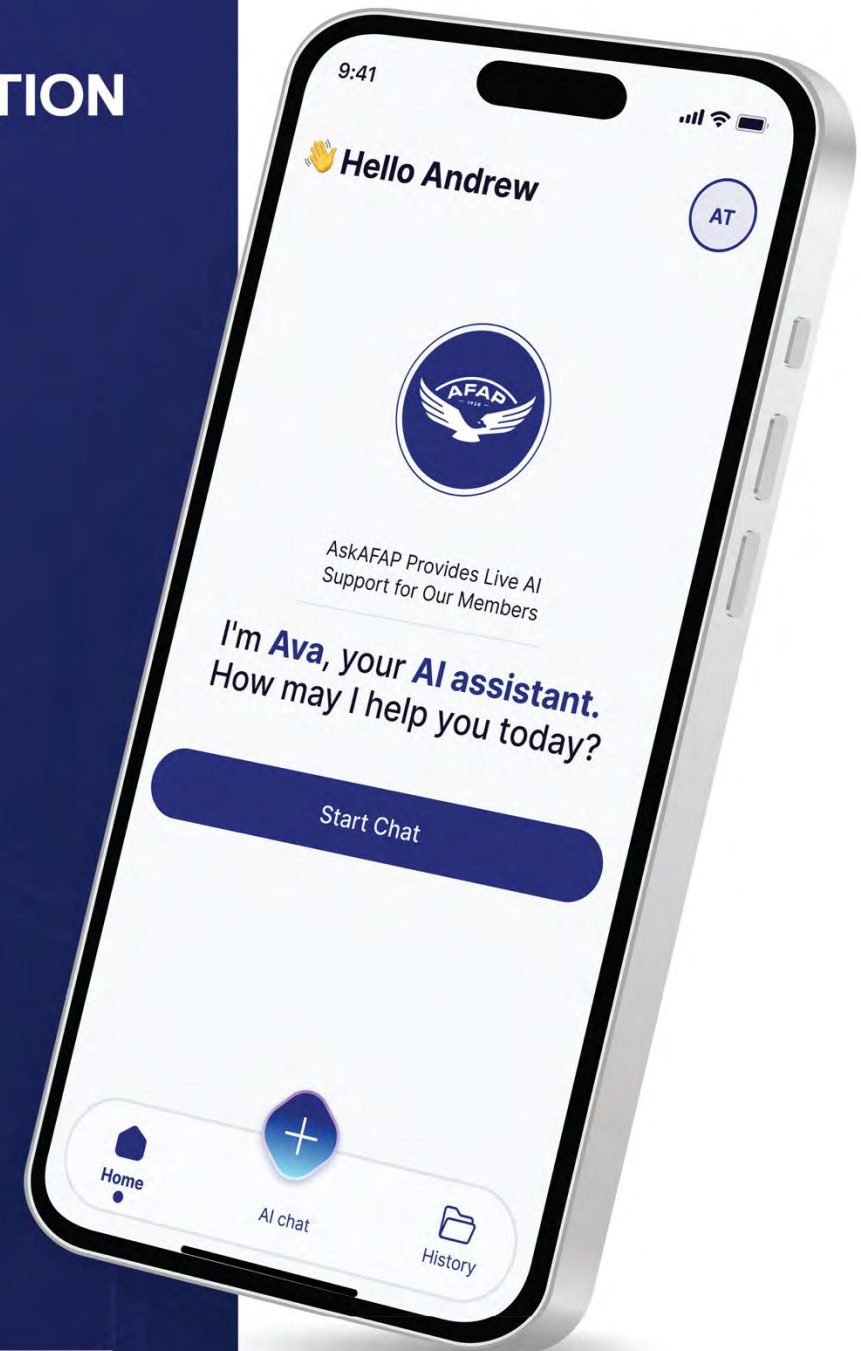




AUSTRALIAN FEDERATION
OF AIR PILOTS

AskAFAP App E-Guide

afap.org.au



Important!

Members should not rely *solely* on responses provided by an AI Agent. In any instance of disagreement with Qantas, please refer the matter to the AFAP legal team for assistance.

AI Agent responses are an interpretation of the enterprise agreement and related documents. In some cases, these interpretations are not accepted by Qantas and have not been determined by a court or tribunal. The AFAP legal and scheduling teams will closely monitor AI Agent responses, and the AI Agent will be continually updated to reflect any resolution of disputes with Qantas or decisions of courts or tribunals.

If a member raises an AI Agent interpretation with Qantas and is still directed to perform a duty, the AFAP's advice is to comply with that direction and then subsequently refer the matter to the AFAP industrial and legal team.

However, if a direction is unlawful (for example, exceeding flight and duty time limits), fatigue regulations take primacy. In such cases, pilots should contact the AFAP for immediate assistance.

Developed for the AFAP by Encevia Systems Pty Ltd

[Terms & Conditions](#)

[Privacy Policy](#)



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Welcome to a New Way of Working

You are invited to begin on a journey of continuous, machine learning in this emerging AI era. The **AskAFAP** app is our next big step. It gives you fast, easy, and 24/7 access to both expert information and personalised support. Every day, with every interaction, the **AskAFAP** app gets better and better; and your industrial advocates gain genuine insight into your day-to-day employment issues.

