

**From:** "DLO McBain"  
**Sent:** 19/02/2025 10:50:45 AM  
**To:** "Registrations" <Registrations@infrastructure.gov.au>  
**Subject:** FIO - 10 days - Terr - Norfolk Island - Qantas' role and responsibilities  
 [SEC=OFFICIAL]  
**Categories:** s47F

OFFICIAL

<b>Minister McBain</b>		
<i>Coding Sheet – 5 November 2024</i>		
Office advice		Department administration
<p><b>Reply:</b></p> <input type="checkbox"/> Minister <input type="checkbox"/> Chief of Staff <input type="checkbox"/> Department <input type="checkbox"/> Adviser reply	<p><b>Timeframe:</b></p> <input checked="" type="checkbox"/> standard - 10 days <input type="checkbox"/> VIP - 10 days <input type="checkbox"/> urgent - 5 days <input type="checkbox"/> other _____	<p><b>Division:</b></p> <input type="checkbox"/> DAR <input type="checkbox"/> IATS <input type="checkbox"/> STEP <input type="checkbox"/> IAIOS <input type="checkbox"/> R&VS <input type="checkbox"/> LTI <input type="checkbox"/> CIP <input type="checkbox"/> RDLG <input checked="" type="checkbox"/> Terr <input type="checkbox"/> P&P <input type="checkbox"/> PCC <input type="checkbox"/> FBG <input type="checkbox"/> IT <input type="checkbox"/> LFP <input type="checkbox"/> DRSNZ <input type="checkbox"/> Secretary <input type="checkbox"/> FNP <input type="checkbox"/> NCA <input type="checkbox"/> AR Taskforce
<p><b>Other:</b></p> <input type="checkbox"/> Brief <input type="checkbox"/> For Appropriate Action <input checked="" type="checkbox"/> For Information Only <input type="checkbox"/> NFA & Close <input type="checkbox"/> Mark as incoming offline referral <input type="checkbox"/> Refer to:	<p><b>Comments / instructions:</b></p> <input type="checkbox"/> nominate agency contact <input type="checkbox"/> call adviser to discuss	<input type="checkbox"/> Please seek input from another Division/agency:
<p><b>Initiators email:</b>  <a href="mailto:OFFICE.ADMINISTRATOR@infrastructure.gov.au">OFFICE.ADMINISTRATOR@infrastructure.gov.au</a></p>	<p><b>Adviser:</b></p> <input checked="" type="checkbox"/> s47F <input type="checkbox"/> s47F <input type="checkbox"/> s47F <input type="checkbox"/> s47F <input type="checkbox"/> s47F <input type="checkbox"/> s47F	<p><b>Other information:</b></p> <input type="checkbox"/> link to PDMS item/s: <span style="background-color: yellow; display: inline-block; width: 20px; height: 10px;"></span>
<p><b>DLO contact:</b> s47F</p>		

**DIVISIONAL KEY:**

**DAR:** Domestic Aviation & Reform **IATS:** International Aviation, Technology & Services **IAIOS:** Interim Aviation Industry Ombuds Scheme  
**STEP:** Surface Transport Emissions and Policy. **R&VS:** Road and Vehicle Safety **LTI:** Land Transport Infrastructure **CIP:** Commonwealth Infrastructure Projects . **RDLG:** Regional Development and Local Government **Terr:** Territories **P&P:** Partnerships and Projects. **DRSNZ:** Data, Research, Strategy and Net Zero **PPC:** People, Culture and Change **FBG:** Finance, Budget and Governance **IT:** Information Technology **Legal:**

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Legal, FOI and Privacy. **MP:** Media Policy **DPSC:** Digital Platforms, Safety and Classification **CID:** Communications Infrastructure **CSC:** Communications Services and Consumer. **OFTA:** Office for the Arts. **FNP:** First Nations Partnerships

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**From:** OFFICE.ADMINISTRATOR <[OFFICE.ADMINISTRATOR@infrastructure.gov.au](mailto:OFFICE.ADMINISTRATOR@infrastructure.gov.au)>  
**Sent:** Monday, February 17, 2025 1:28:57 PM  
**To:** §47F <§47F>  
**Cc:** OFFICE.ADMINISTRATOR <[OFFICE.ADMINISTRATOR@infrastructure.gov.au](mailto:OFFICE.ADMINISTRATOR@infrastructure.gov.au)>; McBain, Kristy (MP) <[Kristy.McBain.MP@aph.gov.au](mailto:Kristy.McBain.MP@aph.gov.au)>; frequent flyer@qantas.com.au <[frequent\\_flyer@qantas.com.au](mailto:frequent_flyer@qantas.com.au)>  
**Subject:** FOR INFORMATION: Norfolk Island - Qantas' role and responsibilities [SEC=OFFICIAL]

OFFICIAL

Dear §47F

Thank you for your email of 11 February 2025 in relation to Qantas' roles and responsibilities on Norfolk Island. The Administrator has requested that I respond on his behalf.

The Australian Government engaged Qantas to deliver regular passenger flights from mainland Australia to Norfolk Island. The contract is underwritten but not subsidised. This passenger service ensures that essential transport and supplies are maintained for the benefit of the Norfolk Island community and visitors. There are six air passenger services a week.

There are no plans to include subsidies for Norfolk Island residents at this stage, as this may be perceived as a tax on tourists who are currently the Island's biggest source of revenue.

As you identified in your email, airfare prices have risen. I understand these costs add an additional burden to the residents of Norfolk Island.

There are a number of factors that impact the cost of airfares, and the ticket prices are ultimately a commercial matter for Qantas to determine. I note that Qantas regularly have sales on the Norfolk Island flights from both Brisbane and Sydney.

The Department of Infrastructure, Transport, Regional Development, Communications and the Arts (DITRDCA) continues to work with their service providers to seek the best and most efficient outcomes for the residents of Norfolk Island.

Qantas are committed to getting everyone to their destination on time, however, sometimes bad weather, natural disasters, technical problems, operational and other issues can cause flight delays and cancellations. Safety is their first priority however flight times are not guaranteed. This is the same for other airlines throughout Australia. Refunds and/or other compensations may be included to assist in the event of a delay.

The latest monthly Government data, released in January 2025, confirmed that 76.1% of Qantas flights departed on time in 2024 compared to its major domestic competitor at 73.7%. This result makes Qantas the most on time major domestic airline for five years in a row.

Thank you for taking the time to write to us on this matter.

