

File/Our Ref: Industry PS&A SC:te
Your Ref:

Thursday, 14 May 2026

Paul Woosnam
General Manager, Airport Experience
Virgin Australia
P.O. Box 1034
Spring Hill QLD 4004



By your side

By email only: Paul.Woosnam@virginaustralia.com

Dear Paul,

Re: Digital Check-in Upgrades – Job Security Assurances

The ASU writes regarding today's announced digital check-in and airport automation upgrades, including expanded app functionality and automated bag drop processes.

While we acknowledge the investment in customer experience, these changes raise immediate concerns about workforce impacts for our members working in airport and customer service roles and require consultation with the ASU and our members consistent with our Enterprise Agreement.

More concerning, we have been notified via media reports that Virgin's plans will make for a 'more mobile' Guest Services Agent role. Any plans for changes to our members' work should only be implemented after meaningful consultation with our members to mitigate any adverse impacts on employees.

We seek urgent confirmation of the following:

- **No job cuts** as a result of these changes, including redundancies or reductions in hours;
- **No outsourcing or displacement** of work currently performed by ASU members;
- **Genuine consultation** with the ASU and affected employees prior to implementation,
- **Redeployment and training** opportunities for any employees impacted by changes to roles;
- **Maintenance of adequate staffing levels** to ensure safe, accessible, and high-quality customer service.

Given the scale of the rollout, these assurances are essential.

We seek an urgent response to our requests for clarification from Virgin Australia and propose to discuss this matter further at our next bargaining meeting scheduled on 28 May 2026 if not sooner.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Scott Cowen", is written over a light blue horizontal line.

Scott Cowen
ASSISTANT NATIONAL SECRETARY

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