Smarter Support with Artificial Intelligence

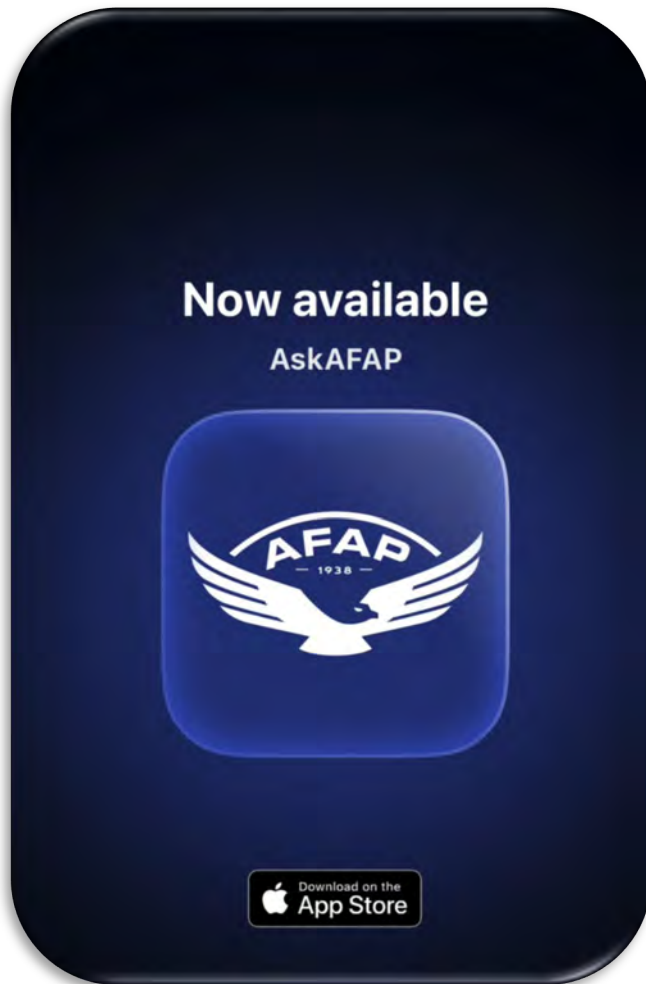
At the heart of **AskAFAP** is *Ava*, your AFAP Virtual Assistant. Ava, a custom-built agentic AI system, draws on your enterprise agreement, contact guides, FAQs, and extracts of other key documents, and it can even reference your *live roster* to give you accurate answers on demand.

Human Expertise, When You Need It

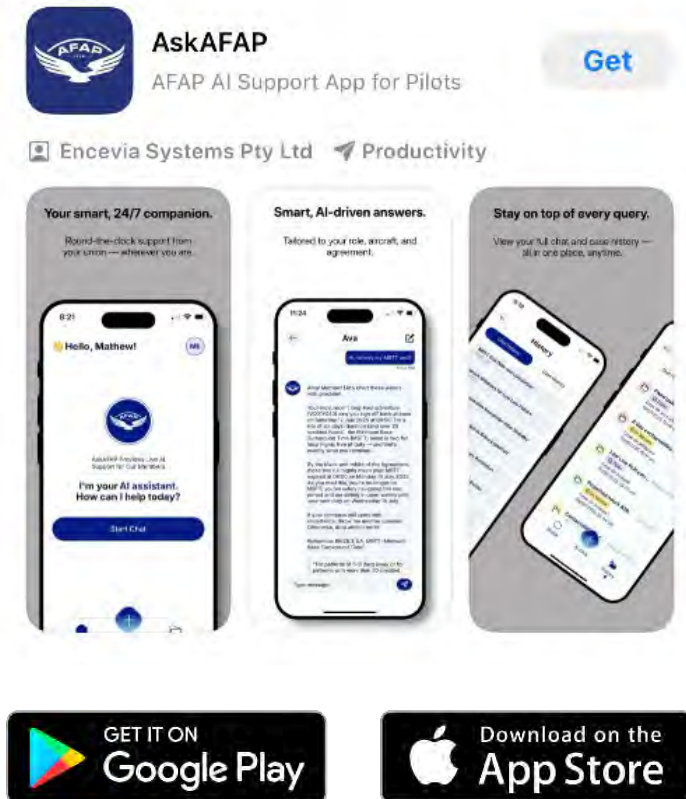
Some matters need the human touch. With **AskAFAP**, you can forward your query to expert AFAP staff in one tap. You will get a traceable case number, live updates, and the ability to message directly in-app.

Built for You

Ava is tailored to your personal profile, roster, and contactability settings, provided you keep it updated. Every response is instantly relevant to your situation. It is the convenience of AI with the assurance and backing of AFAP expertise behind it.