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Kind regards

§47F

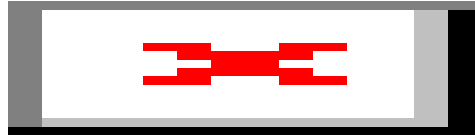
s47F

Director • Office of the Administrator • Norfolk Island

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P +0011 6723 22152 • M +s47F

New Military Barracks Kingston Norfolk Island 2899

**From:** s47F <s47F>**Sent:** Tuesday, 11 February 2025 6:48 PM**To:** OFFICE.ADMINISTRATOR <[OFFICE.ADMINISTRATOR@infrastructure.gov.au](mailto:OFFICE.ADMINISTRATOR@infrastructure.gov.au)>**Cc:** [Kristy.McBain.MP@aph.gov.au](mailto:Kristy.McBain.MP@aph.gov.au); [frequent\\_flyer@qantas.com.au](mailto:frequent_flyer@qantas.com.au)**Subject:** Norfolk Island - Qantas' role and responsibilities

Mr George Plant  
 The Administrator,  
 Norfolk Island, as addressed.

Dear George,

Norfolk Island's strategic role historically stemmed from its geographic location between Australia and New Zealand, making it a vital point for communication and defence, particularly during World War II when its airfield was crucial for air operations in the region. While its strategic military role may have diminished, Norfolk Island's current importance lies in its tourism potential, with a focus on preserving its unique culture, heritage, and natural environment to attract visitors. However, it is also important to nurture its value of a territory of Australia, and ensure its inhabitants are strongly supported.

Qantas has a long-term contract with the Australian Government to provide air passenger services to Norfolk Island. The contract was signed after a competitive tender process and includes options for extension.

I understand that the contract includes:

- **Flight frequency:** Qantas operates up to six return flights per week to Norfolk Island, three from Sydney and three from Brisbane
- **Flight routes:** Flights depart and arrive from the international terminals in Sydney and Brisbane
- **Flight time:** Flights from Sydney take about two and a half hours, and flights from Brisbane take about two hours

- **Aircraft:** Qantas uses Boeing 737 aircraft for the flights
- **Freight space:** The aircraft have belly space for freight

It seems sensible to assume the contract was signed to:

- maintain critical passenger and freight connectivity with the Australian mainland
- support Norfolk Island's tourism industry
- ensure that residents can access essential services in mainland Australia

s47F I was amazed to learn that mail delivery to the Island is not necessarily provided daily, and at times, regularly. Additionally, the cost of airfares for Norfolk Island residents, with particular reference to those needing medical support on the mainland. Is the same as 'tourist rates'. If people are medically evacuated from the island, [illness, treatment], then 75% of their costs, including accommodation, are covered; this is fantastic. However, the 'return home' trip is reportedly exempt from this process, and can cost up to \$1300 for the one-way fare.

s47F I was aware that two flights from Brisbane were delayed, [one by 24 hours] which impacted severely on passengers but also upon the tourist providers on the islands. The Island does not have street lighting, so late arrivals are not safe for tourist self-transport. Also, losing a day on the Island due to cancelled flight needs to be properly recompensed. I was told that the "Brisbane" issue was not unusual; in fact, it was considered a frequent occurrence.

According to media statement, 17th March 2023, the Department of Infrastructure, Transport, Regional Development, Communications and the Arts announced Qantas Airways Limited as the provider of long-term air passenger services to Norfolk Island. The Department commented that it recognised the Norfolk Island residents' priorities include safety, reliability and sustainability. If the Australian Government is truly committed to supporting regular and reliable air services that best meet the current and future needs of Norfolk Island residents, and businesses, as it purports, then subsidised fares for Norfolk Island locals needs to be implemented.

This certainly needs to be revised, and I am indeed interested in your response to the concerns I have raised. Although I am not an Islander, Norfolk is part of my country. As much as I would, [and do], for any other person or group who are not provided fair opportunities, I certainly am keen to pursue this matter on behalf of the delightful locals I met during my sojourn.

Yours faithfully,

s47F

s47F



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**OFFICIAL**

## 23 July 2025 – Qantas contract discussion meetings - Summary notes

### Attendees:

- s47F [redacted], Qantas
- s47F [redacted], Qantas
- s47F [redacted], DITRDCSA
- s47F [redacted], DITRDCSA

### Apologies:

- s47F [redacted], Qantas
- s47F [redacted], Qantas

### Discussion:

- s22(1)(a)(ii) [redacted]
  - we are in process new reviewing performance and making recommendations to the delegate and will advise as soon as possible.
- s45 [redacted]
- s22(1)(a)(ii) [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

s22(1)(a)(ii)



