



RE: JETSTAR | Meeting request [SEC=OFFICIAL]

From Prue Mercer [s47F]@qantas.com.au>
 Date Wed 22/07/2026 2:28 PM
 To [s22(1)(a)(ii)]@mo.infrastructure.gov.au>
 Cc [s22(1)(a)(ii)]@MO.infrastructure.gov.au>

Thanks so much [s47F] – we greatly appreciate the Minister making herself available.

That time is perfect. Please lock it in.

Prue

From [s22(1)(a)(ii)]@mo.infrastructure.gov.au>
 Sent: Wednesday, 22 July 2026 12:03 PM
 To: Prue Mercer [s47F]@qantas.com.au>
 Cc: [s22(1)(a)(ii)]@MO.infrastructure.gov.au>
 Subject: RE: JETSTAR | Meeting request [SEC=OFFICIAL]

OFFICIAL

Good morning Prue,

Thank you for extending the below meeting invitation to the Hon Catherine King MP, Minister for Infrastructure, Transport, Regional Development and Local Government.

Minister King is available to meet at 4pm on 11 August in her suite [s22(1)(a)(ii)] Parliament House. Please confirm the time is suitable or alternatively please give me a call to discuss further.

Kind regards,



[s22(1)(a)(ii)]

Office of the Hon. Catherine King MP

Minister for Infrastructure, Transport, Regional Development and Local Government
 Federal Member for Ballarat

[s22(1)(a)(ii)] [\[s22\(1\)\(a\)\(ii\)\]@mo.infrastructure.gov.au](mailto:[s22(1)(a)(ii)]@mo.infrastructure.gov.au)

[s22(1)(a)(ii)]

Follow Catherine:



OFFICIAL

From: Prue Mercer [s47F] <[redacted]@qantas.com.au>
 Sent: 06 July 2026 11:44
 To: [s22(1)(a)(ii)] <[redacted]@mo.infrastructure.gov.au>
 Cc: [s22(1)(a)(ii)] <[redacted]@MO.infrastructure.gov.au>
 Subject: JETSTAR | Meeting request

Hi [s22(1)(a)(ii)]

I hope you are well and happy midwinter break.

I am writing on behalf of Jetstar to request a meeting between the Minister and Jetstar CEO, Stephanie Tully, on **Tuesday 11 August**, should the Minister's schedule permit.

Steph would welcome the opportunity to continue the discussion on the Government's proposed aviation consumer reforms, [s47(1)(b)]

Steph will be in Canberra on the 11th and would be available between 10:00am – 4:00pm but as always, can be flexible to fit into the Minister's schedule.

Thank you for considering this request, and we look forward to hearing from your office.

Best,
 Prue

Prue Mercer
 Senior Manager, Government & Public Affairs
 Qantas Airways Limited

10 Bourke Road, Mascot NSW 2020

M[s47F]

E[s47F] <[redacted]@qantas.com.au>

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Qantas Airways Limited
 ABN 16 009 661 901
 Visit Qantas online at <http://qantas.com>

Solomon, Joseph

From: Prue Mercer <s47F@qantas.com.au>
Sent: Wednesday, 4 March 2026 1:55 PM
To: Solomon, Joseph; s22(1)(a)(ii) s22(1)(a)(ii) s22(1)(a)(ii)@pm.gov.au
Subject: Qantas Group | WSI Freight Transition Timing

Good afternoon –

Please find correspondence below to the Department of Infrastructure and Transport in regard to the Qantas Group WSI Freight Transition Timing.

Please reach out if you require any further information.

Cheers,
 Prue

Prue Mercer
 Senior Manager, Government & Public Affairs
 Qantas Airways Limited

10 Bourke Road, Mascot NSW 2020

M. s47F

E. s47F@qantas.com.au

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From: s47F@qantas.com.au
Sent: Wednesday, 4 March 2026 9:26 AM
To: NATTEY, Sarah <sarah.nathey@infrastructure.gov.au>; s22(1)(a)(ii)@infrastructure.gov.au;
 JANSEN, David <david.jansen2@infrastructure.gov.au>
Cc: s47F@qantas.com.au; s47F@qantas.com.au; s47F@qantas.com.au;
 s47F@qantas.com.au; Prue Mercer s47F@qantas.com.au; s47F@qantas.com.au;
Subject: QAG WSI Freight Transition Timing

Dear Sarah s22(1)(a)(ii)

Thank you for your time yesterday to discuss the proposed freight transition to WSI for the Qantas Group. Qantas remains committed to the success of WSI and to working closely with the department to ensure a smooth and orderly transition that supports industry, customers, and the broader freight network.

As discussed, transition arrangements for Qantas Freight require balancing several decisions, including aircraft deployment, workforce readiness and the availability of necessary ground

equipment and infrastructure at WSI to support freight operations. To enable this, it is essential for us to have a specific date that we can plan towards for the commencement of Qantas Freight operations at WSI.

s47(1)(b)

We appreciated the Department's advice on yesterday's call s47(1)(b)

s47(1)(b)

Please do not hesitate to call me should you wish to discuss this further.

David – copying this to you for awareness. It would be great to have a call to discuss WSI operations readiness to confirm there are no impediments to the proposed freight transition date from your perspective .

Kind regards,

s47F

s47F
Senior Manager, Industry and Policy

Qantas Airways Limited
10 Bourke Road, Mascot NSW 2020
M. s47F
E s47F qantas.com.au

Please note I currently work Monday - Thursday





EMBARGOED UNTIL 00.01 AEST 20 MAY 2026

QANTASLINK CELEBRATES 25 YEARS OF CONNECTING REGIONAL AUSTRALIA WITH BIRTHDAY SALE

20 May 2026

- QantasLink is celebrating its 25th anniversary with a birthday sale, putting hundreds of thousands of discounted seats on sale to and from select regional destinations across Australia.
- Economy one-way fares start from \$99, and there are almost 170,000 seats available for \$125 or less.
- 56 Destinations are on sale including Port Lincoln, Bendigo, Broken Hill, Hobart, Cairns and Devonport, for travel on select dates between July 2026 and April 2027.
- The sale opens up regional Australia in both directions, giving city travellers a reason to explore some of Australia's most iconic destination and hidden gems, as well as making it easier for regional Australians to connect with the rest of the country and the world.
- QantasLink began in May 2001, after it brought together its four regional airlines Airlink, Eastern Australia Airlines, Sunstate and Southern Australia Airlines with the recently acquired Impulse Airlines, under the one name. In 2010, Qantas announced that Network Aviation would join the fold, extending the network to serve fly-in, fly-out mining communities in Western Australia.
- Today, QantasLink flies to more destinations than any other airline in Australia, operating around 500 flights a day to over 60 destinations around Australia and overseas.
- The sale starts at 00.01am (AEST) on Wednesday 20 May 2026 and runs until 11.59pm (AEST) Tuesday 26 May 2026 unless sold out prior. Sale fares are for travel on select dates in 2026.
- Fares include checked baggage and complimentary food and beverages.
- Domestic Economy Classic Reward Seats are also currently 20% off. Book a Qantas operated flight with a QF flight number by 25 May, for travel between 1 June 2026 - 9 May 2027.

