Retail Newsletter

November 2026

We’ve built the momentum, now let’s keep going

Dear Members,

A warm welcome to all the new retail members who have joined the TWU this year and become part of our biggest fight ever.

We’ve made history together.

Through the ‘Our Roads, Our Skies, Our Future’ campaign, members have taken part in the largest strikes in our union’s history, grown our numbers to record levels and forced employers and major clients to listen.

We’ve shown time and again that when we fight, we win.

We’re turning our power into wins.

Across road transport and aviation, members have won strong agreements, better conditions and ground-breaking future of work protections. Our collective pressure is also forcing major clients to take responsibility for standards across their supply chains.

Some companies are now settling agreements, delivering real gains for workers. Others are still fighting, or are about to join the fight, and we’ll keep pushing until members get the fair pay, secure jobs and conditions they deserve.

The fight continues.

With more and more members joining the TWU and more agreements up for negotiation, we have a huge opportunity to keep lifting standards across our industries.

We’ve made history. Now let’s build on our momentum, finish the job and keep fighting for Our Roads, Our Skies, Our Future.

In unity,

Michael Kaine
TWU National Secretary

Emily McMillan
TWU Assistant National Secretary





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TWU Carrying Australia

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Largest Road Strikes in History

Highlights from our first round of national strikes in road transport, the largest in the union's history. Thousands of workers from K&S, Qube, PFD, Border Express, SCT, Sadliers and Goldstar united for the first time ever, joined by FedEx workers as they walked off the job in their fight to Close the Gap.



















See news coverage:

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Wins so far

WIN

Making the major clients pay

A huge breakthrough with some of Australia's retail giants.

Wesfarmers, covering Bunnings, Kmart, Officeworks, Priceline and Target, have agreed on a set of supply chain safety principles with the TWU.

This is a huge step in protecting good, secure jobs in the retail industry.

IN PROGRESS

FIXING THE WHOLE SUPPLY CHAIN

We're in talks with other major retailers about supply chain charters that hold clients accountable and help fund fair pay, decent conditions and safer jobs throughout the supply chain.

WHAT'S TO COME

CONFRONTING THE BIG CLIENTS

Our fight against Aldi and Amazon continues, as major clients who have spent years working against us instead of with us.

We will continue to build on the charters we have with clients like Woolworths an Coles, and bring more clients to the table.

WIN



Setting sector standards

After years of campaigning, food delivery workers have secured minimum pay standards and union representation rights for the first time.

IN PROGRESS

BETTER STANDARDS IN LAST MILE

The TWU is pursuing minimum standards for last-mile parcel delivery workers, including Amazon Flex drivers, and rideshare drivers.

We've also reached agreement on key minimum standards with Australian Business Lawyers, representing clients including FedEx, TGE and Aramex.

WHAT'S TO COME

ENDING THE SCOURGE OF SHAM CONTRACTING

We've applied for stronger protections against sham contracting in road transport.

We'll keep fighting to ensure companies can't evade their responsibilities by shifting risk onto workers and undercutting industry standards.

WIN



Tackling humanless vehicles

We're pushing for greater scrutiny of automated vehicles and their potential impact on workers, safety and communities.

Australians deserve a say in how this technology is introduced, not tech companies behind closed doors.

IN PROGRESS

LAUNCHING OUR PUBLIC CAMPAIGN

The TWU is preparing a public campaign to ensure automated vehicles are introduced in a human-led way, with workers and communities having a say.

There are significant safety concerns where these vehicles have already been deployed without adequate safeguards.

WHAT'S TO COME

PROTECTIONS NOW, NOT LATER

The unchecked entry of the gig economy has cost lives, denied workers basic rights and driven standards down across transport. We cannot let automated vehicles follow the same path.

We're fighting for protections before laws are made or trials proceed including a human-led rollout, with drivers making up at least 95% of jobs in the early stages and a minimum of 85% over time.

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Close the Gap wins so far

Border Express workers fight back against shameful sackings



Border Express shamefully tried to make workers redundant just days after TWU members voted 90% in favour of protected industrial action. But we fought back, and won a major victory in the Federal Court.

The Court has granted an injunction stopping Border Express from making affected workers at its Underwood site in Queensland redundant while the TWU's legal challenge proceeds.

