

Transport Workers' Union of Australia

National Office

a. 447 Kent St Sydney NSW 2000

t. 02 8114 6500

ABN 18 559 030 246



National Secretary
Michael Kaine

Vanessa Hudson
CEO of Qantas Group
By email

11 February 2026

Dear Vanessa,

We write to you as the Transport Workers' Union delegate group representing cabin crew at Qantas. The TWU proudly represents thousands of cabin crew across Australia, and we believe change is greatly needed across the industry. With your support we can address long-standing issues and deliver fairness, recognition, and safety for staff, cementing Qantas' place in aviation for the years to come.

For too long, cabin crew have been overlooked and undervalued, as their role has changed significantly over time. No longer do they just welcome passengers on board and direct them to their seats. Many staff now act as first responders to a range of onboard crises.

A comprehensive survey by the TWU found 96 percent of cabin crew have dealt with a medical emergency and 77 percent have dealt with passengers who present a risk to the public. Additionally, many in cabin crew love their job and want to stay in the industry but 81 percent of our members say they cannot under current pay and working conditions.

Pay rates under the current Aircraft Cabin Crew Award are outdated and affected by gender undervaluation. These rates were set decades ago, based on assumptions that undervalued the complex, safety-critical work cabin crew perform. Even though we are covered by an Enterprise Agreement, the low Award rates will have lasting ramifications across wages and conditions everywhere. They set a floor that influences negotiations and outcomes across the industry.

As the delegate group for Qantas Group and on behalf of thousands of cabin crew nationally, we **overwhelmingly endorse the TWU's application in the Fair Work Commission to vary the Aircraft Cabin Crew Award**. These proposed changes aim to address burnout, fair pay and a better work life balance for staff, to ensure they feel valued and protected for their vital work, and to improve the airline's operating standards into the future.

NSW/QLD/VIC/TAS (Interim Governance)
Branch Secretary **Richard Olsen**
NSW: 1800 729 909
Qld: 07 3890 3066
Vic/Tas: 1300 727 614

SA/NT Branch
Secretary
Sam McIntosh
08 8346 4177

WA Branch
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We call upon you, as an employer and leader in the Australian aviation industry, to also support this application. This is the time to back your workforce and be part of change—change that will likely only happen once in a generation. Supporting this application is an opportunity to demonstrate leadership and commitment to valuing the people who keep Qantas running every day.

Thank you for your consideration. We look forward to working together to achieve a fairer future for cabin crew.

In unity,

Qantas Cabin Crew Delegates
Transport Workers' Union of Australia

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