Quotes attributable to QantasLink CEO Mark Dal Pra:

"As an airline founded in regional Australia, we know how important aviation is in keeping this country connected.

"We're incredibly proud of the role we've played over the past quarter of a century and to celebrate the milestone we're putting every destination on sale.

"From Weipa in the far north, to Launceston in Tasmania and Exmouth in the west, there are great value fares available, giving customers the chance to see friends and family or explore more of our amazing back yard.

"We're continuing to invest heavily in QantasLink, including through dozens of new aircraft, as well as cabin and regional lounge upgrades, so we can continue to serve regional Australia for the next 25 years."

Further information on the Qantas Group's contribution to regional Australia:

- More than 100 Qantas regional routes
- Over 60 regional destinations
- 16.7 million passengers carried on Qantas regional flights in FY25
- \$7 million has been provided to more than 120 community initiatives through the Qantas Regional Grants program over four years
- \$1.1 billion procurement spend with regional suppliers
- 18,550 tonnes of freight carried in the belly of QantasLink aircraft in FY25



Some of the one-way Economy sale fares (starting from) are below. This is a selection of fares — please visit Qantas.com for details of sale fares on other routes.

Route	Economy sale fare (one-way)
Adelaide – Port Lincoln / Whyalla / Kangaroo Island	\$99
Sydney – Ballina	\$105
Sydney – Albury / Armidale / Bendigo / Coffs Harbour / Dubbo / Merimbula / Orange / Port Macquarie / Tamworth / Wagga Wagga	\$125
Melbourne – Burnie / Devonport / Gold Coast (Coolangatta) / Hobart / Launceston / Mildura / Newcastle	\$125
Brisbane – Bundaberg / Hervey Bay (Fraser Coast) / Mackay / Newcastle / Port Macquarie	\$125
Perth – Geraldton	\$125
Cairns – Townsville	\$125
Sydney – Sunshine Coast (Maroochydore)	\$135
Melbourne – Canberra	\$145
Melbourne – Coffs Harbour	\$155
Brisbane – Cairns	\$159
Melbourne – Port Lincoln / Kangaroo Island / Whyalla	\$159
Melbourne – Ballina (Byron Bay)	\$165
Cairns – Horn Island	\$165
Canberra – Ballina (Byron Bay)	\$175
Port Macquarie – Albury / Bendigo / Melbourne / Mackay / Wagga Wagga	\$175
Sydney – Bundaberg / Hervey Bay (Fraser Coast) / Mildura	\$175
Melbourne – Armidale / Orange / Tamworth	\$185
Gold Coast (Coolangatta) – Albury / Bendigo / Dubbo / Griffith / Merimbula / Mildura / Wagga Wagga	\$185
Melbourne – Bundaberg	\$189
Sydney – Kangaroo Island	\$189
Brisbane – Albury / Burnie / Bendigo / Merimbula / Moranbah / Mildura	\$195
Sunshine Coast (Maroochydore) – Albury / Bendigo / Dubbo / Orange / Wagga Wagga	\$195
Melbourne – Hervey Bay (Fraser Coast) / Mackay / Moree / Toowoomba (Brisbane West Wellcamp)	\$195
Sydney – Broken Hill	\$195
Rockhampton – Sydney	\$205
Perth – Broome / Kalgoorlie	\$225
Brisbane – Longreach	\$225
Adelaide – Mackay	\$265
Brisbane – Broken Hill	\$265
Adelaide – Hamilton Island	\$295
Perth – Newcastle / Paraburdoo	\$295
Perth – Kangaroo Island	\$299
Perth – Hobart	\$325
Perth – Hervey Bay (Fraser Coast)	\$365
Perth – Hamilton Island	\$395

*Sale fares are subject to availability. Sale fares are available from 00.01am (AEST) Wednesday 20 May 2026 until 11.59pm (AEST) Tuesday 26 May 2026 unless sold out prior. Selected travel dates and days apply, and fares may not be available on all flights or days. Visit qantas.com for full terms and conditions.

Media Enquiries: +61 418 210 005 qantasmedia@qantas.com.au



Media Release - WSI JQ/QF Flights

From Prue Mercer [REDACTED]@qantas.com.au>

Date Fri 5/06/2026 10:07 AM

To [REDACTED]@O.infrastructure.gov.au>; [REDACTED]
[REDACTED]@mo.infrastructure.gov.au>

Cc [REDACTED]@qantas.com.au>

1 attachment (24 KB)

DRAFT Qantas Jetstar to launch flights from WSI .docx;

Hi [REDACTED]

As discussed, please find our draft MR for next Wednesday's announcement attached.

It's still subject to change but would welcome your feedback. Can you please let us know if the Minister would like to add a quote into our release.

I've cc'd my colleague [REDACTED] into this email who is leading media and comms.

Thanks again,
Prue

Prue Mercer

Senior Manager, Government & Public Affairs
Qantas Airways Limited

10 Bourke Road, Mascot NSW 2020

M. [REDACTED]

E[REDACTED]@qantas.com.au

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RE: Media Release - WSI JQ/QF Flights

From Prue Mercer s47F [REDACTED]@qantas.com.au>

Date Tue 9/06/2026 11:59 AM

To s22(1)(a)(ii) [REDACTED]@mo.infrastructure.gov.au> s22(1)(a)(ii) [REDACTED]
s22(1)(a)(ii) [REDACTED]@mo.infrastructure.gov.au>

1 attachment (31 KB)

WSI media release 9 June.docx;

Hi team,

This is our latest MR with dates and schedules.

Cheers,
Prue

Prue Mercer

Senior Manager, Government & Public Affairs
Qantas Airways Limited

10 Bourke Road, Mascot NSW 2020

M. s47F [REDACTED]

E. s47F [REDACTED]@qantas.com.au

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From: Prue Mercer

Sent: Friday, 5 June 2026 10:07 AM

To: s22(1)(a)(ii) [REDACTED]@mo.infrastructure.gov.au>;

s22(1)(a)(ii) [REDACTED]@mo.infrastructure.gov.au

Cc: s47F [REDACTED]@qantas.com.au>

Subject: Media Release - WSI JQ/QF Flights

Hi s22(1)(a)(ii) [REDACTED]

As discussed, please find our draft MR for next Wednesday's announcement attached.

