

# Australian Services Union (Qantas Airways Limited) Enterprise Agreement VI

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## 1. TITLE

This Agreement will be known as the Australian Services Union (Qantas Airways Limited) Enterprise Agreement VI.

## 2. DURATION

This Agreement will operate for 2 years, commencing on 1 July 2002 and expiring 30 June 2004. The effective date for the operation of each clause is the date of certification of this Agreement, unless otherwise provided.

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## **4. PARTIES BOUND AND INCIDENCE OF AGREEMENT**

### **4.1 PARTIES BOUND**

This Agreement will be binding on:

- Qantas Airways Limited, Qantas Flight Catering Limited, Qantas Holidays Limited, Q. H. Tours Limited and Qantas Information Technology Limited;
- The Australian Services Union (ASU); and
- All employees who are employed to perform work covered by either the Airline Officers (Qantas Airways Limited) Award 2000 or the Salaried Staff (Qantas Information Technology Limited) Award 1988 and whose classification appears in Schedule 1.

Part A of this Agreement applies to all employees covered by the Agreement. Parts B and C apply to the groups of employees nominated at the commencement of each of these Parts.

### **4.2 RELATIONSHIP TO OTHER INSTRUMENTS**

This Agreement will be read in conjunction with the awards and agreements listed below, provided that those clauses in EBA V which are stated to be limited to the life of that Agreement will not continue to apply under this Agreement unless provided otherwise in this Agreement. Where there is any inconsistency between this Agreement and the award and agreements listed below, this Agreement will prevail, unless expressly stated in a clause to the contrary:

- Airline Officers (Qantas Airways Limited) Award 2000;
- The Salaried Staff (Qantas Information Technology Limited) Award 1988;
- Qantas Airways Limited Enterprise Agreement I (1992 - 1994) (referred to as EBA I);
- Qantas Airways Limited Enterprise Agreement II (1994 -1996) (referred to as EBA II);
- Qantas Airways Limited Enterprise Agreement III (1996-1998) (referred to as EBA III);
- Qantas Information Technology Limited Enterprise Agreement III (1997 -1999);
- Australian Services Union (Qantas Information Technology Limited) Levels 1 - 10 Enterprise Agreement IV (1999 - 2001);
- ASU (Qantas Airways Limited) Enterprise Agreement IV (1998 - 2001) (referred to as EBA IV);
- Australian Services Union (Qantas Airways Limited) Enterprise Agreement V (2001 - 2002) (referred to as EBA V).

## **PART A**

### **A1 SALARY RATES**

Revised salary rates for classifications covered by this Agreement are included at Schedule 1.

### **A2 SAFETY NET ADJUSTMENTS**

Consistent with national wage fixing principles, Qantas will:

- Support an annual application(s) by the ASU to update wage rates, wage related allowances and cost of living allowances in the Airline Officers (Qantas Airways Limited) Award 2000; and
- first support an application to amend the Salaried Staff (Qantas Information Technology Limited) Award 1988 to incorporate Safety Net Adjustments up to and including May 2002 (but not including adjustments to the After Hours Systems Coverage Allowance) and thereafter to support an annual application(s) by the ASU to update wage rates, wage related allowances and cost of living allowances in the Salaried Staff (Qantas Information Technology Limited) Award 1988 (but not including adjustments to the After Hours Systems Coverage Allowance).

### **A3 BUDDY TRAINING ALLOWANCE**

An employee will be paid a buddy trainer allowance where the employee is participating in a formal buddy training program which requires the employee to provide on the job instruction to another employee to perform duties classified at the same level as the employee providing the instruction.

The allowance will be paid for each day or shift or part thereof on which the employee performs as a buddy trainer.

The allowance will be \$10 per day or shift on which buddy training is performed, with effect from the date of certification of this Agreement. The allowance will be adjusted for wage movements, rising to \$10.30 per day on 1 July 2003.

### **A4 JOB SHARE**

Local job share agreements in place as of the date of certification of this Agreement will continue to apply to existing and new job sharers in the workplace concerned for the life of this Agreement.

### **A5 CONSULTATION ON OCCUPATIONAL HEALTH AND SAFETY**

Qantas will meet a national ASU delegation every six months to review OH&S issues, with further state level meetings to address any state specific issues.

