TWU Carrying Australia

VIRGIN GUEST SERVICES UPDATE

NOVEMBER 2026

PROTECTED ACTION FRIDAY 13 NOV

TWU members at Virgin Guest Services are standing together to send a strong message to Virgin by taking 24-hour action this Friday, as well as notifying of further actions for Monday 16 Nov.

ACTION TIMES

FRIDAY 13TH NOVEMBER — 24HR ACTION

- Starts at 12am (local time) and continues for 24 hours.
  - Includes bans on announcements (excluding security, safety and employee welfare related), sales transactions (e.g. excess baggage, seat changes), use of priority security lanes and performing lounge check-ins.

MONDAY 16TH NOVEMBER — PARTIAL WORK STOPPAGE

- Partial work stoppages for the below times:
  - **ADL:** 5:30am-6:30am + 5:30pm-6:30pm
  - **MEL:** 6:30am-7:30am + 5pm-6pm
  - **SYD:** 6:30am-7:30am + 5pm-6pm
  - **BNE:** 7am-8am + 5pm-6pm

FREQUENTLY ASKED QUESTIONS

Q. Do gate changes or changes to flights count as a safety announcement?

No - passengers will need to check the boards.

Q. If there's too many carry on bags, or big bags that won't fit in overhead - do we have passengers check the bag in at gate/boarding? Or make an announcement?

No, that's up to the company to find a solution.

Q. What about announcing final calls, boarding calls, proceed to gate announcements, or flight cancellations?

As these are not safety or security sensitive, they will not be announced by members.

Q. If I'm not rostered to work but get called in on Monday to cover the members strike, what do I do?

You have no legal obligation to cover the shift.

Q. If my boss or manager asks me whether I'm a Union member or taking part in the stop work action, do I tell them?

No, you legally don't have to tell them. If you get any questions regarding stop work or partial stop work actions you can say "I decline to answer".

CONTINUE READING

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Q. Can the workplace get me in trouble if I take part?

As a Union member you are entitled to stop work when an protected industrial action is called. Only union members are legally protected.

Q. If I am rostered to start work at 7am/5pm, what do I do?

Clock in for 7am/5pm and then stop work. Get ready to walk out the front of the airport. Keep an eye out for a Union official or delegate and we all walk out the front of Virgin Australia together.

Q. If I'm working in the international airport what do I do?

Come down to the domestic terminal for a Union meeting and media.

Q. I'm not a union member, can I take action?

Only union members are protected by the protected action ballot. Non-members must join the union before taking action.

Q. Will I lose pay?

Only for the period of industrial action taken. Any action is designed to maximise pressure on Virgin while minimising the sacrifice made by workers. In the long-term, taking action benefits all workers.

Q. What should I expect from management?

As pressure builds, management may try to discourage workers from participating. Stay informed through your delegates and the TWU.

Q. What happens after action?

Your member-led committee will return to the negotiating table with Virgin and provide them another opportunity to engage before considering further action.

YOU'RE NOT ALONE

With Virgin cabin crew voting in their Protected Action Ballot, and Virgin Ground pledging to do the same, this fight is happening across the company—and across aviation.

BEING A TWU MEMBER ENSURES ANY ACTION YOU TAKE IS LEGALLY PROTECTED

@TWUAUS

Scan the QR code or **click here** to join now.

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