



## Do You Know Your Rights When it Comes to Qantas Policy?

**Qantas Corporate Policy sits outside of your Agreement, your Award and the Fair Work Act. *But it applies to you.* The only time Qantas policy would not apply was if it was in contradiction to either your Agreement or the law.**

Qantas from time to time changes their policies. Sometimes this is to your advantage such as paid parental leave. You would know that when Qantas changes a policy they have an obligation to make you aware of the changes. If those changes were to have a significant effect on you, Qantas would train you to ensure you are fully aware of the changes to the policy and understand how it works and its effects on you.

Sometimes Qantas may not provide training and sometimes you may not pay attention to any updates you receive. It is very important that you pay close attention to changes in policy – they can have a detrimental effect on your employment if you do not comply.

There are many policies at Qantas and currently in Telesales, you have been advised of a change to your 'Welcome Information Guide'. If you remember back to when you started at Qantas, you were provided with this pack along with excerpts from the Qantas Policy Manual. If you have been employed for many years you may have to think back a long way!

In the last couple of weeks Qantas have made changes to this Guide (*which is not Qantas policy*). The changes they have made are contained in **Part A** titled: **Creating or Changing Bookings for Self / Relatives / Friends**. This change now says that you **MUST NOT** make any bookings or make changes to any bookings for yourself, your relatives or friends and that you must seek the assistance of your supervisor or a work colleague.

The changes also tell you that if you are suspected of breaching this policy (*we are not sure which one*), then you may face disciplinary action.

### Your Rights

If you have been called in to see management about this issue or any other issue relating to disciplinary action, you have the right to advise management that you will meet with them when you have your ASU Delegate with you. Your ASU Delegates are there to assist. You should never enter into a meeting with management if you do not know what the meeting is for and you have the right to say **"yes I will meet but I must speak with my union Delegate first"**.

**Has this happened to you? Speak with your local ASU Delegates listed below for more information.**

### ASU Delegates

Gavin Neville

Lisa Evans

Helen Baulch

Catherine Moller

Paul Jazevski

Louis Llambi

## YOUR RIGHTS AT WORK – WORTH FIGHTING FOR