



ASU Submission

Department of Infrastructure, Transport, Regional
Development, Communications and the Arts

Aviation White Paper

Submitter:	Emeline Gaske, Assistant National Secretary
Organisation:	Australian Services Union
Address:	116 Queensberry Street Carlton South, Victoria, 3053
Phone:	03 9342 1400
Fax:	03 9342 1499
Email:	egaske@asu.asn.au
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The ASU

The Australian Services Union ('ASU') is one of Australia's largest unions, representing approximately 135,000 members. ASU members work in a wide variety of industries and occupations in both the private and public sector.

In aviation, our members are employed in customer service (check-in, boarding gates, call centres, retail, reservations etc.), airline freight, maintenance, engineering, stores, catering, finance and administration to name a few.

Our members work for Qantas, Jetstar, Virgin Australia, Regional Express, Qantas Link, Singapore Airlines, Qatar, Thai Airlines, Malaysia Airlines, Emirates and other overseas airlines, as well as contractors in the industry like Menzies Aviation Services, dnata and Swissport or air freight companies like Australian Air Express.

Key recommendations

- All government financial support to the aviation industry must be linked to airline employers committing to decent conditions and secure jobs for their workers.
- Increase Airline Operations Ground Staff Award 2020 wages (and other industry awards) to reflect the actual rates of pay in the prevailing in the sector.
- Zero tolerance response to customer abuse and the coordination of no-flight bans between providers, including abuse towards call centre employees.
- Passenger awareness campaign with increased visibility over busy periods such as Christmas and school holidays.
- Ensure industry financial support is targeted towards training and skills development.
- Develop training pathways and supportive rostering arrangements to increase female participation.
- A training fund should be established to ensure these workers remain in the sector and can transition to new employment.
- Improve rostering provisions to stop 'on-call' rostering practices for part-time and full-time employees without appropriate compensation.
- The Government should urgently implement Recommendation 5 from the Senate Select Committee on Work and Care interim report.
- The Government should urgently implement Recommendations 16 and 17 from the Senate Select Committee on Job Security's Third interim report: labour hire and contracting.
- Establish a Secure Skies Commission, an independent body capable of intervening to rectify the fundamental power imbalance between aviation industry employers and the aviation industry workforce.
- Empower the Safe and Secure Skies Commission to create an 'Aviation Jobs Code' to promote fair labour standards and secure employment.
- The relevant Minister should make a declaration that the aviation industry is appropriate for supported bargaining.
- The Government must honour its election commitments (Labor's Plan for Aviation & Airports) to:

Provide flexible funding to local governments through Financial Assistance Grants, which can assist regional and remote airstrips.

Provide direct assistance for upgrading remote aerodromes in partnership with state, territory and local governments.¹

¹ Labor's Plan for Aviation & Airports [Online] https://anthonyalbanese.com.au/albo_wpbird/wp-content/uploads/2016/12/Labors_Positive_Plan_For_Aviation.pdf

Introduction

The aviation industry is critical to Australia's future economic success, connecting passengers and freight domestically and internationally. Aviation is a social good, it needs to operate for the benefit of the Australian people. Sadly, this social good is at risk.

The COVID-19 pandemic was disruptive, but the aviation industry's problems did not start with COVID-19. It has been mismanaged and mis-regulated for decades.

Qantas dominates the domestic and international freight and passenger markets. Domestically, it is followed distantly by Virgin and Regional Express. Internationally, Qantas is the only Australian-flagged international carrier. It has a unique power in the Australian market.

Qantas' relentless focus on its share price has come at the expense of safety, quality and sustainability across the industry by forcing Qantas' business partners and competitors to attack their own workforces' pay and conditions to survive.

Aviation industry employers have relied upon aggressive industrial relations strategies to reduce job security, pay and conditions for the workforce. Employers have also attempted to replace long term permanent staff with employees of low-wage subsidiaries or outsourcing work to labour hire or ground handling contractors.

During the COVID-19 pandemic almost 10,000 aviation jobs were lost at Australian airlines and ground handling contractors despite billions of dollars in support from the Commonwealth, State and Territory Governments.

Social distancing measures, lockdowns, domestic border closures and international travel bans all contributing to a major decline for airline passenger services. At the same time, the pandemic caused unprecedented demand for freight services. With fewer planes flying, this put significant strain on our freight system. Thousands of experienced aviation workers were forced out of the industry by redundancy or financial desperation.

The downturn was followed by the chaos of reopening, when airlines struggled to meet the demand for aviation services with a reduced, less-experienced, and less-skilled workforce. Workers are now leaving the industry because the wages and working conditions do not compensate employees for the new, high pressure working conditions.

Aviation is profitable again for executives and shareholders, but not for workers.

Just this month Qantas announced a statutory profit after tax of \$1.43 billion. It's share price has increased by 50% in the last six months, returning to pre-pandemic levels. But Qantas Group workers' wages have been frozen since 2020. Workers can look forward to a below inflation 3% pay increase, a \$500 staff travel credit, a 20% discount on hotel bookings and increased access to business class travel to partner airlines.

