**Equity and Discrimination in Qantas Airlines**

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**Introduction**

Equity and discrimination are issues in the workplace which has a significant effect on wages, job performance, and age group. Organizations need to take action to address these issues and increase employee satisfaction (Qantas, 2022). Equity in this context means that people are rewarded fairly for their efforts based on their organizational contribution (AHRC, 2023). This is usually achieved through fair wages, promotion opportunities, work conditions, and reasonable flexibility. The opposite of equity is discrimination which is when people are unfairly rewarded for their efforts based on any personal characteristics such as race, gender, or age group (AHRC, 20230. In organizations, discrimination can occur in the workplace in many different forms. These forms include unfair wages, promotion opportunities and work conditions (Qantas, 2022). Organizations with a structure where some people are given more control and power than others are particularly susceptible to discrimination. Qantas Airlines is an organization that has a history of being connected to equity and discrimination based on its business philosophy and principles, although this has progressed and adjusted over time as the organization grew (Smith, 2021; AHRC, 2023). As the public national carrier of Australia, it was established in 1920. The company has long-established principles and policies that govern its business. Qantas policies include promoting every employee fairly, treating employees with respect and dignity, engaging employees, being open to feedback, and engaging with labour unions (Qantas, 2022). This paper will analyze the issue of equity and discrimination in the Qantas airline through a case study. Finally, it will identify what has worked well for this company historically and what areas need to be improved so that it can continue to build on its existing success and reputation.

**Analysis of the Issue of Equity and Discrimination**

Equity is the central concept in the workplace for all cases being discussed. The airline industry has a history of vulnerability because of several factors (Smith, 2021). These include differences in work hours, pay rates, shifts that employees work, union regulations and the different types of workers. Age discrimination is another issue in the airline industry. Often, employers prefer to hire younger individuals because of their lower salaries and lack of experience. This means that older workers are being drawn away from the aviation industry and forced into other types of employment (Smith, 2021). There have been cases of Qantas offering early retirement to older employees as an incentive to leave the Qantas organization (Smith, 2021). In addition, people who have disabilities often struggle due to the stereotype that they are lazy and do not want to work hard or disabled passengers being handled in a manner which is disrespectful or discriminatory (AHRC, 2023. Age discrimination is one of the most challenging issues the aviation industry faces. Qantas airline has long-established principles and policies that were created in order to govern their operations. The company has several policies which promote every employee fairly, treat employees with respect and dignity, engage employees, be open to feedback and engage with labour unions (Qantas, 2022). To achieve fairness, people within an organization need assistance, but they require assistance from other people in positions of influence or power. Making sure that employees in their work group receive fair promotions is one of the main duties of middle managers since it allows everyone to perform efficiently and to the best of their abilities. Additionally, executives need to guarantee that those with impairments have the same opportunities as those without.Age discrimination, when younger personnel are chosen over older ones, is another problem in this organization that exists (Smith, 2021). Younger people are thought to be more enthusiastic and capable of picking up new abilities more rapidly. In addition, younger workers cost less regarding recruitment and management cost analysis.

 **Analysis of Qantas's Response and Gaps**

Qantas Airlines has operated for over a decade at the moment since it was founded in 1920. Therefore, this company has long-established principles and policies that govern its business (Qantas, 2022). Qantas policies include promoting every employee fairly, treating employees with respect and dignity, engaging employees, being open to feedback, and engaging with labour unions. Therefore, Qantas has used its policies and principles to maintain a fair and equal work environment.

Qantas has tried various methods to eliminate discrimination and equity issues in their organization. Qantas has several policies and principles to govern its operations (Qantas, 2022). However, there are still some challenges for Qantas Airlines in terms of equity and discrimination within this organization. The company has tried various methods to eliminate these problems; however, the airline could be better. For example, older workers are being drawn away from the aviation industry and to retire (Smith, 2021). This is because younger workers are preferred over older workers. The Qantas airline also has many disabled passengers because people with disabilities have difficulty accessing aeroplane seats (Ancell, 2016).

Qantas has introduced many methods to address these problems within their organization, but many still need to eliminate them. For example, the company has changed its policies to eliminate age discrimination prevalent within its organization (Qantas, 2022). However, the company continues to experience this problem, with older workers being displaced from their positions at Qantas. Qantas also has struggled with its response regarding disability discrimination as more and more disabled passengers are forced off flights or denied access to wheelchairs on airplanes. This has led to customers threatening to boycott the Qantas flight.

**Recommendations**

Qantas Airlines have done a great job managing its business by focusing on its principles and policies; however, they need to include more strategies to handle the equity in its organization. The company must create a plan which includes an action plan regarding age discrimination (Qantas, 2022). In addition, the airline must determine how they could accommodate disabled passengers more efficiently so that these passengers can have a pleasant experience. First, on the issue of discrimination, Qantas airline needs to review its principles and policies to ensure that it provides a fair and equal work environment (AHRC, 2023). The company must have more strategies to eliminate age discrimination, particularly when dealing with older workers who disagree that younger employees are being prioritized (Capuano, 2022). Furthermore, the airline needs to discover a hassle-free solution to transport impaired individuals before these clients cease using Qantas. Discrimination Act convey that it is illegal to treat someone differently because of their age or disability (AHRC, 2023). Thus, Qantas needs to take action to resolve this issue before it escalates. Moreover, Qantas must develop a program to inform its staff members on age and disability discrimination (Ancell, 2016; Capuano, 2022). In the future, Qantas Airlines may have significant financial, legal, and service to customers issues if these issues are not resolved.

The second issue that significantly impacts Qantas is the need to find solutions for accommodating disabled passengers. This discrimination issue has become more prevalent since an access authority was put into law in 1992, which allowed individuals with disabilities to travel freely around Australia. However, Qantas has been experiencing challenges in accommodating disabled passengers because many airlines have been losing money due to the financial costs they incur when accommodating disabled customers (Ancell, 2016). For instance, Qantas needs to figure out a means to expand its accessibility competence to include those who use wheelchairs and others who require travel assistance (AHRC, 2023). When flying with Qantas, these people should be given priority. Nevertheless, Qantas needs to take action to resolve this issue within their company.This is because the company could face severe financial problems with its customers and law if its planes are not compliant with the legislation that deals with disability (Capuano, 2022). Qantas must find a way to ensure enough assistance services in airports for disabled passengers (Ancell, 2016; Capuano, 2022).

Qantas should also ensure that they update their policies and procedures frequently to maintain their reputation as a fair and equal company (Qantas, 2022; Capuano, 2022). The airline must monitor its policies and procedures to ensure no conflicts or problems that may arise in the future. For example, policies must be reviewed continuously and revised as necessary to ensure compliance with the legislation of the time. Additionally, Qantas must ensure that it is taking action when these policies must be followed. As a leader in business, the company should not tolerate any form of discrimination within its organization (Capuano, 2022).

**Conclusion**

Equity and discrimination problems are real, and creating a new program to fix them is a tall order. Additionally, the airline should address these issues as they arise to make more money and not lose money due to its customers' complaints. The Qantas airline has many problems to address concerning discrimination within its organization. These problems are ongoing, and for the company to regain its leadership position, this issue must be addressed quickly. The airline must do everything possible to eliminate these problems from its organization to regain its reputation as a fair and equal company.

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