASU") as and from the date of this application, and agree to abide by the Rules of the ASU and Together Queensland, respectively, as they may be amended from time to time.

**X SIGN HERE**

Date:

## Union fees (Airlines) to 30 June, 2013

Union fees **fortnightly** (for Direct Debit)

	Income/ employment status	Fees
1	Members under 21 or working less than 50% FTE	\$9.65
2	Members working 50% or more but less than 100% of FTE	\$15.94
3	Gross fortnightly salary: \$1582.20 - \$2738.00	\$19.31
4	Gross fortnightly salary: \$2738.10 - \$3141.50	\$19.88
5	Gross fortnightly salary: \$3141.60 and above	\$20.46

Union fees **monthly** (for Credit Card)

	Income/ employment status	Fees
1	Members under 21 or working less than 50% FTE	\$20.92
2	Members working 50% or more but less than 100% of FTE	\$34.54
3	Gross fortnightly salary: \$1582.20 - \$2738.00	\$41.83
4	Gross fortnightly salary: \$2738.10 - \$3141.50	\$43.08
5	Gross fortnightly salary: \$3141.60 and above	\$44.33

Once you have completed this form, **hand back** to an Organiser, **fax** to 07 3017 6235, or **mail** to REPLY PAID PO BOX 3272 South Brisbane BC QLD 4101 (no stamp required).

**ABOUT DIRECT DEBIT:** All your bank information is kept confidential. ASU/Together will provide 14 days notice of any change in the terms of your arrangement. If you wish to cancel or change your arrangements please provide 14 days notice. Please ensure your nominated account can accept debits of this kind and there are enough funds to cover the payment. Your bank may charge you a dishonour fee if there is insufficient funds.

**PRIVACY INFORMATION:** We use members' personal information for membership management and provision of other services including industrial, health, insurance, financial advice, education and similar. Signing the membership form indicates your consent to the above.

**DISCLOSURE:** Your personal information is only disclosed to union staff, delegates, organisers and officials with whom you might deal or if we are required to do so by law, or for the purpose of sending you information about our services.

**ACCESS:** You may ask for a copy of the information the union holds about you. Requests must not interfere with anyone else's privacy and must be lawful. If you have any concerns about privacy call 1800 177 244.

**For industrial assistance call 1800 177 244**

Authorised Julie Bignell, Branch Secretary, Australian Services Union, Assistant Secretary, Together Queensland, Industrial Union of Employees. ABN 9785352816 • ABN 44901734369 • PRINTED ON RECYCLED PAPER