We won't accept Qantas-style sackings

The TWU immediately challenged the proposed redundancies, arguing they were not legally genuine and that union delegates and members were targeted for standing up for better pay and conditions. The case draws disturbing parallels with Qantas' illegal outsourcing of more than 1,800 workers.

The Court's injunction means the affected workers' jobs are protected while the court considers the case, unless a worker voluntarily accepts redundancy. That alone is a major win.

It's an important victory for workers who should never have had to face the stress of potential job losses while exercising their workplace rights.

We stopped them but the fight is still not over

The legal proceedings are expected to begin in November at the earliest. The TWU will continue fighting to defend workers' rights and hold Border Express to account.

Workers taking action again

Border Express members have taken action again, with a successful 48 hours action in Queensland, with the support of South Australia and now a protected action ballot is underway in New South Wales. The company is now coming back to the table, including agreeing to meetings at sites threatening action in VIC.

Border Express needs to know we won't back down. Workers have stood together, challenged these shameful tactics and forced the company to stop. Now by taking action we will fight again to Close the Gap, win a fair agreement and defend every worker's right to stand up for better pay, conditions and secure jobs.

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Wins so far



First ever national agreement at Hawk

Huge news from our members at Hawk, who after successfully voting ‘Yes’ to taking protected industrial action, are now about to deliver the first ever TWU agreement at Hawk. Whilst there are still a few more details to be ironed out, members will be under one single national agreement. This is a landmark result for not only Hawk workers, but all retail workers.

A strong national agreement here will help to raise standards across all of the sector and show companies that working with their employees to Close the Gap can be done.



Agreement settled with Goldstar

Members at Goldstar took part in action as part of our biggest road transport strikes ever, and now have settled an agreement with key wins on pay and job security. A huge congrats to members for keeping up the pressure for a fair offer.

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Taking action across retail

Whilst responsible employers around the country are settling agreements that Close the Gap, and lift sector standards, the fight continues with these companies:



More K&S workers joining the fight

In the first round of protected action ballots, K&S workers voted ‘Yes’ to taking action across multiple sites, joining thousands of other transport workers across the country in 24-hour and 48-hour walk offs for Chemtrans Victoria.

Now 7 more sites have joined the fight, taking part in a paperwork and tablet ban which has now dragged K&S back to the negotiating table. Each of the sites that took part in the ban have improved offers from management. Whilst this is a huge win for these workers, the fight continues to Close the Gap and deliver agreements with fair pay and better conditions across ALL K&S sites.

Members have now taken part in a second paperwork ban to pressure management even further.



Jim Pearson negotiations underway

Negotiations have begun with JPT where members have made some solid inroads, securing stronger consultation obligations, consolidation of the Red and White fleets and overtime to be offered to permanent employees first.

Despite this, management are refusing to move on key claims, including fairer sick leave, annual leave, overtime and public holiday payments. The member-led team will continue to press management on these claims and more, as negotiations continue.

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Sadliers members pushing to Close the Gap

Negotiations are still ongoing with Sadliers, after members joined the national stoppages alongside workers from K&S, Qube, PFD, Border Express, SCT, and Goldstar.

Workers there are continuing to press their key claims on management at the meeting table, including strong pay increases that Close the Gap, consolidating agreements to lift everyone at Goldstar up together, and 15% Superannuation to align with industry standards.



SCT workers strike again

Workers in WA have taken a second lot of 24-hour action to push management management to a reasonable offer.

SCT members are fighting for fair pay increases to help Close the Gap, a consolidated agreement, job security protections including outside hire ratios, stronger rights at work like Delegates Leave and union provisions, and a pathway towards 15% superannuation.

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Qube workers uniting to Close the Gap

At Qube, workers are standing together like never before for better pay, stonger conditions and secure jobs. In Victoria and Queensland, members have voted down unfair agreements, with Victoria taking a 24-hour strike to build pressure on Qube.

Now it's Queensland's turn as they vote on taking protected industrial action, fighting back against management's refusal to meet industry standards, as they try to force through their offer again on workers at another site. More workers joining the fight mean the better our chances of winning an agreement that aligns all work sites and deliver wage increases that will Close the Gap.



DHL vote on action

DHL-Cameron NSW members voted overwhelmingly in support of taking protected industrial action, with a 98% 'yes' vote, and their action has brought the company back to the table.

Members are fighting for a fair pay increase that closes the gap, a consolidated agreement, stronger job security, better consultation obligations and protections around the future of work.

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