It's still subject to change but would welcome your feedback. Can you please let us know if the Minister would like to add a quote into our release.

I've cc'd my colleague s47F [REDACTED] into this email who is leading media and comms.

Thanks again,
Prue

Prue Mercer

Senior Manager, Government & Public Affairs
Qantas Airways Limited

10 Bourke Road, Mascot NSW 2020

M. s47F

E s47F [qantas.com.au](mailto:s47F@qantas.com.au)

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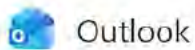
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RE: ***DIARY NOTE - MINISTER C KING - DOORSTOP - WEDNESDAY JUNE 10, 9:30AM***
[SEC=OFFICIAL]

From Prue Mercer <s47F [REDACTED]@qantas.com.au>
Date Tue 9/06/2026 12:37 PM
To s22(1)(a)(ii) [REDACTED]@mo.infrastructure.gov.au>
Cc s22(1)(a)(ii) [REDACTED]@MO.infrastructure.gov.au>

📎 1 attachment (48 KB)
WSI media release 9 June.docx

Hey s22(1)(a)(ii) [REDACTED]

Thanks for sending through the media alert.

Would you also be able to share your press release for tomorrow's announcement with us?

I've attached our final MR as well

Cheers,
Prue

Prue Mercer
Senior Manager, Government & Public Affairs
Qantas Airways Limited

10 Bourke Road, Mascot NSW 2020
M. s47F [REDACTED]
E s47F [REDACTED]@qantas.com.au

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From s22(1)(a)(ii) [REDACTED]@mo.infrastructure.gov.au>
Sent: Tuesday, 9 June 2026 12:34 PM
To: s22(1)(a)(ii) [REDACTED]@mo.infrastructure.gov.au>
Subject: ***DIARY NOTE - MINISTER C KING - DOORSTOP - WEDNESDAY JUNE 10, 9:30AM***
[SEC=OFFICIAL]

OFFICIAL



Hon Catherine King MP
Minister for Infrastructure, Transport, Regional Development and
Local Government

***** DIARY NOTE *****

The Minister for Infrastructure, Transport, Regional Development and Local Government, Catherine King will be at Western Sydney International Airport tomorrow to make a major announcement.

9.30AM ARRIVAL FOR 10AM PRESS CONFERENCE

WEDNESDAY, 10 JUNE 2026

WESTERN SYDNEY INTERNATIONAL AIRPORT

DETAILED LOCATION/ DIRECTIONS/ PARKING:

- Entry to WSI is off Elizabeth Drive between Badgerys Creek Road and Adams Road, Badgerys Creek.
 - It is a left turn only into Nancy Drive - at a black and white sign marked **“TERMINAL SITE ENTRY”**
- There is a security check point on the drive in on Nancy Drive **you will need to show your driver's licence** at the checkpoint
- After clearing the checkpoint, drivers should **follow directional signage to P2** to access the car park (refer below).
- Then walk across the pedestrian forecourt to the terminal Arrivals Hall to be checked-in and receive your Visitor's Pass



- As shown in Illustration 3, drivers must follow all traffic management controls and signage to safely enter and exit the P2 car park.



Note: We recommend using Waze instead of Google or Apple Maps – it gets less confused in the yet-to-be-opened airport precinct.

MEDIA CONTACT:

s22(1)(a)(ii)

WSI, s47F

OFFICIAL

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QANTAS AND JETSTAR TO LAUNCH FLIGHTS FROM WESTERN SYDNEY INTERNATIONAL AIRPORT

10 June 2026: Qantas and Jetstar will connect Western Sydney to some of Australia's favourite domestic destinations, with Jetstar to launch the first commercial passenger service when Western Sydney International (Nancy-Bird Walton) Airport (WSI) opens on Sunday 25 October 2026.

The announcement follows the Qantas Group and WSI finalising a five-year agreement for domestic passenger flights and freight that will enable both airlines to build their schedule as demand for services grows in Western Sydney.

Jetstar will make history as the first commercial passenger flight to take off from the airport when JQ362 departs at 11am on 25 October to the Gold Coast. The airline will operate up to 14 flights a week between WSI and Melbourne, four weekly flights to the Gold Coast and three weekly flights to Brisbane*. All flights will be operated by Airbus A320 aircraft.

Qantas operations will begin on 28 March 2027 with four flights per week to both Brisbane and Melbourne on a QantasLink Embraer E190.

Qantas will also be one of the first commercial airline to fly from the airport when its inaugural freighter service takes off from WSI 24-hour cargo precinct on the evening of Monday 27 July.

These flights grow the overall number of flights to the Sydney basin and are in addition to the airlines' services from Kingsford Smith Airport.

Special launch fares for Qantas and Jetstar flights from WSI are available for purchase now with one-way economy fares available from [\$59] on Jetstar to the Gold Coast and from [\$99] on Qantas to Melbourne and Brisbane. All Qantas fares are inclusive of meals and baggage.

With the final terminal fit-out works taking place at Australia's first major international greenfield airport in more than 50 years, the Minister for Infrastructure, Transport, Regional Development and Local Government The Hon Catherine King MP joined senior executives from Qantas and Western Sydney International Airport and at the terminal for the historic announcement.

Qantas Group Chief Executive Officer Vanessa Hudson said: "This is a major milestone for Australian aviation and one that has been years in the making. We're incredibly proud that Jetstar will be the first Australian airline to begin operations at Western Sydney International Airport and Qantas will follow early next year.

"We're excited by the potential of Western Sydney International Airport to spur local tourism and make aviation more accessible for millions of people in Western Sydney, who currently have to travel to Kingsford Smith to catch a flight.

"Jetstar has an incredible history of growing new markets and being the first airline to launch will give one of the country's fastest growing regions better access to low fares to some of our most popular destinations.

"We know there's growing demand for customers in Western Sydney and we're proud to be working with Gold Coast Airport and Tourism and Events Queensland to make our services to South East Queensland a reality.

"WSI will also become a key hub for Qantas Freight, with more than 850 tonnes of freight expected to move through our new terminal each week helping us meet growing demand for e-commerce and next-day deliveries.



Western Sydney International Airport Chief Executive Officer Simon Hickey said:

“Mark your calendars, as the countdown is officially on to welcome our inaugural passengers to Sydney’s new state-of-the art terminal when the very first commercial passenger flight takes off for the Gold Coast on Sunday 25 October.

