



# Enhancing Crew Entitlements

## Commuter Home Transport Entitlements

Presently, commuters residing in a different capital city are not eligible for transportation reimbursement from the airline according to existing policies. Take, for instance, an individual whose residence is in Adelaide (ADL) and whose designated base is Sydney (SYD). Following a trip that normally includes transportation benefits, this individual is not entitled to claim expenses for the use of services like taxicabs or rideshare (e.g., Uber) for travel between their home and the airport. You can only use transport in the new base that you have been promoted to. For example, I'm SYD-based and offered a position as CSS in MEL; transport entitlements are not covered in SYD, where you live.

The lack of provided commuter transportation can lead to increased fatigue and a higher potential for safety hazards due to the prolonged commute.

### Our Proposal

We advocate extending crew transport coverage to include the regions within the respective city boundaries where crew members currently reside.

## Duty Travel for CSM and CSS

According to the provisions of EBA11, there is a possibility for an upgrade to Premium Economy or Business Class based on the availability of space on the actual day of travel.

### Our Proposal

We will fight in aligning the upgrade eligibility for CSM and CSS with the criteria used for the Tech Crew according to their respective ranks.

## Review of Cash Allowance and Transaction fees

Prior to EBA 11, cash allowances were given, which offered various benefits:

- The elimination of transaction fees
- Simplified tracking of spending
- Increased social interaction and camaraderie among the crew
- Convenient for making payments during social outings

Drawbacks to including these allowances in salary include:

- Credit card fees
- Complications in monitoring personal spending
- Costs associated with currency conversion
- ATM transaction charges
- Additional expenses for gratuities, notably in the USA

It's notable that several airlines continue to provide cash allowances to their crew.

### Our Proposal

An audit of the current system, input from members and a review with full disclosure. Will fight to bring back cash allowances.

## Revised Hotel Accommodation Policy

Crew are fatigued after long range tour of duty; the time taken from the airport to the hotel can be more than 1 hour without traffic. We know some flights are undesirable simply because the hotel does not meet the needs of crew. We can turn that into a win-win for the airline and crew.

Safety at hotel and the surrounding area is paramount. The location amenities, can affect the mental welfare of crew and social interaction is vital for mental health.

### Our Proposal

A review of accommodation to a more pleasant environment taking into consideration the travel time from the airport, safety, and amenities, while meeting the current standards for accommodation. Safe walking distances to amenities including shops, sporting facilities and entertainment.

## Emergency Procedures

Safety is our number one priority. The amount of study for EPs is excessive; cabin crew spend much of their personal time studying. Crew who don't fly regularly on all the aircraft types they are certified on require additional time to study.

The rostering of EPs before and after duty is an issue. Adequate rest is essential for maintaining alertness and clarity during assessment.

### Our Proposal

- Three local nights before EPs and two local night after EP101
- Two local nights before EPs and two local nights after EP201

## Dry Cleaning

Many crew members who do not have access to an accredited dry cleaner outlet within the employer network are faced with the inconvenience of either dropping off uniforms at work bases or paying for the dry cleaning and then later claiming the expense back. The rates set are historical and have yet to keep up with current prices, and the crew will be out of pocket.

### Our Proposal

Please review the current market rate of dry cleaning by third-party providers and have them reviewed annually.

## In-Cabin Bag Updates

The carry-on luggage provided two decades ago needs to be updated and better designed. It lacks ergonomic features and weighs a burdensome 7kg when empty. This weight makes it impractical, as the carry-on limit is 10kg, leaving only 3kg of personal belongings.

Such restrictions are not reasonable, and the physical strain of lifting these bags into overhead compartments may result in injuries and absenteeism.

### Our Proposal

We advocate for the employer providing contemporary, four-wheeled, lightweight, stand-up cabin bags of high quality.

# Enhancing Crew Entitlements

## Fairer Share of Flying Between Bases

Crew members stationed at bases other than Sydney need to improve in the variety of destinations they can service, with no chances to operate flights to highly sought-after locations like Paris and Rome.

### Our Proposal

We will advocate for new flight patterns to offer crew members from all bases an improved and fairer opportunity to participate across the entire network.

## Language Speaker Inflight Allowance

Language speakers undertake additional, yet currently overlooked, tasks that merit acknowledgment and action. Beyond general announcements, these individuals provide indispensable support to fellow crew members by addressing service-related inquiries, cultural nuances, and health emergencies.

### Our Proposal

We are committed to ensuring that language speakers are duly rewarded for their unique skills and the extra responsibilities they shoulder.

## Staff Travel Priority Changes

We've experienced several adjustments to employee travel policies. The introduction of Group E has been a positive development. However, the opportunity for staff to access seat upgrades and priority boarding has been overshadowed by attractive offers designed to recruit staff in corporate roles.

In the past, one of the main perks of being an airline crew was travel benefits, but recent changes have made this perk less appealing. The inconvenience and stress of standby travel have led many employees to prefer buying regular-priced tickets from other airlines.

### Our Proposal

We are dedicated to collaborating with vital operational teams to establish a fairer system for our cabin crew. We propose to revisit the policies regarding priority boarding and upgrades, with consideration given to years of service.

## Western Sydney Airport (Badgerys Creek)

It is scheduled to launch operations in 2026 and will serve as a base for up to 15 Qantas and Jetstar domestic aeroplanes, as it will operate curfew-free. Discussions with other carriers are currently taking place.

Given the airport's location, we must commence provisioning for possible issues with transport, aircraft diversions and tours of duty for cabin crew.

For instance, if a flight is redirected from Sydney to Western Sydney Airport, the crew must receive suitable compensation for the additional work hours aligning with their initial Sydney schedule.

### Our Proposal

Commence early with the airlines to provide future proof of transport entitlements, tours of duty, and allowances. Collaborate with the Australian and International Pilots Association to formulate an equitable proposal for the airline.