

Virgin Australia 2020 Agreement Survey

ASU delegates at Virgin Australia met with management on 4 December 2019 to discuss opportunities for negotiating a new enterprise agreement before the current agreement expires on 30 June 2020.

When delegates and organisers met in Brisbane earlier in December, they reported back on how team members were feeling about working for Virgin Australia right now. All representatives agreed that the feeling was a new agreement needs to deal with fair rates of pay, minimum hours of work, job security and work life balance.

It's time to prepare for bargaining - Take the survey!

We want to know more about what is important to you.

The ASU survey is open to all team members – there is also an opportunity to tell us how you will help during the negotiations to get the best deal for everyone.

You can fill in the survey online [here](#) or on hardcopies which will be distributed locally by ASU representatives or the QR code below.

Make sure you fill it in ASAP!



Introducing the Australian Services Union national delegate team

The Australian Services union is the largest airlines union in Australia. There are 9 ASU delegates across Australia. All dedicated to discussing your workplace issues with Virgin Australia.



From L - R: Lorry Parissakis, Emma Golder, Shannon Chirgwin, Tara Stewart and Josh Brady.

The ASU has members in domestic, regional and international airlines, ground handlers, aviation contractors and contact centres.

The Australian Services Union are the experts at negotiating agreements for airlines staff. The ASU has negotiated agreements for members at Jetstar, Emirates, Singapore Airlines, Menzies Aviation, Air New Zealand, Malaysia Airlines, Qantas, Qantaslink, Dnata and a host of other airlines and around 65% of our members in Airlines are women.

Got any questions

If you need to discuss matters further, please don't hesitate to reach out to your team at the union office or your union delegates.

Your Local ASU Organisers:

State	Name	Contact Number
NSW	Thomas Russell	0419 761 320
VIC	Imogen Sturni	0433 339 656
QLD	Billy Colless	0419 736 886
SA/NT	Scott McFarlane	0426 291 572

Your ASU workplace representatives:

State	Name
NSW	Lorry Parissakis
NSW	Tara Stewart
NSW	Karen Oviedo
VIC	Sarah Hogan
VIC	Shannon Chirgwin
QLD	Josh Brady
QLD	Emma Golder

ASU career launchpad



ON DEMAND TRAINING COURSES

Are you dealing with difficult people this Christmas?

The holiday period can be stressful, particularly for ASU members who have to deal with difficult people and aggressive customers in their daily work.

Customer aggression is never ok. Your ASU Career Launchpad now has two videos available on demand to help you get through the Christmas period.



Dealing with Difficult Customers or Customer Aggression

This session covers managing difficult customer interactions, understanding the triggers of difficult behaviour and tactics and strategies to de-escalate and problem solve

Working with Difficult People

This session covers the differences and preferences individuals have in their communication and working styles and how to work with these differences more effectively within the workplace.

Catch up on these webinars whenever and wherever you want. All courses are **completely free and exclusive for ASU members.**

Register today

Register for sessions & access on-demand courses through your member portal:

asucareerlaunchpad.tln.org.au

if you have issues accessing your member portal please contact your branch

What is the ASU Career Launchpad?

The ASU Career Launchpad is your **exclusive member only** professional development program designed to help you take the next step in your career and support you throughout your working life. We have courses that are live and interactive with presenters who are experts in their field, as well as online video workshops available on-demand that you can undertake at your own pace.



A•S•U
Australian Services Union