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* Price stated is for the least expensive itinerary. Total price for other itineraries may be higher taxes. Restrictions on baggage and additional baggage and additional baggage fees may applicable fees, including, but not limited to, service fees and
fees on refundability, date changes, and no-shows. Prices may change at any time and are not guaranteed until payment is made. There may be other travel dates are flexible, use "Flexible with dates" to find the best airfare. Before booking any fare, please check the rules for
that fare for applicable travel dates and for restrictions and any applicable fees, including, but not limited to, service fees and fees on refundability, date changes, and no-shows. ^ You must be a member of the Qantas Frequent Flyer program to earn and redeem Qantas Points. Join online now. A joining fee may apply. Membership and Qantas Points
are subject to the Qantas Frequent Flyer program terms and conditions. Disclaimer: ~ This offer is for a 20% bonus of Qantas Frequent Flyer. This offer will run from 9am (EDT) 1 May 2025 until 11.59pm (EDT) on 31 May 2025. Transfer service to Qantas Frequent Flyer is provided by a third-party
administrator. By requesting the transfer of miles to Qantas Frequent Flyer, you are authorizing Capital One to send certain information to the Qantas Frequent Flyer program and the third-party administrator, including your name, the name of the receiving program (Qantas Frequent Flyer), your Qantas account number, and the amount of miles to
transfer. You must be a member of the Qantas Frequent Flyer program to earn and use Qantas Frequent Flyer accounts. A joining fee may apply. Membership and points are subject to the Qantas Frequent Flyer program Terms and Conditions. The eligible account holder's name must be identical for both the Capital One and Qantas Frequent Flyer accounts. Mismatched details may cause transfer failures or delays. Qantas Points may only be transferred into the individual Qantas Frequent Flyer account of the Qantas Frequent Flyer program Terms and Conditions and cannot be reversed and transferred back to
your Capital One account. A minimum transfer amount of 1,000 miles is required per transfer. Capital One Reward miles will be deducted from your account immediately. Qantas Frequent Flyer account. In some instances, additional
verification may be required and may delay crediting your Qantas Frequent Flyer account for up to 15 days. All transfers are final. You must have an eligible Capital One miles card to transfer miles, and your account must be in good standing. Your card Reward Terms apply, please refer to your Reward Terms for details. The miles transfer rate and availability may vary and are subject to change. DiagramCodeBase TypeContourDimension (LxWxH, cm)Usable Dimensions (LxWxH, cm)Usable
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 limitation . No warranties are given. The license may not give you all of the permissions necessary for your intended use. For example, other rights such as publicity, privacy, or moral rights may limit how you use the material. We would like to acknowledge the Traditional Custodians of the local lands and waterways on which we live, work and fly. We
 pay our respects to Elders past and present. Spirit is everything to us, and joining the Qantas team means bringing your spirit to ours. We have over 26,000 exceptional employees, and every year we fly millions of customers around Australia and the world - together. If you hop on board with the team, you'll experience a workplace where
creativity, diversity and innovation are encouraged. We aim to give every member of the Qantas Group the support to follow their dreams, face new challenges, and let their future take flight. Ultimately, people are our priority - those who work for us and those who travel with us. Member of the oneworld Alliance. Please read the Qantas LinkedIn
 House Rules at 571,927 followers 1d Today marks the start of National Reconciliation Week, with 2025 focusing on 'Bridging Now to Next'. #NRW2025 is a time for all Australians to learn about First Nations' shared histories, cultures and achievements, and to explore how each of us can contribute to achieving reconciliation in Australia. We are
 continually proud to showcase our amazing First Nations artists to not just Australia but also the world as part of our Qantas Flying Art Series. Australia's history of reconciliation is not a linear one, and showcasing these incredible artists and artworks keeps that ongoing connection between past, present and future. The aircraft seen here, our Airbussa Flying Art Series.
A220 'Minyma Kutjara Tjukurpa', adopts the artwork of senior Pitjantjatjara artist Maringka Baker from the remote community of Kanpi in far north-west South Australia. Maringka began painting to tell her ancestral stories relating to travel, women's ceremonial business, family connections and traditional lands. Her painting was translated on an
A220 by Balarinji - the first QantasLink aircraft to feature in our Flying Art Series. : James D. Morgan/Getty Images Artwork: Maringka Baker, Minyma Kutjara Tjukurpa, 2018 © Maringka Baker, Minyma Minyma Maringka Baker, Minyma Miny
Volunteer Week, and we're proud to support our partners at Australian Red Cross to recruit and train new volunteers. Whether it's helping in emergencies or supporting local communities, becoming an Australian Red Cross volunteer can change lives. 571,927 followers 1w Today is #WorldBeeDay, and we have a fun fact for you... Did you know all
the honey we use in our First Lounges comes from our very own Qantas beehives?! In partnership with Rooftop Bees, these 500,000+ bees are helping raise awareness about the critical role bees play in supporting our local biodiversity. 571,927 followers 1w Edited Last night we held our annual eXcel Awards which recognise people right across our
business who go above and beyond for our customers and each other every day. We celebrated 91 winners was Toby who was a first responder in a medical emergency and demonstrated courage, empathy and care for our customers. His story embodies what the
Spirit of Australia means to so many of our people and how they carry that pride all over the world. Congratulations to all of this year's winners. 571,927 followers 1w Adelaide |
 seasonal service adding 30,000 seats between the two cities each year. The announcement marks one of two major milestones for South Australians, with our brand new Qantas Domestic Business Lounge opening at Adelaide Airport today. * 571,927 followers 1w What is SAF? Let us explain... Qantas, Sydney Airport and Ampol, supported by
Qantas' SAF Coalition partners, have marked the largest ever commercial importation of Sustainable Aviation Fuel (SAF) into Australia. Two million litres of unblended SAF has arrived this week, and once blended with conventional aviation fuel and tested and certified, it will be distributed into the airport supply chain and used on flights departing
from Sydney Airport over the coming weeks. 571,927 followers 2w Qantas Group has a long and proud history of championing reconciliation Week with our people leading a number of activities around our ports. With the
theme Bridging Now to Next, it allows us to reflect on our shared history, take purposeful action, and build a better future together. This week we also shared an update with our employees on our next Reconciliation
 Action Plan (RAP) as part of commitment to advancing reconciliation across both Qantas and Jetstar Airways. This includes continuing to bring First Nations art and culture to the world through our Flying Art series, increasing the diversity of our supplier base, offering internships to First Nations students and championing equitable opportunities for
 First Nations employees. Important to the development of our new RAP was that we were listening to our communities so we conducted thorough research with our incredible First Nations advisors. One of the elements of the new RAP is a commitment to continuing our onboard Acknowledgment of
Country on every flight but evolving the wording to ensure it is more impactful. This will be rolled out soon as part of a broader suite of updates to our new
RAP. 571,927 followers 2w When you let your 10-year-old daughter to do a voiceover of your workday... Wishing a Happy Mother's Day to all of the amazing mums on your special day 571,927 followers 3w "I have had the privilege of working for Qantas for over 36 years as a Flight Attendant in both long & short haul. My parents moved from the
UK when I was very young as my father, William, was working in the RAF when he received a job with Qantas in 1965 as a ground engineer. So Qantas is integral to the reason I have been fortunate enough to live in this amazing and beautiful country. Travelling the world & also around Australia has given me a great appreciation for the pressing
need for us to address the growing issues presented by climate change. When I was in my late teens I became a scuba diver, which opened up a whole new world to me, and I have ever undertaken was at our very own Great Barrier Reef
nothing compares, this natural wonder is totally awe inspiring. However, our reefs are experiencing environmental challenges, and rising water temperatures are causing heat stress to our corals which can lead to bleaching events & threatening this precious ecosystem. Recently I jumped at the opportunity to travel to Hayman Island with a group of
fellow Qantas employees to observe firsthand an example of the amazing work the Great Barrier Reef Foundation through its partnership with Qantas, is doing to help protect ocean habitats, restore coral reefs & help reefs adapt to the impacts of climate change. This is where I was truly privileged to observe one of the most incredible events I have
ever seen: coral spawning. Late at night we were out over a reef, waiting patiently looking over the side of a small boat at the dark ocean. It's a sight I will never forget. I feel proud to work for a company that is supporting the
restoration of this truly amazing ecosystem to help preserve it for future generations. After all, we need to do whatever is in our power, both as corporations & individuals, to drive a more sustainable future." - Linda, Qantas Cabin Crew Market data is provided and copyrighted by Thomson Reuters and Morningstar. Click for restrictions. Index data is provided and copyrighted by Thomson Reuters and Morningstar.
provided © S&P Dow Jones Indices LLC 2020. All rights reserved. With about 1 million aircraft ULDs in service representing a replacement value of over USD 1 billion, ULDs are expensive assets that require correct handling. Many people in the industry do not know that ULDs are expensive assets that require correct handling. Many people in the industry do not know that ULDs are expensive assets that require correct handling. Many people in the industry do not know that ULDs are expensive assets that require correct handling.
 Campaign aims to raise industry-wide awareness on these five central issues: ULDs are aircraft parts subject to safety every stakeholder must commit to its safety responsibility and ensure ULD training requirements are met Proper ULD handling also reduces costs and
improves efficiency IATA ULD Regulations (ULDR) is an acceptable means to facilitate industry compliance This campaign initiates and supports an industry costs and more secure transportation of ULDs. Campaign Resources Become a ULD champion and
campaign ambassador by sharing IATA materials through your chosen communication channels to help raise awareness on the safety of ULDs. These materials, and your other publications. You can download the full artwork package (pdf). These posters
include critical messages for ULD operational staff and senior management and are free to share. For customized visuals (i.e., including your company logo or translated into your local language), please contact us. Improving ULD Management Every year, the total cost of both repair and loss of ULDs is estimated at USD 330 million, excluding the
costs associated with aircraft damages, flight delays, and cancelations due to ULD operations. However, ULD training requirements, operating standards, and procedures, as well as handling best practices, vary enormously across the industry, ranging from excellent to non-existent. Making sure the right ULD is available in the right place at the right
time in the right conditions is critical for airline operations, and maintenance of ULDs. Besides, it promotes global recognition, adoption of, and adherence to those standards and procedures.
