



Airline Services for Norfolk Island

FACTSHEET

March 2019

Norfolk Island's regular passenger air services are provided by Air New Zealand, supported by a subsidy from the Australian Government. The regular services are essential for Norfolk Island's tourism activity, and they create greater economic opportunities for the community.

This factsheet includes information on the services and the way that they are provided. For further information, please contact norfolkisland@infrastructure.gov.au.

Passenger profile

The majority of people flying to Norfolk Island are tourists, as shown in the graph below. The data in the graph covers the last six months of 2018. It shows that between 62% and 85% of travellers were tourists and between 12% and 23% were residents. The proportion of people migrating permanently to Norfolk Island is less than 1% of the total in each month, and they are counted here as residents.

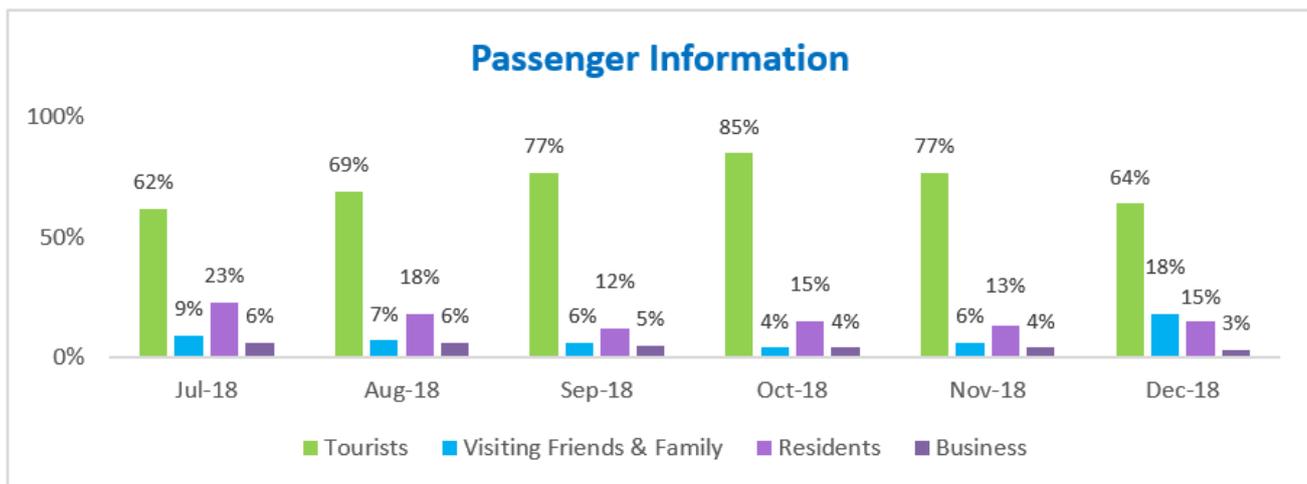


Figure 1: Norfolk Island monthly passenger summary (Australian Border Force data)

Seat availability

The number of seats booked in each month ranges from around 65% to 75% in winter and 90% to 100% in the peak season. In the six month period shown in this graph, the Brisbane flights were at 78% to 96% of their capacity and the Sydney flights were at between 79% and 86% of capacity in each month.

Flight schedule

Air New Zealand provides a core service of two flights per week from Brisbane and two flights per week from Sydney, as required by the contract with the Government.

Additional flights were added in October 2018, increasing the number of return flights between Brisbane and Norfolk Island to twice-weekly all year round. In addition to the twice-weekly core service, there are three flights per week from mid-September to end-April between Sydney and the Island. This change was made in response to a request from the Norfolk Island Regional Council. The Government is considering adding more scheduled flights which have also been requested by the Council.

A summary of the current schedule is shown in the table below.

Period	Season	SYD-NLK-SYD	BNE-NLK-BNE
Mid-September to end-April	Peak	3 per week	2 per week
End-April to mid-September	Shoulder	2 per week	2 per week

This flight schedule is designed to meet demand during the peak and off-peak travel seasons. Changes to the airline services, including frequency and passenger/freight capacity, are made by the Government in partnership with Air New Zealand. If the changes are significant and will have an impact on the provision of services, the Government will consult with the Norfolk Island community.

New aircraft

In the first half of 2019, Air New Zealand are likely to start using new A320 aircraft on the routes to Norfolk Island. The airline expects to be able to provide the same capacity as the current aircraft, which are also A320 aircraft. The new aircraft will have new, more efficient engines and they will come with new seats and new in-flight entertainment.

Average ticket prices

Average ticket prices are kept within a specified range, under the contract between the Government and Air New Zealand. In 2018 the average fare was between \$250 to \$290 each way for Sydney flights and \$230 to \$310 each way for Brisbane flights. These prices don't include airport fees and charges. Tickets booked at short notice will cost more than tickets booked in advance. Tickets booked at short notice that require transit via Sydney or Brisbane will cost substantially more than tickets booked in advance for direct travel.

The Government's contract protects travellers from fluctuations in prices which can be caused by fuel cost changes and other factors.

Airfreight

Every Air New Zealand flight from Australia to Norfolk Island has the capacity to carry 1,500 kilograms of freight. Unfortunately, the flights aren't always able to carry that amount. When passenger numbers are high, passengers take priority over freight, and when the weather is poor, extra fuel needs to be carried so not all freight is able to be loaded.

Air New Zealand selects more urgent items when loading freight. For example, medical supplies and mail receive priority. The freight rate charged by Air New Zealand is lower than the full commercial rate.

Fuel costs

Fuel costs are set in the contract between Air New Zealand and the Government. The rates are based on the quarterly average price of international Jet A1 fuel, and they are affected by the exchange rate between the Australian and United States dollars. The size of the Australian Government's subsidy is influenced by fuel price rises, however ticket prices are buffered against such price rises.

Lost, stolen or damaged baggage?

For information on lost, stolen or damaged baggage, including how to make a report, visit Mishandled Checked Baggage at www.airnewzealand.co.nz/mishandled-baggage.

Air New Zealand's role in promoting Norfolk Island tourism

Air New Zealand actively promotes Norfolk Island as a destination through a variety of its channels including its website at www.airnewzealand.com.au/destination-norfolk-island. This site also contains additional information about airline services to Norfolk Island.