

# 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.