Virgin has reported profits and announced plans for an Initial Public Offering. Similarly, Virgin's good fortune is not flowing through to employees, who are being offered below inflation pay increases and little else after multiple years of wage freezes.

Now that Australia is in recovery, it is vital that aviation workers are rewarded for the enormous sacrifices they made during the pandemic.

Our members are telling us that they're worried about the future of their jobs and their industry. The Commonwealth must act decisively in the interests of workers and consumers. It's time to stop the race to the bottom.

The aviation industry needs a highly qualified, trained and experienced workforce. We cannot afford to have these skilled and experienced workers leave the aviation industry because of job insecurity, deteriorating wages and conditions, unsafe workplaces, a lack of investment in training and the implementation of new technologies.

Recommendation: All government financial support to the aviation industry must be linked to airline employers committing to decent conditions and secure jobs for their workers

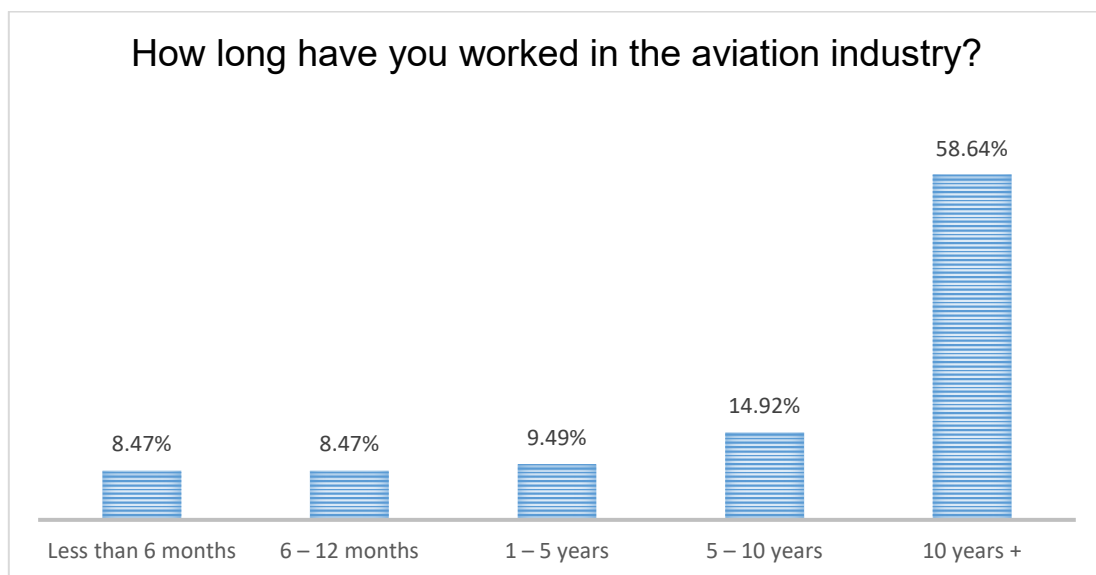
ASU survey of aviation workers

Our survey of aviation workers between December 2022 and February 2023 support the need for secure jobs, good wages and conditions, safe workplaces and a commitment for investment in training and career development.

Survey overview

61% of respondents were female and 36% were male with 63% aged 45+.

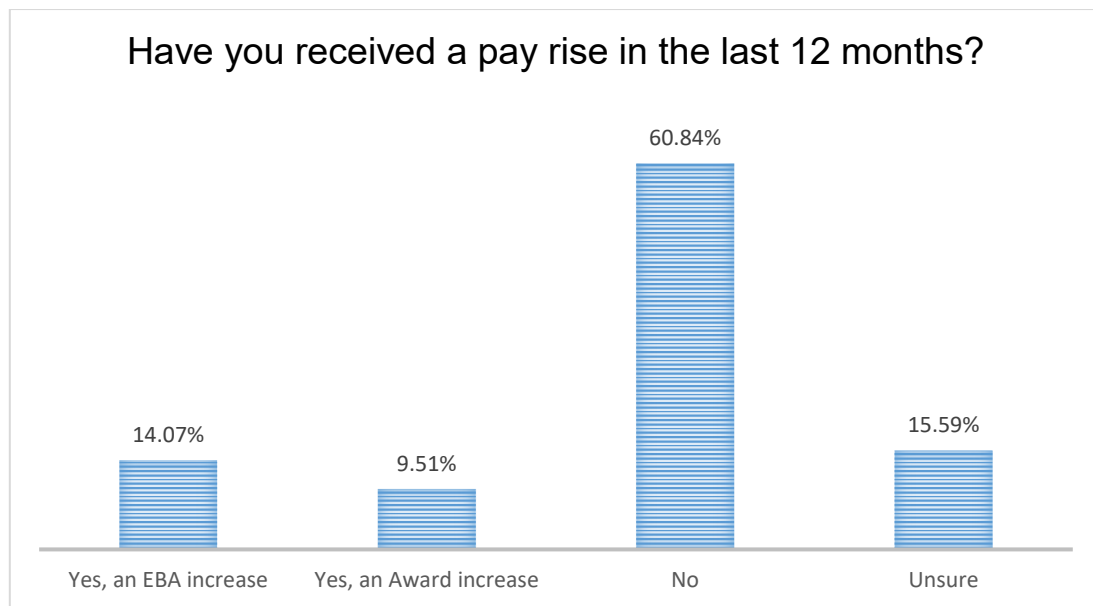
59% of members have worked in the aviation industry for more than 10 years. These workers are highly skilled with extensive knowledge and deep understanding of employer policies and processes that cannot be easily replaced.