IATA ULD Regulations (ULDR) The IATA ULD Regulations (ULDR) covers both technical and operational standards and regulatory requirements as well as the carrier's requirements applicable to overall ULD operations. The ULDR provides: Common regulatory requirements from ICAO and national CAAs, as well as aircraft Weight & Balance Manual
are applicable to ULD Minimum standard specifications for designing, testing, performance, and manufacturing ULDs that conform to IATA, ISO, SAE, and other national and international standards Essential and detailed guidelines for all aspects of ULD operations such as serviceability check, build-up/break-down, transport, transfer, and storage
Training requirements and standards Supporting material for airlines creating operations manuals containing ULD-related content ULD Board (ULDB) develops standards and procedures concerning the technical and operations, handling, restraint, and maintenance of Unit Load Devices (ULDs), and promotes the
 worldwide recognition, adoption of, and adherence to those standards and procedures of ULD Development of standards and procedures and procedures relating to all aspects of ULD operations Development of procedures and requirements for new
ULD Contour Code application and allocation Development of standards for the application of automatic identification technology to ULDs in conjunction with other CSC boards, external organizations such as the International Organization for Standardization (ISO),
the Society of Automobile Engineers (SAE), and Airports Council International (ACI), as well as relevant government authorities, to ensure alignment and promotion of the IATA ULD Regulations (ULDR) Development of requirements for documentation/ messaging
for ULD operations Development of standard training requirements to facilitate safety compliance Development and promotion of industry-wide liaison with aircraft manufacturers and manufacturers of ULD and accessories, Ground Support Equipment (GSE), Cargo
Loading Systems (CLS), cargo terminal and warehouse facilities, etc. in order to ensure safe, compliant and efficient ULD area of Involvement. The ULDB meeting is open to any CSC Members provided the observer
request is received and approved prior to the meeting. ULDB consists of up to 12 members appointed by CSC, each being an expert in the ULD for a period of four years. ULDB face-to-face meetings are normally held twice a year in conjunction with SAE AGE-2 Air Cargo Committee
meeting, ISO TC20/SC9 plenary meeting, or other meeting/event with similar topics and attendees. ULD Technical Advisory Group (ULDTAG)ULD Operational Advisory Group (ULDTAG)U
the relevance of the ULDR. The ULDB meeting is open to the following parties as observers: Relevant civil aviation Administration). SAE AGE-2 members when ULDB is held in conjunction ISO TC 20/ SC9 members
 when ULDB is held in conjunction IATA Strategic Partnership Program (SPP) members (ULD Area of Involvement) IATA Ground Handling Council (IGHC) members FIATA (International Federation of Freight Forwarders Associations) members FIATA (International Federation of Freight Forwarders Association of Freight Forwa
(IATA Operational Safety Audit), ISAGO (IATA Safety Audit for Ground Operations), ICHM (IATA Cargo Handling Manual), AHM/ IGOM (Airport Handling Manual), AHM/ IGOM (Airport Handling Manual), and TACT (The Air Cargo Handling Manual), and TACT (The Air Cargo Tariff and Rules).
through visual storytelling? Our experts explain how.Learn MoreThe Motorsport Images Collections captures events from 1895 to today's most recent coverage. Discover The Collection through visual storytelling? Our experts explain how.Learn MoreThe Motorsport Images Collections captures events from 1895 to today's most recent coverage. Discover The Collection through visual storytelling? Our experts explain how.Learn MoreThe Motorsport Images Collection through visual storytelling? Our experts explain how.Learn MoreThe Motorsport Images Collection through visual storytelling? Our experts explain how.Learn MoreThe Motorsport Images Collection through visual storytelling? Our experts explain how.Learn MoreThe Motorsport Images Collection through visual storytelling? Our experts explain how.Learn MoreThe Motorsport Images Collection through visual storytelling? Our experts explain how.Learn MoreThe Motorsport Images Collection through visual storytelling? Our experts explain how.Learn MoreThe Motorsport Images Collection through visual storytelling? Our experts explain how.Learn MoreThe Motorsport Images Collection through visual storytelling? Our experts explain how.Learn MoreThe Motorsport Images Collection through visual storytelling? Our experts explain how.Learn MoreThe Motorsport Images Collection through visual storytelling in the storytellin
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storytelling? Our experts explain how.Learn MoreThe Motorsport Images Collections captures events from 1895 to today's most recent coverage. Discover The Collection Curated, compelling, and worth your time. Explore our latest gallery of Editors' Picks. Browse Editors' Favorites Flag carrier of Australia This article is about the Australian airline.
For other uses, see Qantas (disambiguation). Qantas A Qantas Boeing 787-9 Dreamliner IATA ICAO Call sign QF QFA QANTAS Founded16 November 1922; 102 years ago (1922-11-02)[1]AOC #CASA.AOC.0001[2]HubsBrisbane[3][4]Melbourne[5]
[4]Perth[6][4]Sydney[7][4]Focus citiesAdelaide[8]Cairns[8]Canberra[8]Darwin[8]Hobart[8]Frequent FlyerAllianceOneworldSubsidiariesQantas Frequent FlyerAllianceOneworldSubsidiariesQantas
 MoneyQantas InsuranceQantas Wellbeing Fleet size125[11]Destinations104[12]Parent companyQantas Airways LimitedTraded asASX: QANS&P/ASX 200 component Majority Australian-owned under Australian-owned under Australian Government legislation[a] HeadquartersMascot, New South Wales, Australia[14]Key peopleJohn Mullen[15](Chairman)Vanessa Hudson
 (CEO)FoundersHudson FyshPaul McGinnessFergus McMasterRevenue A$21.93 billion (FY23-24)Cotal assets A$20.5 billion (FY23-24)Total assets A$20.5 billion (FY23-24)Total assets A$20.5 billion (FY23-24)Total equity A$294 million (FY23-24)Cotal assets A$20.5 billion (FY23-24)Total equity A$294 million (FY23-24)Cotal assets A$20.5 billion (FY23-24)Total equity A$294 million (FY23-24)Cotal assets A$20.5 billion (FY23-24)Cotal assets A$20.5 billion (FY23-24)Cotal equity A$294 million (FY23-24)Cotal equity A$20.5 billion (FY23-24)Cot
 Australia, and the largest airline by fleet size, international flights, and international destinations in Australia and Oceania.[16][17] A founding member of the Oneworld airline alliance,[18] it is the only airline in the world that flies to all seven continents,[19] with it operating flights to Africa, Antarctica,[b] Asia, Europe, North America and South
America from its hubs in Sydney, Perth, Melbourne, and Brisbane. [21] It also flies to over 60 domestic destinations across Australia. [22] Qantas is the world's third-oldest airline by foundation date and the oldest airline by foundation date and the airline in the English-speaking world — being founded in November 1920. [23] [24] Qantas is an acronym of the airline by foundation date and the oldest airline by foundation date and the world's third-oldest airline by foundation date and the oldest airline by foundation date are oldest airline by foundation date and the oldest airline by foundation date are oldest airline by foundation date are oldest airline by foundation date are oldest airlin
Queensland and Northern Territory Aerial Services, as it originally served Queensland and the Northern Territory. It is popularly nicknamed "The Flying Kangaroo" and has the official slogan "Spirit of Australia". Qantas Group had a
60.8% share of the Australian domestic market. [25] Various subsidiary airlines operate to regional centres and on some trunk routes within Australia, as well as some short haul international flights under the QantasLink banner. Qantas owns Jetstar, a low-cost airline that operates both international services from Australia and domestic services
 within Australia and New Zealand. It holds stakes in a number of other Jetstar-branded airlines in Asia, as well as Alliance Airlines and Fiji Airways. Main article: History of Qantas The original QANTAS office in Longreach, Queensland, 1921[26] QANTAS Avro 504K Dyak, 1921 Qantas Empire Airways Short Empire flying boats at Rose Bay in Sydney
 Harbour, 1939 Qantas was founded in Winton, Queensland on 16 November 1920 by Hudson Fysh, Paul McGinness and Fergus McMaster as Queensland in 1921 and Brisbane, Queensland in 1930
[29] In 1934, QANTAS and Britain's Imperial Airways, a forerunner of British Airways, formed a new company, Qantas Empire Airways, formed a new company, Qantas Empire Airways, formed and Darwin. QEA flew internationally from May 1935, when the service from Darwin was extended to Singapore.
