

QF:089/2008

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## ❖ NOTICE ❖

**TO: QANTAS LAMES**  
**RE: CORDLESS HEADSET TRIAL**

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The ALAEA have been in consultation with Qantas regarding the introduction of cordless headsets in Line Maintenance sections for over 12 months. In the most recent discussion the ALAEA agreed for a trial of the headsets to be conducted at Sydney International Terminal only. The purpose of the trial was to identify any issues with the units and to assist in the development of safe procedures for continued cordless headset operation.

Since the trial commenced a number of problems have been logged and many of them are re-occurring. The problems include units dying without adequate warning, loud noises in the earpieces, inability to transmit and in one case a headset dropping out of communication when the engineer was requesting aircraft brakes to be set.

It was with disappointment that the ALAEA were recently informed that Qantas have, on their own initiative, commenced rollout and implementation of cordless headset use in other Australian ports without advising or consulting with the ALAEA. Similar problems to the ones listed above have now been experienced in other locations. Our approval to commence a trial at Sydney International Terminal was not a green light for blanket implementation country-wide. A trial is a trial and nothing more.

Members not involved in the trial of cordless headsets at Sydney International Terminal should not use these units until the ALAEA notifies members that we are satisfied that the units have been tested, are safe, appropriate training has occurred and procedures developed to allow continued safe use.

**STEVE PURVINAS**  
Federal Secretary

"To undertake supervise and certify for the safety of all who fly."