### **A6 CONSOLIDATION OF ASU EBAS**

During the life of this EBA the parties will negotiate a document which consolidates this EBA and

- Qantas Airways Limited Enterprise Agreement I (1992 - 1994);
- Qantas Airways Limited Enterprise Agreement II (1994 -1996);
- Qantas Airways Limited Enterprise Agreement III (1996-1998);
- Qantas Information Technology Limited Enterprise Agreement III (1997 -1999);

- Australian Services Union (Qantas Information Technology Limited) Levels 1 - 10 Enterprise Agreement IV (1999 - 2001);
- ASU (Qantas Airways Limited) Enterprise Agreement IV (1998 - 2001); AND
- Australian Services Union (Qantas Airways Limited) Enterprise Agreement V (2001 - 2002).

## **A7 EMPLOYEE SHARES**

At the absolute discretion of the Board and subject to the Company meeting the performance criteria set by the Board from time to time for the operation of the Qantas Profit Share Scheme (QPS), shares may be issued to each eligible employee up to the value of \$1,000 per year.

## **A8 RENEGOTIATION OF AGREEMENT**

The parties agree to commence negotiations on a new collective Enterprise Agreement in March 2004. The operative date of the next agreement will be 1 July 2004.

## **A9 NO EXTRA CLAIMS**

This is a comprehensive agreement in settlement of all of the ASU enterprise bargaining claims and as such the parties agree that it is a term of this Agreement not to pursue any extra claims except where provided for under this agreement and/or except where consistent with the National Wage Case principles.

## **A10 DISPUTE SETTLEMENT PROCEDURE**

The parties agree that any matter(s) contained in this Agreement in dispute will be processed in accordance with the procedure contained within the Disputes Settlement clause in either the Airline Officers (Qantas Airways Limited) Award 2000 or, where applicable, the Salaried Staff (Qantas Information Technology Limited) Award 1988. Provided that the Disputes Settlement Procedure is being followed, the parties are committed to the Australian Industrial Relations Commission (AIRC) ultimately having the capacity to determine any matters(s) in dispute (ie. matters that have been traditionally regarded as arbitral matters or traditionally coming within the AIRC's jurisdiction). Consequently, neither party will pursue a jurisdictional objection that would have the effect of preventing this process occurring. To the extent that it is necessary to do so, the parties are therefore committed to the AIRC performing a private arbitration function, if necessary, on matters contained in this Agreement.

## PART B

### B1 APPLICATION OF THIS PART

Part B only applies to an employee who is employed under the Airline Officers (Qantas Airways Limited) Award 2000 and paid under a classification which appears in Part A of Schedule 1.

### B2 WAGE INCREASES

Subject to this Agreement, wage rates will increase as follows:

- (a) For employees being paid at levels 1 to 9 of the Airline Officers (Qantas Airways Limited) Award 2000, 3% on 1 July 2002 (or on date of commencement of employment under this Agreement if later than this date) and a further 3% on 1 July 2003.
- (b) For employees being paid at Senior Professional Level 1 or 2, for the purpose of Clause B5 "Salary Review" of EBA V:
  - the EBA increase will be 3% for 2002/3 and 3% for 2003/4;
  - the increase awarded for 2002/3 will, once determined under the provisions of Clause B5, take effect from 1 July 2002;
  - the increase awarded for 2003/4 will, once determined under the provisions of Clause B5, take effect from 1 July 2003.

The first aid allowance and the allowance for working afternoon shifts on weekends and public holidays will also be increased by 3% from 1 July 2002 and 3% from 1 July 2003.

Current and revised rates of pay and allowances are detailed at Part A to Schedule 1.

### B3 CLASSIFICATION STRUCTURE

Qantas will support an application by the ASU to vary the Airline Officers (Qantas Airways Limited) Award 2000 to insert classification standards ("skill descriptors"), subject to these standards being agreed between the parties prior to the application to vary being lodged by the ASU.

### B4 ANOMALIES AND WORK VALUE

As part of negotiating this Agreement the parties have reviewed the classification of positions covered by this Agreement. The outcome of this review is that a number of positions have been reclassified or redesigned. The parties agree the outcome of this review has addressed all anomalies and work value changes as at 1 September 2002 and as a consequence the parties agree that all positions covered by this Agreement are correctly classified.