Norfolk Island

Norfolk Island  
Airport  
NLK

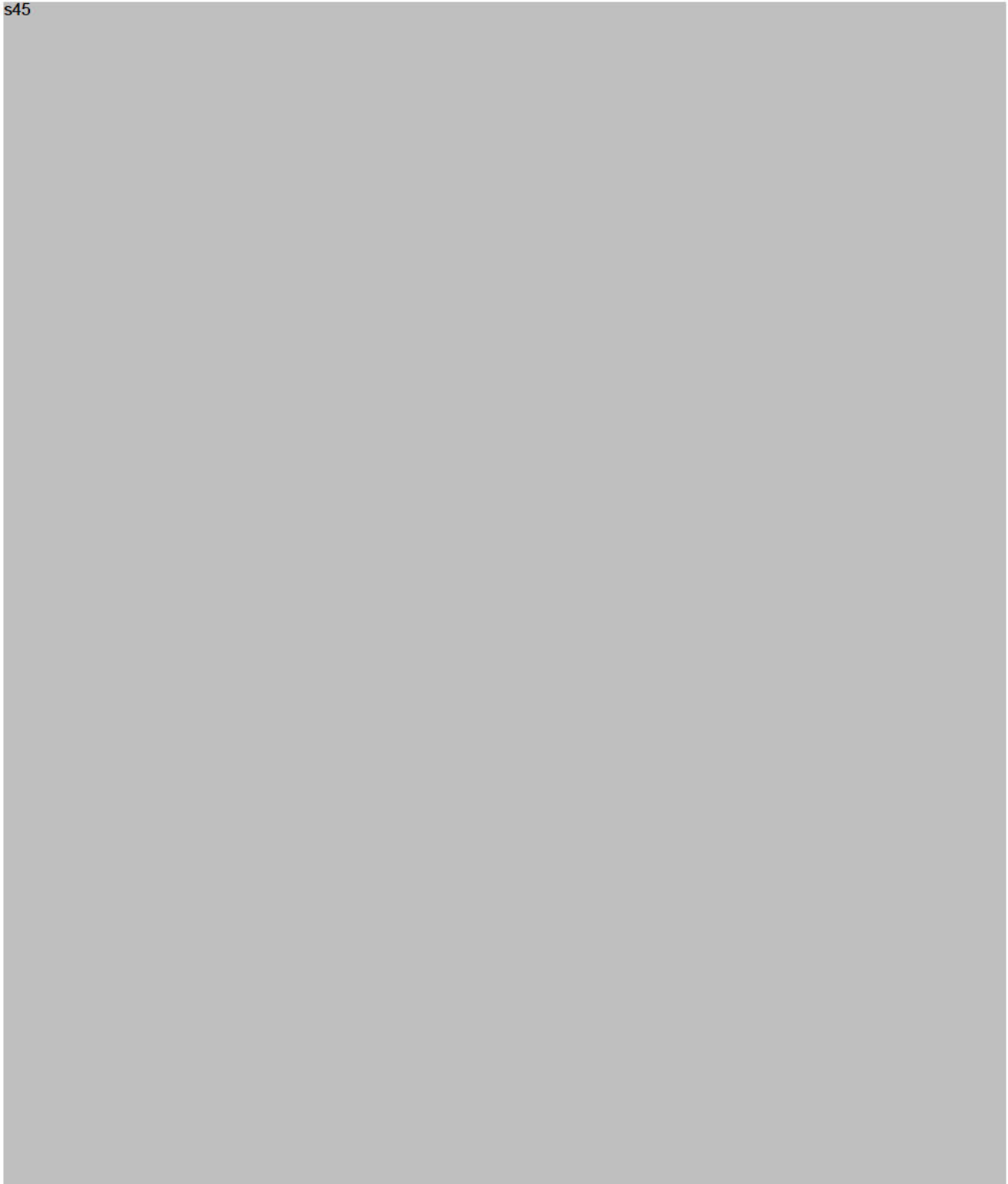


s45

s22(1)(a)(ii)

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s45




s22(1)(a)(ii)




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s22(1)(a)(ii)

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s22(1)(a)(ii)

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# Qantas contract management meeting notes - 24 March 2026

## Summary of Key Discussion Points

### Attendees

s47F (DITRDCSA), s47F (DITRDCSA), s47F (Qantas), s47F (DITRDCSA)

s22(1)(a)(ii)

### Flight Diversions and Travel Identification Issues

Flight diversions have been confirmed as weather-related. s22(1)(a)(ii)

s22(1)(a)(ii)


s22(1)(a)(ii)

s22(1)(a)(ii)


s22(1)(a)(ii)

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s22(1)(a)(ii)

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s22(1)(a)(ii)

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s22(1)(a)(ii)

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**From:** "DLO McBain" <s22(1)(a)(ii)@mo.regional.gov.au>  
**Sent:** 17/04/2026 12:40:57 PM  
**To:** "Registrations" <Registrations@infrastructure.gov.au>  
**Cc:** "DLO McBain" <dlo.mcbain@mo.regional.gov.au>  
**Subject:** FAA - URGENT: Aviation Safety Concerns – Qantas Operations between Australia and Norfolk Island - reply requested [SEC=OFFICIAL]

OFFICIAL

Hi Team,

FAA Please

<b>Minister McBain</b> Coding Sheet – December 2025		
<b>Office advice</b>		<b>Department Administration</b>
<b>Reply:</b> <input type="checkbox"/> Minister <input type="checkbox"/> Chief of Staff <input type="checkbox"/> Adviser <input type="checkbox"/> Department  <b>Other:</b> <input type="checkbox"/> Brief Required <input checked="" type="checkbox"/> For Appropriate Action <input type="checkbox"/> For Information Only <input type="checkbox"/> NFA & Close <input type="checkbox"/> Mark as incoming offline referral  <b>Initiator's email:</b> <a href="mailto:norfolkisland.coc@gmail.com">norfolkisland.coc@gmail.com</a>	<b>Timeframe:</b> <input checked="" type="checkbox"/> Standard – 10 days <input type="checkbox"/> VIP – 10 days <input type="checkbox"/> Urgent – 5 days <input type="checkbox"/> Other _____  <b>Comments / instructions:</b> FAA given this organisation doesn't formally exist any more, as I understand it? Open to advice from line area  <input type="checkbox"/> Nominate agency contact  <input type="checkbox"/> Call adviser to discuss	<b>Division:</b> <input type="checkbox"/> DAR <input type="checkbox"/> IATS <input type="checkbox"/> STEP <input type="checkbox"/> ACO <input type="checkbox"/> CIP <input type="checkbox"/> RDNALG <input checked="" type="checkbox"/> Terr <input type="checkbox"/> FNP <input type="checkbox"/> LI <input type="checkbox"/> ERS  <input type="checkbox"/> Please seek information from a division/agency:  <b>Other information:</b> <input type="checkbox"/> Meeting requested <input type="checkbox"/> Link to PDMS item/s: <input type="checkbox"/> Referral to another department  <b>DLO contact:</b> <input checked="" type="checkbox"/> s47F
<b>DIVISIONAL KEY:</b>		
<b>OFTA:</b> Office for the Arts <b>DAR:</b> Domestic Aviation and Reform <b>IATS:</b> International Aviation, Technology and Services <b>STEP:</b> Surface Transport and Aviation Consumer Ombuds Scheme <b>RDNALG:</b> Regional Development, Northern Australia and Local Government <b>Terr:</b> Territories <b>OFS:</b> Office for Vehicle Safety <b>CIP:</b> Commonwealth Infrastructure Projects <b>LTI:</b> Land Transport Infrastructure <b>OSC:</b> Online Safety and Classification <b>BMNP:</b> Bio Policy <b>CMD:</b> Communications and Markets <b>CD:</b> Connectivity <b>TZC:</b> Triple Zero Custodian <b>FSBR:</b> Finance, Strategy, Budget and Research <b>ITD:</b> Information Data <b>LI:</b> Legal and Integrity <b>ES:</b> Enabling Services <b>FNP:</b> First Nations Partnerships		

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Kind Regards

s47F

Departmental Liaison Officer • Office of the Hon Kristy McBain MP  
 Minister for Regional Development, Local Government and Territories and Minister For Emergency  
 Management  
 s47F  
 s22(1)(a)(ii) [@mo.regional.gov.au](mailto:mo@mo.regional.gov.au)  
 Parliament House, Canberra ACT 2600

Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts  
 CONNECTING AUSTRALIANS • ENRICHING COMMUNITIES • EMPOWERING REGIONS  
[infrastructure.gov.au](http://infrastructure.gov.au)   

*I would like to acknowledge the traditional custodians of this land on which we meet, work and live.  
 I recognise and respect their continuing connection to the land, waters and communities.  
 I pay my respects to Elders past and present and to all Aboriginal and Torres Strait Islanders.*