“These Qantas and Jetstar services will give Western Sydney’s frequent business and leisure travellers more choice and flexibility to fly from Sydney’s new 24-hour gateway to some of our nation’s most popular east coast hubs, with flight expected to grow over the years ahead.

“Despite the ongoing global conflict that continues to challenge the industry, today’s domestic ticket launch is another vote of confidence in Western Sydney International Airport, and the opportunities this rapidly growing region presents for the future of air travel in Greater Sydney.

“We’re also delighted to welcome Qantas Freight to our integrated 24-hour Cargo Precinct from Monday 27 July, which will help boost our city’s air cargo capacity and ensure people get critical goods more efficiently while supporting businesses to grow and reach new global markets.”

SCHEDULES:

Qantas flights from 28 March 2027				
Route	Frequency	Operating days	Launch fares from (one way):	Reward seats
WSI - BNE	Four flights per week	Mon, Wed, Fri, Sun	\$99 (Economy) \$299 (Business)	
WSI - MEL	Four flights per week	Mon, Wed, Fri, Sun	\$99 (Economy) \$299 (Business)	
Jetstar flights from 25 October 2026				
Route	Frequency	Operating days	Launch fares from: (Economy one way)	
WSI - MEL	Up to 14 flights a week	Everyday	\$69	
WSI - OOL	Four flights per week	Mon, Wed, Fri, Sun	\$59	
WSI - BNE	Three flights per week	Tue, Thu, Sat	\$75	

**Qantas and Jetstar flight to Western Sydney International are subject to operational readiness. Schedule subject to change*

Media Enquiries:

Qantas Media: +61 418 210 005 qantasmedia@qantas.com.au



JETSTAR | Meeting request

From Prue Mercer s47F [REDACTED]@qantas.com.au>
 Date Mon 6/07/2026 11:44 AM
 To s22(1)(a)(ii) [REDACTED]@mo.infrastructure.gov.au>
 Cc s22(1)(a)(ii) [REDACTED]@MO.infrastructure.gov.au>

Hi s22(1)(a)(ii) [REDACTED]

I hope you are well and happy midwinter break.

I am writing on behalf of Jetstar to request a meeting between the Minister and Jetstar CEO, Stephanie Tully, on **Tuesday 11 August**, should the Minister's schedule permit.

Steph would welcome the opportunity to continue the discussion on the Government's proposed aviation consumer reforms, s47(1)(b) [REDACTED]
 [REDACTED]

Steph will be in Canberra on the 11th and would be available between 10:00am – 4:00pm but as always, can be flexible to fit into the Minister's schedule.

Thank you for considering this request, and we look forward to hearing from your office.

Best,
 Prue

Prue Mercer
 Senior Manager, Government & Public Affairs
 Qantas Airways Limited

10 Bourke Road, Mascot NSW 2020

M. s47F [REDACTED]
 E s47F [REDACTED]@qantas.com.au

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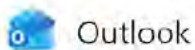
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 Cc s22(1)(a)(ii) [REDACTED]@MO.infrastructure.gov.au>

Thanks so much s22(1)(a)(ii) [REDACTED] – we greatly appreciate the Minister making herself available.

That time is perfect. Please lock it in.

Prue

From s22(1)(a)(ii) [REDACTED]@mo.infrastructure.gov.au>
 Sent: Wednesday, 22 July 2026 12:03 PM
 To: Prue Mercer s47F [REDACTED]@qantas.com.au>
 Cc: s22(1)(a)(ii) [REDACTED]@MO.infrastructure.gov.au>
 Subject: RE: JETSTAR | Meeting request [SEC=OFFICIAL]

OFFICIAL

Good morning Prue,

Thank you for extending the below meeting invitation to the Hon Catherine King MP, Minister for Infrastructure, Transport, Regional Development and Local Government.

Minister King is available to meet at 4pm on 11 August in her suite s22(1)(a)(ii) [REDACTED] Parliament House. Please confirm the time is suitable or alternatively please give me a call to discuss further.

Kind regards,



s22(1)(a)(ii) [REDACTED]
 Program Manager

Office of the Hon. Catherine King MP

Minister for Infrastructure, Transport, Regional Development and Local Government
 Federal Member for Ballarat

s22(1)(a)(ii) [REDACTED]@mo.infrastructure.gov.au

s22(1)(a)(ii) [REDACTED]

Follow Catherine:



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 Sent: 06 July 2026 11:44
 To: s22(1)(a)(ii) [REDACTED]mo.infrastructure.gov.au>
 Cc: s22(1)(a)(ii) [REDACTED]@MO.infrastructure.gov.au>
 Subject: JETSTAR | Meeting request

Hi Tara,

I hope you are well and happy midwinter break.

I am writing on behalf of Jetstar to request a meeting between the Minister and Jetstar CEO, Stephanie Tully, on **Tuesday 11 August**, should the Minister's schedule permit.

Steph would welcome the opportunity to continue the discussion on the Government's proposed aviation consumer reforms, s47(1)(b) [REDACTED]
 [REDACTED]

Steph will be in Canberra on the 11th and would be available between 10:00am – 4:00pm but as always, can be flexible to fit into the Minister's schedule.

Thank you for considering this request, and we look forward to hearing from your office.

Best,
 Prue

Prue Mercer
 Senior Manager, Government & Public Affairs
 Qantas Airways Limited

10 Bourke Road, Mascot NSW 2020

M. s47F [REDACTED]

E. s47F [REDACTED]@qantas.com.au

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Solomon, Joseph

Subject: Fwd: Meeting w/ Qantas and Minister C King MO [SEC=OFFICIAL]
Location: Microsoft Teams Meeting

Start: Wed 25/02/2026 10:30 AM
End: Wed 25/02/2026 11:00 AM
Show Time As: Tentative

Recurrence: (none)

Organizer: Prue Mercer

OFFICIAL

From: "Prue Mercer" s47F [REDACTED]@qantas.com.au>
Date: Tuesday, 24 February 2026 at 14:52:58
To: s22(1)(a)(ii) [REDACTED]@MO.infrastructure.gov.au>, "Solomon, Joseph"
s22(1)(a)(ii) [REDACTED]@MO.infrastructure.gov.au>, s47F [REDACTED]@qantas.com.au>,
s47F [REDACTED]@qantas.com.au>
Subject: Meeting w/ Qantas and Minister C King MO

Microsoft Teams meeting**Join:**

<https://teams.microsoft.com/meet/4878985643794?p=F8HStCr0mS59uNZIA9>

Meeting ID: 487 898 564 379 4

Passcode: JM6Km7wJ

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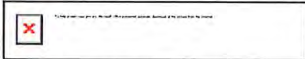
Join on a video conferencing device

Tenant key: [866520387@t.plcm.vc](#)

Video ID: 139 006 583 6

[More info](#)

For organisers: [Meeting options](#)



NOTE: For the best experience, please use the link above to join this meeting ONLINE rather than dialling in as there may be some congestion on telephone lines due to an increase in remote working.