Setup Guide



App Stores

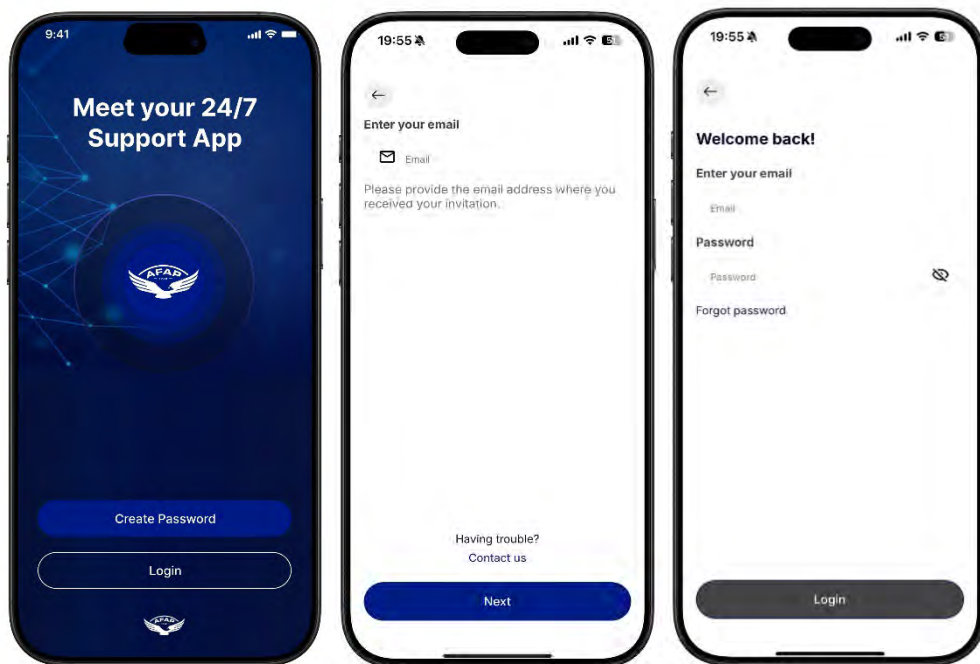
You may download the **AskAFAP** app from the Apple App Store or Google Play Store by searching for '**AskAFAP**'.

Important note: The **AskAFAP** app is only available on smartphones. It cannot be installed on iPads or tablets. This is to ensure your information remains secure and private, as company-issued devices may be monitored.

Opt Out

Using the **AskAFAP** app is subject to the terms and conditions of use and the privacy policy, both available in the app, online, and in this FAQ and setup guide.

If you prefer not to use the **AskAFAP** app and would like to opt out, please email feedback@app.afap.org.au.



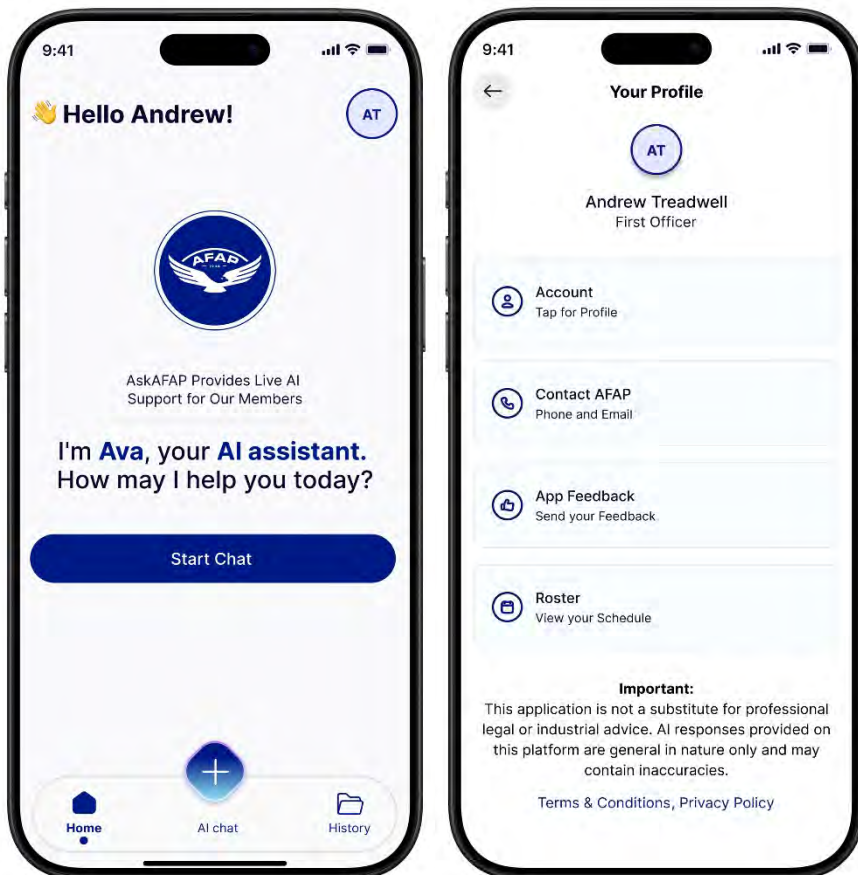
Getting Started

On first launch, the **AskAFAP** app will be available to Qantas Long Haul members. Short Haul members will be invited in the next phase.

Eligible members will receive an email invitation sent to their AFAP-registered email address.

1. **Open the invitation email** and click the download link for either the Apple App Store or Google Play Store.
2. Install the **AskAFAP** app on your smartphone.
3. Open the app and tap **Create Password**.
4. Enter your AFAP-registered email address. The app will verify it against the AFAP member database.
5. A verification code will be sent to your email.
6. Enter this code in the app to confirm your account.
7. Create your password.
8. Log in with your email address and password.

If you do not receive your invitation, please check your spam folder. If you have trouble completing the setup, please email feedback@app.afap.org.au.



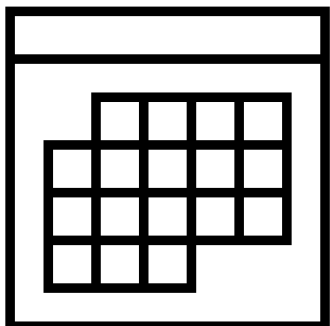
Complete Your Profile

Your Profile allows Ava to provide accurate, personalised answers. Unlike generic AI providers, completing this page ensures the **AskAFAP** app can use your details to tailor its guidance to your specific circumstances.

