

HIB Number: 000910
Date/Time Transmitted: 10/29/2011 05:24 PM
Subject: GROUNDING OF QANTAS FLEET
Comment:
Action Area: COO-DSG

LIMITED DISTRIBUTION - NOT TO BE FORWARDED

SENSITIVITY: Media reporting is widespread.

KEY ISSUES:

- Qantas today grounded its entire domestic and international fleets indefinitely and announced a lockout of engineers, pilots and other employees beginning on Monday night.
- FAIR Work Australia will hold a hearing in a bid to resolve the QANTAS dispute at 10pm tonight in Melbourne.
- Defence's Travel Management Company, QBT, has initiated its Business Continuity Plan.
- Defence personnel affected by the QANTAS decision and travelling on Defence business should contact QBT on 13 11 57. International travellers should use +61 13 11 57 or alternately +61 3 9658 5602.
- Defence personnel should be advised that patience will be required due to the widespread nature of the action by QANTAS and the heavy load that will be going through the QBT call centre.
- QBT will be bolstering its call centres to additional capacity as early as possible.
- Defence personnel with live bookings will receive SMS texts with updates from the QBT Connect System.
- To reduce the load through the QBT call centre Defence personnel can check their bookings via web link

<http://www.qantas.com.au/travel/airlines/flight-status/global/en>.

- Defence personnel are strongly encouraged to periodically review media to inform themselves on 'breaking news' relating to the grounding of the QANTAS fleet.
- Defence personnel travelling on personal business should contact the QANTAS call centre on 13 13 13.

Contact Officer: Mark Sweeney W:
Authorised by: Mark Sweeney W:

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TALKING POINTS

Talking points to follow.

Contingency TPs not cleared by Defence PR.

- **Defence is affected by this matter just as other Government agencies, and the Australian public are.**
- **Defence's travel contract is part of the Whole of Australian Government travel contract.**
- **Queries relating to the Whole of Australian Government travel contract should be referred to the Department of Finance and Deregulation.**