Nearly half of all respondents work for Qantas (49%), followed by Menzies (16%), Virgin (13%), Jetstar (7%), dnata (7%) with the remaining working for other providers.

Wages and conditions

61% of our members have not received a pay rise in the last 12 months. Reasons cited for not having received a pay increase included: hostile management approaches along with corporate wage freezes.



A report from the Centre for Future Work “confirms that the legacy of even a temporary pay freeze is a permanent reduction in lifetime incomes and superannuation, which can easily ultimately result in hundreds of thousands of dollars of lost income”.² The report found a worker at Jetstar could lose up to \$150,000 in lifetime income and superannuation.³

The modern award system is not providing a fair or relevant safety net for the airline industry. Wages in underlying modern awards were not set by reference to prevailing industry standards and are often well below those paid by airlines and ground handlers. This means that employees are not protected against pay freezes or attacks on their long established working conditions.

Recommendation: Increase *Airline Operations Ground Staff Award 2020* wages (and other industry awards) to reflect the actual rates of pay in the prevailing in the sector.

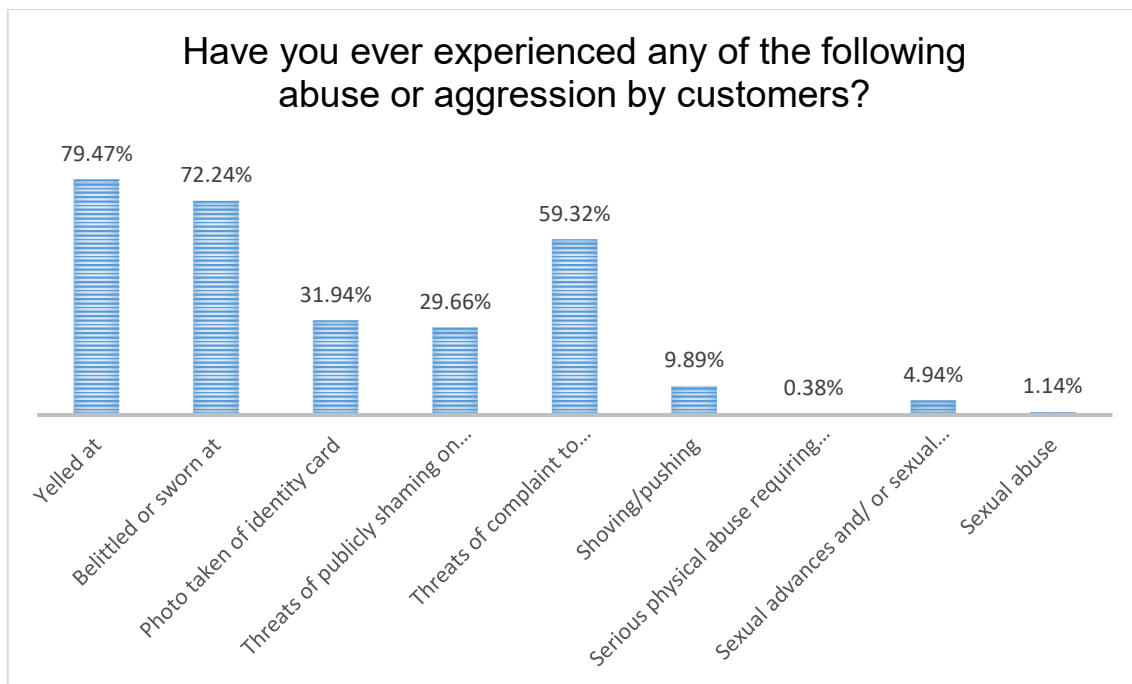
Workplace safety

38% respondents face abuse or aggression from customers on a daily basis. With a further 26% experiencing this several times a week.

The top 5 experiences by customers include: Yelled at, belittled or sworn at, threats of complaint to company and position, threats of publicly shaming on social media and having a photo taken of their identity card.