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**From:** s 11C(1)(a)  
**Sent:** 12 April 2026 18:45  
**To:** Catherine king <[Catherine.king.mp@aph.gov.au](mailto:Catherine.king.mp@aph.gov.au)>; Minister.McBain.MO  
 <[Minister.McBain@MO.regional.gov.au](mailto:Minister.McBain@MO.regional.gov.au)>  
**Cc:** [Angus.Taylor.MP@aph.gov.au](mailto:Angus.Taylor.MP@aph.gov.au); Pocock, David (Senator Office) <[Senator.David.Pocock@aph.gov.au](mailto:Senator.David.Pocock@aph.gov.au)>;  
 senator canavan <[senator.canavan@aph.gov.au](mailto:senator.canavan@aph.gov.au)>; [senator.hume@aph.gov.au](mailto:senator.hume@aph.gov.au);  
[senator.cash@aph.gov.au](mailto:senator.cash@aph.gov.au); [ted.obrien.mp@aph.gov.au](mailto:ted.obrien.mp@aph.gov.au); [senator.ruston@aph.gov.au](mailto:senator.ruston@aph.gov.au);  
[senator.chandler@aph.gov.au](mailto:senator.chandler@aph.gov.au); senator mackenzie <[senator.mckenzie@aph.gov.au](mailto:senator.mckenzie@aph.gov.au)>;  
[senator.henderson@aph.gov.au](mailto:senator.henderson@aph.gov.au); [senator.hanson@aph.gov.au](mailto:senator.hanson@aph.gov.au)  
**Subject:** URGENT: Aviation Safety Concerns – Qantas Operations between Australia and Norfolk Island -  
 reply requested

Dear Minister King and Minister McBain,

Since a media release by Qantas this afternoon, members of the Norfolk Island Chamber of Commerce (Chamber) and other Norfolk Island people have asked the Chamber Committee to make inquiries of the Australian Government in relation to Qantas air services between Norfolk Island and Australia. An extract of that media release of today's date is copied below.

Therefore, we write to formally raise serious aviation safety and reliability concerns regarding what seems to be ongoing technical and mechanical issues affecting aircraft operated by Qantas Airways Limited on the Australia (Brisbane and Sydney).- Norfolk Island routes.

This correspondence is made in the public interest, on behalf of the Norfolk Island community, including <sup>s 11C(1)(a)</sup>. It is not vexatious. It concerns matters of **passenger safety, operational integrity, and regulatory administration.**

The <sup>s 11C(1)(a)</sup> requests that the following be answered as a matter of priority so that a freedom of information request will not be necessary.

### **1. Immediate Incident – QF180 (12 April 2026)**

We refer to the cancellation of flight QF180 (Norfolk Island – Sydney) on Sunday, 12 April 2026, reportedly due to a mechanical issue on Norfolk Island, with rescheduling to 13 April 2026.

This incident is not isolated. Over recent weeks, there have been several reports of technical or mechanical issues affecting aircraft servicing the Norfolk Island routes.

### **2. Nature of Concern**

The concern raised is distinct from weather-related operational limitations (which are well understood for Norfolk Island). Instead, it relates specifically to:

- Repeated mechanical or technical defects
- Aircraft reliability on a remote, single-runway, limited-diversion environment
- Potential risk exposure to passengers and crew
- The adequacy of maintenance, inspection, and fault rectification procedures

Given Norfolk Island's geographic isolation, any systemic reliability issue has heightened safety implications, including limited diversion options and constrained emergency response capacity.

### **3. Regulatory Control**

We request clarification as to the role and current administration actions of the Australian Civil Aviation Safety Authority (CASA) in relation to:

- Monitoring of recurring technical issues affecting these routes
- Compliance by Qantas with airworthiness and maintenance obligations in relation to Norfolk Island

- Any recent audits, directives, or safety notices issued relating to aircraft servicing Norfolk Island.

### **3A. Government Contractual Responsibility and Accountability**

We further note that air services between Australia and Norfolk Island are not purely commercial in nature and are supported and/or facilitated under arrangements involving the Commonwealth of Australia.

In those circumstances, where Qantas Airways Limited is contracted, subsidised, or otherwise engaged to provide essential air services, the Australian Government bears a corresponding level of responsibility and accountability for:

- Ensuring that service providers meet appropriate safety, reliability, and operational standards
- Exercising proper contract management and administration
- Responding where there is evidence of systemic performance or safety concerns,

Accordingly, this matter is not solely one for the operator, but also one engaging Commonwealth of Australia accountability, and requires a clear statement of what actions the Australian Government is taking in light of the recurring issues identified.

### **4. Specific Questions Requiring Response**

We request a clear and direct response addressing the following:

#### **1. Cause and Nature of Faults**

- What was the specific mechanical issue leading to the cancellation of QF180 on 12 April 2026?
- Have similar faults occurred on recent flights servicing Norfolk Island, say since 1 January 2026? If so please provide details.

#### **2. Pattern of Incidents**

- Has the Australian Government Department or CASA identified any pattern or trend of mechanical issues on these routes, say for at least the last 12 months?

#### **3. Aircraft Allocation**

- What aircraft are currently assigned to Norfolk Island services, and are these subject to any known reliability concerns?

#### 4. Maintenance Regime

- Where are maintenance checks for these aircraft primarily conducted?
- Are additional inspections required for operations into Norfolk Island due to its unique conditions?

#### 5. Safety Assurance

- What steps are taken to ensure continued airworthiness and passenger safety on these routes?

#### 6. Public Transparency

- Will Qantas Airways Limited be required or requested to provide a public explanation regarding these recurring issues?

#### 5. Public Interest and Urgency

Norfolk Island residents and visitors are entirely dependent on air transport. Repeated mechanical issues, if substantiated raise legitimate concerns regarding:

- Safety assurance standards
- Operational accountability
- Confidence in essential transport services

This matter therefore warrants urgent Australian Government Ministerial attention and a reply to the <sup>s 11C(1)(a)</sup> [REDACTED].

#### 6. Required Response

We respectfully request a substantive written response by **close of business Monday, 13 April 2026**, addressing the matters above. As usual the response will be provided to <sup>s 11C(1)(a)</sup> [REDACTED] members.

Should further time be required, we request at minimum:

- Immediate confirmation that the matter is under active investigation; and
- An indicative timeframe for a full response.

## 7. Reservation of Rights

All rights are expressly reserved, including the right to pursue:

- Further regulatory complaint avenues
- Parliamentary or administration escalation
- Formal information access requests under applicable legislation.

We trust the seriousness of this matter will be recognised and addressed accordingly.

