

# TWU QANTAS SAFETY SURVEY: COVID-19 RESPONSE

Over 850 workers have spoken out about safety at Qantas during a pandemic.

**81%** said Qantas did not put appropriate safety measures in place.

**93%** are concerned about their own and others' safety at work.

## UNABLE TO RAISE CONCERNS

**47%** don't feel as though they can raise concerns about health and safety. **Of those, 69%** said they don't feel raising a safety concern would make any difference. **21%** said they thought they'd be disciplined for raising a concern.

“ Some leading hands laugh and make fun of people who raise concerns with them. ”

“ Anybody who raises a safety concern becomes a target is labelled a trouble maker and is stood down and sacked. ”

“ I actually tried to raise concerns many times, but it didn't make a difference. ”

## LACK OF TRAINING



**80%**

believe they've not been given enough training for the new working environment as a result of covid-19.

**65%**

said there were not enough trained staff rostered to ensure safety procedures could be followed.

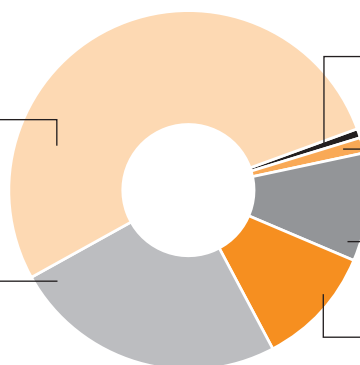
For those staff who did receive safety training, here's what they reported receiving.

**90%**

A notice on the noticeboard (e.g everyone wash your hands)

**42%**

A brief announcement at a toolbox or pre-flight meeting



**1%**  
More than one hour of training

**2%**  
One hour training

**17%**  
15-20 minute in-depth briefing

**18%**  
Been sent a link to online training videos

## WORKERS KEPT IN THE DARK



**81%**

were not consulted on health and safety procedures.

“ We knew more about the risks at work from what we were seeing on TV. ”

“ There has been no consultation with the people doing the job. ”

## INSUFFICIENT CLEANING EQUIPMENT AND PROCEDURES



Only **20%** said surfaces, equipment and meal areas were disinfected at least once a day.

Only **20%** said they were given extra time for cleaning.

Only **12%** said there had been deep cleaning by specialist providers.

Only **8%** said baggage was treated with antiseptic mist or other cleaning products.

“ **Our aircraft are doing four sectors daily without any extra cleaning only a tidy by the crew every turnaround which basically is just picking up rubbish.** ”

“ **If it wasn't for the rain, ramp equipment and machinery wouldn't get washed or cleaned at all.** ”

“ **Jetstar planes are cleaned once a day only including bathrooms.** ”

## QANTAS COVER UPS

“ **What Qantas told the media they were doing was completely opposite to what was happening on board. I felt so concerned about my safety in relation to this virus I called in sick until I got stood down.** ”

“ **Shortly before stand downs, a promo video was recorded that had workers performing cleaning duties that were not standard practice.** ”

“ **Qantas have been telling staff their illness or testing has to remain confidential.** ”

## QANTAS DOWNPLAYED RISKS

“ **I was contacted by an office member who informed me I had a confirmed coronavirus case on board my flight, but that I was considered low risk. I was told not to isolate and that I could continue to fly, and was also told not to tell anyone.** ”

“ **A day before COVID-19 was declared a Public Health Emergency, Qantas management put out a flyer in the lunch rooms telling us that we can't catch it at work. I suffered an anxiety attack and left work straight to the doctors.** ”

“ **There's been misinformation regarding our safety from coronavirus. Action happens only after the fact when our people get infected and don't know what to do.** ”

“ **When staff complained about safety the manager said: 'it's only the flu anyway.'** ”

“ **The government was telling us one thing and we were being told another by Qantas medical doctor. The government was clear on social distancing but we were told that as crew we had a very low chance of contracting the virus. It still doesn't make sense. Our work environment was not changed in any manner other than extra hand sanitisers.** ”

“ **It became obvious that Qantas' medical advice came from Qantas. I had two doctors listen in to several of the Qantas information dial in sessions and they were disgusted with the advice. The advice went against what numerous health organisations were suggesting.** ”

“ **So many positive cases travelling on our Qantas aircrafts. Crew are notified eventually, meaning a week or more later.** ”

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