### B5 PROGRESSION ON PROMOTION

Employees who are at or above the second pay point for their level and who are then promoted or given higher duties to the next higher level will be placed at the second pay point of their new level.

This provision will apply to promotion to or higher duties to Levels 2 to 9 of the Airline Officers (Qantas Airways Limited) Award 2000.

A "red circled" employee to whom this clause applies who has a preserved rate of pay set under clause 1 of Appendix 1 to EBA III will be paid the higher of:

- (a) The second increment of the promoted level; or
- (b) Their preserved rate of pay (as provided for in clause 1 of Appendix 1 to EBA III) plus 5%.

Where option (b) applies, the composition of the payment between a base rate increase and an all purpose allowance will be as provided for in clause 1 of Appendix 1 to EBA III.

## **B6 COMPETITIVE TENDERING (CT) AT AIRPORTS**

The nominal term of the CT Agreements for Phase 1 Airports (Melbourne, Brisbane, Perth) will be extended for an additional 12 months over and above the extension already provided for under EBA V.

## **B7 WORKING PARTY ON FLEXIBLE START TIMES FOR DAY WORKERS BASED AT APC**

During the term of this Agreement Qantas will convene a working party with the ASU to review the current practices and options around providing flexible start times for employees based at APC.

## **B8 ACCESS TO SALARY SACRIFICE**

The parties agree to establish a joint working party to review the options for implementation of salary sacrifice arrangements, taking into account the potential benefits to employees and both the potential costs and benefits for the Company.

In the event that the parties reach agreement on particular salary sacrifice initiatives, Qantas will put in place the relevant administrative arrangements, including arrangements for making appropriate deductions, which it is agreed can be made, from the rates of pay specified in this agreement.

## **B9 ALLOWANCE FOR CERTAIN LOAD CONTROL FUNCTIONS**

An employee performing load control functions who:

- meets the Company's standards for and is certified in both the ALP and LDP load control systems; and
- is required by the Company to use these skills;

will be paid an all purpose allowance at the rate of \$832 per annum, provided that the Company may vacancy control the number of employees eligible to receive this allowance.

Prior to the introduction of Triton to load control, the parties will review the criteria for the application of this allowance. It is not the intention of Qantas for this review to result in the removal of the allowance.

## PART C

### C1 APPLICATION OF THIS PART

Part C only applies to an employee employed under the Salaried Staff (Qantas Information Technology Limited) Award 1988 as an Information Technology Officer Level 1 to 10, and paid under a classification which appears in Part B of Schedule 1.

### C2 WAGE INCREASES

For employees paid at Levels 1 to 10 under the Salaried Staff (Qantas Information Technology Limited) Award 1988 as an Information Technology Officer Level 1 to 10:

- 3% base increase with effect from 1 July 2002 (or on date of commencement of employment under this Agreement if later than this date)
- 1% base increase with effect from 1 July 2003
- No less than 2% of the total annual base wage sum for employees covered by this Part, as of 30 June 2003, to be added to the QFIT performance pay pool with effect from 1 July 2003 (formula is the percentage increase times the average base wage per employee covered by this Part as at 30 June 2003 times the number of employees covered by this part as at 1 July 2003).

The distribution of performance pay will be based on performance appraisals to be conducted by 30 June 2003 for the July 2003 wage adjustment. The performance targets for this appraisal will be set by 30 September 2002. Should performance targets not be set by management for employees by this date, then those employees will receive an automatic performance pool payment of 2%.

Current and revised rates of pay are detailed at Part B to Schedule 1.

### C3 SALARY SACRIFICE

An employee may voluntarily utilise part of his/her pre-tax salary on agreed salary sacrifice items, in accordance with applicable Qantas policies. Qantas agrees that salary sacrifice will be available for:

- Notebook computers, as part of a Qantas negotiated scheme; and
- Superannuation, to the extent permitted by the Trust Deed and Rules of the Qantas Superannuation Plan.

For employees at classification levels 7 to 10 inclusive, salary sacrifice will also be available for the provision of maintained motor vehicles (under novated lease arrangements) and fuel and other operating costs for those vehicles.