From the home screen, tap your initials in the top right corner, then open **Account**.

- The fields on a grey background contain information from AFAP's member database and cannot be edited in the app. To update them, please email admin@afap.org.au.
- Fields on a white background can be edited at any time by you and help Ava tailor responses to your situation.
- Tap the '?' icon next to any field for a short explanation of what it means.

You will also need your **contact period selection**. If you are unsure of yours, email lhfcsupport@qantas.com.au. To change your contact periods with Qantas, see the form in Docunet.



Roster Setup

Ava can only provide roster-aware answers once your roster is connected to the app. This allows the AI to answer questions in context and run calculations that reflect your actual duties.

AskAFAP receives your roster data directly from **WebCIS** via the **Send My Roster Updates** feature. Qantas currently only allows one email address to be entered here so, your setup choice matters.

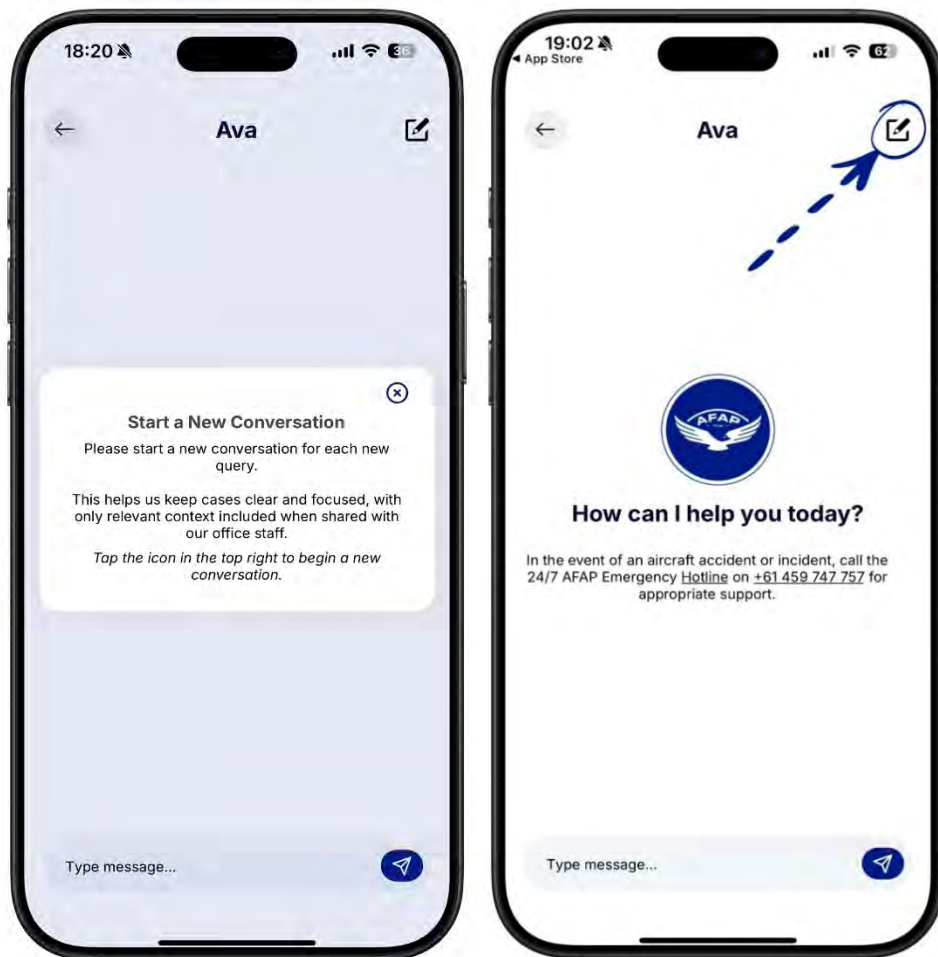
The recommended setup is:

1. Log in to WebCIS
2. Go to: **Roster → Send My Roster**
 - o Enter **rosters@app.afap.org.au**
 - o Click **Save**
 - o Use the **Bid Period** dropdown to select the roster you want to send
 - o Click **Send Roster**
3. Go to: **Roster → Send My Roster Updates**
 - o Also enter **rosters@app.afap.org.au**
 - o Click **Save**

Setting both fields ensures that:

- Your current published roster is sent immediately.
- Any future changes (e.g., new rosters, changes, or unnotified duties) are automatically sent to the app.

If you also want to keep using other paid services, e.g., RosterSMS, you can still periodically send your roster to them (using step 2 (above)). This method keeps **AskAFAP** updated in real time while still allowing you to use alternative services that you subscribe to.