 Imperial Airways operated the rest of the service through to London.[31] When World War II began, enemy action and accidents destroyed half of the fleet of ten. Most of the fleet was taken over by the Australian government for war service.[32] In 1943, flying boat services resumed, with flights between the Swan River at Crawley in Perth, Western
Australia and Koggala Lake in Ceylon, now Sri Lanka. This linked up with the British Overseas Airways, service to London.[33][34] Qantas' kangaroo logo was first used on the "Kangaroo logo was fir
 journey to the UK.[34][35][36] In 1947, QEA was nationalised by the Australian government led by Labor Prime Minister Ben Chifley. QANTAS Limited was then wound up. After nationally owned Trans-Australia Airlines, leaving Qantas with a purely
 international network. Shortly after nationalisation, QEA began its first services outside the British Empire, to Tokyo.[37] Services to Hong Kong began around the same time. In 1957, a head office, Qantas House, opened in Sydney.[38] Qantas Boeing 707, Heathrow Airport, London, 1969 In June 1959, Qantas entered the jet age when the first Boeing
 707-138 was delivered.[39] On 14 September 1992, Qantas merged with nationally owned domestic airline, Australian Airlines in 1986.[40] Australian Airlines in 1986.[40] Australian Airlines in 1986.[40] Australian Airlines in 1986.[40] In 1998, Qantas co-
founded the Oneworld alliance with American Airlines, British Airways, Canadian Airlines, and Cathay Pacific, [44] with other airlines joining subsequently. With the entry of new discount airlines joining subsequently. With the entry of new discount airlines, and Cathay Pacific, [44] with other airlines, and Cathay Pacific, [45] with other ai
main domestic competitor to Qantas, Ansett Australia, collapsed in September 2001.[46] Qantas briefly revived the Australian Airlines name as a short-lived international budget airline between 2002 and 2006.[47] This subsidiary was shut down in favour of expanding Jetstar internationally, including to New Zealand. In 2004, the Qantas group
expanded into the Asian budget airline market with Jetstar Asia, in which Qantas owns a minority stake. In 2007, a similar model was used for an investment into Jetstar Pacific, headquartered in Vietnam, and Jetstar Japan, launched in 2012. In December 2006, Qantas was the subject of a failed bid from a consortium calling itself Airline Partners
 Australia. In 2008, merger talks with British Airways did not proceed to an agreement.[48] In 2011, industrial relations dispute between Qantas aircraft and a lock-out of the airline's staff for two days.[49] On 25 March 2018, a Qantas Boeing 787 flew non-stop
 between Australia and Europe, connecting the two continents by air for the first time, with the arrival in London of Flight 9 (QF9).[50] QF9 was a 17-hour, 14,498 km (9,009-mile) journey from Perth Airport in Western Australia to London Heathrow.[51][52] On 20 October 2019, Qantas Airways completed the longest commercial flight to date,
 between New York City and Sydney using a Boeing 787-9 Dreamliner in 19 hours and 20 minutes. [53] On 19 March 2020, Qantas suspended all international flights and grounded more than 150 of its aircraft from the end of March until at least 31 May 2020,
 following expanded COVID-19 pandemic government travel restrictions. [55][56] To survive the pandemic, Qantas offloaded its 30% stake in Jetstar Pacific to Vietnam Airlines, retiring the Jetstar brand in Vietnam. [59] In July 2020, Qantas retired its last Boeing
747-438ER, after almost 49 years of continuous operation of the type—the first 747-238B was introduced in August 1971. All twelve Airbus A380s were placed in storage, ten at Mojave Air & Space Port and two at Los Angeles International Airport, for a minimum of three years. [60][61] The pilots of the last Boeing 747 flight to Mojave Desert via Los
Angeles traced the shape of the iconic Qantas logo in the flight path before the jet continued on its journey. [62] In November 2020, Qantas issued a public statement expressing their intention to require passengers traveling overseas to provide proof of COVID-19 inoculation. As per the statement made by Alan Joyce, the airline's CEO, the presence of
a COVID-19 vaccine would be considered indispensable for the purpose of travel. Joyce expressed their intention to potentially modify the terms and conditions, to specify that anyone traveling internationally must have a vaccination before embarking. [63] Qantas also announced a cut of 2,000 jobs to limit its financial losses. [64] In August 2021,
Qantas required all of its 22,000 employees to be fully vaccinated against the virus. [65] In May 2022, Qantas ordered twelve A350-1000 aircraft from Airbus, to be used in non-stop flights from Sydney to London in late 2025. [66] [67] [68] In the same month, Qantas agreed terms to purchase Alliance Airlines. In April 2023, the Australian Competition &
Consumer Commission (ACCC) opposed the takeover.[69][70] By April 2024 Qantas had returned ten of its original twelve A380s to service, with all serviceable aircraft having undergone major refurbishment work to enhance the onboard soft furnishings.[71] In August 2022, Qantas Airways announced plans to compete in June 2023 with Air New
Zealand on the non-stop Auckland-New York route. Qantas flights would originate in Sydney, before flying in 2025 on a non-stop Sydney-New York route, as part of Project Sunrise. Qantas flights would originate in Sydney, before flying in 2025 on a non-stop Sydney-New York route.
2023, Qantas announced soaring profits of A$1.7bn for the second half of 2022, after experiencing losses due to COVID.[73] In a development described by ABC News as a "mammoth protest vote", on 3 November 2023 nearly 83% of Qantas shareholders voted against the airline's remuneration report.[74] Qantas Boeing 747SP (VH-EAB) at Adelaide
Airport, 1986 Main article: List of Qantas destinations Qantas operates regular services from Australian Capital Territory, Northern Territory and the external territory of Norfolk Island. [22] In
 addition, Qantas also operates 'flightseeing' charters to Antarctica from Sydney, Melbourne, Brisbane and Perth, and formerly from Adelaide, Canberra, and Hobart, [75] in partnership with Melbourne and Perth, and formerly from Adelaide, Canberra, and Hobart, [75] in partnership with Melbourne and Perth, and formerly from Adelaide, Canberra, and Hobart, [75] in partnership with Melbourne and Perth, and formerly from Adelaide, Canberra, and Hobart, [75] in partnership with Melbourne and Perth, and formerly from Adelaide, Canberra, and Hobart, [75] in partnership with Melbourne and Perth, and formerly from Adelaide, Canberra, and Hobart, [75] in partnership with Melbourne and Perth, and formerly from Adelaide, Canberra, and Hobart, [75] in partnership with Melbourne and Perth, and formerly from Adelaide, Canberra, and Hobart, [75] in partnership with Melbourne and Perth, and formerly from Adelaide, Canberra, and Hobart, [75] in partnership with Melbourne and Perth, and formerly from Adelaide, Canberra, and Hobart, [75] in partnership with Melbourne and Perth, and France and Perth, and P
 crash of Air New Zealand Flight 901 on Mount Erebus in 1979. Oantas restarted the flights in 1994. [77] Although these flights do not touch down, they require specific polar operations and crew training due to factors like sector whiteout, which contributed to the 1979 Air New Zealand disaster. As of 2024, Oantas operates the following fifth-freedom
services between the following cities: Singapore and London-Heathrow (part of flights QF1 and QF2 from/to Sydney)[21] Auckland and New York-JFK (part of flights QF3 and QF4 from/to Sydney)[21] This is the fifth-longest scheduled flight in the world. Qantas uses Perth as a transit point for its European services between Sydney and Paris (QF33) and QF4 from/to Sydney)[21] This is the fifth-longest scheduled flight in the world. Qantas uses Perth as a transit point for its European services between Sydney and Paris (QF33) and QF4 from/to Sydney)[21] This is the fifth-longest scheduled flight in the world. Qantas uses Perth as a transit point for its European services between Sydney and Paris (QF33) and QF4 from/to Sydney)[21] This is the fifth-longest scheduled flight in the world. Qantas uses Perth as a transit point for its European services between Sydney and Paris (QF33) and QF4 from/to Sydney)[21] This is the fifth-longest scheduled flight in the world. Qantas uses Perth as a transit point for its European services between Sydney and Paris (QF33) and QF4 from/to Sydney (QF33) and QF4 from/to Sydne
and QF34), as well as for a seasonal service between Sydney and Rome (QF5 and QF6).[21] These flights being domestic passengers intending
to fly solely between Sydney and Perth. Qantas issues domestic passengers on these flights with an orange 'D' sticker that allows them to bypass customs and immigration, [78] and passports are not necessary for these passengers. [78] As of October 2024[update], Qantas had codeshare agreements with the following airlines: [79] Air France [80][81]
Air Tahiti Nui Aircalin Airlink[82] Airnorth Alaska Airlines (Joint Venture Partner)[83] Bangkok Airways British Airways British Airways British Airways British Airways Finnair IndiGo[89] Japan Airlines Jetstar Jetstar Asia Jetstar
 Japan KLM[90] LATAM Chile Oman Air[91] Skytrans (begins 26 February 2026)[92] SriLankan Airlines WestJet Main article: Qantas fleet As of November 2024[update], the Qantas Link-branded airlines and eight by Express Freighters
Australia (on behalf of Qantas Freight).[93][94][95] The group also has over 150 narrow-body and 36 wide-body aircraft firm orders as of August 2024[update], across the Airbus A320neo, Airbus A320neo, Airbus A321neo, Airbus A321neo, Airbus A320neo, Airbu
amongst Qantas, QantasLink and Jetstar.[96] A Qantas first-class suite on the Airbus A380 First class is available exclusively on the Airbus A380.[97][98] It offers 14 individual suites in a 1-1-1 layout.[99] The seats face forward for takeoff, but can rotate to the side for sleeping and dining with 83.5in seat pitch (extending to a 212 cm fully flat bed) and
a width of 74 cm (29 in). Each suite contains a 43 cm (17 in) widescreen monitor. In addition to AC power outlets, USB ports are also offered. Passengers are also offered as well. Updated versions of this seat
were fitted to the airline's refurbished Airbus A380 aircraft from late 2019. The seat features refreshed cushioning and larger entertainment screens compared to the older version.[100] Qantas Business Suite on all Boeing 787, Airbus A330, and selected
Airbus A380 aircraft. These seats are lie-flat and are in a 1-2-1 configuration.[101] The Business Suite was introduced on the A330 in October 2014, and includes a Panasonic touchscreen eX3 system. By the end of 2016, the business Suite was introduced on the A330 fleet were refitted. Airbus A330 Business Suites are available on Asian routes
transcontinental routes across Australia and selected routes to New Zealand. [102] Updated versions of this seat were fitted to the airline's new Boeing 787 Premium Economy class is offered on all Airbus A380 and Boeing 787-9 aircraft. On the Airbus A380, the seat pitch
ranges from 97 to 107 cm (38 to 42 in), with a width of 50 cm (19+1/2 in). On the Boeing 787, it is configured in a 2-3-2 seating arrangement, whereas it is in a 2-3-2 seating arrangement at the rear of the upper deck on the A380. The total number of seats depends on the aircraft type, as A380s have 35-60 seats, (depending on the configuration)[104]