Other salary sacrifice opportunities may be made available by Qantas.

Qantas will provide information to employees on the salary sacrifice offer available to them.

No employee will be required to engage in salary sacrifice or prejudiced in their employment as a result of opting not to sacrifice salary.

Salary sacrifice opportunities for motor vehicles and notebook computers will be made available from the date of certification of this Agreement. Qantas will provide additional salary sacrifice opportunities for superannuation by July 2003.

All salary sacrifice opportunities and commitments, including commitments contained in this clause, are subject to the applicable tax law.

#### **C4 FIXED TERM EMPLOYMENT**

- C4.1** Where Qantas seeks to employ fixed term employees the Company will, before engagement, consult with the employees affected by the Company's decision and the ASU on all relevant matters including whether the work can reasonably and economically be performed by the existing workforce, the number of proposed fixed term employees, their qualifications and experience, their location and the term of their employment, provided that:
- consultation will not be required with the ASU where during the life of this Agreement fixed term employees are engaged to undertake work or projects which as at 1 September 2002 was being performed by contractors.
- C4.2** The introduction of fixed term employment work for Qantas is intended to create additional employment opportunities and will not negatively impact on full time and part time employment.
- C4.3** Agreements at the relevant ASU Branch level will determine on a case by case basis:
- I. the appropriate number of fixed term employees and the circumstances of their utilisation; and
  - II. the retention of reasonable overtime levels for permanent employees;
  - III. temporary secondment of permanent part-time employees to full time positions.
- C4.4** Fixed term employees will only be employed on a full time or part time basis in addition to full time and part time permanent employees and will be employed under the same terms and conditions of employment as equivalent permanent employees.
- C4.5** All continuous service worked as a fixed term employee will count as service for the purpose of calculating Long Service Leave, Staff travel entitlements and other accrued entitlements should the temporary employee at any time be appointed as a permanent employee of the Company.
- C4.6** Fixed term employees may be engaged for a minimum of four (4) weeks and a maximum of one hundred and four (104) weeks. The maximum will not apply where a fixed term employee is replacing a particular person on extended sick leave, workers compensation or secondments. Fixed term employees shall not be terminated and subsequently re-employed as a means of avoiding the application and intent of this clause.
- C4.7** The operation of this clause will cease at the end of this agreement and will be reviewed by the parties.

#### **C5 SHIFT PENALTIES FOR 12 HOUR SHIFTS IN THE DATA CENTRE**

The shift penalties for 12 hour shifts in the data centre will increase from 33% to 34.5%. There will be no other change in the current application of the shift penalty.

#### **C6 AUGUST BANK HOLIDAY**

QFIT employees will receive the August bank holiday on the same basis as employees covered by Airline Officers (Qantas Airways Limited) Award 2000. Qantas will support an application by the ASU to vary the Salaried Staff (Qantas Information Technology Limited) Award 1988 to this effect.

**Schedule 1**  
**All salary rates are dollars per annum**

**Part A - Airline Officers (Qantas Airways Limited) Award 2000**  
**Levels 1 to 9**

<b>Level / Year</b>	<b>EBA V Rate</b>	<b>EBA VI Rate 3% at 1 July 2002</b>	<b>EBA VI 3% at 1 July 2003</b>
Level 1/1	25889	26666	27466
Level 2/1	27074	27886	28723
2/2	27750	28583	29440
2/3	28165	29010	29880
2/4	29449	30332	31242
Level 3/1	29946	30844	31770
3/2	31360	32301	33270
3/3	32534	33510	34515
3/4	33714	34725	35767
Level 4/1	33985	35005	36055
4/2	34634	35673	36743
4/3	35560	36627	37726
4/4	36487	37582	38709
Level 5/1	37147	38261	39409
5/2	37906	39043	40214
5/3	38663	39823	41018
5/4	39609	40797	42021
Level 6/1	39899	41096	42329
6/2	40486	41701	42952
6/3	41082	42314	43584
6/4	41883	43139	44434
Level 7/1	42505	43780	45094
7/2	43268	44566	45903
7/3	44048	45369	46731
7/4	44839	46184	47570
Level 8/1	45647	47016	48427
8/2	46468	47862	49298
8/3	47310	48729	50191
Level 9/1	48156	49601	51089
9/2	49022	50493	52007
9/3	49906	51403	52945