AI Chats with Ava

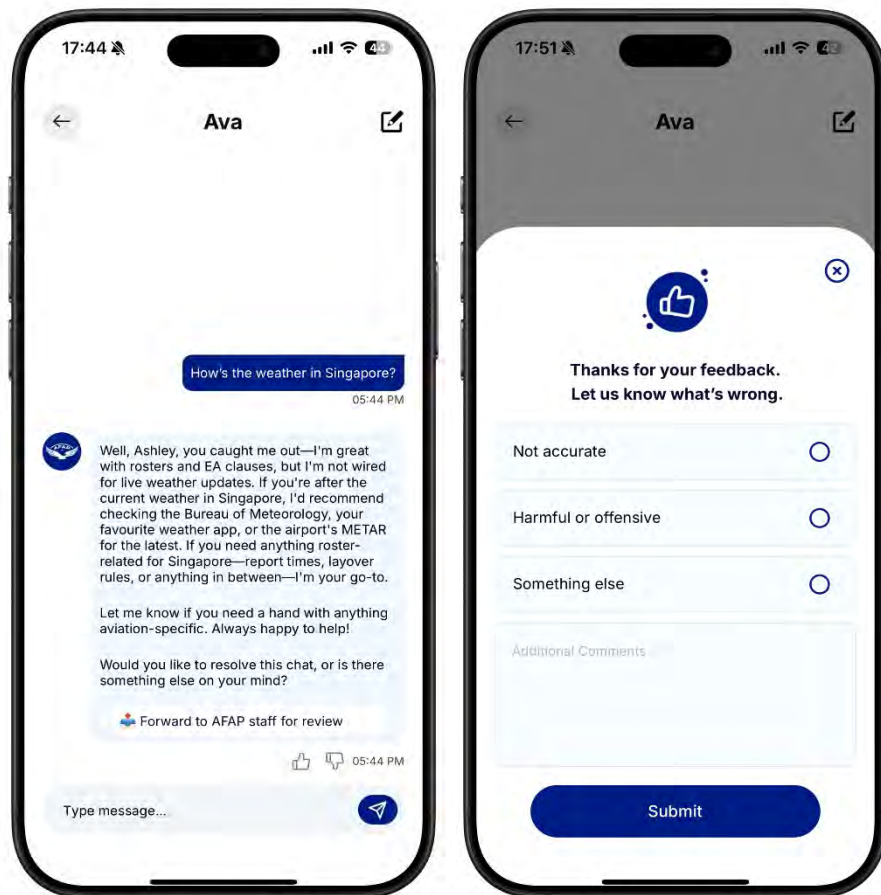
When you start a chat, Ava uses the conversation history to provide context. This is helpful for follow-up questions on the same topic; but if you switch topics without starting a new chat, Ava may give inaccurate answers.

Best Practice

- Use the *same* chat for follow-up questions on the same issue.
- Start a *new* chat for a different topic by tapping the **New Chat** icon in the top right corner of the chat screen.

If you prefer AFAP staff to handle your query, tap **Forward to AFAP staff for review** inside the chat response. This will create a case and hand the conversation over to an AFAP staff member.

Your complete history of cases and chats are available in the **History** page.



Rate Answers and Send Feedback

Inside a chat, you may rate Ava's reply with a thumbs up or thumbs down.

- Thumbs up lets us know the answer was helpful.
- Thumbs down opens a short form where you can choose feedback from **Not accurate**, **Harmful or offensive**, or **Something else**; and add any **Additional comments**.

If you think an answer is incorrect, please use thumbs down and add a brief note. Your feedback goes directly towards improvements so we can further increase accuracy. Using the thumbs down feature does not create a case.

For app bugs or feature requests, please use the **App Feedback** tool in **Your Profile**.

An Introduction to the AskAFAP App

Now that you are set up, let's see what **AskAFAP** can do.

Intelligent Chat

Starting a chat opens up a world of information about your employment that is just one tap away, at any time of the day or night.

Ava is your 'AFAP Virtual Assistant'.

Live Solutions

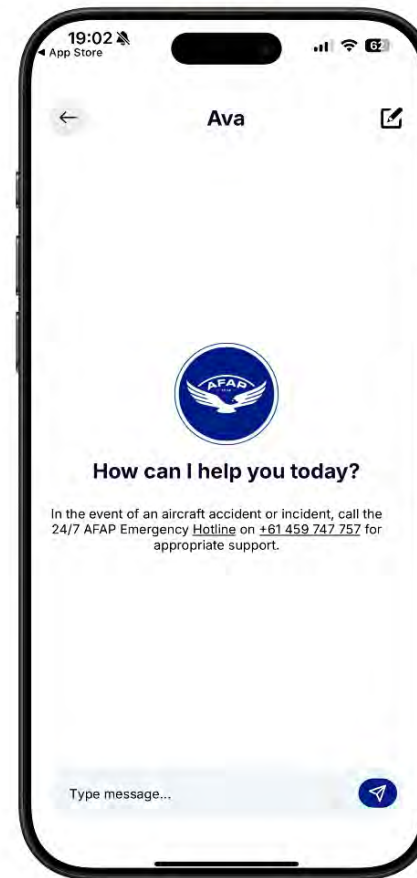
Ava's knowledge base includes your enterprise agreement, contact guides, FAQs, and key extracts from other important documents that affect your day-to-day work. Ava can also access your live roster - and Ava understands all the rules. Ava knows when you are contactable, or pattern protected, on leave, etc.

Live Calculations

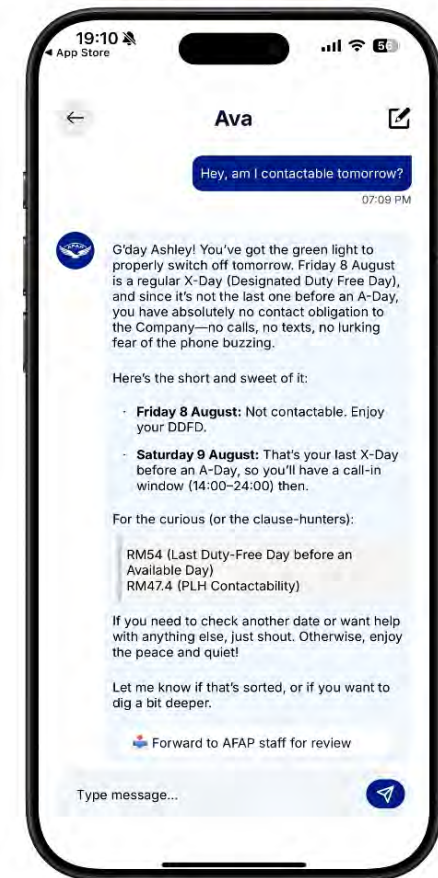
Ava can run calculations for you too. Need to check a maximum duty limit under an FRMS? Ava will work it out. Want to know when MBTT will end after a trip? Ava will calculate that as well.

