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Thursday 30th April 2020

WITHOUT PREJUDICE

Sonia Millen
Executive manager, Industrial Relations
Qantas Airways Limited
QCA3, 10 Bourke Road
Email: sonia.millen@qantas.com.au

Dear Sonia

Re Payroll issues at Qantas

We write on behalf of our members employed by the Qantas. Qantas's implementation of the JobKeeper Scheme has caused a wide-ranging number of problems for our members. Our members have raised these issues with the company individually, but the issues have not been resolved. ASU members want Qantas to pay its employees properly, and uniformly. We also ask that Qantas make future payments to employees on time.

The following is a non-exhaustive list of issues:

- Employees have received very limited advice about how pay will be processed under the JobKeeper scheme. Consequently, they have been unable to plan or make arrangements for their finances. Can you provide us with a copy of any policy or procedure for the implementation of the JobKeeper scheme?
- The JobKeeper 'pre-payment' was made on 17 April 2020. This amount appears to be treated by Qantas as an advance payment, and an equivalent amount has been deducted from later pays.
- Employees have not received the back-pay to 30 March 2020 to which they may be entitled under the scheme. Further, no employee has received any advice about the amount of backpay they will receive.
- JobKeeper fortnights do not align with Qantas pay cycles. Some employees are receiving JobKeeper payments out of their normal pay cycle. Where JobKeeper payments made out of cycle have been deducted from normal pays, some employees receive no income on their normal pay days. We ask that JobKeeper payments be made within the normal pay cycle.
- Penalty rates earned on the Easter Long Weekend were offset against the \$1500 minimum payment guarantee for a later fortnight. This is in contravention of the minimum payment guarantee (see our letter of 24 April 2020).

- Other amounts (i.e. payroll error corrections) have been offset against the minimum payment guarantee for later pay periods. This is also in contravention of the minimum payment guarantee.
- JobKeeper prepayments have not been made to employees who are on leave without pay.
- Some, but not all employees, who were stood down over the Easter long weekend public holidays appear to have received public holiday pay.
- Other employees, who took paid annual leave over the Easter long weekend, have had paid annual leave deducted from their accruals for public holidays in contravention of the enterprise agreement. We ask that those employees have their annual leave re-credited.
- Payslips are not showing any increase to annual leave accruals since stand downs started.
- Some employees have not been issued payslips.
- Salary sacrifices are continuing to be deducted. This is contrary to the answer to Q23 of the FAQ issued on 17 April 2020.
- Long Service Leave has been cancelled at without notice.
- Employees have received apparently payments of apparently random amounts without explanation.

We ask for urgent clarification of Qantas' position on each of the issues listed above. Please respond in writing to our letter by C.O.B Friday, 1 May 2020.

It would also assist our members if Qantas were to update the JobKeeper Q&As document, so that it fully explains payroll process during the JobKeeper Scheme.

The ASU has previously requested a meeting with Qantas to discuss the implementation of the scheme and any payroll issues that may arise. Given the number of problems that have arisen, we believe that urgent discussions are necessary. These discussions must include senior managers and representatives from the payroll department.

Yours faithfully



Linda White
ASSISTANT NATIONAL SECRETARY

Cc Simon Brown
ASU Qantas Organisers.