



## Another restructure? Shame Qantas!

### Qantas has announced a major restructure of its airport operations.

So far we know that this affects sales, ticketing and baggage desks at all Australian Airports, and the MOCO function at Sydney Airport. We know that Qantas intends to make the following changes:

- abolishing the service desk (including for premium and frequent flyers) and sales desks
- travellers will do everything by themselves online, even if there are cancellations/delays
- cutting lost baggage services – so if a client’s bag is missing there will be no one to help them, they will have to call the Hobart contact centre
- Combining MOCO rosters between Sydney International and Domestic Terminal.

These changes will have flow on effects for other airport employees, employers in corporate areas and the Hobart call centre.

It is clear to us that Qantas hasn’t thought through all the implications of their restructure. Qantas cannot answer basic questions about the restructure and seems unaware of the impact this will have on airport, contact centre and corporate employees.

ASU members have loyally stood by the company during all the turmoil of the last year. Whether it has been extreme weather events, the bushfires or the pandemic, ASU members at the sales, ticketing and baggage desks have done their best for passengers and the company. They’re ready to help passengers and the company as flying ramps up! Why make these changes now?

The ASU is shocked and appalled by Qantas’ callous decision to restructure these services. The ASU will do everything in its power to stop this restructure from happening.

We are meeting with management again next week to work through some of the detail we haven’t been provided yet and will provide more detail to members once we have it.

We know this is a very stressful time, do not hesitate to seek assistance if you need it. Organisations like Lifeline 131114 or Beyond Blue 1300 224 636 are available if needed.

### Got a question?

And remember your ASU is with you every step of the way. If you have any further questions, please contact your ASU organiser:

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