

NATIONAL TOURISM INCIDENT COMMUNICATION PLAN

QANTAS INDUSTRIAL DISPUTE

Questions and Answers (as at 22 Nov 2011)

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

- The decision by FWA on 31 October 2011 terminated all protected industrial action by Qantas and the unions (the Australian International Pilots Association (AIPA), Australian Licensed Aircraft Engineers Association (ALAEA) and the Transport Workers Union (TWU)), effective immediately.
- It provides certainty for travellers, the tourism industry and the wider economy.

2. What happens now that industrial action has been terminated?

- Qantas is back to business as usual.
- After FWA's order to terminate the industrial action, Qantas and the unions entered a 21 day 'post-industrial action negotiation period'. The 21-day negotiation period for Qantas and the unions to resolve the industrial dispute ended on Monday 21 November without an agreement by the parties to extend the negotiation period.
- Fair Work Australia (FWA) will now arbitrate the dispute. At this stage there is no information about when the hearing will take place.
- FWA's order remains in force whilst FWA is arbitrating, so protected industrial action cannot be taken during this time.
- Protected industrial action cannot be taken during the life of a workplace determination.

3. What about the pilots' appeal against the FWA ruling?

- Separately to the negotiations at FWA, the Australian International Pilots Association (AIPA) commenced proceedings in the Federal Court against FWA's decision to terminate all protected industrial action at Qantas.
- The matter is listed for a directions hearing on 1 December 2011.
- The Government has stated that it will vigorously oppose any challenge to FWA's decision to terminate industrial action at Qantas but it is not going to comment on particular arguments to be raised as the matter is now before the courts.

4. What is the capacity available for travellers?

- Air travel within and to/from Australia is operating as normal.
- Traveller destination choice and service provider options are fully functional.

5. Who can I contact?

- Qantas at <http://www.qantas.com.au/travel/airlines/disruptions/global/en>
- Your travel agent, or the Australian Federation of Travel Agents at <http://www.afta.com.au>
- Tourism Australia at www.australia.com
- Your State or Territory Tourism Organisation
- The Department of Foreign Affairs and Trade at <http://www.dfat.gov.au/>
- The Australian Tourism Export Council at www.atec.net.au

6. What can I tell enquirers?

- Australia is open for business and welcomes travellers.
- The FWA's decision has returned certainty for aviation passengers.
- Qantas services have returned to normal.
- Now is the time to book a holiday in Australia with airlines generating great deals in a highly competitive tussle for market share. For holiday suggestions visit the Tourism Australia website, "No leave, No life" <http://info.noleavenolife.com/>