### ***CANCELLATION OF QF180***

***NLK/SYD- Sunday 12 APR 2026***

*Qantas wishes to advise that due to a mechanical issue on Norfolk Island they have rescheduled this flight to Monday 13 APR 2026 and will operate as per below;*

***QF180 is due to depart Norfolk Island on Monday 13 APR 2026, at 12:00pm and arrive into Sydney at approximate 13:30pm (local time Sydney).***

***Check in for all passengers travelling from Norfolk Island to Sydney will commence at 09:30am and must be completed prior to 11:00am***

*For all passengers affected by these delays, please ensure you have checked your updated travel itineraries.*

*To check updated travel itinerary please refer to via “Manage My Booking” or contact your travel agent.*

*Qantas will cover the accommodation, meal and Airport transfer expenses for the additional overnight on Norfolk Island. Suppliers please direct invoices for the overnight charges to the following email address. [rooms@tvline.com](mailto:rooms@tvline.com)*

*If Passengers have paid accommodation or meal expenses themselves, they will need to claim expenses via the following link and enter their travel details and receipts.*

*Complaint compliment and claim form | Qantas AU*

*A delay letter for disrupted passengers will also be provided at check-in*

Kind regards

s 11C(1)(a)

s 11C(1)(a)



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14/04/2026 10:46:00 AM

s47F

PM Correspondence - ATT:352282 Value of Norfolk Island to the GJB - GG - PM - Qantas


To All

There is a picture attached that I believe to be genuine <sup>s47F</sup>   I have on many occasions sat in the exit row of the flight but have never seen anything as outrageous, the comments were "I'm glad the duct tape stayed on"! The bird strike occurred upon landing several minutes later and as Qantas have retrenched all their Technical Staff and Engineers on NI an Engineer from Australia had to be flown over to clear the plane for it's return the next day. I guess the "duct tape" was missed both times.

In previous communications I had expressed my concerns about Qantas and the regularity of Mechanical failure during flights to NI requiring the Pilot to either fly onto NZ or return to Australian Mainland. I personally have experienced both several times the PM can relax in the Executive Qantas Lounge and not give the safety of Australians a second thought as he rubs shoulders with his besties like Carl Sandilands and Alan Joyce, who incidentally authorised the retrenchment of the majority of Technical Staff to save his huge bonus I believe. On this subject, which may be of some interest to our Commonwealth NZ Australians, that not only does Canberra deny NZ it's Constitutional place in the Commonwealth, Air NZ was provided exclusive Contract to service the route between Australian Mainland and NI. The Contract included but not limited to "Full Passenger and cargo on every flight" this meant that, the flights between NI and Australian Mainland were conservatively half the price of Qantas. I do not recall a single diversion due to Mechanical failure and very few delays. The Aircraft appeared to be within good safety and serviceable condition, providing an Economy, friendly service for many years until COVID. Then Alan Joyce and PM Albo put their heads together presumably in the Qantas Executive Lounge, and decided to cancel the Air NZ Contract due to "COVID Shutdown" and give Qantas full exclusivity to charge Australians double the fair and provide sub standard aircraft that are often, flights delayed due to Mechanical failure. Only to use replacement aircraft that have to be bought across from the Domestic Airport. After all of that the passengers are rounded up like cattle taken downstairs placed on busses and carted out to the backlots of the International Airport at the far end of the Airport only to spend fifteen minutes Taxying to the furthest runway which runs along the Domestic Airport boundary.

s22(1)(a)(ii)

§22(1)(a)(ii)



Regards  
§47F





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**From:** "DLO McBain" <s22(1)(a)(ii)@mo.regional.gov.au>  
**Sent:** 15/04/2026 9:13:23 AM  
**To:** s22(1)(a)(ii) <s22(1)(a)(ii)@infrastructure.gov.au>  
**Cc:** "DLO McBain" <s22(1)(a)(ii)@mo.regional.gov.au>  
**Subject:** FAA - : HIGH PRIORITY. SECOND NOTICE – FAILURE TO RESPOND TO URGENT AVIATION SAFETY CORRESPONDENCE [SEC=OFFICIAL]  
**Attachments:** Chamber letter to Ministers re QF 12 April 2025 safety concerns .pdf

**OFFICIAL**

Hi Team,

FAA Please

<b>Minister McBain</b> Coding Sheet – December 2025		
<b>Office advice</b>		<b>Department Administration:</b>
<b>Reply:</b> <input type="checkbox"/> Minister <input type="checkbox"/> Chief of Staff <input type="checkbox"/> Adviser <input type="checkbox"/> Department  <b>Other:</b> <input type="checkbox"/> Brief Required <input checked="" type="checkbox"/> For Appropriate Action <input type="checkbox"/> For Information Only <input type="checkbox"/> NFA & Close <input type="checkbox"/> Mark as incoming offline referral  <b>Initiator's email:</b> <a href="mailto:norfolkisland.coc@gmail.com">norfolkisland.coc@gmail.com</a>	<b>Timeframe:</b> <input checked="" type="checkbox"/> Standard – 10 days <input type="checkbox"/> VIP – 10 days <input type="checkbox"/> Urgent – 5 days <input type="checkbox"/> Other _____  <b>Comments / instructions:</b>  <input type="checkbox"/> Nominate agency contact  <input type="checkbox"/> Call adviser to discuss	<b>Division:</b> <input type="checkbox"/> DAR <input type="checkbox"/> IATS <input type="checkbox"/> STEP <input type="checkbox"/> JACO <input type="checkbox"/> CIP <input type="checkbox"/> RDNALG <input checked="" type="checkbox"/> Terr <input type="checkbox"/> FNP <input type="checkbox"/> LI <input type="checkbox"/> ERS  <input type="checkbox"/> Please seek information from a division/agency:  <b>Other information:</b> <input type="checkbox"/> Meeting requested <input type="checkbox"/> Link to PDMS item/s: <input type="checkbox"/> Referral to another department  <b>DLO contact:</b> <input checked="" type="checkbox"/> s47F
<b>DIVISIONAL KEY:</b>		
<b>OFTA:</b> Office for the Arts <b>DAR:</b> Domestic Aviation and Reform <b>IATS:</b> International Aviation, Technology and Services <b>STEP:</b> Surface Transport, En Route and Air Traffic Services <b>ACOS:</b> Aviation Consumer Ombuds Scheme <b>RDNALG:</b> Regional Development, Northern Australia and Local Government <b>Terr:</b> Territories <b>OFS:</b> Office for Road and Vehicle Safety <b>CIP:</b> Commonwealth Infrastructure Projects <b>LTI:</b> Land Transport Infrastructure <b>OSC:</b> Online Safety and Classification <b>BMMP:</b> Broadband and Mobile Policy <b>CMD:</b> Communications and Markets <b>CD:</b> Connectivity <b>TZC:</b> Triple Zero Custodian <b>FSBR:</b> Finance, Strategy, Budget and Research <b>ITD:</b> Information Technology and Data <b>LI:</b> Legal and Integrity <b>ES:</b> Enabling Services <b>FNP:</b> First Nations Partnerships		

Released under the Freedom of Information Act 1982 by the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts

Kind Regards

s47F

Departmental Liaison Officer • Office of the Hon Kristy McBain MP  
 Minister for Regional Development, Local Government and Territories and Minister For Emergency  
 Management  
 s47F  
 s22(1)(a)(ii) [@mo.regional.gov.au](mailto:mo.regional.gov.au)  
 Parliament House, Canberra ACT 2600

Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts  
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[infrastructure.gov.au](http://infrastructure.gov.au)



*I would like to acknowledge the traditional custodians of this land on which we meet, work and live.  
 I recognise and respect their continuing connection to the land, waters and communities.  
 I pay my respects to Elders past and present and to all Aboriginal and Torres Strait Islanders.*

OFFICIAL

OFFICIAL

From: s 11C(1)(a)  
 Sent: 14 April 2026 08:57  
 To: Catherine king <[Catherine.king.mp@aph.gov.au](mailto:Catherine.king.mp@aph.gov.au)>; Minister.McBain.MO  
 <[Minister.McBain@MO.regional.gov.au](mailto:Minister.McBain@MO.regional.gov.au)>; [Kristy.McBain.MP@aph.gov.au](mailto:Kristy.McBain.MP@aph.gov.au)  
 Cc: Pocock, David (Senator Office) <[Senator.David.Pocock@aph.gov.au](mailto:Senator.David.Pocock@aph.gov.au)>; [Angus.Taylor.MP@aph.gov.au](mailto:Angus.Taylor.MP@aph.gov.au);  
[senator.hume@aph.gov.au](mailto:senator.hume@aph.gov.au); senator canavan <[senator.canavan@aph.gov.au](mailto:senator.canavan@aph.gov.au)>;  
[Tim.Wilson.MP@aph.gov.au](mailto:Tim.Wilson.MP@aph.gov.au); [senator.cash@aph.gov.au](mailto:senator.cash@aph.gov.au); Contact\_khogan  
 <[kevin.hogan.mp@aph.gov.au](mailto:kevin.hogan.mp@aph.gov.au)>; [senator.ruston@aph.gov.au](mailto:senator.ruston@aph.gov.au); [senator.chandler@aph.gov.au](mailto:senator.chandler@aph.gov.au);  
[bridget.mckenzie@aph.gov.au](mailto:bridget.mckenzie@aph.gov.au); [senator.henderson@aph.gov.au](mailto:senator.henderson@aph.gov.au); Betts, Jim  
 <[Jim.Betts@infrastructure.gov.au](mailto:Jim.Betts@infrastructure.gov.au)>; [karla.rayner@pmc.gov.au](mailto:karla.rayner@pmc.gov.au); [steven.kennedy@pmc.gov.au](mailto:steven.kennedy@pmc.gov.au)  
 Subject: HIGH PRIORITY. SECOND NOTICE – FAILURE TO RESPOND TO URGENT AVIATION SAFETY  
 CORRESPONDENCE

**SECOND NOTICE – FAILURE TO RESPOND TO URGENT AVIATION SAFETY  
 CORRESPONDENCE**

Dear Ministers,

We refer to our email correspondence (copied attached) concerning mechanical and technical issues affecting aircraft operated by Qantas Airways Limited on the Norfolk Island routes, including the recent cancellation of QF180 on 12 April 2026.

**No response has been received.**

Given the nature of the issues raised, being matters of aviation safety, aircraft reliability, and risks associated with operations into a remote and diversion limited environment, the absence of any response is concerning and unacceptable.

**Ministerial Responsibility**

As previously noted, these services operate within a framework involving Commonwealth of Australia administration and regulatory control, including through the Civil Aviation Safety Authority.

Accordingly, the matters raised engage:

- Ministerial responsibility for aviation safety control
- Regulatory accountability
- Public safety obligations to Norfolk Island residents and passengers

**Formal Notice of Escalation**

In the absence of a response, we now place the following on record.

If a substantive reply is not received within twenty-four (24) hours of the date of this communication, the <sup>s 11C(1)(a)</sup> [REDACTED] will proceed to:

- Lodge a formal complaint with the Civil Aviation Safety Authority regarding recurring aircraft defects on this route
- Submit a complaint to the Commonwealth of Australia Ombudsman regarding failure of Ministerial response on a safety matter
- Initiate Freedom of Information requests to relevant Commonwealth of Australia departments seeking documents concerning:
  - Aircraft reliability issues on the Norfolk Island route
  - Any communications with Qantas Airways Limited regarding these matters
  - Any safety assessments, audits, or internal briefings

**Public Interest**


This matter is raised in good faith and in the public interest. It is not vexatious. It concerns the safety and reliability of an essential transport link for an isolated community.

We request immediate confirmation that this matter is receiving attention and await a substantive response.

All rights reserved.

Kind regards

s 11C(1)(a)

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If you have received this email in error, please notify s 11C(1)(a) and delete all communication of this transmission including any attachments

**From:** "s22(1)(a)(ii)" <s22(1)(a)(ii)@mo.regional.gov.au>  
**Sent:** 20/04/2026 11:06:12 AM  
**To:** "s22(1)(a)(ii)" <s22(1)(a)(ii)@infrastructure.gov.au>  
**Cc:** "s22(1)(a)(ii)" <s22(1)(a)(ii)@mo.regional.gov.au>  
**Subject:** FAA - NOTICE OF RECORD – NON-RESPONSE ON AVIATION SAFETY MATTER  
 [SEC=OFFICIAL]

**OFFICIAL**

Hi Team,

FAA Please

<b>Minister McBain</b> Coding Sheet – December 2025		
<b>Office advice</b>		<b>Department Administration</b>
<b>Reply:</b> <input type="checkbox"/> Minister <input type="checkbox"/> Chief of Staff <input type="checkbox"/> Adviser <input type="checkbox"/> Department  <b>Other:</b> <input type="checkbox"/> Brief Required <input checked="" type="checkbox"/> For Appropriate Action <input type="checkbox"/> For Information Only <input type="checkbox"/> NFA & Close <input type="checkbox"/> Mark as incoming offline referral  <b>Initiator's email:</b> <a href="mailto:norfolkisland.coc@gmail.com">norfolkisland.coc@gmail.com</a>	<b>Timeframe:</b> <input checked="" type="checkbox"/> Standard – 10 days <input type="checkbox"/> VIP – 10 days <input type="checkbox"/> Urgent – 5 days <input type="checkbox"/> Other _____  <b>Comments / instructions:</b> Please check the status of this organisation and see whether it has re-registered or is still non-operational  <input type="checkbox"/> Nominate agency contact  <input type="checkbox"/> Call adviser to discuss	<b>Division:</b> <input type="checkbox"/> DAR <input type="checkbox"/> IATS <input type="checkbox"/> STEP <input type="checkbox"/> IACO <input type="checkbox"/> CIP <input type="checkbox"/> RDNALG <input checked="" type="checkbox"/> Terr <input type="checkbox"/> FNP <input type="checkbox"/> LI <input type="checkbox"/> ERS  <input type="checkbox"/> Please seek information from a division/agency:  <b>Other information:</b> <input type="checkbox"/> Meeting requested <input type="checkbox"/> Link to PDMS item/s: <input type="checkbox"/> Referral to another department  <b>DLO contact:</b> <input checked="" type="checkbox"/> s47F
<b>DIVISIONAL KEY:</b>		
<b>OFTA:</b> Office for the Arts <b>DAR:</b> Domestic Aviation and Reform <b>IATS:</b> International Aviation, Technology and Services <b>STEP:</b> Surface Transport and Aviation Consumer Ombuds Scheme <b>RDNALG:</b> Regional Development, Northern Australia and Local Government <b>Terr:</b> Territories <b>OFS:</b> Office for Vehicle Safety <b>CIP:</b> Commonwealth Infrastructure Projects <b>LTI:</b> Land Transport Infrastructure <b>OSC:</b> Online Safety and Classification <b>BMNP:</b> Bro Policy <b>CMD:</b> Communications and Markets <b>CD:</b> Connectivity <b>TZC:</b> Triple Zero Custodian <b>FSBR:</b> Finance, Strategy, Budget and Research <b>ITD:</b> In Data <b>LI:</b> Legal and Integrity <b>ES:</b> Enabling Services <b>FNP:</b> First Nations Partnerships		

