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Administrator of Christmas Island
Administrator of the Cocos (Keeling) Islands



Community Bulletin

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Latest on IOT air services transition

Detailed transition planning continues to support the commencement of Qantas delivery of air services from 3 November.

I can confirm that, as part of necessary transitional arrangements, IOT flights will initially operate from Perth via Port Hedland, rather than stopping at Learmonth as originally planned.

This change was made due to operational requirements identified during the transition process. I note that the Port Hedland stop is not intended as a longer-term requirement.

Additionally, please be aware the departure terminal in Perth for all Qantas flights is confirmed as Terminal 1. Some passengers with Qantas bookings may have recently received information that a future flight would be departing from Terminal 4 – this is not the case and was a system issue.

The Department is continuing to work closely with Qantas to settle arrangements and I ask for the community's patience as flight operations are still being finalised and we may see further changes. This is expected during a transition period and the commencement of a new service provider.

From Friday, 3 October, Qantas will be conducting a familiarisation flight to both Christmas and Cocos Islands, to test operational and logistical arrangements ahead of service commencement.

A dedicated Qantas call centre line, which is available on 1300 026 698 between the hours of 8am-7pm Christmas Island time, is for urgent IOT route enquiries for individual passengers only. The Group Travel team are available on 13 26 24, while travel agents can contact Qantas Agency Connect on 13 17 11 for assistance with agent bookings. Queries about any Virgin bookings should be directed to its contact centre on 13 67 89.

If you have general questions about the transition process, you can contact
IOTairservicetransition@infrastructure.gov.au

As always, I appreciate your patience and understanding during this initial transition period as we work to support reliable and sustainable air services for the IOT. Please look out for my further updates which will be issued as new information becomes available.

Farzian Zainal, Administrator of Christmas Island and the Cocos (Keeling) Islands