and 787s have 28 seats. In 2019, Qantas began retrofitting its Airbus A380 aircraft with new Premium Economy seats compared to the previous configuration.[105] Qantas international economy cabin on the Airbus A380 International Economy class is available on
all Qantas mainline passenger aircraft. Seat pitch is usually 79 cm (31 in) and seat width ranges from 43 to 44 cm (17 to 17+1/2 in). Layouts are 3-3 on the A330, and 3-3-3 on the B787-9. On the A380, the layout is 3-4-3 and there are four self-service snack bars located in between cabins.[106][107] In 2019, Qantas began retrofitting
its Airbus A380 aircraft with new Economy seats containing new seat cushions and improved inflight entertainment, as offered on Airbus A330 and Boeing 787 aircraft will have fewer economy seats compared to the previous configuration due to an increase in the number of premium seats.[105] Qantas' current in-flight
entertainment (IFE) system in Premium Economy All Qantas mainline aircraft contain some form of video and audio entertainment (IFE) systems installed on its aircraft between 2000
and 2019.[108][109] This AVOD system included personal LCD screens in all classes, located in the seat back for economy and first class. The Mainscreen System is available on selected Boeing 737-800 aircraft.[110] This entertainment system, introduced gradually between 2002 and
2011, has overhead video screens as the main form of entertainment. Movies are shown on the screens on longer flights. A news telecast will usually be shown at the start of each flight. Audio options are less varied than on Q, iQ or the Total Entertainment System. The "iQ" inflight entertainment system by
Panasonic Avionics Corporation is available on selected Airbus A380 and Boeing 737-800 aircraft.[111][112][113] This AVOD experience, introduced in 2008, is based on the Panasonic Avionics system and features expanded entertainment options, touch screens and new communications-related features such as Wi-Fi and mobile phone functionality
as well as increased support for electronics (such as USB and iPod connectivity).[114] The "Q" inflight entertainment system by Panasonic Avionics Corporation is available on all Airbus A330-300, A330-200, Boeing 787 and selected Airbus A380 aircraft. This audio video on demand (AVOD) experience, introduced in 2014 and updated in 2018 on
selected aircraft, is based on the Panasonic eX3 system and features extensive entertainment options; enhanced touch screens; and communications-related features such as Wi-Fi and mobile phone functionality; as well as increased support for electronics (such as USB and iPod connectivity). The "my flight" feature offers access to maps, playlists,
and a service timeline showing when drinks and meals will be served and the best time for resting on long-haul flights.[115] In 2024, Qantas selected Panasonic's OLED 4K 'Astrova' seatback screen to be equipped on its Airbus A350 fleet to be delivered from 2026.[116] The entertainment system will feature "high-fidelity multi-channel spatial audio
technology" and Bluetooth connectivity allowing for passengers to connect their personal wireless earbuds or headphones.[116] The Astrova IFE system will also deliver 100 W of mobile device and laptop fast-charging via USB-C, available through all phases of flight.[116] Q Streaming is an in-flight entertainment system in which entertainment is
streamed to iPads or personal devices available in all classes on selected aircraft. A selection of movies, TV, music, and a kids' choice are available. In 2007, Qantas conducted a trial for use of mobile telephones with AeroMobile, during domestic services for three months on a Boeing 767. During the trial, passengers were allowed to send and receive
text messages and emails but were not able to make or receive calls.[117] In July 2015, Qantas signed a deal with American cable network on its aircraft, as well as original lifestyle and entertainment programming from both Foxtel and the National Geographic
Channel. In August 2022, it was announced that the airline had partnered with Network 10 owner Paramount to launch the Paramount the Par
generally offered by onboard Wi-Fi.[119] Previously, in July 2007, Qantas announced that Wi-Fi would be available on its long haul A380s and 747-400s[120] although that system ultimately did not proceed following trials.[121] In 2023, Qantas began offering complimentary Wi-Fi on select international flights.[122] Qantas aims to have complimentary
 Wi-Fi on all of its international aircraft by 2026.[123] The Wi-Fi will be available to all customers free of charge, regardless of class, ticket or frequent flyer tier, as is the case with the airline's domestic Wi-Fi.[123] Until 2014, the Australian Nine Network provided a news bulletin for Qantas entitled Nine's Qantas Inflight News, which was the same
broadcast as Nine's Early Morning News, however Nine lost the contract to Sky News Australia in 2014.[124] In 2022, Qantas ended its contract with Sky News and signed an agreement with the Australian Broadcasting Corporation's ABC News and signed an agreement with the Australian Broadcasting Corporation's ABC News and signed an agreement with the Australian Broadcasting Corporation's ABC News and signed an agreement with the Australian Broadcasting Corporation's ABC News and signed an agreement with the Australian Broadcasting Corporation's ABC News and signed an agreement with the Australian Broadcasting Corporation's ABC News and signed an agreement with the Australian Broadcasting Corporation's ABC News and signed an agreement with the Australian Broadcasting Corporation's ABC News and signed an agreement with the Australian Broadcasting Corporation's ABC News and signed an agreement with the Australian Broadcasting Corporation's ABC News and signed an agreement with the Australian Broadcasting Corporation's ABC News and signed an agreement with the Australian Broadcasting Corporation's ABC News and signed an agreement with the Australian Broadcasting Corporation's ABC News and signed an agreement with the Australian Broadcasting Corporation's ABC News and State Corporation 
airline's in-flight magazine. [126] In mid-2015, the magazine ended a 14-year publishing deal with Bauer Media, switching its publisher to Medium Rare. [127] This section contains promotional content. Please help improve it by removing promotional language and inappropriate external links, and by adding encyclopedic text written from a neutral
point of view. (February 2025) (Learn how and when to remove this message) Main article: Qantas Frequent Flyer The Qantas frequent-flyer program is aimed at rewarding customer loyalty. It is Australia's largest loyalty program, with 16.4 million members as of June 2024.[128] The program is long-standing, although the date of the actual inception
 has been a matter that has generated some commentary. Qantas state the program launched in 1987[129] although other sources claim what is the current program existing before that.[130] Qantas operates international First Lounges in Auckland, Melbourne, Singapore, Sydney and
Los Angeles. A London First Lounge is currently under construction and will open in 2025.[131] Compared to international Business lounges the First Lounge generally offer superior food and beverage. Access is available to First Class, Qantas Platinum, Platinum One, and Oneworld Emerald frequent flyers travelling on a Qantas, Jetstar or Oneworld
 flight. Qantas Chairmans Lounge Members are permitted access when travelling on any airline.[132] The Qantas First Lounge at Sydney Airport Qantas operates international Business Lounges in Auckland, Brisbane, Hong Kong, Honolulu, London, Los Angeles, Melbourne, Perth, Singapore, Sydney and Wellington. Access is available to international
Business Class, First Class, Qantas Gold, Platinum, Plat
service to what is currently offered by Sofitel in the flagship First lounges in Sydney and Melbourne and a dining experience featuring Neil Perry's Spice Temple inspired dishes and signature cocktails.[133] The Qantas International Business Lounge at Singapore Changi Airport Qantas
operates domestic Chairman's Lounges in Adelaide, Brisbane, Canberra, Melbourne, Perth and Sydney. Compared to domestic Qantas club and Business lounges the Chairman's Lounge Members which is via invitation-only. Chairman's Lounge Memberships are
often given to Australian politicians, celebrities, high-profile members of the media and company executives that hold major corporate travel accounts with Qantas Chairman's Lounge at Canberra Airport Qantas operates domestic Business Lounges in Brisbane, Canberra, Melbourne, Perth and Sydney. A new
Adelaide business lounge is currently under construction and will open in mid-2025.[136] Access is available to domestic Business Class, Qantas Platinum, Platinum One, and Oneworld fight. Compared to Qantas Platinum, Platinum One, and Oneworld fight.
beverage.[132][137] The Qantas Domestic Business Lounge at Canberra Airport Qantas Club lounges across Australia. Access is available to Qantas Club lounges across Australia. Access is available to Qantas Club Members, Qantas Club Members, Qantas Club Members, Qantas Club Members, Qantas Club Indiana Club Members, Qantas C
Qantas, Jetstar or Oneworld flight. The Qantas Club Lounge at Gold Coast Airport Qantas operates 'regional' lounges in Broome, Coffs Harbour, Devonport, Emerald, Gladstone, Kalgoorlie, Karratha, Launceston, Mackay, Port Hedland, Rockhampton, Tamworth and Townsville. [138] Access requirements are identical to those of the Qantas Club. [138]
The Qantas Regional Lounge at Townsville Airport Qantas Club Members, Gold Frequent Flyers, and Oneworld Sapphire holders are permitted to enter domestic Qantas or Jetstar flights along with one guests who must
be travelling. Internationally, members using Qantas International Business Class lounges (or the Oneworld equivalent). Guests of the member must be travelling to gain access to Admirals Club lounges and when flying on British Airways, members have access
to British Airways' Terraces and Galleries Lounges. [140][141] Travellers holding Oneworld Sapphire or Emerald status are also allowed in Qantas First lounges worldwide. Access to Qantas First lounges is open to passengers travelling on internationally operated Qantas or Oneworld first-class flights, as well as Qantas platinum and Oneworld emerald
frequent flyers. Emirates first-class passengers are also eligible for access to the Qantas first lounges in Sydney and Melbourne. [132] The Qantas first lounges in Sydney and Melbourne. [132] The Qantas first lounges in Sydney and Melbourne.
 priority luggage handling and increased luggage allowances. This section contains promotional content. Please help improve it by removing promotional language and inappropriate external links, and by adding encyclopedic text written from a neutral point of view. (February 2025) (Learn how and when to remove this message) Noritake for Qantas
 Tableware by David Caon Beginning in the early 2000s, Qantas began working with industrial designer Marc Newson on cabin interiors, product design and first-class lounges. [143] This collaboration resulted in the introduction of the Skybed business class seat in 2003 and led to Newson being named as the first Creative Director of Qantas in 2006.
