



Tips for Getting the Best Results

Like any AI tool, AskAFAP works best when questions are clear and specific. If you receive a response that isn't what you expected, there are two simple options:

- 1 Start a new chat** – Ava works best when a chat is related to one topic. Starting a fresh chat each time you start a new topic is best practice.
- 2 Try asking the question again using different wording.** Sometimes a question is interpreted differently depending on how it is phrased, and a small change can produce a more relevant response.

If you still do not receive the information you need, **forward your case to AFAP staff** to review for further assistance or clarification.

Forwarding a Query to AFAP Staff

If you choose to forward your conversation for review, the chat is transferred directly to the AFAP Scheduling team.

Once a conversation has been escalated, Ava will no longer respond within that chat. If you would like to continue using Ava while your query is being reviewed, simply start a new conversation.

When a query is forwarded, the entire conversation history is included. To help our staff understand your concern more quickly, please add a brief message explaining why you are seeking further assistance.

FOR EXAMPLE

“Hi AFAP, I am not sure that the previous response regarding sign off obligations was correct – can you please let me know your interpretation?”

Or

“Hi AFAP, Ava has advised that the way Qantas have actioned my roster isn't compliant, can you please advise how I should raise this with Qantas”.

Providing this additional context helps our team respond more efficiently and resolve your query as quickly as possible.

Urgent Support

If a scheduling inquiry is urgent and requires assistance outside of regular business hours the AFAP provides 24/7 scheduling support via:

Patrick Larkins
+61 403 126 067

Simon Lutton
+61 419 482 582

The scheduling support is separate to the AFAP's [24/7 accident and incident hotline \(+61 459 747 757\)](#) for emergency incident and accident support from the AFAP Safety and Technical team.

Understanding Ava's Limitations

While AskAFAP has access to a wide range of resources, it is important to understand what information is available to the system.

Ava currently has access to:

- The Short Haul and Long Haul Enterprise Agreements
- Relevant sections of the Flight Administration Manual (FAM)
- Certain information related to the proposed EA11
- FRMS Work Rule documents
- Selected QPC communications

Some internal Qantas policy documents are not available to Ava. As a result, there may be occasions where the app cannot provide a complete answer on a particular topic.

Important Note: Ava will only be able to provide information based on the agreement that is attached to your profile –e.g., a Long Haul pilot will only be able to access information from the Long Haul Agreement, and a Short Haul pilot will only be able to access information from the Short Haul Agreement –see below for information on how to update your profile if you change Haul.

Keep your Profile Up to Date

Your AskAFAP profile is linked to your AFAP membership profile, but the two systems operate independently. To ensure Ava provides accurate, personalised responses, it's important to keep both records up to date.

If you change fleet, haul or rank, please complete both of the following steps:

- 1** Update your personal details by logging into your AFAP member profile on the AFAP website; and
- 2** Contact the AFAP Scheduling Team by phone (**+61 (0) 3 9928 5737**) or email (gpcscheduling@afap.org.au) so we can update your AskAFAP profile.

Some profile information within AskAFAP requires back-end updates by our development team and cannot be changed automatically.

If these updates are not completed, Ava will continue using your previous profile information, which may affect the accuracy of the advice and information you receive.

If you need assistance while your profile is being updated, you can always escalate your query to an AFAP staff member. Our team has access to information across all fleets, hauls and ranks and can assist you in the meantime.

Connecting your Roster

For the most personalised advice, you can give AskAFAP access to your roster. Once connected, Ava can analyse your roster in real time and provide guidance based on your individual circumstances.

If you escalate a query to AFAP staff, your roster is also available to us, allowing for faster and more informed assistance.

You can send your roster as a one-off or opt to have updates sent through as they occur.

TO SEND YOUR ROSTER

- 1** Log in to WebCIS: <https://webcis.qantas.com.au>
- 2** Go to **Roster** → **Send My Roster**
- 3** Enter this email address: rosters@app.afap.org.au (pop it into the relevant box)
- 4** Click **Save**
- 5** Choose your bid period, then hit **Send Roster**

FOR ONGOING ROSTER UPDATES (ROSTER CHANGES, SWAPS, UNNOTIFIED DUTIES)

In the “**Send My Roster Updates**” section,

- 1 Enter the same email - rosters@app.afap.org.au
- 2 Select **Save**

Roster updates can take a few minutes to appear. If your roster hasn't loaded after a short time, try restarting the app or sending the roster again.

If you're still experiencing issues, use the **App Feedback** option in your Profile tab so our developers can investigate.

Give it a Try!

The best way to get started with AskAFAP is simply to start asking questions.

Whether you're checking a work rule, reviewing your roster or looking for guidance under your Enterprise Agreement, AskAFAP gives you fast, reliable answers whenever you need them.

Knowledge is one of your strongest protections - and AskAFAP puts that knowledge in your pocket, 24 hours a day.