Released under the Freedom of Information Act 1982 by the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts

Kind regards,

s47F

Departmental Liaison Officer • Office of the Hon Kristy McBain MP  
 Minister for Regional Development, Local Government and Territories and Minister For Emergency  
 Management  
 s47F  
 s22(1)(a)(ii) [@mo.regional.gov.au](mailto:mo.regional.gov.au)  
 Parliament House, Canberra ACT 2600

Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts  
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[infrastructure.gov.au](http://infrastructure.gov.au)



*I would like to acknowledge the traditional custodians of this land on which we meet, work and live.  
 I recognise and respect their continuing connection to the land, waters and communities.  
 I pay my respects to Elders past and present and to all Aboriginal and Torres Strait Islanders.*

OFFICIAL

**From:** s 11C(1)(a)  
**Sent:** 20 April 2026 06:28  
**To:** Catherine king <[Catherine.king.mp@aph.gov.au](mailto:Catherine.king.mp@aph.gov.au)>; Minister.McBain.MO  
 <[Minister.McBain@MO.regional.gov.au](mailto:Minister.McBain@MO.regional.gov.au)>; [Kristy.McBain.MP@aph.gov.au](mailto:Kristy.McBain.MP@aph.gov.au)  
**Cc:** Pocock, David (Senator Office) <[Senator.David.Pocock@aph.gov.au](mailto:Senator.David.Pocock@aph.gov.au)>; [Angus.Taylor.MP@aph.gov.au](mailto:Angus.Taylor.MP@aph.gov.au);  
[senator.hume@aph.gov.au](mailto:senator.hume@aph.gov.au); senator canavan <[senator.canavan@aph.gov.au](mailto:senator.canavan@aph.gov.au)>;  
[Tim.Wilson.MP@aph.gov.au](mailto:Tim.Wilson.MP@aph.gov.au); [senator.cash@aph.gov.au](mailto:senator.cash@aph.gov.au); Contact\_khogan  
 <[kevin.hogan.mp@aph.gov.au](mailto:kevin.hogan.mp@aph.gov.au)>; [senator.ruston@aph.gov.au](mailto:senator.ruston@aph.gov.au); [senator.chandler@aph.gov.au](mailto:senator.chandler@aph.gov.au);  
[bridget.mckenzie@aph.gov.au](mailto:bridget.mckenzie@aph.gov.au); [senator.henderson@aph.gov.au](mailto:senator.henderson@aph.gov.au); Betts, Jim  
 <[Jim.Betts@infrastructure.gov.au](mailto:Jim.Betts@infrastructure.gov.au)>; [karla.rayner@pmc.gov.au](mailto:karla.rayner@pmc.gov.au); [steven.kennedy@pmc.gov.au](mailto:steven.kennedy@pmc.gov.au);  
[Attorney@ag.gov.au](mailto:Attorney@ag.gov.au); [Michelle.Rowland.MP@aph.gov.au](mailto:Michelle.Rowland.MP@aph.gov.au)  
**Subject:** NOTICE OF RECORD – NON-RESPONSE ON AVIATION SAFETY MATTER

**NOTICE OF RECORD – NON-RESPONSE ON AVIATION  
 SAFETY MATTER**

Dear Minister King and Minister McBain,

The <sup>s 11C(1)(a)</sup> [REDACTED] refers to previous communication concerning mechanical and technical issues affecting aircraft operated by Qantas Airways Limited on the Australia / Norfolk Island routes, including of the recent cancellation of QF180 on 12 April 2026.

No response or acknowledgement of communication has been received.

### **Record of Position**

This correspondence serves to formally record that:

- The matters raised **concern aviation safety in a remote operating environment**
- Several opportunities have been provided for response
- No engagement has occurred at Australian Government Ministerial or senior executive level.

### **Public Communication, Legal Expectations and Commonwealth of Australia Responsibility**

Given the essential and exclusive nature of air services between Australia and Norfolk Island, and the complete reliance of the Norfolk Island community on those services, the <sup>s 11C(1)(a)</sup> [REDACTED] records that this issue has been formally raised by some Norfolk Island residents, who have requested that the <sup>s 11C(1)(a)</sup> [REDACTED] seek clarification and accountability in relation to these matters.

In that context, the Commonwealth of Australia's role in the regulation and administration of civil aviation services for Norfolk Island brings about well established public law obligations, including the requirement to act reasonably, transparently, and in a manner that is accountable to affected communities.

Where mechanical or technical issues arise which may affect operational reliability, particularly within a remote and diversion limited operating environment, there exists a legitimate expectation that timely, accurate, and sufficient information will be communicated to those directly affected. Especially when asked for. This is necessary to enable informed decision making by passengers and Norfolk Island residents who have no practical alternative transport options.

That expectation is further reinforced where such services operate within a framework involving Commonwealth of Australia regulatory supervision, including through the Civil Aviation Safety Authority, and where service delivery is undertaken by a carrier such as Qantas Airways Limited

under arrangements that engage Commonwealth of Australia administration and performance assurance responsibilities.

In those circumstances, the provision of appropriate and accessible public communication, including through local Norfolk Island media channels, forms part of the broader obligation that such services be administered in a manner that is responsive, transparent, and consistent with the public interest.

The absence of any such communication in the present circumstances gives rise to legitimate concern as to whether appropriate standards of accountability, transparency, and effective responsibility are being met.

Further, in a remote community wholly dependent on air services, the availability of clear and timely information is integral not only to operational awareness, but also to maintaining community confidence and assurance, and to enabling informed travel decisions, particularly where knowledge of mechanical or technical issues may reasonably influence passenger choice, preparedness, and perception of safety.