[144] Newson was responsible for the design of the Qantas A380 fleet which first entered service in 2008, as well as the Sydney first class lounge. [145][146][147] Newson protégé David Caon, since 2016, has been enlisted by Qantas for product design. Caon has designed the cabins of current Qantas Boeing 787, A380 and A220 aircraft, as well as
upcoming Airbus A350 and Airbus A321neo aircraft.[148][150][151] Caon has also designed new international first and business lounges, domestic business and club lounges, regional lounges, regional lounges, furniture, and accessories.[152] Furniture featured in Qantas first-class lounges and onboard has been manufactured by companies such as Poltrona
Frau, Cappellini, Alessi, Tai Ping and Noritake.[153] Qantas has also worked with Sydney's Charles Perkins Centre to conduct research to determine optimal lights and improve comfort and health "before, during and after long-haul flights".[154][155][156] Qantas has received various awards for
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design.[157][158][159][160] Qantas aesthetic luggage tags, launched in 2024 and given to members of Qantas Frequent Flyer based on their tier[161] Australian chef and entrepreneur Neil Perry has been responsible for the onboard and ground based culinary offerings of the airline since becoming the director of food, beverage, and service in 1997

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and currently Qantas' catering operations are supplied by dnata. [162] In 2022, to celebrate the 25-year collaboration with Perry, Qantas reintroduced a selection of his most popular inflight and lounge dishes. [163][164][165][167] Qantas reintroduced a selection of his most popular inflight and lounge dishes.
flights, including regional QantasLink services.[168] Paris-based Australian designer Martin Grant [fr] is responsible for the current Qantas uniforms, dubbed colloquially as "Morrissey" by staff after the designer, Peter Morrissey. The new outfits feature a colour palette
of black, red and fuchsia pink. Qantas chief executive Alan Joyce stated that the new design "speaks of Australian style on the global stage" at the launch event that involved employees modelling the uniforms. Grant consulted with Qantas staff members over the course of one year to finalise the 35 styles that were eventually created.[169] Not all
employees were happy with the new uniform, however, with one flight attendant saying "The uniforms are really tight and they are simply not practical for the very physical job we have to do." In 2020 Grant also designed a Qantas branded uniform rules based
on gender. Female flight attendants are no longer required to wear high heels, male flight attendants of any gender can wear the same type of jewelry and have long hair in a ponytail or bun.[174][175][176] At the end of January 2025, Qantas announced plans to refresh the uniforms for its onboard crews. The
airline says that they will now engage with several Australian designers to review the requirements and undertake a selection process for what will be announced in the coming months with Qantas planning to debut the new design in 2027 alongside with Qantas' huge fleet
renewal program. Additionally, Qantas will start surveying its uniformed workforce to assist in developing the new outfits.[177][178] Two Qantas aircraft are currently painted in an Indigenous Australian art scheme. One aircraft, a Boeing 737-800 registered as VH-XZI, wears a livery called Mendoowoorrji, which was revealed in November 2013.[179]
The design was drawn from the late West Australian Aboriginal artist Paddy Bedford. [180] The second, a Boeing 787 registered VH-ZND, is adorned in a paint scheme inspired by the late Emily Kame Kngwarreye's 1991 painting Yam Dreaming. The adaptation of Yam Dreaming to the aircraft, led by Balarinji, a Sydney-based and Aboriginal-owned
design firm, incorporates the red Qantas tailfin into the design, which includes white dots with red and orange tones. The design depicts the yam plant, an important and culturally significant symbol in Kngwarreye's Dreaming stories, and a staple food source in her home region of Utopia. The design was applied to the aircraft during manufacture,
prior to its delivery in March 2018 to Alice Springs Airport, situated 230 kilometres southeast of Utopia, where the aircraft would later operate Qantas' inaugural nonstop services between Perth and London Heathrow, and between Melbourne
and San Francisco, scheduled with Boeing 787 aircraft. [183] [184] A Boeing 747-400ER in 2006 wearing the Wunala Dreaming livery. The aircraft carried the colour scheme from 1995 to 2005. A Boeing 737-800 in
2005 wearing the Yananyi Dreaming livery, which drew on the work of internationally renowned Pitjantjatjara artist Rene Kulitja. The aircraft carried by the work of the late West Australian Gija painter Paddy Bedford's 2005 painting
 'Medicine Pocket'. The aircraft has carried the colour scheme since 2013. A Boeing 787-9 in 2018 wearing the Yam Dreaming livery, based on internationally renowned artist Emily Kame Kngwarreye's 1991 painting 'Yam Dreaming livery, based on internationally renowned artist Emily Kame Kngwarreye's 1991 painting 'Yam Dreaming livery, based on internationally renowned artist Emily Kame Kngwarreye's 1991 painting 'Yam Dreaming livery, based on internationally renowned artist Emily Kame Kngwarreye's 1991 painting 'Yam Dreaming livery, based on internationally renowned artist Emily Kame Kngwarreye's 1991 painting 'Yam Dreaming livery, based on internationally renowned artist Emily Kame Kngwarreye's 1991 painting 'Yam Dreaming livery, based on internationally renowned artist Emily Kame Kngwarreye's 1991 painting 'Yam Dreaming livery, based on internationally renowned artist Emily Kame Kngwarreye's 1991 painting 'Yam Dreaming livery, based on internationally renowned artist Emily Kame Kngwarreye's 1991 painting 'Yam Dreaming livery, based on internationally renowned artist Emily Kame Kngwarreye's 1991 painting 'Yam Dreaming livery, based on internationally renowned artist Emily Kame Kngwarreye's 1991 painting 'Yam Dreaming livery, based on internationally renowned artist Emily Kngwarreye's 1991 painting 'Yam Dreaming livery, based on international livery 
QantasLink, wearing the Minyma Kutjara Tjukurpa livery since 2023. Features the artwork of renowned Pitjantjatjara artist Maringka Baker Australian Aboriginal art designs have previously adorned some Qantas aircraft; the first design was called Wunala Dreaming, which was unveiled in 1994 and had been painted on now-retired Boeing 747-400
and 747-400ER aircraft between 1994 and 2012.[185] The motif was an overall-red design depicting ancestral spirits in the form of kangaroos travelling in the outback.[186] The second design was a bright blue design
inspired by rainforest landscape and tropical seas.[186][187] The third design was titled Yananyi Dreaming, and featured a depiction of Uluru. The scheme was designed by Uluru-based artist Rene Kulitja, in collaboration with Balarinji. It was painted on the 737 at the Boeing factory prior to its delivery in 2002.[185] It was repainted into the standard
livery in 2014. 1971 retrojet livery (2014)1959 retrojet livery (2015)Boeing 737-800s in 'retro-roo' schemes In November 2014 the airline's 1971 'ochre' colour scheme design featuring the iconic 'Flying Kangaroo' on its tail and other aspects
drawn from its 1970s fleet.[188] The aircraft was delivered on 17 November.[189][190] Qantas announced a second 'retro roo' livery in October 2015.[191] On 16 November 2015 the airline unveiled the second 'retro roo' livery in October 2015.[191] On 16 November 2015 the airline unveiled the second 'retro roo' livery in October 2015.[191] On 16 November 2015 the airline unveiled the second 'retro roo' livery in October 2015.[191] On 16 November 2015 the airline unveiled the second 'retro roo' livery in October 2015.[191] On 16 November 2015 the airline unveiled the second 'retro roo' livery in October 2015.[191] On 16 November 2015 the airline unveiled the second 'retro roo' livery in October 2015.[191] On 16 November 2015 the airline unveiled the second 'retro roo' livery in October 2015.[191] On 16 November 2015 the airline unveiled the second 'retro roo' livery in October 2015.[191] On 16 November 2015 the airline unveiled the second 'retro roo' livery in October 2015.[191] On 16 November 2015 the airline unveiled the second 'retro roo' livery in October 2015.[191] On 16 November 2015 the airline unveiled the second 'retro roo' livery in October 2015.[191] On 16 November 2015 the airline unveiled the second 'retro roo' livery in October 2015.[191] On 16 November 2015 the airline unveiled the second 'retro roo' livery in October 2015.[191] On 16 November 2015 the airline unveiled the second 'retro roo' livery in October 2015.[191] On 16 November 2015 the airline unveiled the second 'retro roo' livery in October 2015 the airline unveiled the second 'retro roo' livery in October 2015.[191] On 16 November 2015 the airline unveiled the second 'retro roo' livery in October 2015 the airline unveiled the second 'retro roo' livery in October 2015 the airline unveiled the second 'retro roo' livery in October 2015 the airline unveiled the second 'retro roo' livery in October 2015 the airline unveiled the second 'retro roo' livery in October 2015 the airline unveiled the second 'retro roo' livery in October 2015 the airli