² Centre for Future Work, *The Long-Term Consequences of Wage Freezes for Real Wages, Lifetime Earnings, and Superannuation* [Online] <https://futurework.org.au/report/the-long-term-consequences-of-wage-freezes-for-real-wages-lifetime-earnings-and-superannuation/>

³ Ibid.



33% had to take time off work due to being injured at work with 13% finding the process very confusing and stressful and 6% receiving no support or incurring significant personal costs.

Many respondents commented that despite experiencing severe abuse and aggression from customers during check-in, none of them have been banned from flying.

Members who work at airline call centres reported that as flights resumed during COVID-era travel, they received abusive call after abusive call from frustrated customers.

There's no excuse for abuse. Yet for many frontline aviation workers this is a daily reality in the workplace. Government can play a pivotal role in the coordination of industry, airport bodies, police and security responses to dangerous customer behaviour.

Recommendation: Zero tolerance response to customer abuse and the coordination of no-flight bans between providers, including abuse towards call centre employees

Recommendation: Passenger awareness campaign with increased visibility over busy periods such as Christmas and school holidays.

Workplace training

Our members felt they did not receive adequate training when starting with the company or returning post-COVID (77%). With 30% feeling the training was rushed and 26% finding the training was insufficient or not comprehensive. 11% felt that classroom training was fine, but 'buddy' training was too rushed and they did not receive further training at the company.

- Worked to the bone and punished when mistakes occur when they rush your training and leave you on your own because they have no staff.
- Working with new employees with very little training.
- We are all concerned about shortcuts and safety issues. In the rush to train up staff in aviation sector (all areas) experience lost and procedures not followed correctly.

As technology continues to advance, aviation companies are finding new ways to use this technology to their advantage,⁴ and at times this comes with job loss. It is critical for those whose jobs are impacted by new technologies to have an adequate safety net, including training opportunities and adjustment programs.

Recommendation: Ensure industry financial support is targeted towards training and skills development

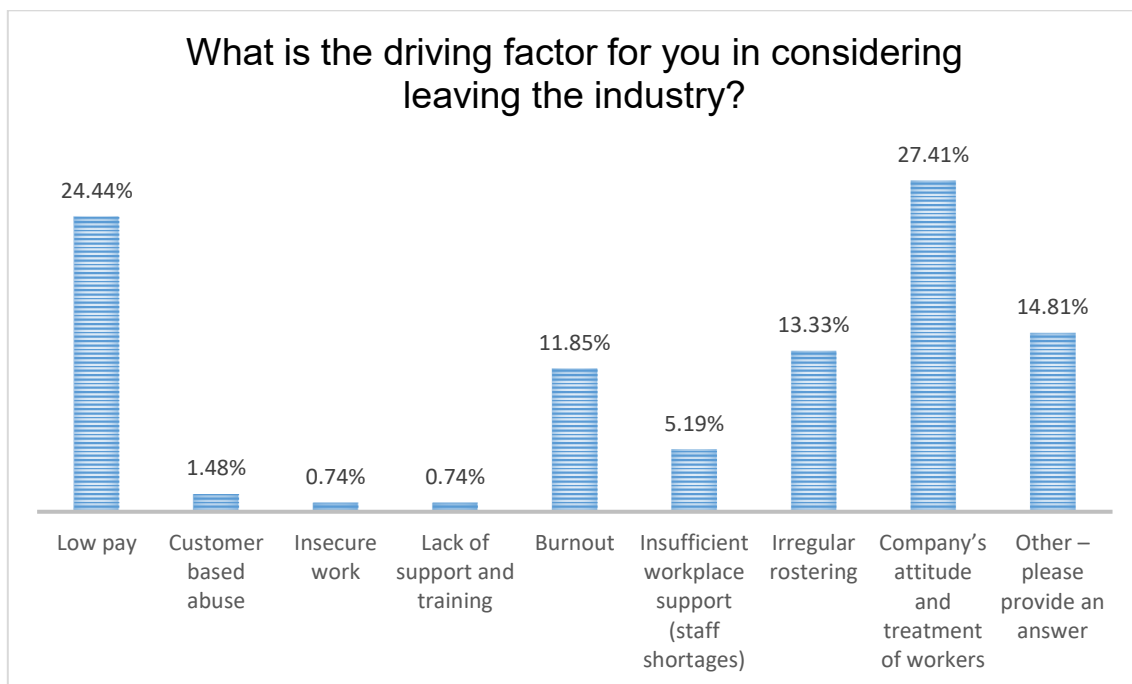
Recommendation: Develop training pathways and supportive rostering arrangements to increase female participation

Recommendation: a training fund should be established to ensure these workers remain in the sector and can transition to new employment.

Worker turnover

24% of workers are unlikely to stay working in the industry, with 14% actively looking for other employment and 10% unlikely to be there in 12 months time.

The top 4 driving factors for those planning on leaving the industry were: Company’s attitude and treatment of workers, Low pay, Irregular rostering and Burnout.



