



## FAQ ON DNATA



**dnata delegates have made the unanimous decision to endorse protected industrial action for 24 hours from 6:00am (local time) Wednesday 11 December 2024 to 6am (local time) Thursday 12 December 2024.**

This is not a decision anyone takes lightly, but dnata's refusal to deal with crucial outstanding EA claims even after months of bargaining has led us here.

This will be the first time many of you have taken protected industrial action. Here is some information to help you prepare.

### **Q. Why have delegates endorsed action?**

**A.** After 9 months of negotiations, dnata refuses to commit to clauses guaranteeing job security and improving your terms and conditions. Your claims for fair wages and superannuation are still not met. Instructions from members to the negotiating committee have been clear:

- Members' **job security** must be protected into the future
- Any agreement must deliver **fair increases** for 2024 and 2025
- Any agreement must **increase superannuation** contributions to 1% above the super guarantee charge

**These issues are still unmet or outstanding:**

- ✗ Fair and reasonable pay and allowance increases**
- ✗ Superannuation improvement**
- ✗ Future of aviation** – commitment to Safe & Secure Skies Commission/Western Sydney Airport
- ✗ Payroll errors/rectification** to recognise pressures caused by payroll errors
- ✗ Overtime and public holiday penalty for loaded rate workers**
- ✗ Shift penalty for early morning work for base plus penalties workers**
- ✗ Classification structure and recognition**
- ✗ Part time provisions/job security** including weekly and daily hours

This action isn't about fighting for the sake of it, and the decision has been made after hundreds of hours of discussions with members at sites across the country. Members are standing up because they are done with the games and delays. **This is about dnata coming to the table and settling the agreement.**

### **Q. What does protected action mean? Can I be sacked or disciplined for taking action?**

**A.** **TWU members** who take action on Wednesday are protected from any adverse action from the company, with legal notice provided as is required by law. **As such, you cannot be terminated or disciplined in any way by the company for taking protected action.** If this is threatened the company is acting illegally - please advise your delegate. You will not be paid for the period of the protected action.

In response to industrial action, dnata may consider locking staff out. This would be a huge overreaction and it is difficult to see how dnata could continue with majority of its operation not working. It's a common threat used by management, but very rarely followed through on.

## Q. When does the action start?

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A. The action starts at 6:00am in your time zone across Australia. The work stoppage is for 24 hours from 6:00am Wednesday to 6:00am Thursday.

## Q. What if I am working on Wednesday or Thursday night?

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A. If you are working on Wednesday night and participating in the protected action, you will stop work at 6:00am Wednesday. Likewise if you are rostered to work on Thursday night and are participating in the work stoppage, you will only start work after 6:00am on Thursday.

## Q. What will striking members do on Wednesday?

A. Each site will look a little bit different on Thursday. Delegates and organisers will talk through your site-specific activities over the next few days.

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**Wherever you are in Australia and regardless of whether your site has 600 hundred members or 4, you will all be in this fight together.**

## Q. How will the company respond? Do I have to tell my manager I'm taking protected action?

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A. We hope the company will come to the bargaining table and deal with these outstanding claims. Your strong support of the PAB has forced the company to agree to a bargaining meeting on Friday.

As we get closer to the action and the pressure builds on dnata we may see them lash out more with:

- Communications designed to confuse but never answer the real claims
- Allegations about the union's conduct
- Propaganda about union leadership
- Restricted or denied access to union officials and delegates
- 1:1 meetings with delegates and members, and group meetings outside of formal negotiations
- If members go ahead with action, dnata will likely ask workers to complete forms on whether you will take action. **You do not have to complete any such form ahead of action and if you are asked to, contact your delegate and organiser right away.**
- Management may try and pit sites and states against one another saying one is wanting to settle or that they somehow disagree.

**It's important to know that you do not have to advise your manager if you are striking.** This is a common tactic used to try and intimidate workers. Notice of industrial action is given on behalf of all union members in accordance with the law, and the TWU has given that notice on your behalf.

You have overcome these tactics all negotiations as seen by the amazing PAB results and will continue to. It is clear that dnata workers are strong and united and disciplined and most importantly clear that the end result is to settle on a fair agreement, not play games.

## Q. What if I'm not a member but I want to take protected action?

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A. It is not too late to join. Join before Wednesday and you will be part of the protected fight and join dnata members standing together across the country.

**YOU MUST BE A MEMBER  
TO TAKE ACTION**

If you're not a member, [click here to join now](#) or scan the QR code.



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