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19 December 2025

The Hon Catherine King MP
Minister for Infrastructure, Transport, Regional Development and Local Government
Parliament House
CANBERRA ACT 2600

via email: s22(1)(a)(ii) @MO.infrastructure.gov.au

Dear Minister King,

RE: Western Sydney International Airport Freight Operations

The Qantas Group welcomes the opening of Western Sydney International (WSI) Airport in 2026 as a transformational milestone for the Australian airfreight sector. As the first airline to sign on to WSI's 24-hour cargo precinct, Qantas recognises the critical role this new facility will play in meeting consumer demand and supporting supply chain resilience.

To comply with federal legislation, many operators including Qantas, will transition overnight freight curfew operations to WSI while also maintaining day-time freight operations at Kingsford Smith Airport (KSA). This transition will result in an important dual-airport airfreight model for Qantas in Sydney.

Australia's overnight freight capability is vital in supporting sustained demand for express delivery of time-critical and high-value goods. These items include essential medical supplies, pharmaceuticals, and exports that are fundamental to the Australian economy.

As such, a seamless transition from KSA to WSI is critical to ensure minimal disruption for our customers and to avoid negative impacts on communities and the wider Australian economy.

Section 17 of the *Sydney Airport Curfew Act 1995* will mean Qantas relocates all freight curfew flights from KSA once WSI is able to be used for night aircraft movements. We understand this regulatory trigger relies on a formal 'gazetta' process to deem WSI 'open' for this purpose.

Following engagement with your Department, we understand this matter requires Ministerial determination, which is why we are writing to you directly.

s47(1)(b)

[Redacted text block]

[Redacted text block]

[Redacted text block]



s47(1)(b)

- [REDACTED]
- [REDACTED]
- [REDACTED]

As discussed with your office, Qantas remains committed to working with WSI on a sustainable economic path for the new airport. We look forward to ongoing engagement to ensure the transition of freight is seamless and that broader operating costs at WSI support the viability of passenger services.

Should you or your office require any further information, please do not hesitate to contact Qantas Executive Manager Government and Public Affairs, s47F [REDACTED] at s47F [REDACTED] @qantas.com.au.

Yours sincerely,



Cam Wallace
CEO Qantas International and Freight

Solomon, Joseph

From: Prue Mercer s47F@qantas.com.au
Sent: Thursday, 5 February 2026 3:34 PM
To: [s22\(1\)\(a\)\(ii\)](#)
Subject: FW: QANTAS - Letter to Minister King from Cam Wallace
Attachments: 19.12.2025 Minister King - Western Sydney International Airport Freight Operations.pdf

Hey [s22\(1\)\(a\)\(ii\)](#) Joseph –

Hope this first *real* week back is treating you both well.

I am writing to follow up on the letter we sent on 22 Dec, which we have not yet received a response to.

We appreciate the demands of the Minister and your office's time, [s47\(1\)\(b\)](#) we are hoping a response is near.

I would be super grateful for any update on the status of a response from the correspondence, or an indication of when we might expect a response. Please let me know if any further information would be helpful in the interim.

Look forward to hearing from you.

Cheers,
 Prue

Prue Mercer
 Senior Manager, Government & Public Affairs
 Qantas Airways Limited

10 Bourke Road, Mascot NSW 2020

M. [s47F](#)
 E. s47F@qantas.com.au

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From: Prue Mercer
Sent: Thursday, 15 January 2026 10:14 AM
To: [s22\(1\)\(a\)\(ii\)](#) [@mo.infrastructure.gov.au](mailto:s22(1)(a)(ii)@mo.infrastructure.gov.au)
Cc: [s47F](#) [@qantas.com.au](mailto:s47F@qantas.com.au)
Subject: FW: QANTAS - Letter to Minister King from Cam Wallace

Hi [s22\(1\)\(a\)](#)

Resending letter.

Prue

From: Prue Mercer

Sent: Monday, 22 December 2025 11:03 AM

To: s22(1)(a)(ii) @mo.infrastructure.gov.au>

Cc: Minister.King@mo.infrastructure.gov.au

Subject: QANTAS - Letter to Minister King from Cam Wallace

Good morning s22(1)(a)(ii)

Please find attached letter to the Minister from Qantas International and Freight CEO, Cam Wallace.

Thanks,

Prue

Prue Mercer

Senior Manager, Government & Public Affairs

Qantas Airways Limited

10 Bourke Road, Mascot NSW 2020

M. s47F

E. s47F @qantas.com.au

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Meeting w/ s22(1)(a)(ii) & QF

From Prue Mercer s47F@qantas.com.au>

Date Fri 21/11/2025 10:28 AM

To s47F@qantas.com.au>; s47F@qantas.com.au>; s22(1)(a)(ii)
@MO.infrastructure.gov.au>

1 attachment (42 KB)

Meeting w/ s22(1)(a)(ii) & QF ;

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QANTAS: Sustainable Aviation Fuel (SAF)

From Prue Mercer s47F [REDACTED]@qantas.com.au>

Date Fri 28/11/2025 5:28 PM

To s22(1)(a)(ii) [REDACTED]@MO.infrastructure.gov.au>

1 attachment (5 MB)

The Australian Qantas FP.pdf;

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Dear Minister,

On behalf of the Qantas Group, I am writing in reference to the articles published today in *The Australian* highlighting the significant economic benefits of developing a domestic Sustainable Aviation Fuel (SAF) industry. The coverage reinforces the scale of the opportunity for Australia to position itself as a global leader in clean aviation, while also unlocking major long-term economic advantages through investment, regional development, and high-skilled job creation.

We would like to thank the Government for its continued support and funding commitments toward accelerating the transition to sustainable aviation fuels. This leadership has been critical in building momentum across the industry and signalling to investors that Australia is serious about scaling up local production.

For Qantas, the development of a strong domestic SAF industry remains a key priority. This policy area is firmly front of mind, and we are committed to working closely with the Government to ensure Australia remains at the forefront of innovation, competitiveness, and sustainability in aviation. We look forward to continuing our collaboration to help build an industry that delivers economic growth, fuel and energy security and thousands of future jobs.

