



# FACTSHEET

## Airline Services for Norfolk Island

August 2019

Norfolk Island's regular passenger air services are provided by Air New Zealand (Air NZ) and underwritten by the Australian Government. The Government also subsidises the airfreight service provided by TOLL. These regular air services are essential for Norfolk Island's tourism activity, and they create greater economic opportunities for the community.

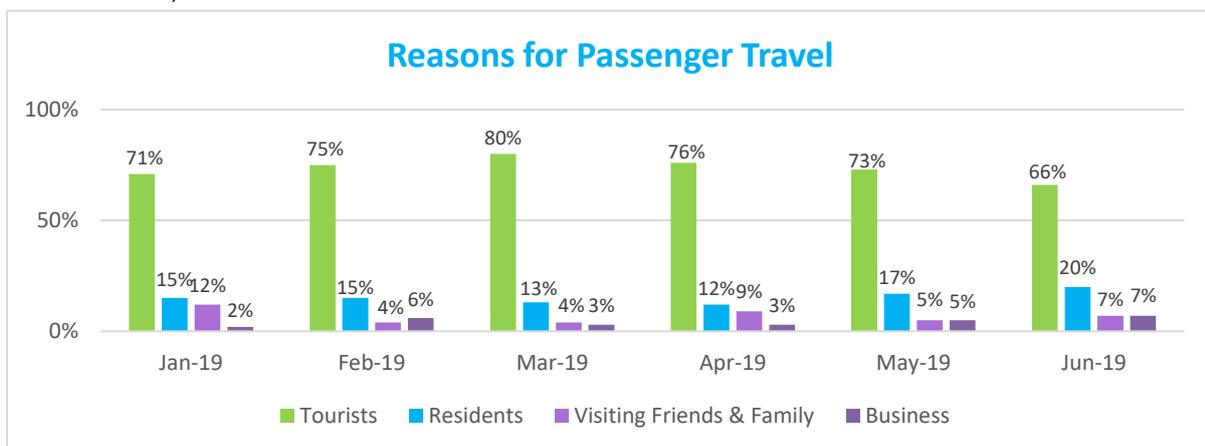
### Passenger profiles

Passengers travel to Norfolk Island for a range of reasons and from destinations across the globe. Summary data is provided below, drawn from information on the arrival cards that passengers complete on their flight to Norfolk Island.

### Reason for visit

The majority of people flying to Norfolk Island are tourists, as shown in the graph below. In the six months to June 2019, on average 74 per cent of travellers were tourists, 15 per cent were residents, 7 per cent were visiting friends and family and 4 per cent travelled for business reasons.

The pattern of reasons for visiting Norfolk Island remained reasonably consistent over the first six months of 2019, as can be seen below.

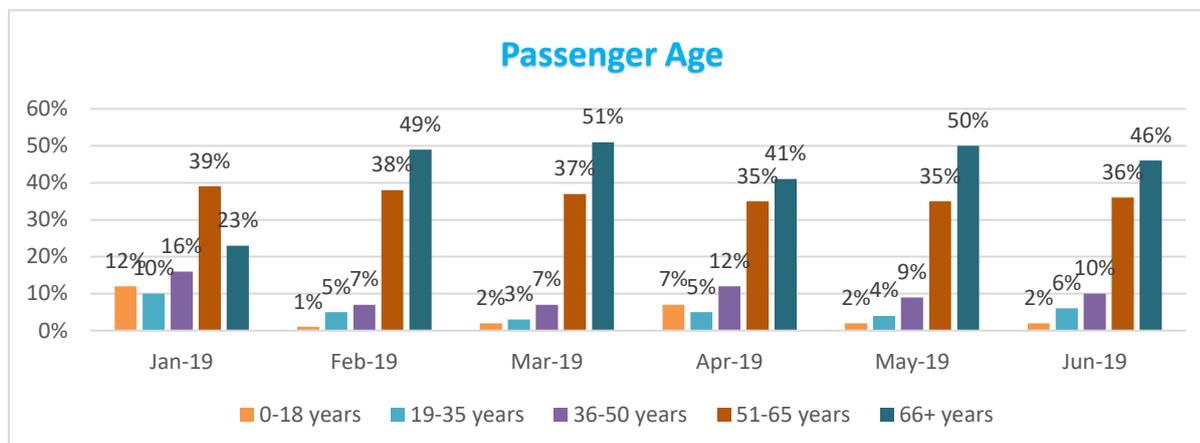


### Passenger demographics

Travellers coming to Norfolk Island from mainland Australia made up an average of 93 per cent of all travellers in the six months to June 2019. The next largest proportion, averaging 5 per cent, came from New Zealand. Least common were travellers coming from Europe or other regions, averaging 1 per cent or less over the six month period.