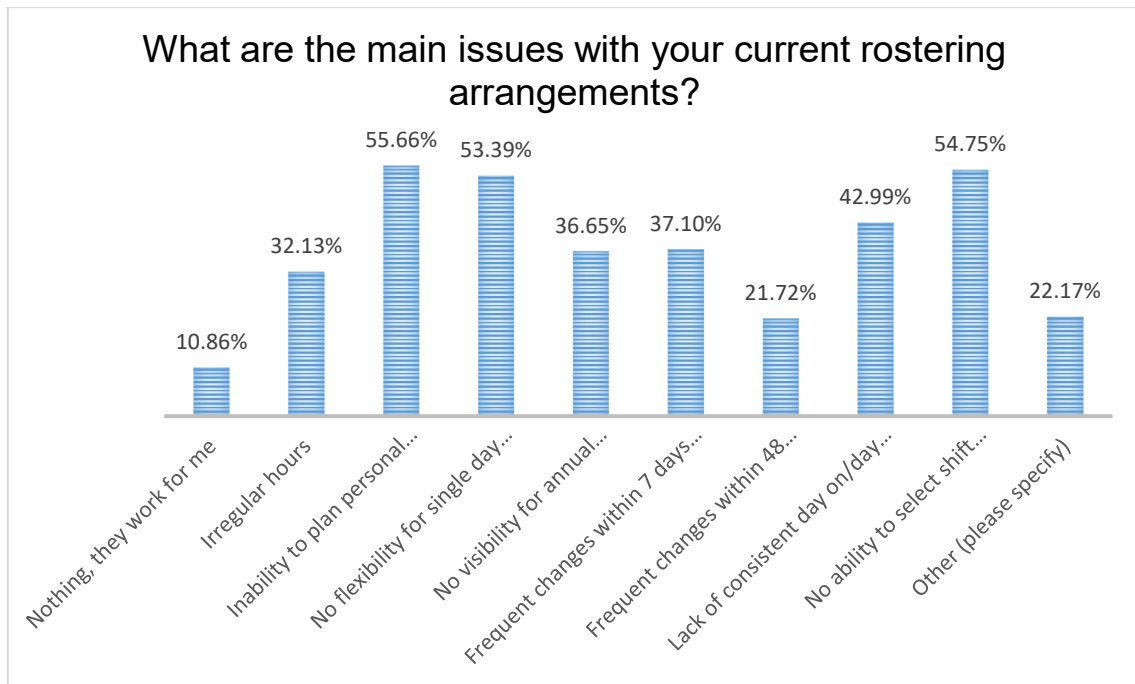
The Future of Australia’s Aviation Sector issues paper noted “access to skilled workers is a prerequisite for a competitive and efficient aviation sector”.⁵ High worker turnover is contrary to this premise.

Rostering arrangements

Our members are unhappy with current rostering arrangements at airlines.

⁴ Aviation Technology Trends: 2021 & Beyond [Online] <https://blog.vistair.com/aviation-technology-trends-2021-beyond>

⁵ Australian Government, The Future of Australia’s Aviation Sector [Online] https://www.infrastructure.gov.au/sites/default/files/migrated/aviation/future/files/future-of-australias-aviation-sector_issues-paper-2020.pdf



The top 5 issues with current rostering arrangements include: Inability to plan personal arrangements; No ability to select shift preference (i.e. AM/PM, Min/Max shifts); No flexibility for single day absences for important personal events/appointments; Frequent changes within 7 days of shift; No visibility for annual leave/long service leave

ASU members working for airlines and ground handlers have particular experience of a lack of rostering rights among a feminised workforce. Our members who work in customer service and check-in roles are predominantly women, and the vast majority of the workforce are employed on a part time basis, on a 7 day shiftwork roster. A large proportion of our members have caring responsibilities, and it is becoming increasingly impossible for these workers to balance those responsibilities with their employment due to unpredictable rosters and employers adopting rigid approaches to flexible work arrangements.

For example:

- Shiftwork rosters being published only 7 days in advance, with large numbers of roster changes right up to 48 hours before the shifts;
- Extreme changes to already published rosters (for example by moving someone from a morning to a night shift) with only 48 hours notice;
- Workers with caring responsibilities only being able to get any kind of predictability that allows them to manage their caring responsibilities if the employer agrees to a Flexible Work Agreement (FWA);
- Employers requiring employees to apply for a new FWA every year, with no guarantee that if you have obtained an FWA in the past you will be able to again;
- Employers refusing large numbers of requests for FWAs every year on spurious “operational” grounds;
- Employers terminating FWAs on 4 weeks notice during the life of the agreement, leaving the employees with just 4 weeks to arrange alternative caring arrangements or otherwise being forced to leave their employment;
- Employers approving the majority of FWAs on the basis of 4 hour shifts each day over a 5 day per, limiting any child care savings for employees for working part time.