No question is too big or too small. Ava is continually learning and is always ready to assist, no matter the time zone or location.

How can I help?



Am I contactable?



Cases and AFAP Expert Support

Sometimes though, important issues need the expertise of an AFAP staff representative.

With **AskAFAP**, starting that process is simple. While chatting with Ava, the AI may suggest escalating your query. If you would like AFAP staff to handle your query, tap **Forward to AFAP staff for review** inside the chat response. This creates a case and hands the conversation to an AFAP expert.

Once you forward a case, Ava steps out of the conversation and the AFAP staff take over. You'll continue the discussion directly in-app – your case can seamlessly be passed to the right specialist if needed.

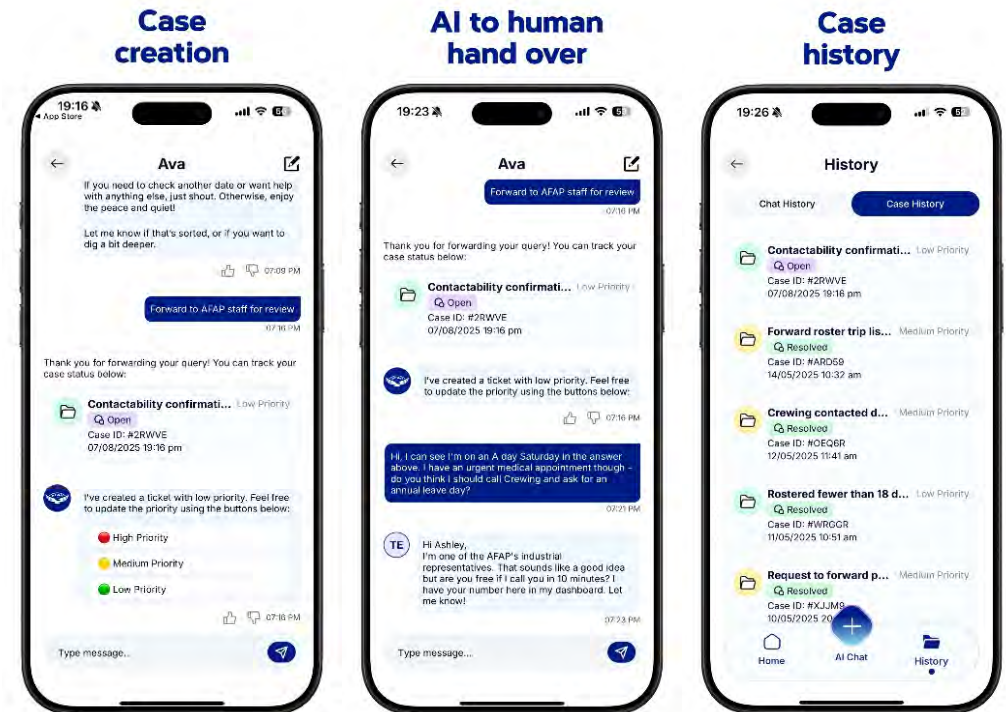
This means no more late-night phone calls, no more roaming charges or hotel phone bills, or waiting on email replies. You can message in-app at any time, or arrange a phone or video call with the AFAP staff to discuss your issue.

Fully Traceable

Every case is fully traceable. You can see its current status - open, in review, or resolved - updated in real time. Your complete case history and all conversation records are available from the home screen under **History**.

The **AskAFAP** app brings speed, transparency, and convenience to every member interaction; all the while keeping the AFAP's human expertise at the heart of the process.

This is a revolution in member support.



Your Profile

What makes **AskAFAP** truly unique is how accurately Ava can tailor information to your individual circumstances.

