March 2026

Your full TWU Log of Claims is ready for endorsement — here's what else is in it.

Last week we shared the main claims cabin crew are fighting for — the big-ticket items members told us matter most: **pay that keeps up, fair earning opportunities, safer duty hours, proper breaks,** and **safe staffing**.

Now, as the next step, here's an update on the full Log of Claims — the additional protections and improvements your delegates have included, based on member feedback, to make sure we're covering the whole Agreement and all the ways conditions impact cabin crew.

SCAN THE QR CODE OR CLICK HERE TO ENDORSE YOUR LOG OF CLAIMS

Your EA claim (Summary)

1. Agreement foundations

- **30 June 2029 expiry**: align bargains across Virgin + industry to maximise our power.
- Agreement underpinned by the **Aircraft Cabin Crew Award,** protections so **any Award uplift flows through in full** from operative date (no offsetting).

2. Pay, allowances, penalties & super

- **Industry-leading increases** to pay rates, allowances that stay ahead of cost-of-living pressures. **Superannuation to reach at least 15% by expiry.**
- Backpay from the expiry of the Agreement.

2. Pay, allowances, penalties & super

- Stronger penalties and overtime outcomes, incl.:
  - Daily overtime trigger reduced to **8.5 hours** (*as per your updated comms position).*
  - **150% Saturday** and **200% Sunday** for ordinary hours worked.
  - **250%** public holiday loading for all hours worked.
  - **$150** allowance for **four sectors in one duty**, in addition to automatic rest-break payment for four-sector duties.
- Faster fixes when payroll goes wrong: underpayments / payroll errors corrected via out-of-cycle pay runs within **48 hours** of notification and confirmation.
- Fairer classifications and progression: a simplified structure with **automatic progression between salary levels** (same job, same pay principles).

3. Fixing earning potential across bases

- A **Base Allowance** to address earning imbalance where day trips dominate — triggered when day trips make up **60% or more** of rostered hours.
- A **profit share scheme** to be discussed and developed between the parties.
- Stronger payments for working on days off: work on a DDO attracts **$450 / $400** plus overtime for every hour worked.

4. Safer hours, fatigue and rest protections

- Duty limits: **10hrs planned** and **12hrs unplanned.**
- Minimum rest strengthened: **hard 15hr** non- reducible rest after duties, and **30hrs for BOC** duties.
- Extra rest for extended travel time to accommodation.
- Sign-off time increased to **30 minutes.**
- Hard **30 hours rest** for BOC sectors rostered or assigned in home base or on layover.
- Total time (home reserve + duty) capped at **15hrs.**
- Reasonable overtime **not assigned by Crew Tracking** — only on the day due to genuine disruption.

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Your EA claim (Continued)

4. Safer hours, fatigue and rest protections

- "Day ends at midnight" protection: if sign-off delays past **12am**, protections apply (DDO/leave safeguards).

5. Breaks, disruption and operational respect

- **Mandatory meal breaks.**
- Expanded **Special Disrupt Payment** (broader triggers + approach that matches pilots' framework & recognises operational/non-operational disruption).
- External cleaning in major domestic ports and all international ports to reduce turnaround workload and improve break opportunities.
- Safe staffing: **minimum 5 crew** on short-haul international and high-workload flights.
- Duty construction protections: if any sector length is **over 3hrs**, the duty is limited to a max. of **2 sectors.**
- Crew rest improvement: installation of a usable curtain to support rest in the last row.
- Lounge access when a turnaround is **2hrs or more.**
- Accommodation improvements, including hotel room for turnaround time **longer than 4hrs** (to match pilots), plus a review of accommodation standards.

6. DDOs, roster protections & reserve

- Minimum **2 consecutive DDOs** in each consecutive **12-day** period (excluding periods with **3+ days** leave).
- **10 DDOs per roster period.**
- Flexi112: salaried at **100 hours per roster period** and a cap on reserve days.
- Clearer protections around reserve callouts, sign-on settings + limits on roster movement unless crew agree.

7. Part-time protections & genuine flexibility

- Improved part-time conditions including OPTI buffers, improved trip swapping, better transparency when taking leave, and fair compensation when disruption impacts OPTIs.
- Expanded access to part-time options for crew with school-aged children, caring responsibilities, and those **over 55** with **10+ years' service.**

8. Ad Hoc Trainers

- Increase of ad-hoc trainer daily rate.
- Recognition of SEP instructors as a higher classification than other training roles.
- Same entitlements as Line Checkers for cancelled training days (pay protection).
- Transport provided to/from Airport and training centres.
- Positioning protection before/after training duties.
- Recognition of other roles not covered (ie: Bidding Advisors).

9. Training, workplace rights & industry safety

- Paid training at average earnings & employer covering training costs, plus commitments including mental health first aid / Steering Healthy Minds and **HSR Cert III** training.
- A Women's Advocate provision.
- Stronger delegate rights and protections (including delegate leave and loss-mitigation), plus a stronger disputes process with status quo protections.
- Support for the Safe and Secure Skies Commission and broader industry engagement to lift standards.
- Recognition payment for winning best cabin crew.

ENDORSE THE TWU LOG OF CLAIMS.

This Log of Claims was built from member feedback — endorsement is how we show Virgin cabin crew are united and ready to bargain.

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