



Christmas Island Mail Services

The Australian Government, through the Department of Infrastructure, Transport, Cities and Regional Development (the Department), provides significant investment in underwriting air services to the Indian Ocean Territories (IOT), as these services are not commercially viable.

Through this investment, mail to the IOT can be uplifted via five air services provided per fortnight, including a twice-weekly Regular Public Transport (RPT) service, and a dedicated fortnightly air freighter service.

Australia Post and its licensees are responsible for the delivery of mail to the IOT and meeting customer service requirements for mail.

Freightshop coordinates the delivery of air freight to the IOT, including mail lodged with Australia Post, in consultation with Virgin Australia Regional Airlines (VARA) and Toll Logistics.

It is important to understand that cargo space on the RPT services is limited, with passenger numbers, excess baggage, runway conditions and weather at all airports (including alternate airports) impacting on the amount of freight that can be uplifted.

Air freight is prioritised according to the following categories based on the critical nature of the goods:

- Category 1 – Aircraft on Ground Spares
- Category 2 – Life-Saving Medical
- Category 3 – Perishables
- Category 4 – Australia Post Mail
- Category 5 – Priority General Cargo
- Category 6 – General Cargo

In the event that air freight, including mail, cannot be uplifted due to capacity constraints, goods will generally be transported on the next available flight.

Any queries about mail deliveries should be referred to Australia Post.

For additional information regarding air freight uploads, including lodgement times, please contact Freightshop at perth@freightshop.com.au, or on 08 9477 6088.

January 2020