aircraft have been decorated with promotional liveries, promoting telecommunications company Optus; the Disney motion picture Planes; the Australian national rugby union team, the Wallabies.[194][195][196][197] Two aircraft - an Airbus A330-200 and a Boeing 747-400ER
were decorated with special liveries promoting the Oneworld airline alliance (of which Qantas is a member) in 2009.[198] On 29 September 2014, nonstop Airbus A380 service to Dallas/Fort Worth International Airport was inaugurated using an A380 decorated with a commemorative cowboy hat and bandana on the kangaroo tail logo.[199][200] Prior
to the 2017 Sydney Mardi Gras, Qantas decorated one of its Airbus A330-300 aircraft with rainbow lettering and depicted a rainbow flag on the tail of the aircraft. [201] VH-VZD advertising Optus VH-OJS advertising Optus V
Qantas' livery 2017 Better Future Sydney Design Awards - Gold - "Best Overall Cellar" [203] 2018 BusinessTraveller Cellars in the Sky Awards - Gold (Boeing 787-9 Dreamliner 'Flying Art' livery 'Emily Kame Kngwarreye' by Balarinji) [204] 2022 SkyTrax
Awards - World's Top Five Airlines[205] 2022 Designers Institute of New Zealand Award (Signage)[206] 2022 BusinessTraveller Cellars in the Sky Awards - Silver[207] 2023 BusinessTraveller Cellars in the Sky Awards - Silver[207] 2023 BusinessTraveller Cellars in the Sky Awards - Silver[208] 2022 BusinessTraveller Cellars in the Sky Awards - Silver[207] 2023 BusinessTraveller Cellars in the Sky Awards - Silver[208] 2022 BusinessTraveller Cellars in the Sky Awards - Silver[208] 2023 BusinessTraveller Cellars in the Sky Awards - Silver[208] 2023 BusinessTraveller Cellars in the Sky Awards - Silver[208] 2023 BusinessTraveller Cellars in the Sky Awards - Silver[208] 2023 BusinessTraveller Cellars in the Sky Awards - Silver[208] 2023 BusinessTraveller Cellars in the Sky Awards - Silver[208] 2023 BusinessTraveller Cellars in the Sky Awards - Silver[208] 2023 BusinessTraveller Cellars in the Sky Awards - Silver[208] 2023 BusinessTraveller Cellars in the Sky Awards - Silver[208] 2023 BusinessTraveller Cellars in the Sky Awards - Silver[208] 2023 BusinessTraveller Cellars in the Sky Awards - Silver[208] 2023 BusinessTraveller Cellars in the Sky Awards - Silver[208] 2023 BusinessTraveller Cellars in the Sky Awards - Silver[208] 2023 BusinessTraveller Cellars in the Sky Awards - Silver[208] 2023 BusinessTraveller Cellars in the Sky Awards - Silver[208] 2023 BusinessTraveller Cellars in the Sky Awards - Silver[208] 2023 BusinessTraveller Cellars in the Sky Awards - Silver[208] 2023 BusinessTraveller Cellars in the Sky Awards - Silver[208] 2023 BusinessTraveller Cellars in the Sky Awards - Silver[208] 2023 BusinessTraveller Cellars in the Sky Awards - Silver[208] 2023 BusinessTraveller Cellars in the Sky Awards - Silver[208] 2023 BusinessTraveller Cellars in the Sky Awards - Silver[208] 2023 BusinessTraveller Cellars in the Sky Awards - Silver[208] 2023 BusinessTraveller Cellars in the Sky Awards - Silver[208] 2023 BusinessTraveller Cellars in the Sky Awards - Silver[208] 2023 BusinessTraveller Cellars in the Sky Awards - Silv
Academy)[209] 2024 Crystal Cabin Awards[210] (Airbus A350-1000 Wellbeing Zone) 2024 Good Design Awards - Gold (Airbus A220-300 'Flying Art' livery 'Minyma Kutjara Tjukurpa' by Balarinji)[211] 2024 Better Future Sydney Design Awards - Gold (Airbus A220-300 'Flying Art' livery 'Minyma Kutjara Tjukurpa' by Balarinji)[212] In addition to the
above awards, Qantas has consistently ranked in either first or second place in the annual AirlineRatings.com 'World's Safest Airline' awards since their inception in 2014. The 'Operational Civil Aviation Organisation 'country audit' are used as benchmarks by
AirlineRatings.com when determining annual rankings.[213] Qantas was named the world's safest airline from 2014 to 2017, from 2019 to 2021, and again in 2023, second to Air New Zealand in 2018, 2022 and 2024.[213] The company heads of Qantas Airways Limited are only listed from 1993, when Qantas' shares once again traded on the stock
exchange as a publicly listed company, following the Australian Government's move to privatise the remaining 75% of the airline. Throughout Qantas' lits current company structure was established in 1993, going from an unlisted public
company in which the Commonwealth owned all of the shares, to a listed public company. A full list of Qantas chairpersons of QANTAS Airways Limited Order Chairperson Period Reference 1 Gary Pemberton 1993-2000 [214] 2 Margaret Jackson 2000-2007 [215] 3
Leigh Clifford 2007-2018 [216] 4 Richard Goyder 2018-2024 [217] 5 John Mullen 2024-present [218] Managing directors / CEOs of QANTAS Airways Limited Order MDs / CEOs of QANTAS Airways Limited Order MDs / CEOs Period Reference 1 James Strong 1993-2001 [219] 2 Geoffrey Dixon 2001-2008 [220] 3 Alan Joyce 2008-2023 [221] 4 Vanessa Hudson 2023-present [222] The key trends for the strong 1993-2001 [219] 2 Geoffrey Dixon 2001-2008 [220] 3 Alan Joyce 2008-2023 [221] 4 Vanessa Hudson 2023-present [222] The key trends for the strong 1993-2001 [219] 2 Geoffrey Dixon 2001-2008 [220] 3 Alan Joyce 2008-2023 [221] 4 Vanessa Hudson 2023-present [222] The key trends for the strong 1993-2001 [219] 2 Geoffrey Dixon 2001-2008 [220] 3 Alan Joyce 2008-2023 [221] 4 Vanessa Hudson 2023-present [222] The key trends for the strong 1993-2001 [219] 2 Geoffrey Dixon 2001-2008 [220] 3 Alan Joyce 2008-2023 [221] 4 Vanessa Hudson 2023-present [222] The key trends for the strong 1993-2001 [219] 2 Geoffrey Dixon 2001-2008 [220] 3 Alan Joyce 2008-2023 [221] 4 Vanessa Hudson 2023-present [222] The key trends for the strong 1993-2001 [219] 3 Alan Joyce 2008-2023 [221] 4 Vanessa Hudson 2023-present [222] The key trends for the strong 1993-2001 [219] 3 Alan Joyce 2008-2023 [221] 4 Vanessa Hudson 2023-present [222] The key trends for the strong 1993-2001 [219] 3 Alan Joyce 2008-2023 [221] 4 Vanessa Hudson 2023-present [222] The key trends for the strong 1993-2001 [219] 3 Alan Joyce 2008-2023 [221] 4 Vanessa Hudson 2023-present [222] The key trends for the strong 1993-2001 [219] 3 Alan Joyce 2008-2023 [221] 4 Vanessa Hudson 2023-present [222] The key trends for the strong 1993-2001 [219] 3 Alan Joyce 2008-2023 [221] 4 Vanessa Hudson 2023-present [222] The key trends for the strong 1993-2001 [221] 4 Vanessa Hudson 2023-present [222] The key trends for the strong 1993-2001 [221] 4 Vanessa Hudson 2023-present [222] 4 Vanessa Hudson 2023-present [22
the Qantas Group (Qantas Airways Ltd and Controlled Entities, which includes Jetstar and Qantas Cargo), are shown below, as at year ending 30 June: [223] Turnover(A$m) Number of employees(FTE) Num
2009\ 14,552\ 123\ 33,966\ 38.4\ 79.6\ 229\ [224]\ 2010\ 13,772\ 116\ 32,489\ 41.4\ 80.8\ 254\ [225]\ 2011\ 14,894\ 249\ 33,169\ 44.5\ 80.1\ 283\ [228]\ 2011\ 15,724\ -244\ 33,584\ 46.7\ 80.1\ 283\ [228]\ 2011\ 15,816\ 560\ 28,622\ 49.2\ 79.1\ 299\ [230]\ 2016\ 16,200\ 1,029\ 29,204\ 52.7\ 2010\ 15,724\ -244\ 33,584\ 46.7\ 80.1\ 283\ [228]\ 2011\ 15,816\ 560\ 28,622\ 49.2\ 79.1\ 299\ [230]\ 2016\ 16,200\ 1,029\ 29,204\ 52.7\ 2010\ 10,029\ 29,204\ 52.7\ 2010\ 10,029\ 29,204\ 52.7\ 2010\ 10,029\ 29,204\ 52.7\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2010\ 2
80.1 303 [231] 2017 16,057 853 29,596 53.7 80.6 309 [232] 2018 17,060 980 30,248 55.3 83.2 313 [233] 2019 17,966 891 29,745 55.8 84.2 314 [234] 2020 14,257 -1,964 28,957 40.8 82.3 314 [235] 2021 5,934 -1,728 20,640 15.9 63.2 311 [236][237] 2022 9,108 -860 21,847 21.3 67.9 322 [238][237] 2023 19,815 1,744 25,426 45.7 83.3 336 [239]
[237] 2024 21,939 1,251 27,467 51.8 82.7 347 [240][241] Qantas headquarters in Mascot, New South Wales Qantas' headquarters are located at the Qantas Centre in the suburb of Mascot, Sydney, New South Wales (14] In December 2013, a redevelopment of the headquarters was completed.
in Qantas through Australia's sovereign wealth fund, the Future Fund, [243] and the airline is listed on the Australian Securities Exchange. [244] Under Commonwealth legislation, Qantas must be at least 51% owned by Australian Securities Exchange.
