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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