**Senior professionals - Dayworkers**

Level / Year		EBA V Rate	EBA VI Rate 3% at 1 July 2002	EBA VI 3% at 1 July 2003
<b>With 20th Day "Grossed Up"</b>				
SP Level 1	Min	54200	55826	57501
	Max	60000	61800	63654
SP Level 2	Min	61000	62830	64715
	Max	74100	76323	78613
<b>Without 20th Day "Grossed Up"</b>				
SP Level 1	Min	51600	53148	54742
	Max	57100	58813	60577
SP Level 2	Min	58100	59843	61638
	Max	70600	72718	74900

**Senior professionals - Shiftworkers**

Level / Year		EBA V Rate	EBA VI Rate 3% at 1 July 2002	EBA VI 3% at 1 July 2003
<b>With 20th Day "Grossed Up"</b>				
SP Level 1	Min	53400	55002	56652
	Max	59200	60976	62805
SP Level 2	Min	60200	62006	63866
	Max	73100	75293	77552
<b>Without 20th Day "Grossed Up"</b>				
SP Level 1	Min	50900	52427	54000
	Max	56300	57989	59729
SP Level 2	Min	57300	59019	60790
	Max	69700	71791	73945

**Allowances**

	EBA V Rate	EBA VI Rate 3% at 1 July 2002	EBA VI 3% at 1 July 2003
Afternoon & Night shifts on Weekends & Public Holidays (\$ per shift)	9.90	10.20	10.50
First Aid (\$ per week)	9.90	10.20	10.50
Buddy training (\$ per day/shift)	N/A	10.00	10.30

**Part B - Salaried Staff (Qantas Information Technology Limited) Award 1988\***

\*This part is to be read in conjunction with clause C2 of the Agreement.

**EBA V Rates**

Level	Salary Range \$			
1	27204	28385	29569	30750
2	32051	33353	34654	35954
3	37312	38249	39186	40121
4	41058	42260	43199	44133
5	45068	46007	46941	48145
6	49749	50685	51622	52557
7	54833	55768	56838	58040
8	59246	60445	61651	63122
9	64594	66064	67403	68872
10	70476	72217	74224	76229

**EBA VI Rates at 1 July 2002**

Level	Salary Range \$			
1	28020	29237	30456	31671
2	33013	34354	35694	37033
3	38431	39396	40362	41325
4	42290	43528	44495	45457
5	46420	47387	48349	49589
6	51241	52206	53171	54134
7	56478	57441	58543	59781
8	61023	62258	63501	65016
9	66532	68046	69425	70938
10	72590	74384	76451	78516

**EBA VI Rates at 1 July 2003**

Level	Salary Range \$			
1	28300	29529	30761	31989
2	33343	34697	36051	37403
3	38816	39790	40765	41738
4	42713	43963	44940	45912
5	46884	47861	48833	50085
6	51754	52728	53702	54675
7	57043	58015	59129	60379
8	61634	62881	64136	65666
9	67197	68726	70119	71648
10	73316	75127	77215	79301

**EBA VI Rate  
3% at 1 July 2002**

**EBA VI  
3% at 1 July 2003**

**Allowances**

Buddy training (\$ per day/shift)	10.00	10.30
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## **CORRESPONDENCE**

**(THE FOLLOWING TEN (10) PAGES CONTAIN ITEMS OF  
CORRESPONDENCE AGREED BETWEEN QANTAS AND  
THE ASU ARISING FROM EBA VI NEGOTIATIONS -  
THESE ARE SEPARATE FROM EBA VI)**

10 September 2002

Ms Linda White  
Assistant National Secretary  
Australian Services Union  
Ground Floor  
116 Queensberry Street  
Carlton South VIC 3053

Dear Ms White,

**RE: Provision of Motor Vehicles to Sales Executives**

As part of our negotiations on EBA 6 we indicated to you that Qantas will offer Sales Executives the option of receiving a fully maintained Company vehicle in lieu of claiming the current Sales Executive mileage allowance. The vehicle will be provided for business use and will be an automatic sedan with air-conditioning.