airline subsidiaries since inception, including:[citation needed] Current Qantas Link - Qantas' regional airlines (Eastern Australia Airlines) and a contract carrier Jetstar - currently operating as Qantas' low-cost carrier
Jetconnect - a wholly owned Qantas subsidiary established in 2002 that focused on trans-Tasman travel between New Zealand and Eastern Australia cities (Brisbane, Melbourne, and Sydney). The last of Jetconnect's aircraft were transferred to the mainline fleet in October 2018 Qantas operates a freight service under the name Qantas Freight, which
uses aircraft operated by Qantas subsidiary Express Freighters Australia and leases aircraft from Atlas Air. Qantas wholly owns the logistics-and-air-freight company Australia are Express. Former Australia and leases aircraft from Atlas Air. Qantas wholly owns the logistics and airlines - operated from 1990 to 1996 to allow Qantas to serve the Taiwanese market Impulse Airlines - an established airline bought by
Qantas in 2001. Ceased operations in 2001 and its assets used to establish Jetstar Airways Australian Airlines - an international routes flown out of Cairns. [246] In addition to its wholly owned subsidiaries, Qantas also owns minority
 equity stakes in a number of other Australian and foreign airlines: Airline Qantas equity stake (%) Reference Alliance Airlines 20 [247][248] Fiji Airways 16 [249] Jetstar Asia 49 [250] Jetstar Japan 33 [251] Qantas, through its Aboriginal Australian community.[252] In the
Qantas Reconciliation Action Plan 2015 - 2018, Qantas revealed that 1 percent of all their staff are Aboriginal or Torres Strait Islander.[253] Qantas employs a full-time Diversity Coordinator, who is responsible for the programme.[254][better source needed] Qantas has also bought and donated Aboriginal art. An art installation at its passenger
lounge in Brisbane features a painting by Jenna Lee. [255] Qantas has had a number of its aircraft painted with the art of Aboriginal artist Emily Kame Kngwarreye and others with art inspired by Rene Kulitja and Paddy Bedford. [256] A Qantas Boeing 747-400 in Australian Grand Prix livery at Los Angeles International Airport (LAX), 2011 An early
television campaign, starting in 1969 and running for several decades, was aimed at American audiences. It featured a live koala, voiced by Howard Morris, who complained that too many tourists were coming to Australia and concluded "I hate Qantas." [257] The koala ads have been ranked among the greatest commercials of all time. [258] A long
running advertising campaign features renditions by children's choirs of Peter Allen's "I Still Call Australia and foreign locations such as Venice.[186] The song has been used in Qantas's safety videos since 2018.[259][260] Qantas is the main sponsor of the Australia and foreign locations such as Venice.[186] The song has been used in Qantas's safety videos since 2018.[259][260] Qantas is the main sponsor of the Australia and foreign locations such as Venice.[186] The song has been used in Qantas's safety videos since 2018.[259][260] Qantas is the main sponsor of the Australia and foreign locations such as Venice.[186] The song has been used in Qantas's safety videos since 2018.[259][260] Qantas is the main sponsor of the Australia and foreign locations such as Venice.[186] The song has been used in Qantas's safety videos since 2018.[259][260] Qantas is the main sponsor of the Australia and foreign locations such as Venice.[261]
Qantas sponsors the Socceroos, Australia Grand Prix from 2010 until 2012.[263] In December 2011, Qantas signed a four-year deal with Australian cricket's governing body Cricket Australia, to be the official carrier of the Australia national
cricket team.[264] Qantas management has expressed strong support for Marriage equality and LGBTIQ issues,[265] with CEO Alan Joyce said to be, "arguably the most prominent corporate voice in the marriage equality campaign".[266] As official airline partner for the Sydney Mardi Gras, Qantas decorated one of its aircraft with rainbow wording
and positioned a rainbow flag next to the tail's flying kangaroo. [201] Qantas also served pride cookies to its passengers. [267] It had a rainbow roo float in the Mardi Gras parade. [266][268] There has been criticism of Qantas using its corporate power to prosecute the private interests on their staff and the community. Peter Dutton has said that chief
executives such as Alan Joyce at Qantas should "stick to their knitting" rather than using the company's brand to advocate for political causes. [270] Despite the criticism, Qantas will continue to advocate for marriage equality [271] which will include offering customers specially commissioned
rings with the phrase, "until we all belong". This phrase will appear on Qantas boarding passes and other paraphernalia. The cost of the campaign by Qantas will, "continue social-justice campaigning", [273][274][275] in relation to Israel Folau,
sacked by Rugby Australia, which is financially supported by Qantas, [276] following financial losses of A$200 million ($209 million) for the year ending June 2011 and a decline in market share, major structural changes would be made. [277] One
planned change that did not come to fruition was the plan to create a new Asia-based premium airline that would operate under a different name. [278] In addition to this plan, Qantas announced it planned to cut 1,000 jobs. [279] The reforms included route changes, in particular the cessation of services to London via Hong Kong and Bangkok. While
Qantas still operated in these cities, onward flights to London would be via its Oneworld partner British Airways under a code-share service. [280] The first daylight arrival of a Qantas Airbus A380 at Dubai International Airport on 1 April 2013 In 2012, Qantas reported an A$245 million full-year loss to the end of June 2012, citing high fuel prices,
intense competition and industrial disputes. This was the first full year loss since Qantas was fully privatised 17 years previously, in 1995, and led to the airline cancelling its order of 35 new Boeing 787 aircraft, to reduce its spending [281] Qantas subsequently divested itself of its 50% holding of StarTrack, Australia's largest road freight company, in
part for acquiring full interest in Australian air Express. [282] [283] In March 2012, Qantas set up Jetstar Hong Kong with China Eastern Airlines Corporation, which was intended to begin flights in 2013, but became embroiled in a protracted approval process. [284] Qantas and Emirates began an alliance on 31 March 2013, in which their combined
carriers offered 98 flights per week to Dubai.[285][286] In September 2013, the carrier predicted another A$250 million (US$220 million) net loss for the half-year period that ended on 31 December and the implementation of further cost-cutting measures that would see the cut of 1,000 jobs within a year.[287] S&P downgraded Qantas credit from
BBB- (the lowest investment grade) to BB+.[288] Moody's applied a similar downgrading a month later.[289] Losses continued into the 2014 reporting year, with the Qantas Group reporting a half year loss of A$2.35 million (US$208 million)[290] and an eventual full year loss of A$2.84 billion.[291] In February 2014, additional cost-cutting measures
to save A$2 billion, including the loss of 5,000 jobs that will see the workforce lowered from 32,000 to 27,000 by 2017 were announced. [292] In May 2014, the company stated it expected to shed 2,200 jobs by June 2014, including those of 100 pilots. Qantas reduced the size of its fleet by retiring aircraft and deferring deliveries, and planned to sell
some of its assets.[292][293][294] With 2,200 employees laid off by June 2014, another 1,800 job positions were planned to be cut by June 2015.[295] Also during 2014, the Qantas Sale Act, under which the airline was privatised, was amended to repeal parts of section 7.[296] That act limits foreign ownership of Qantas to 49 percent, with foreign assets.
airlines subject to further restrictions, including a 35-percent limit for all foreign airline shareholdings combined. A single foreign entity can hold no more than 25 percent of the airline's shares. [297] Qantas returned to profit in 2015, announcing a A$557 million after tax profit in August 2015, in contrast with a A$2.84 billion loss the year earlier.
In 2015, Qantas sold its lease of Terminal 3 at Sydney Airport resumed operational responsibility of the terminal, including the lucrative retail areas. [298] Main article: List of Qantas fatal accidents It is often claimed that Qantas has
never had an aircraft crash. While it is true that the company has neither lost a jet airliner nor had any jet fatalities, it had eight fatal accidents and the shoot-down occurred during World War II, when the Qantas aircraft were operating on behalf of
Allied military forces. Post-war, it lost another four aircraft (one was owned by BOAC and operated by Qantas in a pooling arrangement) with a total of 21 people killed. The last fatal accidents suffered by Qantas were in 1951, with three fatal crashes in five months. [299][300] Qantas' safety record allows the airline to be officially known as the world's
safest airline for seven years in a row from 2012 until 2019[301] and again in 2021[302] and 2023.[303] Since the end of World War II, the following accidents and incidents have occurred: On 23 March 1946, an Avro Lancastrian registered G-AGLX disappeared while flying over the Indian Ocean. The BOAC-owned aircraft was being operated by
Qantas on the Karachi—Sydney part of the two airlines' joint service from London to Sydney. It disappeared with seven passengers and crew on board between Colombo, Ceylon (now Sri Lanka), and the Cocos (Keeling) Islands, approximately three hours before it was due to arrive at the Cocos islands.[304] On 7 April 1949, an Avro Lancastrian
registered VH-EAS swung on landing at Dubbo, New South Wales during a training flight, causing the gear to collapse. The aircraft was destroyed by fire, but the crew evacuated safely.[305] On 16 July 1951, a de Havilland Australia DHA-3 Drover registered VH-EBQ crashed off the coast of New Guinea (in the Huon Gulf near the mouth of the
Markham River) after the centre engine's propeller failed. The pilot and the six passengers on board were killed. [306] On 21 September 1951, a de Havilland DH.84 Dragon registered VH-AXL, crashed in mountainous country southeast of Arona in the central highlands of New Guinea, no passengers were on board, the pilot was killed. [307] On 13
December 1951, a de Havilland DH.84 Dragon registered VH-URV crashed in mountainous country near Mount Hagen, central highlands of New Guinea. The pilot and the two passengers were killed. This is the last fatal accident suffered by Qantas. [308] On 24 August 1960, a Lockheed L-1049 Super Constellation registered VH-EAC crashed on take
off at Mauritius en route to the Cocos Islands, Australia. The take-off was aborted following an engine failure, the aircraft ran off the runway, and was destroyed by fire. There were no fatalities. [309] On 1 June 1989, Qantas Flight 5, a Boeing 747-200 operating from Sydney to Singapore was cruising at 32,000 ft about 900 km south-east of Derby
when it sharply climbed 1500 ft. The pilots disengaged the auto-pilot and the aircraft sharply descended 1500 ft. Unrestrained passengers were taken to hospital with cuts, bruises, chest pains, concussion, fractured ribs and shock. Three
passengers suffered spinal injuries.[310][311][312][313] On 23 September 1999, Qantas Flight 1, a Boeing 747-400 registered VH-OJH, overran the runway while landing at Bangkok, Thailand, during a heavy thunderstorm. The aircraft came to a stop on a golf course, but without fatalities. The Australian Transport Safety Bureau criticised numerous
inadequacies in Qantas' operational and training processes. [314] On 25 July 2008, Qantas Flight 30, a Boeing 747-400 registered VH-OJK, suffered a ruptured fuselage and decompression as a result of an oxygen tank explosion over the South China Sea. En route from Hong Kong International Airport to Melbourne Airport, the aircraft made an
