



ABC 7:30 Report

Comments from a Jetstar spokesperson:

- The overwhelming majority of Jetstar cabin crew are Australian-based and this number has been increasing every year.
- The use of overseas based crew operating tag flights across our network is extremely small and has decreased significantly in the last five years. Currently around half a percent of Jetstar flights are tag flights operated by overseas based crew.
- The only recent change in patterning of overseas based crew on tag flights was during the busy school holiday period in July when we rostered more (still within the half a percent level) on our Adelaide-Darwin-Bali route.
- This allowed us to free up more Australian-based crew to operate on our expanded domestic schedule. The usual rostering has already resumed.
- All our crew, regardless of where they are based, receive exactly the same on-board training and perform the same in-flight procedures.
- The employee arrangements in relation to tag flights are compliant with Australia's employment laws.

Background:

- The only time overseas-based crew operate between two Australian domestic cities is on a tag flight, which is an industry term used to describe an international flight that connects in more than one domestic city, such as Singapore-Darwin-Cairns.
- These crew are paid based on the terms and conditions in the country in which they are employed, whether they are flying in Singapore, Thailand, Australia or New Zealand.
- Tag flights are common industry practice worldwide.
- The percentage of Thai based crew has been stable since 2012.

Further on the record comments from a Jetstar spokesperson (answering specific questions put to Jetstar)

Why has Jetstar been using foreign crews on what appears to be a domestic flight(ADL – DRW return)? If it's a tag flight, why does it depart and arrive at domestic terminals, subject to domestic security screening and domestic boarding/ticketing? Is Jetstar breaking the migration act by having these foreign crews staff domestic sectors?

- This flight does not operate ADL-DRW return, it is an ADL-DRW-DPS service.
- Under the Migration Regulations as part of the Migration Act, this service is in line with the definition of a flight on which foreign crew may work, including that it must operate between declared airports (ie. Adelaide and Darwin).
- Further, this service uses the same aircraft and crew across both sectors.



Is Jetstar aware the BKK and HKT based crews are paid a base rate of about \$AU386 a month (9500 baht), plus allowances (current contract)?

- Our Thai based crew take home on average \$AU2,600 a month, depending on seniority, which is five times above the average monthly Thai salary.
- They receive a minimum of eight rostered days off per 28 day period and receive days in lieu for overtime worked. This is similar to the rosters of our Australian based crew.
- In addition, their contracts and salaries are reviewed annually and benchmarked against market conditions and comparable airlines and industries.
- Similar to Australian based crew, Thai based crew are eligible for several annual bonuses based on performance, length of service and position, as well as allowance payments and commissions.
- Cabin crew salaries are made up of a base wage plus flying hours and other allowances. The 9500 THB figure cited by 7:30 is based on zero flying hours in a junior position, and as mentioned is not reflective of the average monthly earnings of our Thai based crew.

Why aren't the foreign crews trained to Australian standards for boarding and exit row briefings? The union says it's a safety concern – is it?

- We refute any suggestion that our overseas-based crew are trained at a lower standard.
- They undertake exactly the same onboard training as our Australian based crew, attend the same Ground School and recurrent and undertake the same onboard procedures, including exit row briefings.
- In addition to on-board training, our Australian cabin crew were recently trained to assist our airport staff with scanning boarding passes at the gate, inside the airport terminal. This is to speed up the boarding process and is in no way related to on-board procedures or different safety standards.

Does Qantas (or a subsidiary) still have a financial stake in Holiday Tours & Travel (Thailand) LTD or Holiday Tours & Travel (GSA) LTD?

- Yes, a minority stake.