Current Sales Executives may either continue to claim the current Sales Executive Car Allowance or take up this offer. Having accepted this offer, Sales Executives may not revert to the mileage allowance at a later date. New Sales Executives will be provided with a vehicle.

Employees will be required to comply with related Australian Tax Office requirements regarding the provision of a company vehicle for business purposes and with the Qantas Sales Executive Motor Vehicle Policy.

A copy of the Qantas Sales Executive Motor Vehicle Policy will be provided to you.

Yours sincerely,

**ANNE SIMIC**  
**GM HUMAN RESOURCES SALES AND MARKETING**

10 September 2002

Ms Linda White  
Assistant National Secretary  
Australian Services Union  
Ground Floor  
116 Queensberry Street  
Carlton South VIC 3053

Dear Ms White,

**RE: Job Security**

I note your members concerns about job security.

I can confirm that Qantas currently has no plans to outsource functions performed by employees covered by the Company's EBA with the ASU.

I can also reassure you that Qantas will comply with its EBA commitments on job security, outsourcing and consultation with the ASU.

Yours sincerely,

**KEVIN BROWN**  
**EXECUTIVE GENERAL MANAGER HUMAN RESOURCES**

10 September 2002

Ms Linda White  
Assistant National Secretary  
Australian Services Union  
Ground Floor  
116 Queensberry Street  
Carlton South VIC 3053

Dear Ms White,

**RE: Buddy Training Allowance**

As part of negotiating the EBA VI provisions on "buddy training" Qantas agreed to write to you, setting out the areas where some training currently occurs which meets the criteria for the payment of the "buddy training allowance" included in EBA VI.

Instances of buddy training currently occur from time to time in:

- Telephone Sales
- QBT
- Qantas Holidays
- Retail
- Groups
- QET
- Staff Travel
- Property (stores and mail room, switchboard, reception, uniforms)
- Airports
- Freight, including Freight Reservations
- QFCL
- Finance

I understand the ASU believes that there are some formal buddy training programs in other areas. This can be the subject of further discussion between us.

Qantas will also advise the ASU if buddy training is extended to other areas.

Yours sincerely,

**KEVIN BROWN**  
**EXECUTIVE GENERAL MANAGER HUMAN RESOURCES**

10 September 2002

Ms Linda White  
Assistant National Secretary  
Australian Services Union  
Ground Floor  
116 Queensberry Street  
Carlton South VIC 3053

Dear Ms White,

**RE: INTERLINE TRAVEL BENEFITS**

I am writing to confirm our agreement that, with effect from certification of EBA VI, QFIT staff in the Class 1-10 group will have access to interline staff travel benefits on the same basis as employees of Qantas Airways Limited.

These benefits are subject to interline agreements made by the Company with other airlines. In addition, all staff travel benefits are subject to Qantas Staff Travel Policy which may change from time to time.

Yours sincerely,

**FIONA BALFOUR**  
**CHIEF INFORMATION OFFICER**

10 September 2002

Ms Linda White  
Assistant National Secretary  
Australian Services Union  
Ground Floor  
116 Queensberry Street  
Carlton South VIC 3053

Dear Ms White,

**RE: ASU ANNUAL DELEGATES CONFERENCE**

I am writing to confirm that during the life of EBA VI Qantas will provide the following support for an annual 2 day conference of up to 65 ASU delegates who are covered by EBA VI:

- (a) Qantas will pay reasonable accommodation and venue costs;
- (b) delegates nominated to attend will be granted leave without pay for the period of the conference, and
- (c) delegates nominated to attend will be permitted to use Staff Travel to attend the conference.

Yours sincerely,

**KEVIN BROWN**  
**EXECUTIVE GENERAL MANAGER HUMAN RESOURCES**

6 September 2002

Ms Linda White  
Assistant National Secretary  
Australian Services Union  
Ground Floor  
116 Queensberry Street  
Carlton South VIC 3053

Dear Ms White,

**RE: Australian Airlines Relationship with ASU**

During discussions with Qantas over EBA VI, the ASU again raised with Qantas managers the issue of Australian Airlines work.