### **Commonwealth of Australia Governance Awareness**

In light of the absence of response to date on a matter engaging public safety and administrative accountability, a copy of this correspondence is also provided to the Attorney-General's Department for awareness in the context of broader Commonwealth of Australia governance and administrative law considerations.

### **Escalation**

The <sup>s 11C(1)(a)</sup> [REDACTED] at the request of some Norfolk Island residents has now proceeded to:

- Refer the matter to the Civil Aviation Safety Authority
- Initiate Freedom of Information processes
- Consider referral to the Commonwealth Ombudsman

This notice is provided for the purpose of maintaining an accurate and complete record.

All rights reserved.

Kind regards

s 11C(1)(a)



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On Tue, 14 Apr 2026 at 09:57, s 11C(1)(a)

<s 11C(1)(a)> wrote:

**SECOND NOTICE – FAILURE TO RESPOND TO URGENT AVIATION SAFETY CORRESPONDENCE**

Dear Ministers,

We refer to our email correspondence (copied attached) concerning mechanical and technical issues affecting aircraft operated by Qantas Airways Limited on the Norfolk Island routes, including the recent cancellation of QF180 on 12 April 2026.

**No response has been received.**

Given the nature of the issues raised, being matters of aviation safety, aircraft reliability, and risks associated with operations into a remote and diversion limited environment, the absence of any response is concerning and unacceptable.

**Ministerial Responsibility**

As previously noted, these services operate within a framework involving Commonwealth of Australia administration and regulatory control, including through the Civil Aviation Safety Authority.

Accordingly, the matters raised engage:

- Ministerial responsibility for aviation safety control
- Regulatory accountability
- Public safety obligations to Norfolk Island residents and passengers

### **Formal Notice of Escalation**

In the absence of a response, we now place the following on record.

If a substantive reply is not received within twenty-four (24) hours of the date of this communication, the <sup>s 11C(1)(a)</sup> [REDACTED] will proceed to:

- Lodge a formal complaint with the Civil Aviation Safety Authority regarding recurring aircraft defects on this route
- Submit a complaint to the Commonwealth of Australia Ombudsman regarding failure of Ministerial response on a safety matter
- Initiate Freedom of Information requests to relevant Commonwealth of Australia departments seeking documents concerning:
  - Aircraft reliability issues on the Norfolk Island route
  - Any communications with Qantas Airways Limited regarding these matters
  - Any safety assessments, audits, or internal briefings

### **Public Interest**

This matter is raised in good faith and in the public interest. It is not vexatious. It concerns the safety and reliability of an essential transport link for an isolated community.

We request immediate confirmation that this matter is receiving attention and await a substantive response.

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Kind regards

s 11C(1)(a)



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s22(1)(a)(ii)

**From:** s47F <s47F@qantas.com.au>  
**Sent:** Friday, 1 May 2026 10:35 AM  
**To:** s47F  
**Cc:** s47F; s47F; NI.Infrastructure  
**Subject:** RE: Request for information – Norfolk Island Qantas aviation safety matters [due 10am Friday 1 May 2026] [SEC=OFFICIAL]

Hi s47F

Apologies for the slight delay in responding

Thank you for contacting us regarding the correspondence you have received following the technical issues that were experienced and subsequent cancellation of QF180 on 12<sup>th</sup> April 2026

**Safety is Qantas' first priority.**

Qantas is committed to the highest standards of safety across all operations and will never compromise safety for schedule or commercial considerations. Our Group-wide Safety Management System supports continuous improvement through strong governance, open reporting, and a just safety culture.

Qantas flight QF180 on the 12<sup>th</sup> April 2026 suffered a bird strike on approach to Norfolk Island. In line with standard operating procedures, the aircraft was withdrawn from service until it could be inspected and cleared by qualified engineers. As Norfolk Island does not have permanently based engineering support, engineers were required to travel to the island to complete the necessary assessment and certification. The aircraft was subsequently cleared and returned to service the following day (13<sup>th</sup> April). Customers affected by the disruption were supported with accommodation, meals, transfers, and ongoing communication occurred until the aircraft was cleared to operate.

We appreciate you raising this matter with us and are happy to respond to any further concerns you may have.

Kind regards

s47F

Regional Sales and Development Manager, Queensland

Qantas Airways Limited

100 Creek Street, Brisbane 4000

PO Box 766, Brisbane QLD 4001

P: +s47F

e-mail: s47F@qantas.com.au

[qantas.com](http://qantas.com) | [facebook.com/qantas](https://facebook.com/qantas) | [twitter @qantas](https://twitter.com/qantas) | [youtube.com/qantas](https://youtube.com/qantas)



**From:** s47F <s47F@infrastructure.gov.au>  
**Sent:** Wednesday, 29 April 2026 4:20 PM  
**To:** s47F <s47F@qantas.com.au>  
**Cc:** s47F <s47F@infrastructure.gov.au>; s47F <s47F@infrastructure.gov.au>; NI.Infrastructure <NI.Infrastructure@infrastructure.gov.au>  
**Subject:** Request for information – Norfolk Island Qantas aviation safety matters [due 10am Friday 1 May 2026] [SEC=OFFICIAL]

OFFICIAL

Good afternoon s47F

We are writing to seek Qantas' input into a response to correspondence received by our Minister from members of the Norfolk Island community raising concerns in relation to Qantas aviation safety and a flight cancellation on the Australia–Norfolk Island route.

The correspondence raises mechanical and technical issues associated with aircraft operations on the Norfolk Island route, including the cancellation of flight QF180 on 12 April 2026.

To address these concerns, the Department would greatly appreciate a short statement from Qantas that can be used to reassure the Norfolk Island community that Qantas prioritises the safety and reliability of its aircraft and operations, consistent with its regulatory and contractual obligations. It would also be helpful if the statement could outline appropriate channels within Qantas for customers or community members to raise any operational or safety-related concerns.

We do have a tight timeframe for finalising this response, so if you could please provide the statement by 10am on Friday, 1 May 2026, that would be greatly appreciated.

If you require any further context to assist with this request, please let me know.

Kind regards

s47F

s47F

Assistant Director • Norfolk Island Policy • Territories Division

s47F @infrastructure.gov.au

P +61 2 s47F

GPO Box 594 Canberra, ACT 2601

Level 2, Suite 2, 12 Stewart Avenue, NEWCASTLE WEST NSW 2302

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

Connecting Australians • Enriching Communities • Empowering Regions



I acknowledge the traditional custodians of this land on which we meet, work and live. I recognise and respect their continuing connection to the land, waters and communities. I pay my respects to Elders past and present and to all Aboriginal and Torres Strait Islander people.

OFFICIAL

\*\*\*\*\* PLEASE CONSIDER OUR ENVIRONMENT BEFORE PRINTING \*\*\*\*\*  
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Qantas Airways Limited

ABN 16 009 661 901

Visit Qantas online at <http://qantas.com>

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