## Passenger age

The majority of visitors flying to Norfolk Island were 51 years and over, as shown in the graph below. The numbers of travellers in each age group remained steady during the last six months, with the exception of January, when the numbers of people aged 66 years and over was lower and there was an increased number of younger people travelling to Norfolk Island.



## Seat availability

The monthly average of seats booked on each flight ranges from around 65 per cent to 75 per cent in winter and 90 per cent to 100 per cent in the peak season of mid-September to end-April. The Brisbane flights were at 78 per cent to 96 per cent of their capacity and the Sydney flights were between 79 per cent and 86 per cent each month over the past 12 months.

## Flight schedule

Air NZ provides a core service of two flights per week from Brisbane and two flights per week from Sydney.

In October 2018, additional flights were added to increase the number of return flights between Brisbane and Norfolk Island to twice-weekly all year round. This change was made in response to a request from the Norfolk Island Regional Council. In addition to the twice-weekly core service, there are three flights per week from mid-September to end-April between Sydney and Norfolk Island.

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

Period	Season	SYD-NLK-SYD	BNE-NLK-BNE
Mid-January to end-April	Peak	3 per week	2 per week
End-April to mid-September	Shoulder	2 per week	2 per week
Mid-September to mid-January	Peak	3 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 NZ. If the changes are significant and will have an impact on the provision of service, the Government will consult with the Norfolk Island community.

## New aircraft

Air NZ started using the new A320neo aircraft on the Brisbane-Norfolk Island route in May 2019. Over the next 12 months the A320ceo and A320neo will be used on the Sydney-Norfolk Island route. The new aircraft provides the same capacity as the previous aircraft and it has new seats and new in-flight entertainment.

## Average ticket prices

Ticket prices are kept within a specified range, under the contract between the Government and Air NZ. The Government's contract protects travellers from fluctuations in prices which can be caused by fuel cost changes and other factors.

From January through to June 2019 the average fare was between \$230 and \$268 each way for Sydney flights and \$232 to \$283 each way for Brisbane flights. These prices do not include airport fees and charges. Tickets booked at short notice or during peak times such as school holidays will cost more than tickets booked in advance.

## Airfreight

The table below provides information on the amount of cargo space available on Air NZ flights for the first two quarters of 2019, as well as the actual amount of cargo imported.

	Cargo	Mail	Cargo Capacity
Jan-Mar 2019			
SYD-NLK	630kg	150kg	1,464kg
BNE-NLK	649kg	113kg	1,323kg
Apr-Jun 2019			
SYD-NLK	935kg	214kg	2,336kg
BNE-NLK	681kg	136kg	1,888kg

Every Air NZ flight from Australia to Norfolk Island has the capacity to carry around 1,500 kilograms of freight. However, the flights aren't always able to carry that amount. When passenger numbers are high, they 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 NZ will select more urgent items when loading freight, so, for example, medical supplies and mail will be given priority.

The Government subsidises dedicated airfreight flights from Brisbane to Norfolk Island. Following a tender process, TOLL was awarded a one year contract in early July 2019 to provide up to 20 dedicated airfreight flights, depending on demand.

More information on the schedule of TOLL airfreight flights is on the Department of Infrastructure, Transport, Cities and Regional Development website:

[https://www.regional.gov.au/territories/norfolk\\_island/Norfolk-Island-Air-Freight-Services.aspx](https://www.regional.gov.au/territories/norfolk_island/Norfolk-Island-Air-Freight-Services.aspx)

## Fuel costs

Fuel costs are set in the contract between Air NZ 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 of the Australian and United States dollars. The amount of the Government's underwrite is influenced by fuel price rises, however, ticket prices are buffered against such changes.

## 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](http://www.airnewzealand.co.nz/mishandled-baggage).

## Air New Zealand's role in promoting Norfolk Island tourism

Air NZ actively promotes Norfolk Island as a destination through a variety of its channels including its website at [www.airnewzealand.com.au/destination-norfolk-island](http://www.airnewzealand.com.au/destination-norfolk-island). This site also contains additional information about airline services to Norfolk Island.