Yours sincerely,

Prue Mercer

Senior Manager, Government & Public Affairs
Qantas Airways Limited

10 Bourke Road, Mascot NSW 2020

M. s47F [REDACTED]

E. s47F [REDACTED]@qantas.com.au

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Project Sunrise promises a new dawn for Qantas and Australia

DAMON KITNEY

They were dubbed the "Double Sunrise" flights 30-hour non-stop journeys flown by small Catalina flying boats from Perth to Sri Lanka during World War II, navigating in near silence to avoid enemy detection.

The crews were airborne so long that by the time they touched down, they had witnessed the sun rise twice.

For Qantas today, that extraordinary legacy informs Project Sunrise, the airline's audacious plan to link Australia non-stop with New York and London.

Every detail of these ultra-long-haul operations – from aircraft design, lighting, and food service to crew rest procedures – echoes the meticulous planning, courage and endurance of those wartime pioneers.

At the forefront of that evolution is Alex Passerini, Qantas's chief technical pilot. For him, Project Sunrise is about honouring the past while shaping the future of global aviation.

"In many ways, the challenges we face today echo those first crews," Passerini says. But now the airline is armed with a new generation of aircraft and cutting-edge insights informed by big data and artificial intelligence.

A 33-year Qantas veteran, he sees the ultra-long-haulers not as a complete leap into the unknown, but as an extension of the airline's long-haul expertise. He points to the airline's existing long-haul experience – from Perth to London and Paris, or Auckland to New York – stressing that Project Sunrise builds on a solid foundation.

"When I think about the human factors involved in 20-plus-hour sectors, I see it as a continuation of what we've already mastered," Passerini says.



Above left, a Qantas Catalina 'double sunrise' flying boat in 1943; right, Qantas chief technical pilot Alex Passerini

'We've got the cabin designed around service ... custom lighting, timed meal service ... what used to be called the full zone, it's now the exercise area that is cutting-edge and new'

ALEX PASSERINI
QANTAS CHIEF TECHNICAL PILOT

The combination of engineering innovation and scientific understanding represents both evolutionary and revolutionary steps in long-haul aviation.

It's revolutionary in terms of what we are doing, linking east-coast Australia to London and New York. But in terms of our own experience, it's an evolution of what we have already accomplished. It's a building-block approach," Passerini says. "We are good at long-

range operations, we've built a healthy compendium of knowledge, and we are applying that here."

The difference, he says, is scale: these new flights will stretch the human body and mind to unprecedented lengths, requiring new approaches to rest, nutrition and physiological monitoring.

Even before the Covid pandemic, Qantas had begun gathering detailed operational and physiological data to shape the project.

"We were doing some Project Sunrise data collection flights direct from New York to Sydney, or even London to Sydney, to collect data," Passerini says. "So this is very much data-driven, science-based, with structured rest breaks in a specially designed crew rest facility."

These insights now inform every stage of Project Sunrise operations, from pre-flight preparation to the design of rest cycles, seating ergonomics, cabin lighting, and environmental controls.

Pilot training and checking are also being reinvented, incorporating simulator work, route-specific procedures, extended scenario

training, and close co-ordination with international regulators.

"The simulator is going through its acceptance process," Passerini says. "Our initial group of pilots heading up to Toulouse, flying with BA, flying with Cathay, learning from others. As is the work with the regulator and scientists on the makeup of the crew, structuring rest breaks, how much rest is at destination, foods to avoid. It is a very comprehensive look."

At the heart of it all is a new generation of aircraft. The A350-1000ULR, a customised ultra-long-range variant of Airbus's flagship, brings capabilities that previous aircraft simply did not possess.

"The 6000-foot cabin pressure, additional humidity, special filtration, and new cabin design and lighting are all building blocks from what we've learned," Passerini says. "It is about the way we approach not only the flight itself, but pre-flight preparation and rest periods before, during, and after."

Production and certification of Qantas's first customised A350-1000ULR is progressing

meticulously at the Airbus factory in Toulouse, France.

The first aircraft, known as MSN 707, pays homage to the Boeing 707 Qantas first flew in the late 1950s. Each stage of its construction is carefully monitored to ensure it can meet the unprecedented demands of ultra-long sectors.

For passengers, the appeal is immediate. Non-stop flights to London and New York eliminate transits, reduce exposure to weather or technical delays, and allow travellers to arrive exactly where they intend.

"The ability to link Sydney and London, and Sydney and New York, is just an amazing proposition," Passerini says.

Even after decades of flying, he is inspired by many passengers' reactions after completing the current ultra-long-haul routes flown by Qantas.

"I'm impressed by the fact that they generally have very positive things to say about the experience, despite how long it is," he says.

Yet for him, the excitement of Project Sunrise isn't just technical, it is human.

"We've got the cabin designed around service ... custom lighting, timed meal service ... what used to be called the full zone, it's now the exercise area that is cutting-edge and new," he says. "All of those little details collectively create a positive experience."

Flight routes will also be optimised for efficiency, sometimes routing over the North Pacific or polar regions to ensure the smoothest journey. The introduction of several no-fly zones across the world in recent years has opened up different avenues.

As always, safety underpins every decision.

"It's super important to stay humble," Passerini says. "Don't assume you know everything. There's always something to learn as we push these flight times out another two or three hours. There are lots of problems to solve, and new things to consider, to maintain that reputation for safety and push it further along."

For Australians especially, at the end of the longest long-haul flight routes on the planet, he believes breaking down the tyranny of distance through Project Sunrise carries real meaning.

"Bringing us closer together, whether that is for business or to see people you love, being part of that is special," he says.

For Qantas, this is more than an airline initiative; it is a testament to legacy, human ingenuity and the airline's enduring spirit as the national carrier.

"Standing on the shoulders of those before us, hopefully making them proud. That spirit of can-do and adventure is still well and truly alive," Passerini says.

"Ultimately, knowing what you're good at – and this is something we are good at – is very fulfilling. It is exciting to be part of it."

New fuel could grow the economy, create 13,000 jobs

Developing a sustainable aviation fuel industry in Australia would be in the "national interest" and could create more than 13,000 jobs, according to Qantas CEO Vanessa Hudson.

Ms Hudson told The Australian that Qantas – which spends \$51n a year on fuel – believed Australia was well placed to develop its own local sustainable aviation fuel resources.

But ongoing government support would be crucial to make the fuel commercially viable.

"We think there is a great opportunity to work with the Australian government to find more of those opportunities and really see how to create a new industry of sustainable aviation fuel in Australia," the CEO said, citing a fledgling north Queensland operation turning sugar cane by-product into ethanol as the basis for aviation fuel.

"We are a country that should be able to lead technically in this space because we've got significant agriculture and feedstock for such an industry, which could create economic growth and 13,000 more jobs."

"We think about fuel and fuel security, we think there is a national interest that could come from that as well. These things are never easy. It is new technology and the government has taken really positive steps so far on this journey and we are looking forward to continuing to work with them."