The Select Committee on Work and Care made the following recommendation in their interim report:

The committee recommends that the Australian Government amend the Fair Work Act 2009 to provide improved rostering rights for employees, and in particular working carers, by:

- *ensuring employers implement rostering practices that are predictable, stable and focused on fixed shift scheduling (for example, fixed times and days); and*
- *amending section 145A of the Act to require employers genuinely consider employee views about the impact of proposed roster changes, and take the views of the employee, including working carers, into consideration when changing rosters and other work arrangements.*⁶

Recommendation: The Government should urgently implement Recommendation 5 from the Senate Select Committee on Work and Care interim report.

Recommendation: Improve rostering provisions to stop 'on-call' rostering practices for part-time and full-time employees without appropriate compensation.

Flexible working arrangements

Many of our members believe the new Flexible Work Arrangements (FWA) requirements are overly burdensome due to needing to reapply every 12 months as contracts only last a year. Members also felt an invasion of privacy due to the very specific information required by Companies to approve FWAs. Many respondents felt very stressed with the application process and waiting times.

- The benefits include knowing in advance what my days off are in advance to book appointments, provide care and not needing to pay for childcare. The challenges involve the application process that requires providing evidence children's and spouses medical reports. Management requires letters from spouses employment, stat dec stating whether friends or family can help, medical records of children and husbands etc Issues include providing family personal issues to compete with fellow colleagues for a desirable 4 day FWA and sometimes left unhappy when information is given in good faith and used against them when given unsuitable hours
- They tell you that you can't stay on FWA and it will be reviewed every month, they make you fill in forms after form and make you replay for job share every year after not being accepted. 4years and counting. Paper work got lost also. No consideration for people with families.
- My FWA I am currently on is not flexible. [Employer] has forced me, a married mum to 2 small kids under the age of 8 to work 4hr shifts over 5 days. I can't work 4days or even 3. I have been unofficially told that because I'm married & because my kids are healthy, I don't qualify for more flexible options. I am currently pregnant and had to take a sick day each week so I can work 4 days as per my doctors medical certificate. Subsequently, I've used all my sick leave before going on maternity leave. The only benefit I have is that I don't work weekends.
- Not a transparent process at all & too much personal information required repeatedly. No reason given for having 4 day roster taken from me, given to some staff but not others. I am now being rostered 20 hours over 5 days which has set me back financially and has a negative effect on my family life & commitments. Also no career progression at all for staff on FWA.
- That it is only a 12 month contract. It used to be 3 years, I believe? It needs to be indefinitely or at least 3-5 years. It is so stressful to reapply essentially every 9 months and the process is long, drawn out and stressful. We apply for FWA as we meet criteria and have genuine reasons for doing so. Applying every 9 months is unfair. When we apply we state why, my young 7 years old son is going to require me to have set days for the next 10 years, my circumstances will not change in 9 months. Please if [Employer] could extend this timeframe it would alleviate a lot of stress and pressure for those who require it. Thank you.

⁶ Senate Select Committee on Work and Care, Interim Report [Online]
https://www.apf.gov.au/Parliamentary_Business/Committees/Senate/Work_and_Care/workandcare/Interim_Report

- Benefit was my children had routine. Challenges where providing highly personal data (that no other person in any business would have to provide) to the company to justify why I needing to care for my own children. Incredibly invasive & isolating. Furthermore, being told, I would have to return to a lower skill level roster & was would not be able to apply for any other internal position if I chose to stay on an FWA.

Workforce challenges

Our members believe the greatest challenges facing them as an aviation employee are: staff shortages, low wages, irregular rosters, stress and working under extreme pressure, no job security, and safety issues

- Staff shortages, staff are no longer loyal or proud to work at Qantas, Qantas hiring inexperienced staff with no care factor. Multiple customer complaints, ups and downs in the industry. Rate of pay is extremely low for the work that we need to provide.
- Shift expectancy. We rarely leave work when rostered to finish. We are expected to stay as long as our flight is delayed or to help out someone else. Which makes care for my 1 yr. old hard.
- Massive burn out. We are all stressed and depressed and wondering if it's worth it. Maccas employees get paid more than we do
- Our overtime is not paid when we are still at work doing tasks the Company expects to have completed.
- Issues with rostering, not enough notice given and not sustainable financially to work 4 hour shifts over 5 days. Management also seem happy to keep employing new staff, rather than appreciating & giving more hours to long serving loyal staff.
- You always feel insecure about your hours and roster , even though at the moment I worked over 40hours this week.
- They made too many people redundant and now the ones left behind are carrying twice the workload . No recognition, no training , no career progression , no pay rise Eroded work conditions . No vision . No experience left.
- Increased work load No support from management Inconsistent hours in rostering No flexibility Difficulty in getting annual leave approved Lack of staff with experience.
- Worker shortages and low pay. Very few people see a future in the industry which means nobody has any interest in the work. Making it less enjoyable. I love aviation, that's the only reason I do it.
- Uncertainty about job security in the future. It would be too easy for an airline to decide that they want to go for a cheaper ground service provider like Qantas out sourcing their ground services.
- After 22 years, my pay is barley above the award. As a mother, most promotional positions have gone to men or women without children or who have no need for an FWA.
- Severe burnout due to this new roster pattern in place. We need at least 3 days off once a month. We also get abused daily with little support from management. On a PM shift I always finish late and if I can't stay back and I advise them they don't care they still roster me a delayed flight. Flights are constantly delayed or cancelled on short notice.
- * Extremely high staff turnover due to nil benefits* Shortage of staff on a daily basis* Lack of resources and equipment to do our job effectively and efficiently * Many newbies, specifically younger staff are lazy and do not like to follow instructions by senior staff* Bullying and harassment by other staff are common* Poor structure, promotion standards and business practices* No regular team meetings or get togethers* Staff room is more just like a small locker room with kitchen.
- Customer abuse sending my mental health spiralling out of control. Since returning post COVID have experienced panic attacks and also one into Flight to fight mode! all too often from customer abuse which leaves me a shaking mess. I was abused the after day and left shaking mess, I had to tell the passenger to remove himself and his bag from my counter as I was not going to deal with him any further. No support