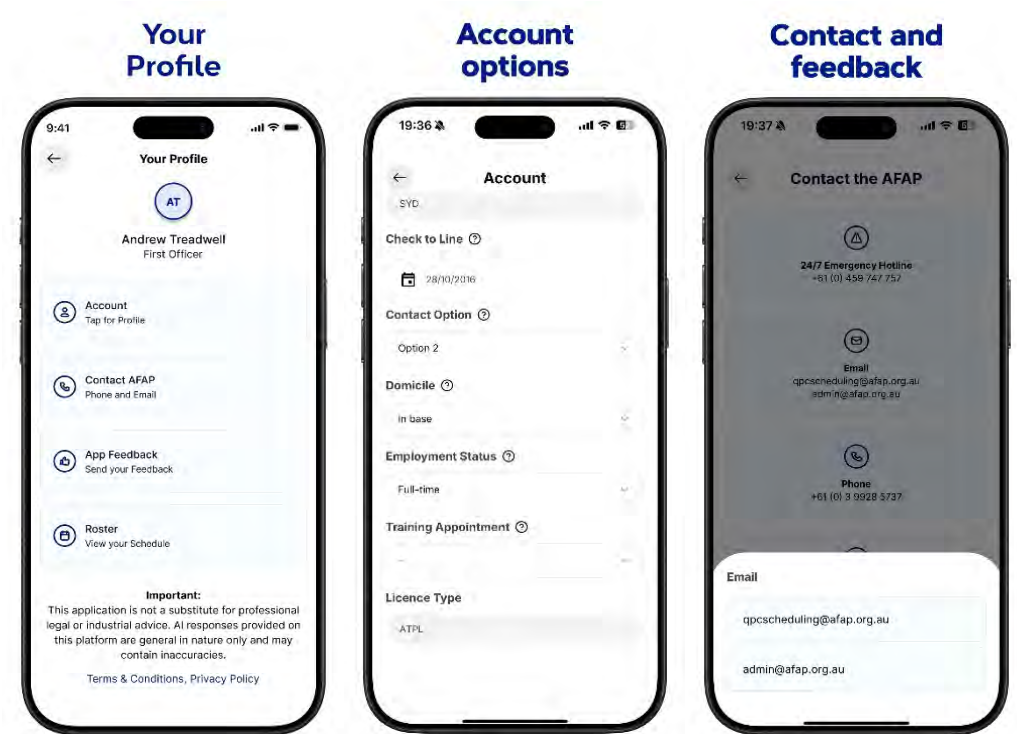
From the **Your Profile** section in the **Account** page, you can set details such as your contactability options, domicile, employment status, and any training or supervisory appointments you hold. These give Ava the context to provide more accurate answers, so it is well worth taking a few minutes to complete this page.

Your information is securely provided to Ava so that every answer is personalised for you. No more having to repeat your situation over the phone or in emails. Ava already knows.

Some fields in your profile are shown in grey. These come directly from AFAP's membership database and cannot be edited in the app. If a field needs to be updated, please email admin@afap.org.au.

Contact

If you need to reach the AFAP directly, you can do so from within the app. On the **Contact** page, simply tap an email address to start a new email, or tap a phone number to place a call. You can also send suggestions or bug reports by tapping **App Feedback**. Please include details or screenshots. Every submission is thoroughly reviewed for future updates to the **AskAFAP** app.



Your Roster

AskAFAP gives you a clean, interactive view of your roster. It is colour coded for quick scanning and designed to show you what you need at a glance.

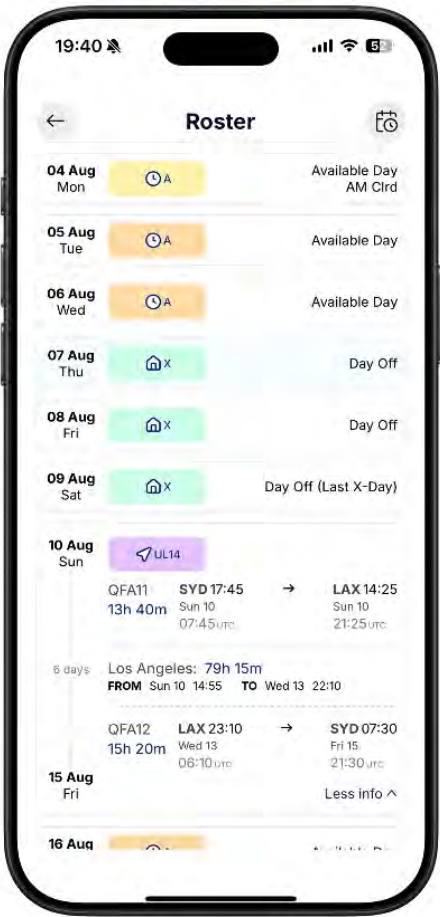
From the main roster screen, you can see key details without clutter. Tap **More info** on any pattern to expand the trip and view additional timings and notes.

Your hours and pattern protection are available from the icon at the top right. It is quick to check and always on hand.

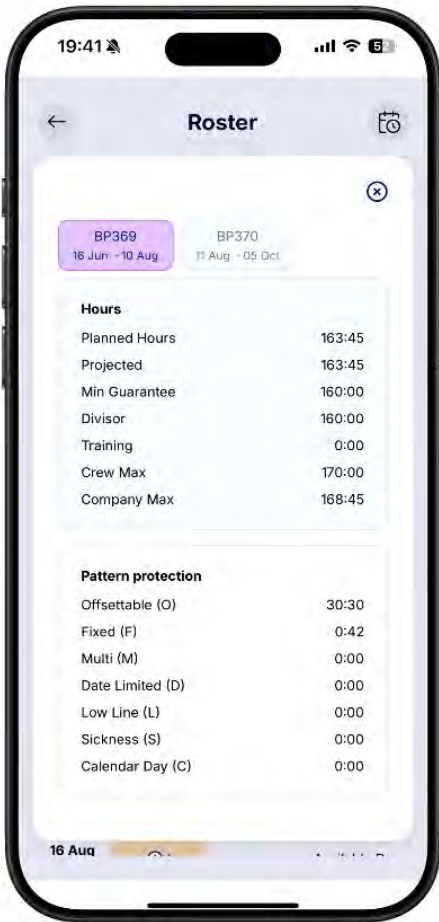
Ava can see your roster once you have set up roster forwarding. This lets the AI answer questions in the proper context and run calculations that reflect your actual duties.

The roster view is designed for convenience and easy sharing. For setup instructions, see the **Setup Guide** section above.