emergency landing in the Philippines with no injuries.[315] On 7 October 2008, an Airbus A330-300 registered VH-QPA, travelling from Singapore Changi Airport to Perth, Western Australia as Qantas Flight 72, suffered a rapid loss of altitude in two sudden uncommanded pitch down manoeuvres causing serious injuries while 80 nautical miles
(150 km; 92 mi) from Learmonth. The aircraft safely landed in Learmonth, with 14 people requiring transportation by air ambulance to Perth. Another 30 people had injuries not requiring hospital treatment. [316] Initial investigations identified an inertial reference system fault in the
Number-1 Air Data Inertial Reference Unit as the likely origin of the event. On receiving false indication of a very high angle of attack, the flight control systems commanded a pitch down [317] The incident featured in a 7 News documentary. [318] On 4 November 2010, Qantas Flight 32, an
Airbus A380 registered VH-OQA, fitted with four Rolls-Royce Trent 972 engines, suffered an uncontained turbine disc failure of its left inboard engine shortly after taking off from Singapore Changi Airport en route to Sydney. The aircraft returned to Singapore and landed safely. None of the 440 passengers or 29 crew on board were injured.[319]
[320][321] Main article: 1971 Qantas bomb hoax On 26 May 1971 Qantas received a call from a "Mr. Brown" claiming that there was a bomb planted on a Hong Kong-bound jet and demanding $500,000 in unmarked $20 notes. The caller and threat were taken seriously when he directed police to an airport locker where a functional bomb was found
Arrangements were made to pick up the money in front of the head office of the airline in the heart of the Sydney business district. Qantas paid the money and it was collected, after which Mr. Brown called again, advising the "bomb on the plane" story was a hoax. The initial pursuit of the perpetrator was bungled by the New South Wales Police Force
which, despite having been advised of the matter from the time of the first call, failed to establish adequate surveillance of the pick-up of the money. Directed not to use their radios (for fear of being "overheard"), the police were unable to communicate adequately.[322] Tipped off by a still-unidentified informer, the police arrested an Englishman
Peter Macari, [323] finding more than $138,000 hidden in an Annandale property. Convicted and sentenced to 15 years in prison. Macari served nine vears before being deported to Britain. More than $224,000 remains unaccounted for. The 1986 telemovie Call Me Mr. Brown, directed by Scott Hicks and produced by Terry Jennings, relates to this
incident.[324] On 4 July 1997 a copycat extortion attempt was thwarted by police and Qantas security staff.[325] Main article to reflect recent events or newly available information. (February 2025) In November 2005, it was revealed that
Qantas had a policy of not seating adult male passengers next to unaccompanied children. This led to accusations of discrimination. The policy came to light following an incident in 2004 when Mark Wolsay, who was seated next to a young boy on a Qantas flight in New Zealand, was asked to change seats with a female passenger. A steward informed
him that "it was the airline's policy that only women were allowed to sit next to unaccompanied children.[326] Cameron Murphy of the NSW Council for Civil Liberties president criticised the policy and stated that "there was no basis for the ban". He said it was wrong to assume that all adult males posed a danger to children.[327] The policy has also
had to swap seats with a female passenger after the crew noticed he was sitting next to an unrelated girl travelling alone. The man felt discriminated against and humiliated before the other passengers as a possible paedophile. [330] A Qantas spokesman defended the policy as consistent with that of other airlines in Australia and around the globe.
[330] In 2006, a class action lawsuit, alleging price-fixing on air cargo freight, was commenced in Australia. The lawsuit was settled early in 2011 with Qantas agreeing to pay in excess of $21 million to settle the case. [331] Qantas has pleaded guilty to participating in a cartel that fixed the price of air cargo. Qantas Airways Ltd. was fined
CAD$155,000 after it admitted that its freight division fixed surcharges on cargo exported on certain routes from Canada between May 2002 and February 2006.[332][333] In July 2007, Qantas pleaded guilty in the United States to price fixing and was fined a total of $61 million through the Department of Justice investigation. The executive in charge
was jailed for six months.[334] Other Qantas executives were granted immunity after the airline $20 million for breaches of the acts associated with protecting consumers.[336][337] In November 2010 Qantas was fined
8.8 million euros for its part in an air cargo cartel involving up to 11 other airlines. [338] Qantas was fined NZ$6.5 million in April 2011 when it pleaded guilty in the New Zealand High Court to the cartel operation. [340] Main article: 2011 Qantas industrial disputes In response to ongoing industrial unrest over failed negotiations involving three
unions (the Australian Licensed Aircraft Engineers Association (ALAEA), the Australian and International Pilots Association (AIPA) and the Transport Workers Union of Australia (TWU)), the company grounded its entire domestic and international fleet from 5 pm AEDT on 29 October 2011, and employees involved would be locked out from 8 p.m.
AEDT on 31 October 2011.[341] However, in the early hours of 31 October, Fair Work Australia ordered that all industrial action taken by Qantas and the involved trade unions be terminated immediately.[342] The order was requested by the federal government amid fears that an extended period of grounding would do significant damage to the
national economy, especially the tourism and mining sectors. [342] It was reported that the grounding would have had a daily financial impact of A$20 million, and affected an estimated 68,000 customers worldwide. [343] In 2021, the Transport Workers Union took Qantas to court, over the dismissal of 1,685 baggage handlers and cleaners during the
COVID-19 pandemic, whose roles were later outsourced. [344] The TWU argued that the airline's actions contravened the Fair Work Act. Qantas claimed it had to make the cuts to ensure the company's survival during the pandemic. In July 2021, the Federal Court of Australia ruled in favour of the TWU. Qantas lost an appeal in May 2022. The case
moved to the High Court of Australia in May 2023.[345] [346] In September 2023, the High Court ruled against Qantas issued an apology to the sacked workers.[347] Qantas has been subject to protests in relation to the deportation
of asylum seekers, which led to disruptions of flights. In 2015 activists prevented the transfer of a Tamil man from Melbourne to Darwin (from where he was to be deported to Colombo) by refusing to take their seats on a Qantas flight. [348][350][351][352] It was reported that Qantas flights. In 2015 activists prevented the transfer of a Tamil man from Melbourne to Darwin (from where he was to be deported to Colombo) by refusing to take their seats on a Qantas flights.
nameless head of security from Qantas sent a letter to the Melbourne student's email account saying her "actions are unacceptable and will not be tolerated by the Qantas Group or the Jetstar Group".[353] Also in 2015, another Tamil man was to be sent from Melbourne to Darwin to later be deported. A protest by the man led to him not being put on
the aircraft. A spokesman for Qantas said flight QF838 was delayed almost two hours. A spokesperson from Qantas stated that "[s]afety and security is the number-one priority for all airlines and an aircraft is not the right place for people to conduct protests."[354] Campaigners also asked Qantas to rule out deporting Iraqi man Saeed in 2017.[355]
Campaigners have asked Qantas not to participate in the high-profile deportation case of the Nadesalingam family.[356][357] In response a Qantas spokesperson stated: "We appreciate that this is a sensitive issue. The government and courts are best placed to make decisions on complex immigration matters, not airlines".[358] The airline has been in
a number of disputes with the operators of Perth Airport. In 2018, the airport sued Qantas in the Supreme Court of Western Australia for allegedly underpaying their aeronautical service fees by $11.3 million. The suit was resolved in 2020, Perth
Airport had also threatened to cancel several of the airline's leases over unpaid rent between February and May 2020; part of the rental dispute concerned Qantas had also drawn criticism from both Perth Airport and the Government
of Western Australia for delaying an agreed move from their existing isolated terminals to a proposed new terminal in the airport's central precinct; [362] [363] in May 2024, it was confirmed that the airline had come to an agreement to complete the move by 2031, six years after the original agreed timeframe of 2025. [364] In April 2022, consumer
advocacy group Choice lodged a complaint with the Australian Competition & Consumer Commission (ACCC) concerning the airline's flight credit policy for cancelled flights during the COVID-19 pandemic, which they alleged was "unfair" and saw customers issued with flight vouchers with short expiration dates that became unusable due to ongoing
travel restrictions.[365] Although more than $1 billion in credit had been claimed by Qantas and Jetstar customers by August 2023, that month the airline was hit with a class action lawsuit by customers broadcast an episode titled
"The Inside Story Of the Chaos at Qantas", detailing passenger service issues and cost cutting by the company. [367] During an August 2023 Australian public with the airline's flight credits scheme, among other issues with the
carrier.[368] On 31 August 2023, Qantas bowed to public pressure and announced the removal of expiry dates for flight credits issued up to 30 September 2021 as well as giving customers the option of a refund instead, with Joyce admitting in a statement that the airline's implementation of the scheme led to "people [losing] faith in the process".[369]
In March 2023, a report by the ACCC found that the airline was the subject of almost 2,000 complaints over the previous year, with more than 1,300 complaints about the airline had risen by 70% from the previous year, and that the ACCC receives more complaints about Qantas than
any other business.[370][369] In August 2023, the ACCC launched legal action against the airline in the Federal Court of Australia for allegedly continuing to advertise and sell tickets for more than 8,000 flights scheduled between May and July 2022 that were already cancelled, as well as delaying informing existing ticketholders of these
cancellations.[369][371] Court filings showed that Qantas carried on selling tickets on 71,000 flights due to take off between May 2022 and May 2024 after deciding to scrap them. About 87,000 people bought tickets on the fake departures or were rebooked onto them. As many as 884,000 customers were not informed swiftly that they were down to
travel on flights that had already been cancelled. The allegations led to the premature of Chief Executive Officer Alan Joyce in 2023.[372] Qantas settled the lawsuit in May 2024, agreeing to pay A$120 million ($82 million) in fines and compensation for selling tickets on flights it had already decided to cancel.[373] On 30 June 2024, Qantas
began contacting customers to offer them compensation. Customers who booked Qantas flights, and $450 for international flights, and trans-Tasman fli
Australia portalCompanies portal The Double Sunrise Qantas Founders Outback Museum Qantas House Qantas House Qantas sale Act 1992 requires the majority of Qantas
shares to be held by Australian investors[13] ^ Qantas operates dedicated 'flightseeing' services to Antarctica before returning to Australia. These flights are about thirteen hours in total.[20] ^ "Statutory profit
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