was given and passenger was still allowed to travel even though he swore and spoke done to me in an aggressive manner, all because he waited more than a few minutes in the Business line.

Support from Employers

The majority of respondents felt they received little to no support by the company they work for.

- Definitely NOT They say one thing and do another They ask us to “reach out” and provide feedback only to do nothing about it. They ignore our pleas and continue to do what they want to the detriment of the staff In 25 years I have never been treated with such disregard and it makes me sad as I can not see anything changing for the better. Since COVID they have done whatever they want using the circumstances as an excuse
- No I don't feel any support. The business say they care about employees mental health and work life balance, yet they don't care and we have a lot of fellow employees with mental fatigue and NO work life balance
- No. Recently had the same guest for the third time abuse me, call me racist and discriminatory and the airline refuses to ban them from flying with us
- NO. I have raised concerns on multiple occasions of mental health AND insufficient work/life balance - and each time I get NIL and/or limited responses.
- Absolutely not. They made a big deal about not excepting bad behaviour from angry passengers, yet they still travel, regardless of the behaviour. No one even asked me if I was OK the other day after being abused.

Promoting secure work in the aviation industry

We need to ensure aviation workers have well-paid, secure employment with appropriate workplace training and professional development. The Government can address these issues by establishing a Safe and Secure Skies Commission to regulate labour hire and outsourcing arrangements and supporting industry-wide bargaining through supported multi-employer bargaining under the *Fair Work Act 2009* (Cth).

Establish a Safe and Secure Skies Commission

The Senate Inquiry into the future of Australia's aviation sector, in the context of COVID-19 and conditions post pandemic found “there is merit in the idea of a Safe and Secure Skies Commission.”⁷ With the committee recommending that the government adopt Recommendations 16 and 17 from the Senate Select Committee on Job Security's Third interim report: labour hire and contracting:

Recommendation 16

The committee recognises the merit of an independent body with the power to make and enforce binding standards on aviation supply chain participants, including airports and their central role. Those standards include 'same job, same pay' for outsourced and labour hire workers performing functions directly connected to aviation operations, job security protections, and fair procurement standards. The committee recommends the Australian Government consults with industry participants, including unions, employers, and other stakeholders on the development of this body.

⁷ Senate Standing Committee, Final Report [Online]

https://www.aph.gov.au/Parliamentary_Business/Committees/Senate/Rural_and_Regional_Affairs_and_Transport/COVIDAviation/Report

Recommendation 17

The committee recommends the Australian Government imposes obligations upon companies in receipt of future public bailouts, which prioritise job security and guarantee that companies cannot follow Qantas' lead, and exploit emergencies to engage in illegal workforce restructuring”⁸

We advocate for the establishment of a Safe and Secure Skies Commission to regulate employment practices in the aviation industry. This body must bring together governments, airlines, aviation services contractors, airport operators and unions. The SSSC should have the broad powers to promote fair labour standards and secure employment, including:

- making binding and enforceable orders to ensure that there are appropriate standards (including safety) for all participants in the aviation supply chain which will ensure that competition is underpinned by a level playing field aimed at creating jobs and a sustainable and viable aviation industry;
- providing enforceable terms and conditions for all aviation workers based on the principle of ‘same job, same pay’ that maximises secure and direct hire jobs and ensures that any tenders do not undercut existing terms and conditions of workers;
- resolving disputes on a single-employer or industry-wide basis within the supply chain;
- making any orders on any supply chain participant/s necessary to fulfil the aims of the SSST; and
- the ability to hold inquiries and make recommendations to Government with regards to any issues facing the industry including the use of significant Government purchasing power through procurement policy.

