

*Farzian Zainal*

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



Community Bulletin

Number: A30/2025

Date: 11 December 2025

Freighter schedule for the holiday period

As we approach the holiday season, we would like to share some important updates about freight services and air travel arrangements.

During December, freighter services will operate on Friday 12 December and Friday 19 December. Freighter services will then resume on Friday 9 January and Friday 23 January.

This three-week break is part of usual holiday season arrangements, and I encourage everyone to be aware of the schedule and consign freight before cut-off dates. The freighter schedule is available, along with general lodgment information (including cut-off times), on the [Freightshop website](#).

There will also be some upcoming changes to Qantas contacts. During the initial phase of the air services transition, a dedicated contact number was provided to support individual IOT passengers. Now that this initial transition period is complete, and previous bookings have been remade with Qantas, the dedicated individual Qantas contact line will cease on 31 December 2025.

The dedicated email IOTairservicestransition@infrastructure.gov.au will remain active for all community members who have questions about the ongoing transition process.

I encourage anyone with enquiries to access the relevant contacts available on the [Qantas website](#). There is a general customer service telephone line (13 13 13), as well as directions on who to contact with specific enquiries. Qantas will continue to reach out to passengers directly if there are any issues with their individual flights.

The Group Travel team are still available for group booking enquiries on 13 26 24, while travel agents can contact Qantas Agency Connect on 13 17 11 for assistance with agent bookings.

Thank you for your understanding and for working together to keep our community connected during this busy time of year.

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

PO Box 868, Christmas Island INDIAN OCEAN 6798
Telephone: +61 8 9164 7959 • [Email: IOTAdministrator@infrastructure.gov.au](mailto:IOTAdministrator@infrastructure.gov.au)