



Australian Government

**Department of Infrastructure, Transport,
Regional Development, Communications and the Arts**



Community Bulletin

INDIAN OCEAN TERRITORIES

Indian Ocean Territories (IOT) air services survey

Number: D09/23

Date: 4 July 2023

Relevant: Christmas Island and the Cocos (Keeling) Islands

Topic: Air services survey

The Department of Infrastructure, Transport, Regional Development, Communications and the Arts (the Department) is inviting community feedback on the provision of air services to Christmas Island (CI) and the Cocos (Keeling) Islands (CKI) through the IOT Air Services Survey.

The Australian Government is required to re-tender for the provision of IOT air services, as Virgin Australia's current contract reaches the end of its term (expiring in late 2025).

While the Department must follow Commonwealth procurement rules when selecting the next IOT air services provider, results from the survey will support this procurement by providing valuable information about the needs and preferences of IOT residents, businesses and travellers in general.

The survey is broad-ranging, covering issues such as preferred flight days, ticketing and baggage, flight routing, and overall service preferences for both passenger and freight flights. All survey responses will be treated confidentially.

The survey is available at <https://www.surveymonkey.com/r/BJZBFHW>, and is open for responses until midnight, Sunday, 6 August.

All IOT residents, businesses and other stakeholders are urged to actively engage in the survey process, as your feedback will be used to help shape future delivery of IOT air services.

The Department would like to acknowledge the strong support and assistance provided by the CKI and CI Community Resources Centres, and the Community Consultative Committee of CI, in helping to develop, translate and facilitate the survey.

Kim Forbes

Assistant Secretary, Indian Ocean Territories Branch