It was heaped in September that after years of lobbying by the aviation industry, the federal government announced it would contribute \$1.1bn to power the production of "greener" fuel that would help airlines reduce their carbon footprint.

Meanwhile, Ms Hudson confirmed that Qantas was on track with its plans to complete a historic fleet renewal, including the ambitious Project Sunrise, enabling direct flights from Sydney and Melbourne to New York and London from next year using the Airbus A350-1000.

"The fleet renewal that is underway is the largest renewal we have ever done in our history," Ms Hudson said.

"We are renewing the Jetstar fleet, we are renewing the domestic narrow-body fleet, we're introducing the breakthrough Project Sunrise long-range aircraft next year. Then we will start to renew the international fleet from there."

As Airbus builds the aircraft in Toulouse, the Australian-based Project Sunrise team is busy preparing for the historic flights, including fleet programs, teams, flight planning, network, flight operations, cabin crew, operations centres, airports, lounges, engineering and maintenance readiness teams. All the aircraft, like the rest of the Qantas fleet, will carry Australian products and suppliers on board.

'These things are never easy, it is new technology and the government has taken really positive steps so far on this journey and we are looking forward to continuing to work with them'

VANESSA HUDSON
QANTAS CHIEF EXECUTIVE

Ms Hudson, celebrating two years in the top job, says her team made a decision to have a laser-focus on the basics to turn the airline's fortunes around.

"At the top of the list is on-time performance and reliability. Qantas Domestic is now back as being the most reliable. Jetstar has lifted materially and so has Qantas International," she said.

"We have stabilised things and we've got our customer satisfaction and our performance back to a really good place, but what is really important looking forward is that we get this fleet renewal done."

"We hold the fact that Australians have pride in Qantas close to our heart. Making Australians proud of Qantas, what we are really purposeful about."



Qantas CEO and managing director Vanessa Hudson

Qantas Group Pilot Academy puts young aviators on the fast track to aerial excellence

DAMON KITNEY

The moment that set Allegra Nash on the path to an airline cockpit didn't happen in the air.

It took place in her year 11 classroom at Willoughby Girls High School on Sydney's lower north shore in 2019, during an International Women's Day careers event.

"I received an opportunity for International Women's Day to participate in a Qantas promotional video," Nash says.

On that day she met Qantas pilot Camille McPherson, who took her to Sydney airport, into the cockpit of a jet and even into a flight simulator. It was the first time Nash saw the industry from the inside.

"She basically acted as a mentor for me that day, which was my first real interaction with aviation and with the Qantas group," she says. "Meeting Camille was transformative for me. I'm still in touch with her now, and she's still a super-important mentor for me,

especially, being a female in the industry."

Nash had always been fascinated by aeroplanes. A childhood family flight to Fiji had planted the first seed. But it wasn't until those high-school years, seeing female pilots moving through terminals and hearing from career advisers, that the idea of becoming one herself took root.

After finishing school, Nash initially began an aviation degree at UNSW. But when her mother discovered the Qantas Group Pilot Academy was reopening after the pandemic, she quickly redirected.

"Unlike many pilots, I had no aviation family tree to lean on," she says.

"Both my parents don't do anything aviation-related."

The academy model – an accelerated 13-month program delivered at a Wollumban Airport in Toowoomba – offered two diploma, industry-standard qualifications and, crucially, a clear pathway into the Qantas Group.

At the academy, it was the instructors, both in the air and on the



ground, who made the biggest impact. The support, the trust, and the accumulated experience they brought shaped her training. Nash often says she would not have progressed the way she did without them.

The process of joining the Qantas Group took close to 10 months of computer-based assessments,



interviews, simulator testing and then long stretches of waiting on the hold file. When the call came, she was assigned to QantasLink, flying the Dash-8 Q400 across regional Australia.

Her first day in the cockpit is etched into her memory. She monitored the outbound sector and flew the return. It remains one

of the milestones she treasures.

"The first flight was amazing. It was such a blur. I feel like I just finished that day, and I was so, so happy," Nash says.

"Since then, I've had the opportunity to take my parents on a flight out of Brisbane into the coal mining town of Moranbah, which has been awesome as well."

Nash is now acutely aware of her role as part of a growing cohort of women entering Australian cockpit. She has been fortunate, she says, to fly under female captains and to learn from women who paved the way before her.

She stresses that the culture within QantasLink has been overwhelmingly supportive. From her

earliest days, colleagues and peers – male and female – have championed the women on the roster.

The academy, she believes, is a high-quality, high-visibility opportunity for her cohort accelerated her progress and sent a strong signal that the airline is committed to developing Australian pilots from the ground up.

"I genuinely believe in the investment Qantas makes in young pilots," she says. "The accelerated pathway that we went through as cadets, was a great opportunity for my career progression."

Working for Qantas also means something deeper.

"I am very proud working for Qantas, especially when you see little girls and even little boys walking through the airport," Nash says. "You know you are recognised as a figure. It is also quite special to be able to connect people to their regional communities."

She has now been with QantasLink for two years. Becoming a captain is on the horizon, perhaps in two or three years, once she

builds the flying hours. But she is realistic about the journey ahead. Beyond that, she dreams of long-haul flying. Captaining of a wide-body jet, flying internationally one day in the future is a vision she holds dearly. She relishes each time she hears female voices on the public-address system of large jets she has flown on as a passenger.

Having Vanessa Hudson leading Qantas as a female CEO also resonates with her. It is symbolic, she says, and important for the generations of women coming up behind her.

"I think Vanessa is awesome ... to have a female spearheading the way for the rest of us is really important," Nash says.

But her greatest fans will always be the very special passengers that were on board the first time she flew into Moranbah.

"My parents have been my biggest supporters throughout the whole process," she says. "Being able to take them on that flight was really special. I know my dad is really proud, but he won't admit it."



QANTAS / HAMR Energy Announcement

From Prue Mercer s47F [REDACTED]@qantas.com.au>

Date Wed 11/02/2026 9:58 AM

To s22(1)(a)(ii) [REDACTED]@MO.infrastructure.gov.au>

Morning,

I wanted to share a quick note to inform you of an investment announcement made by the Qantas Group today.

HAMR energy lands \$10 million runway from Qantas and Airbus

Qantas has announced an investment in HAMR Energy, supporting the development of sustainable aviation fuel (SAF) production in Australia. This investment reflects our ongoing commitment to decarbonising aviation, strengthening domestic fuel security, and supporting the growth of Australia's low-emissions energy sector.

