

QANTAS INDUSTRIAL DISPUTE

Questions and Answers

1. What does the Fair Work Australia's (FWA) ruling mean?

- FWA made an order for immediate termination of industrial action by Qantas and trade unions.
- Qantas may resume operations as early as today both domestically and internationally for some flights. Qantas has said most services are likely to resume on Tuesday.
- The FWA ruling provides added certainty for travellers.
- There will be no interruption of services while negotiations continue.
- For a 21-day period no industrial action will be permitted and Qantas planes will be flying.
- If, after 21 days (21 November), there is no resolution to the dispute the FWA's termination ruling can be extended for another 21 days and keep Qantas flying.
- If the dispute is not settled after the second 21-day period, FWA will arbitrate.
- The parties will be required to abide by the decisions of FWA.

2. When will Qantas be back in the air?

- CASA must give its approval for the resumption of Qantas flights.
- Qantas would like to resume passenger flights today.
- Qantas has said it is most likely that the majority of services will begin from tomorrow.
- CASA is keeping stakeholders informed.

3. When will it be fully operational?

It may take several days for Qantas to resume full operations. QantasLink and Jetstar domestic and international services continue to be unaffected. Similarly, over 80 per cent of international travellers come to Australia by carriers other than Qantas, which are not affected. Over 50 per cent of domestic passengers are carried by airlines other than Qantas. Additional capacity has also been made available by Virgin Australia and Jetstar to assist affected passengers.

4. Who can I contact?

- Tourism Council WA on 08 9416 0705
- QANTAS <http://www.qantas.com.au/travel/airlines/disruptions/global/en>
- Tourism Australia at www.australia.com
- The Department of Foreign Affairs and Trade at <http://www.dfat.gov.au/>

5. What can I tell enquirers?

- Australia is open for business and welcomes travellers.
- The FWA's decision means a return to certainty for aviation passengers once the backlog has cleared.
- Industrial disputation at Qantas has been concluded with this decision and international and domestic operations will progressively recommence.
- With the resumption of Qantas flights a return to normal conditions is expected shortly.
- Travellers can expect to be able to access travel in and around Australia now and in the weeks to come.
- While Qantas has been affected by the dispute, other airlines have been operating and have provided additional capacity where possible to minimise the impact on travel.