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Community Bulletin

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Air services transition update

Complimentary baggage, food and beverage

With continuity of essential air services and a smooth transition the Australian Government's priority, Qantas is currently finalising detailed flight planning to commence its services to the Indian Ocean Territories from 3 November 2025. I appreciate that passengers are keen to plan their travel and baggage requirements in advance, so I am pleased to provide this community update with details from Qantas.

Qantas will continue to operate IOT flights from **Terminal 1 (T1) at Perth Airport** during this transition period. I understand that contrary information was communicated to some passengers due to a system issue and that this caused some confusion. I apologise for any uncertainty this has caused.

I am pleased to now confirm that IOT travelers will receive a **complimentary checked baggage allowance of 30kg, plus 7kg carry-on**. Additional baggage (up to 35kg) can be purchased, subject to space availability on each flight. This includes eskies and similar cooler box items. No single piece of baggage can exceed 32kg, and any piece over 23kg may incur a heavy charge at the airport.

Qantas is working to implement a 'priority' baggage system for the IOT routes, where each passenger will receive at least one 'priority' bag, with any excess bags uplifted on the next available service, subject to availability. Additional baggage allowances may apply for Qantas Frequent Flyer and Qantas Club Members.

Qantas will closely monitor baggage uplift and may adjust allowances of flight planning to help prevent repeated offloads.

I can further advise complimentary food and beverages will be offered on IOT flights, including halal and other dietary options. Passengers can request a dietary-required meal via the Qantas website under the 'Manage Booking' section at least 24 hours prior to departure (or 36 hours for Halal meals).

In the initial transition period, passenger flights to the IOT will include a stopover at Port Hedland. This is a temporary measure, and passengers will not disembark during the stop. These interim arrangements will apply for up to 12 months while further regulatory approvals are progressed and equipment is mobilised in the IOT.

I encourage all travelers to view their booking on the Qantas website to check the full terms and conditions of their fare as well as to manage flights incidentals such as additional baggage, meals, and other special requirements.

Qantas is still finalising freight arrangements, including pricing and service details, which will be shared with the community shortly. I will continue to provide updates as more information becomes available.

Qantas has now confirmed that interim freight operations will depart Perth to Christmas Island fortnightly on Fridays, rather than Saturdays as earlier advised. The service will overnight on Cocos Islands on Friday before returning to Perth on Saturday.

I want to thank the community for your continued patience and understanding as we work through the transition to Qantas-operated air services in the Indian Ocean Territories. I assure you the Department continues to work closely with Qantas to support transition and minimise disruptions.

A dedicated Qantas call centre line, which is available on 1300 026 698 between the hours of 8am-7pm Christmas Island time, is available for urgent IOT route enquiries for individual passengers.

For groups, 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 IOTairservicestransition@infrastructure.gov.au

These services are vital to life in the Territories, and I remain committed to keeping you informed and supported throughout this transition.

[Farzian Zainal, Administrator of Christmas Island and the Cocos \(Keeling\) Islands](#)