I confirm that Qantas will be performing the the outsourced ground handling activities in both Cairns and Coolongatta, being the only two Australian ports to which Australian Airlines will fly commercially at this time.

Further, should other Australian ports be included in the Australian Airlines network during the nominal life of the EBA VI agreement then the ASU Qantas employees will have the right of first bid for this same type work.

Additionally Australian Airlines will commence negotiations with the ASU no later than mid September 2002 on an Australian Airline award and EBA consistent with the work and requirements of Australian Airlines.

I will advise you in the near future of our primary contact for these discussions.

We at Australian Airlines look forward to developing an independent and constructive working relationship with the ASU.

Yours sincerely,

**DENIS ADAMS**  
**Chief Executive Officer**

10 September 2002

Ms Linda White  
Assistant National Secretary  
Australian Services Union  
Ground Floor  
116 Queensberry Street  
Carlton South VIC 3053

Dear Ms White,

**RE: Qantas Classification Structure – Anomalies**

As part of finalising the EBA VI negotiations Qantas undertook to write to the ASU detailing:

- the anomalies agreed; and
- for those anomalies which involve the creation and filling of new positions, information on the content and distribution of those new positions and the expected timetable for filling these positions.

I note that these changes, along with:

- Qantas agreeing to support an application by the ASU to include skill descriptors in the Airline Officers (Qantas Airways Limited) Award 2000, subject to these descriptors being agreed between us prior to the application to vary being lodged; and
- the ASU agreeing that the outcome of this review as conveyed in this letter has addressed all anomalies and work value changes as at 1 September 2002,

have been agreed as a set of initiatives, with each dependent on the other.

The relevant clauses in EBA VI are B3 and B4.

Where an anomaly is resolved through a reclassification of both the position and the incumbent, without a selection process, the reclassification and new pay rate will, with one exception detailed below, take effect from the date of certification of EBA VI.

The new rules on promotion included in EBA VI will also apply to these reclassifications. That is, staff who are at or above the second increment for their level, will on reclassification by one level, be paid at the second increment for that new level.

Where an anomaly claim has been addressed by the creation and then filling of a new position, then the new pay rate will apply from the date that an employee is appointed to the new position. Appointments will be made as soon as possible, though not before the certification of ASU EBA VI. Target dates for filling action are included below. These target dates are mainly set according to the anticipated number of applicants for these positions which impacts on the workload involved in completing the selection. The new rules on promotion included in EBA VI will also apply to employees promoted to these positions.

Qantas Classification Structure – Anomalies

**Airports**

**1. Load Control**

EBA VI includes provisions for the payment of an allowance to load controllers under circumstances defined in the EBA.

The vacancy control level on introduction of this arrangement will be 45, spread between the Sydney and Melbourne centres.

Early inquiries indicate that approximately 40 employees currently meet the criteria in clause B9 of EBA VI: 15 in Melbourne and 25 in Sydney.

**2. Movement Control**

Movement Control Officers will be classified at no less than Level 6. This will result in reclassification of positions at Adelaide, Hobart, Darwin and Canberra Airports. This will be implemented at Hobart, Darwin, Canberra and Adelaide Domestic Airports on certification of EBA VI.

The movement control function for Adelaide International Airport will be reclassified after the current group of International PCU Coordinators have been trained in all the functions of a movement controller, including the FILD system. Related changes to the Position Description for this role will also be made. This reclassification will occur one month after certification of EBA VI.

Movement Control Officers at large ports (defined as Sydney, Melbourne and Brisbane) will be reclassified to Level 8. Movement Control Coordinators at Sydney and Brisbane domestic airports will be reclassified to Level 9. In both cases reclassification will occur on certification of EBA VI.

**3. Qantas Club**

The position on shift in charge of the Qantas Club facilities at Alice Springs and Hobart will be reclassified from Level 3 to Level 4. Reclassification will occur on certification of EBA VI.

**4. Special Assist - SIT**

Special Assist Agents at SIT will be reclassified from Level 1 to Level 2. Reclassification will occur on certification of EBA VI.

**Freight**

Qantas will create 36 L4 Freight Services Agent positions, displacing an equal number of Freight Operations Agents currently filled by employees at level 3, or at level 4 where grandfathering arrangements apply.

