



A•S•U *in* AIRLINES

Australian Services Union ▪ National Airlines Division Bulletin

Jetstar ▪ Number 45

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Jetstar payroll under review

ASU delegates met with the company recently to discuss a range of issues arising from the errors made in issuing the Jetstar group certificates.

It now appears that Jetstar has taken on board our general feedback over many years that has highlighted the problems with the company's payroll system as management has finally engaged a person to do a total review of the system and recommend how it can be fixed.

What can you do?

Day in day out we know that members have issues with payroll – under payments, wrong annual leave, wrong sick leave, etc. etc. Your delegates are scheduled to meet the payroll reviewer later this year and when we do we want to make sure we can tell the company the extent of the issues that frontline staff have experienced.

To help us do this on the back of this bulletin is a short survey which we need you to fill in preparation for our meeting.

We want to make sure that the company addresses all the issues and builds a better payroll system.

Return your survey to your local ASU

More information

Please contact your local ASU Delegate or organizer at the ASU for further information.

| Organisers | | |
|------------|----------------|------------|
| State | Name | Phone |
| Vic | Gail Drummond | 0430079488 |
| NSW | Clare Raffan | 0417177266 |
| Qld | Valda Graham | 1800177244 |
| Nth Qld | Chiara Lennox | 0747712873 |
| SA | Darryl Anthony | 0418940648 |

| Delegates | |
|------------------|---------------------|
| Name | Location |
| Adam Thompson | Cairns Airport |
| Amanda Dando | Avalon Airport |
| Carolyn Cassar | Melbourne Airport |
| Darien Cincotta | Sydney Dom |
| Leanne McKinnon | Sydney Dom |
| Scott McGuire | Coolangatta Airport |
| Tiziana Licastro | Brisbane Airport |

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ASU Jetstar Payroll Survey 2012

Jetstar management are currently reviewing the Jetstar payroll system and your ASU delegates want to be in a position to ensure that problems with the system that you have experienced are properly highlighted to management and fixed.

Please fill out the following information and return it to your ASU delegates ASAP.

Name: _____
Phone: _____
Email: _____
Location: _____
Job: _____

Details of payroll problems

Was your payroll problem related to: (please tick all that apply)

| | |
|--|---|
| <input type="checkbox"/> Overtime payments | <input type="checkbox"/> DIL Days |
| <input type="checkbox"/> Failure to pay for shifts actually worked | <input type="checkbox"/> Annual Leave |
| <input type="checkbox"/> Penalty payments | <input type="checkbox"/> Annual Leave Loading |
| <input type="checkbox"/> Sick leave | <input type="checkbox"/> Allowances |
| <input type="checkbox"/> Overpayments | <input type="checkbox"/> Long service leave |
| <input type="checkbox"/> Other, please specify _____ | |

When did you notify Jetstar of your payroll query via the intranet site?

Please specify the date: _____

| | | |
|--|------------------------------|-----------------------------|
| Did you have your problem fixed on the spot? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| If No how long did it take to rectify the problem | Time: _____ | |
| Is the problem still unresolved? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| If yes have you notified your ASU Delegate? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Have you ever given up following up payroll query? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

Do you have any other feedback you would like to add or any suggested improvements to the Jetstar payroll system?

Comments: _____

