

INTERNATIONAL QANTAS FLIGHT CREW SURVEY



A survey of over **1300** international flight crew has revealed the **horrifying financial and personal impacts** if Qantas were to terminate their Enterprise Agreement, as well as the huge consequences on passenger safety considering their role as **aviation's first responders**.

IMPACT ON **SAFETY**

LOSS OF SKILL

“ I can personally say I have **saved at least 17** people from losing their lives over the 20 years I have flown.



74%
would look for
another job if the
agreement was
terminated



73%
have been flight
attendants for
**10 years or
more**

RISKS TO PASSENGERS AND CREW

Qantas tried to push through an agreement that would **double standby times in rosters** – meaning workers can be called in at 90-minutes notice and sent away for days. If Qantas succeeds in terminating its agreement, **workers could be on unlimited reserve time**.

80%

were concerned roster changes would impair their ability to respond to emergencies

“ Qantas states safety as the number one priority however they have no qualms in producing rosters that would cause extreme fatigue and **hugely compromise safety of customers and crew**.

“ We have to manage **severe medical and emergency situations** that are dealt with by having trained and experienced situations for years. That's why our customers fly with us. Because we are safe. This new agreement will see the **exit of incredible employees** who can't live off terrible wages.

IMPACTS ON **WORKERS AND FAMILIES**

FINANCIAL STRUGGLES

IF THE AGREEMENT WAS TERMINATED



59%

wouldn't be able to pay mortgage/rent



46%

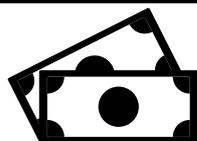
wouldn't be able to retire when planned

DURING STAND-DOWNS



29%

used their super to pay the bills



51%

lost 40% or more of their income



It has financially become **impossible** to live close enough to Sydney airport and meet stand-by duties. I had to move to Melbourne to ensure I could be financially helped by my boyfriend because of stand down



Makes me very sad that I may have to consider **clipping my wings** because the people at the top are **so greedy**.



I need my psychologist sessions but **can't afford** my fortnightly sessions and when I am on reserve I can't keep a consistent appointment anyway.

FAMILY SACRIFICES



I can't keep **sacrificing time with my family** for an industry that fundamentally doesn't care that I won't be there for important milestones.



As a **parent of two children**, the instability of the proposed EBA was why I voted no. I **can't be on standby constantly** or have constant roster disruptions.



61%

said roster changes would mean they couldn't spend time with family



68%

have missed funerals because of work

MENTAL HEALTH

15%

have had
suicidal
thoughts

34%

have had to get
professional help or
medication to deal
with the stress

“

As someone who has always considered myself to be mentally strong, **2020/2021 broke me**. I needed to seek help for my mental health for the first time in my life. But what Qantas is doing now **hurts so much more**.

“ I have distanced myself from family and friends as I feel so low at times and don't want them to see me like this. My kids have seen me cry, not sleep and stressed.

"SPIRIT OF AUSTRALIA"



I never imagined **the sacrifices I have made over 25 years** would be so callously disregarded. I have invested my heart & soul in this job and I honestly feel like I am considered **worthless and disposable**.

”

“

In nearly **30 years of flying**, I always trusted Qantas would have our back. This war on crew is the **greatest corporate betrayal in Australian aviation history**, and will be so regarded by the public, who are now left to question what in fact is the Spirit of Australia, because at this point **my spirit is broken**.

“

I love my job! I don't do it for the money, but **I need to stay healthy to do it**, and this application by Qantas shows their **lack of due care for the health of their crew**.

FRONTLINE HEROES

REPATRIATION



As the world was shutting down in fear of covid and knowing very little about this virus, I **volunteered for the repatriation flights** without any thought of my own safety **while grieving the loss of my mother**. I would've made mum proud.



I was subject to **200 days of isolation** to help move and transport supplies and people during the pandemic.



Myself and the crew **rescued over 200 Australians and New Zealanders** who had been stuck in remote parts of Argentina. Covid was so new and unknown, but **nothing made me more proud** than to do this trip with my friend and colleague who was a Kiwi CSS on Anzac Day.



FIRST RESPONDERS

The survey revealed the **enormous responsibilities** taken on by flight attendants, including:



Supporting passengers experiencing **miscarriages**



Restraining passengers who present safety risks



Medical emergencies including **performing CPR**



Dealing with onboard **deaths**



Managing onboard emergencies like **fires** and **engine failures**



Volunteering to bring Australians home in times of disaster, from the pandemic to 9/11



SYD-LAX flight. Four hours from landing I **commenced CPR** on a passenger who had suffered a cardiac arrest. Three of us worked on him in front of an understandably highly distressed wife and son for almost an hour.



I've had to protect the flight deck, passengers and aircraft from a **violent passenger** whom I restrained after he threw his colleague through the flight deck door.