The initial distribution of these positions will be as follows:

Sydney	15	Brisbane	6
Melbourne	12	Perth	3

In broad terms, the criteria for filling these positions are that employees are self motivated, multi skilled in import and export functions and experienced in all aspects of Freight operations, including proven accuracy of data capture, all cash draw functions and capable of resolving the more difficult problems which arise in the day to day operation.

A “White Notice” will be issued at the commencement of the 14 day notification period leading up to the employee ballot for EBA VI. Our target will be to fill these new positions within 2 weeks of certification of EBA VI.

When vacant for a shift, these positions will be filled on higher duties consistent with normal Qantas policies.

#### **Telephone Sales**

Telephone Sales will create 10 additional Senior Telephone Sales Consultant positions at Level 5 and 12 additional Level 6 positions from within budget.

The 12 new Level 6 positions, together with the 10 current Quality Evaluator positions, will be redesigned to combine QE functions with some ‘team leader’ functions. The current Level 6 Quality Evaluators will transfer across to this new role without a selection process.

Level 5 and 6 positions in Telesales will be distributed between centres broadly in proportion to the total staffing at each centre.

A “White Notice” covering these new level 5 and level 6 positions (but not including those already filled by Quality Evaluators) will be issued at the commencement of the 14 day notification period leading up to the employee ballot for EBA VI. Our target will be to fill these new positions within 4 weeks of certification of EBA VI.

#### **Qantas Holidays**

Reservation Team Leaders will be reclassified from Level 6 to Level 7 if on day work and Level 8 if on shift. Product Co-ordinators will be reclassified from Level 7 to Level 8. These reclassifications will occur on certification of EBA VI.

Four new Level 5 ‘senior’ positions will be created – 2 in Brisbane and 2 in Melbourne.

A “White Notice” covering these new Level 5 positions will be issued at the commencement of the 14 day notification period leading up to the employee ballot for EBA VI. Our target will be to fill these new positions within 2 weeks of certification of EBA VI.

The rules for the progression of new Qantas Holidays employees to Level 4 will also change from the date of certification of EBA VI. New employees will spend 3 months at level 2 and then progress to Level 3. After 9 months at Level 3, employees will move to Level 4 subject to meeting the required standards for progression. Employees who do not meet the required standards after 9 months, will progress to Level 4 when they do meet those standards.

These new rules for progression to the Level 4 operative level will also apply to current employees from the date of certification of EBA VI – that is, those employees at Level 1 will move to Level 2 and then to Level 3 after a total of 3 months combined service at Level 1 or 2, and those at Level 3 will be assessed for progression to Level 4 when they have completed 9 months service at Level 3, or on certification if they have already completed 9 or more months service at Level 3.

#### **QBT**

The four Level 6 team leader positions in QBT Brisbane will be replaced by two Level 6 teams leader positions and two new Level 7 supervisory positions.

An expression of interest will be issued to the current team leaders at the commencement of the 14 day notification period leading up to the employee ballot for EBA VI. Our target will be

Qantas Classification Structure – Anomalies

to fill these new positions from the four team leaders within 2 weeks of certification of EBA VI.

**ETOMS and Flight Operations**

Technical Publications Clerks – the Level 3 role will be redesigned to allow staff to move to Level 4 once the full range of functions can be performed. The key function involved in the move to level 4 is the efficient use of the ETOMS library index systems involving the receipting, amending/revalidation and approval/distribution of controlled airworthiness data.

The current incumbents at Level 3 will have their skills assessed. If the skills of the incumbent meet the requirements of the redesigned job, the employee will move to Level 4. This reclassification will occur on certification of EBA VI.

Current employees who do not possess the skills required to move to Level 4 on certification of EBA VI will have the opportunity to acquire these skills within a reasonable timeframe and to then progress to level 4.

Employees engaged as Technical Publications Clerks after the date of certification of EBA VI will be trained at Level 3 for 12 months in the full range of functions and then assessed for progression to Level 4.

If employees do not meet requirements of the job at Level 4, they remain at Level 3.

A similar and consequential change will be made for the Level 3 Information Services Clerks in Flight Operations.

Yours sincerely,

**SUE BUSSELL  
GENERAL MANAGER INDUSTRIAL RELATIONS**

