



# A•S•U *in* AIRLINES

Australian Services Union • National Airlines Division Bulletin

**Qantas Bulletin # 237**

**2 August 2012**

## Unaccompanied Minors Policy on the Agenda

**The care and treatment of unaccompanied minors across all airlines and ground handlers has been raised by the ASU's National Airlines Division Council (NADC) as an issue that the ASU should focus on because of the interaction ASU members have with unaccompanied minors.**

As a result we have been systematically contacting airlines and ground handlers asking them for their policies and procedures for staff dealing with unaccompanied minors travelling on their airlines.

In this context, ASU reps met with Qantas on 24<sup>th</sup> July 2012 about their policy

### Qantas reviews unaccompanied minors policy

As it turns out Qantas says they had already formed a high level across area management group to examine and update the Qantas unaccompanied minors policy and apparently they were pleased to get our input!

Our reps came from airports around the country and were:

Name	Branch
Tony Scott	Brisbane Airport
Shayne Stronach	Perth Airport
Annamaria Saglimbeni	Sydney Dom Airport
Steve Callen	SIT
Helen Mair	Mel Airport

What we found though is that the "procedures" do vary from airport to airport, and the numbers of children travelling unaccompanied has increased significantly.

Your reps raised many issues including:

- The unaccompanied minors rooms and facilities at airports (some of which are too small)
- The supervision required – including staff to children ratio
- The length of time transiting unaccompanied minors have between flights

- The general care of unaccompanied minors (including provision of meals)
- Procedures for unaccompanied minors that are stranded over night
- Dealing with unaccompanied minors making complaints or not wanting to fly
- Procedures when parents fail to collect children
- Whether staff needed to obtain Working With Children certification in their state
- Training that should be provided to staff

The Qantas working group apparently had asked airport duty managers if there were any issues with the unaccompanied minors policy and no issues were raised. We find that surprising.

### What's next?

The company promised to send us the most recent policy and procedures for unaccompanied minors and to consider the issues we raised.

The review of the policy apparently will take around 2 months. We have scheduled another meeting for Wednesday 17<sup>th</sup> October 2012 to further discuss the results of the company review. At that meeting we will also include Telesales delegates as a range of issues also arise from the booking system.

If you have any feedback or information about unaccompanied minors you would like the ASU reps to know about contact your local ASU organiser.

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