



A•S•U

# ASU in Airlines

Australian Services Union Central and Southern Queensland Branch

AUSTRALIAN SERVICES UNION • NATIONAL AIRLINES

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3 September 2009

## Air Rage - Staff Safety Over the Sept/Oct Period

**The ASU is concerned for members' safety over the upcoming holiday period. Why? Continual problems with air rage as a result of understaffing at check-in counters and bad behaviour from some members of the public have an adverse impact on the safety, performance and well-being of Airport Staff.**

Your union has written to Airport Management previously, advising them of the significant concerns ASU members have about Air Rage at Australia's airports and raising their awareness of the need for higher staffing levels over the holiday period to help alleviate the stresses on customers and staff during this busy time.

### What Should I Do in a Potentially Dangerous Situation?

- 1) Follow Management's published policy, but ensure that your personal safety and that of customers is the foremost priority.**
- 2) Report serious incidents which involve physical abuse or threatening behaviour to the Australian Federal Police (AFP).**
- 3) Fill out an ASU Incident Report and return it to our office for further follow-up.**

To help you manage any potential air rage situations we have included Qantas Management policy, Australian Federal Police (AFP) contact information and provided an ASU Incident Reporting form on the reverse side of this bulletin.

### Qantas Policy

**What is a "disruptive", "unruly" or "violent" incident?**

- A "disruptive" incident involves behaviour that interferes with the comfort of fellow customers or the duties of other staff, eg. boisterous and/or intoxicated customers.
- An "unruly" incident involves behaviour directed towards another person that is offensive, menacing or reckless, eg. verbal abuse or the use of offensive language.
- A "violent" incident involves physical assault or the threat of physical assault.

**What is the procedure when an incident like this occurs?**

The proper procedure for the reporting of such incidents is set out below:

- 1) If you are involved in or witness an incident in which a customer behaves in a disruptive, unruly or violent manner you should immediately make a verbal report to your immediate manager or supervisor.
- 2) Your manager or supervisor will then make a verbal or written report of the incident to the most senior manager on duty.
- 3) The senior manager will then submit a written report of the incident to Qantas Group Security.
- 4) Group Security will review the report and investigate the incident.
- 5) The incident will be reported to the relevant law enforcement agency if the parties consider that it is appropriate for the incident to be reported.
- 6) At the conclusion of any investigation into an incident, the head of Group Security in conjunction with other relevant staff, will consider whether sanctions are appropriate and impose any sanctions against the customer.

### AFP Contact Details - Tel: 131 237

Call 131 237 if you need immediate help or need to report an incident.

**All  
Stand  
United**

Authorised by Julie Bignell  
Branch Secretary  
Australian Services Union  
Central and Southern  
Queensland Branch  
29 Amelia Street,  
Fortitude Valley, Qld. 4006  
Email: [info@qld.asu.net.au](mailto:info@qld.asu.net.au)  
Tel: 07 3252 8666

[www.qld.asu.net.au](http://www.qld.asu.net.au)



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# ASU Incident Report

To file an independent Air Rage Incident Report please complete the section below:

Member's Name: .....

Member's Number: .....

Address: .....

.....

Telephone Contacts -

Home: ..... Work: ..... Mobile: .....

Preferred Email Address: .....

Employer: ..... Employee Number: .....

Work Email Address: .....

Incident Date: ..... Time: .....

Incident Location: .....

Type of Incident:  Disruptive Behaviour  Unruly Behaviour  
 Violent Behaviour  Other

Incident Description: .....

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Employer Response: .....

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Names of any other people involved: .....

.....

Were the AFP or other security providers contacted?  Yes  No

Name of security provider: .....

**Please Fax Back to 07 3252 1208 - Attn: Lisa Marshall or Jenny Sleba**

*The Australian Services Union (Clerical and Administrative Branch) represents workers in the clerical, administrative and call centre industries across both the public and private sectors through-out central and southern Queensland.*