**Scrolling
live roster**



**Bid period
summaries**



Security

The **AskAFAP** app was created with security at its core.

Secure Intelligence

Ava is not your average GPT or LLM. Using multiple, fit-for-purpose, *enterprise-level* AI models, the data – your data – that is provided to, and used by, the **AskAFAP** app:

- Is *not* shared with anyone outside of the AFAP and AskAFAP system; and
- Is *not* used by AI providers to train their wider models.

This greatly differs from *commercial* AI providers, such as ChatGPT (even subscription versions), who *do* use the information you provide it during conversations to train their AI models.

Ava is one of a kind.



Sample Questions

Not sure where to begin? Try some of these sample questions below:

1. *Hey Ava, what's on this week for me?*
2. *Am I contactable tomorrow?*
3. *Am I pattern protected?*
4. *Ava, what's my pay?*
5. *If I get called off standby, how long do I have to leave home?*
6. *If I alt pax before my next trip, do I still get business class?*
7. *How long is the training freeze?*
8. *Ava, how are allowances worked out?*
9. *What's the difference between the TAFB options?*
10. *If I get called out (as a BLH) to pax, do I get business or first?*
11. *What are the flexi-line options?*
12. *How do I bid for leave? What if I need a specific day off?*
13. *How does golden leave work?*
14. *Hey Ava, what are the parental leave entitlements?*
15. *If my pattern protection is fixed, do I have to accept offers?*
16. *I got rostered a low line, can I drop it?*
17. *Ava, what's the overtime on each trip on my current roster?*
18. *The flight I've signed on for now, what's the maximum duty time?*

Frequently Asked Questions

While Ava, the AI Agent, is fully capable of answering these queries in chat (just ask and see!), a list of frequently asked questions about the **AskAFAP** app is provided below.

Installation

Q: Why can't I install the app on my iPad?

A: The app is for smartphones only. Company-managed iPads may be monitored, so installation is blocked for your security and privacy.

Invites / Access

Q: I didn't get my invitation email.

A: Some email providers (e.g. Hotmail) may block the invite. Check your spam folder, or contact **feedback@app.afap.org.au** and we'll resend it.

Chat Issues

Q: Ava gave me an odd response or referenced an old question.

A: Start a new chat for each new topic. Continuing in the same thread can provide too much context for the AI to answer the most recent question.

Roster Not Showing

Q: I can't see my roster in the app.

A: Make sure you've followed the Roster Setup instructions in this guide. If it still doesn't appear, try force closing and restarting the app.

Roster Missing or Delayed

Q: Why hasn't my updated roster come through?

A: Occasionally Qantas may fail to email certain rosters through to our email server. Manually resend your new roster from WebCIS if needed.

Roster Differences

Q: Why does my roster look different from WebCIS?

A: The app displays the data Qantas sends our email server. If it differs from WebCIS, always treat WebCIS as the official source.

Calendar View

Q: How do I see my roster in the calendar?

A: Tap your initials → Roster card → and scroll the rolling calendar or tap the calendar icon for a summary.

‘View Roster’ and Calling In

Q: Does viewing my roster in the [AskAFAP](#) app count as clicking on ‘View Roster’ for call-in purposes?

A: No, you must continue to make required call-ins via WebCIS.

Offline Use

Q: Can I use the app without internet?

A: You can view past chats, rosters, and cases offline, but Ava needs an internet connection to respond.

FAM Queries

Q: Why can't Ava answer questions about company manuals, e.g., the Flight Administration Manual (FAM)?

A: The FAM is not currently included in Ava's knowledge base. Ava knows a few things that are in the FAM, but does not have access to the FAM.

Creating Cases

Q: When should I create a case?

A: If Ava can't appropriately help or the issue is complex, forward it to AFAP staff via the app for review.

Case Priority

Q: How do I mark a case urgent?

A: Set the priority to red when creating the case. This is visible in the AFAP's administration dashboard where your cases are handled.

AI Not Responding in a Case

Q: I created a case and now Ava isn't replying – why?

A: Once escalated, Ava steps out and an AFAP staff member takes over the conversation. Your next message goes to the AFAP staff member.

Grading Answers

Q: How do I provide feedback that an answer was helpful, or that it was not helpful?

A: Tap the thumbs up or thumbs down icon inside the chat response. If unhelpful, select a reason then add a short comment. This helps the system improve its accuracy.

App Feedback and Feature Ideas/Requests

Q: Can I provide feedback on my app experience, or share an idea that I have for the app?

A: Yes! Use the **App Feedback** feature in **Your Profile**.

Chat History

Q: Can I view old conversations?

A: Yes. Tap History in the navigation bar, switch to **Chat History**, and open any past chats/threads.

Response Time

Q: Why do some AI answers appear quickly and others slowly? Has my app frozen?

A: Sometimes, Ava has all the information it needs to answer quickly. Other times, Ava has to run customised calculations and workflows to answer your query. In any event, if the answer is taking longer than normal, you will receive a notification that Ava has replied to you (after a few minutes). If, however, you believe your app has frozen, try force closing the app, restarting it, then check your current AI chat and/or chat history. Also, starting a new conversation (top right button when chatting) resets the AI chat.

Account Fields

Q: Why are some fields in my account greyed out?

A: They are automatically uploaded from AFAP's member database. Please email admin@afap.org.au to update them.

Profile Completion

Q: Why should I complete my profile?

A: It gives Ava the context to provide accurate, relevant answers to your current position.