The first duty of the SSSC must be to create an Aviation Jobs Code to promote fair labour standards and secure employment through a commitment to ongoing direct employment by:

- limiting the use of contracting, agency and labour hire employment;
- requiring that any proposal for outsourcing or use of labour hire must include a comparison with an in-house bid and a long-term cost-benefit analysis;
- requiring all airlines to collect and publicly report on their use of labour hire and agency staff; and
- ensuring that all workers employed through labour hire companies will receive the same wage as employees employed directly by the host employer.

Recommendation: The Government should urgently implement Recommendations 16 and 17 from the Senate Select Committee on Job Security's Third interim report: labour hire and contracting.

Recommendation: Establish a Secure Skies Commission, an independent body capable of intervening to rectify the fundamental power imbalance between aviation industry employers and the aviation industry workforce.

Recommendation: Empower the Safe and Secure Skies Commission to create an ‘Aviation Jobs Code’ to promote fair labour standards and secure employment.

⁸ Ibid.

Allow employees to bargain at an industry level

The Government has an active role to improve pay and working conditions in airlines and ground handlers by supporting multi-employer bargaining in the aviation industry.

The *Secure Jobs Better Pay Bill* amended the *Fair Work Act 2009* to include “supported multi-employer bargaining”. Supported bargaining allows the Fair Work Commission to facilitate bargaining between employee organisations and multiple employers.

Unions and employers may make applications to the Fair Work Commission for supported bargaining in their industries. We expect aviation employers, particularly Qantas and Swissport, will resist industry-wide bargaining because it threatens their hostile anti-worker business model. The relevant minister can support aviation workers by making a declaration under section 243(2AB) that the aviation industry is appropriate for supported bargaining.

Recommendation: The relevant Minister should make a declaration that the aviation industry is appropriate for supported bargaining.

Regional aviation

The ASU represents several hundred employees working in regional carriers or at regional airports. We also represent thousands of local government workers throughout Australia.

Council-owned airports and aerodromes

It is estimated that more than 300 councils own and operate airports across Australia⁹ and are critical to Australian industries such as tourism, emergency services, resources, and logistics.

The Australian Airports Association (AAA) estimated prior to the pandemic regional airports employed more than 206,000 workers, including 8,700 directly employed by airports.¹⁰

COVID-19 severely affected regional airports, and the exclusion of local government from JobKeeper disproportionately affected council operated airports. In their report the Australian Local Government Association (ALGA) found despite their importance, regional airports face significant challenges, with many operating at a loss each year and “are heavily dependent upon cross subsidisation by their local government owners who face multiple and competing demands on their limited financial resources”.¹¹

The report found 13% of council owned airports are in poor condition, 4% have poor function and 5% have poor capacity.¹²

We are supportive both the AAA and ALGA who have called for an injection of federal funding into council-owned airports and aerodromes to ensure their ongoing viability.

⁹ Australian Local Government Association, ALGA showcases importance of regional airports [Online] <https://alga.com.au/alga-showcases-importance-of-regional-airports/>

¹⁰ Australian Airports Association, Federal Budget Submission [Online] <https://airports.asn.au/wp-content/uploads/2023/01/Final-updated-Federal-Budget-Submission-2023.pdf>

¹¹ Australian Local Government Association, Australia’s Local Government 2021 National State of the Assets [Online] <https://alga.com.au/app/uploads/ALGA-2021-NSoA-Technical-Report-FINAL.pdf>

¹² Ibid.

Recommendation: The Government must honour its election commitments (Labor's Plan for Aviation & Airports) to:

- *Provide flexible funding to local governments through Financial Assistance Grants, which can assist regional and remote airstrips.*
- *Provide direct assistance for upgrading remote aerodromes in partnership with state, territory and local governments.*¹³

Conclusion

Our members love the work they do, and they are incredibly experienced and qualified. They enjoy the variety and diversity of the passengers, the teamwork, helping people, the vibrant airport atmosphere, and the opportunities to travel.

Our members want to see secure jobs, good wages and conditions, safe workplaces and a commitment for investment in training and career development.

We believe the Government needs to urgently intervene and regulate labour hire and supply chain behaviour in the aviation industry and this can be achieved by the establishment of a Safe and Secure Skies Commission (SSSC) and a Fair Jobs Code for aviation workers.

There is an urgent need for structural reform in the aviation sector as airlines continue to post huge profits whilst actively hindering unions and their workforce from achieving fair and reasonable wages and conditions.

Regional aviation is in desperate need of an injection of federal funding into council-owned airports and aerodromes to ensure their ongoing viability.

Finally, the ASU, including frontline aviation workers, would be pleased to participate in any public hearing to give additional evidence and to represent our concerns more fully.

¹³ Labor's Plan for Aviation & Airports [Online] https://anthonyalbanese.com.au/albo_wpbird/wp-content/uploads/2016/12/Labors_Positive_Plan_For_Aviation.pdf