

Senate Submission into Pilot Training and Airline Safety

I have recently been made aware of the stress that Cabin Managers have been put under due to the rostering practises of Jetstar.

The Cabin Manager's role is to be in charge of the safety of the cabin section of the aircraft and to supervise passengers and the duties of other cabin crew. On board the aircraft they report to the Pilot-In-Command.

Cabin Managers have told me of being rostered for 6 consecutive days of usually 10hours duty followed by a single day off then rostered for another 5 days. The duties they are rostered for often consist of a series of early morning starts followed by late starts and back of clock operations which usually results in elevated levels of fatigue. Cabin Managers have told me that on occasions they have felt momentarily disorientated in the cabin and have forgotten how to disarm an aircraft door. These moments do not last but are concerning to the crew members. Cabin Managers also say that if they take sick leave then they are questioned by their manager.

Each crew member is responsible for their own assessment as to whether they are fit for duty particularly at the start of a duty. It is not possible to assess one's level of fatigue in 9 hours time and the pressure to complete a duty already commenced is subtle but omnipresent.

The Cabin Managers who are providing this anecdotal evidence are experienced cabin crew who are professional and dedicated. It is concerning to me as a Captain that an important member of the crew is operating under this type of stress.

The working environment that the cabin crew are working under is best described on page 17 of submission no 6 Additional Information 1.