Developing a local SAF industry is critical to meeting our long-term emissions reduction goals and ensuring Australia remains competitive as global aviation transitions to lower-carbon fuels. Investments like this are an important step in building the scale and certainty needed to unlock further private investment across the sector.

We appreciate the Government's continued engagement on aviation decarbonisation and welcome ongoing discussions on how industry and government can work together to accelerate SAF production and supporting infrastructure in Australia.

Please don't hesitate to reach out if you would like any further information on today's announcement.

Cheers,
Prue

Prue Mercer
Senior Manager, Government & Public Affairs
Qantas Airways Limited

10 Bourke Road, Mascot NSW 2020

M. s47F [REDACTED]
E. s47F [REDACTED]@qantas.com.au

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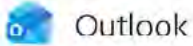
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RE: QANTAS | Meeting Request - Vanessa Hudson [SEC=OFFICIAL]

From s22(1)(a)(ii) mo.infrastructure.gov.au>
 Date Tue 17/02/2026 10:49 AM
 To s47F @qantas.com.au s47F @qantas.com.au>
 Cc s22(1)(a)(ii) @MO.infrastructure.gov.au>

OFFICIAL

OFFICIAL

Good morning Pure,

Thank you for extending the below meeting invitation to the Hon Catherine King MP, Minister for Infrastructure, Transport, Regional Development and Local Government.

Minister King will be pleased to meet on Tuesday 4 March at 4pm, Parliament House Canberra.

Please confirm the time is suitable or alternatively please give me a call to discuss further.

Kind regards,



s22(1)(a)(ii)

Program & Diary Manager

Office of the Hon. Catherine King MP

Minister for Infrastructure, Transport, Regional Development and Local Government

Federal Member for Ballarat

s22(1)(a)(ii) [s22\(1\)\(a\)\(ii\) @mo.infrastructure.gov.au](mailto:s22(1)(a)(ii)@mo.infrastructure.gov.au)

s22(1)(a)(ii)

Follow Catherine:



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From: Prue Mercer s47F @qantas.com.au>
 Sent: Tuesday, 10 February 2026 2:49 PM
 To: s22(1)(a)(ii) @MO.infrastructure.gov.au>
 Subject: QANTAS | Meeting Request - Vanessa Hudson

Hi s22(1)(a)(ii)

As discussed previously, Vanessa is keen to catch up 1:1 with the Minister when she has time available in her schedule.

We'll be guided by you and the Minister's diary but just wanted to put to you some dates if the Minister is in a city and we can schedule a CPO visit.

- Tuesday 3rd March, Wednesday 4th March, Thursday 5th March, Friday 6th March – Sydney
- Monday 9th March – Sydney
- Wednesday 11th March – Melbourne
- Thursday 12th March – Sydney

Vanessa is overseas for a Roadshow between 16th – 27th March but again, we can fit around any other times the Minister can make available.

Thanks,
Prue

Prue Mercer

Senior Manager, Government & Public Affairs
Qantas Airways Limited

10 Bourke Road, Mascot NSW 2020

M. s47F

E. s47F @qantas.com.au

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Middle East | UPDATE

From Prue Mercer [REDACTED]@qantas.com.au>

Date Sun 1/03/2026 11:16 AM

To [REDACTED]@MO.infrastructure.gov.au>

Last updated from Qantas Operations: 10:30am, 1 March 2026

There is currently no impact to Qantas operated flights, including flights between Singapore and London. **(QF1 currently 6hrs from landing at Heathrow)**

We are closely monitoring the evolving situation and any potential impact to our flights. The safety of our customers and crew is our highest priority, and where necessary we may adjust our flight paths accordingly. If there are flights affected, Qantas will contact customers as soon as possible using the phone number and email address provided in their booking.

TO NOTE: Flexibility for our customers

We're offering additional flexibility for customers who have booked flights to/from or via the UAE, Qatar and Israel through Qantas on partner airlines.

If you wish to change your booking or no longer wish to travel, a fee-free refund, fee-free Flight Credit (fare difference may apply) or fee-free date change for flights booked on or before 1 March 2026 for travel between 1 March 2026 and 3 March 2026 (up to 10 days from the original date of travel, subject to availability).

If you've booked directly with Qantas, contact us to discuss your options, including a refund. If you've booked through a Travel Agent, please contact your agent directly for assistance.

Call Volumes:

We're currently experiencing higher than usual call volumes.

Repatriation flights:

DFAT have advised Qantas they are looking at options. ME3 being grounded and nil options for Australians to move out of Gulf has DFAT concerned. DFAT have asked Qantas for data on impacted customer volumes for their analysis.

Qantas stands ready to work with Government on options for customers and citizens.

Prue Mercer

Senior Manager, Government & Public Affairs
Qantas Airways Limited

10 Bourke Road, Mascot NSW 2020

M. [REDACTED]

E. [REDACTED]@qantas.com.au

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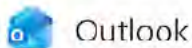
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Qantas Group | WSI Freight Transition Timing

From Prue Mercer s47F@qantas.com.au>

Date Wed 4/03/2026 1:55 PM

To Solomon, Joseph s22(1)(a)(ii)@MO.infrastructure.gov.au>; s22(1)(a)(ii) s22(1)(a)(ii)@MO.infrastructure.gov.au>; s22(1)(a)(ii) s22(1)(a)(ii)@mo.communications.gov.au> s22(1)(a)(ii) pm.gov.au s22(1)(a)(ii)@pm.gov.au>

Good afternoon –

Please find correspondence below to the Department of Infrastructure and Transport in regard to the Qantas Group WSI Freight Transition Timing.

Please reach out if you require any further information.

Cheers,
Prue

Prue Mercer

Senior Manager, Government & Public Affairs
Qantas Airways Limited

10 Bourke Road, Mascot NSW 2020

M. s47F

E s47F@qantas.com.au

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From: s47F@qantas.com.au>

Sent: Wednesday, 4 March 2026 9:26 AM

To: NATTEY, Sarah <sarah.nattey@infrastructure.gov.au>; s22(1)(a)(ii)@infrastructure.gov.au>; JANSEN, David <david.jansen2@infrastructure.gov.au>

Cc s47F@qantas.com.au>; s47F@qantas.com.au>; s47F@qantas.com.au>; s47F@qantas.com.au>; Prue Mercer s47F@qantas.com.au>; s47F@qantas.com.au>

Subject: QAG WSI Freight Transition Timing

Dear Sarah, s22(1)(a)(ii)

Thank you for your time yesterday to discuss the proposed freight transition to WSI for the Qantas Group. Qantas remains committed to the success of WSI and to working closely with the department to ensure a smooth and orderly transition that supports industry, customers, and the broader freight network.

As discussed, transition arrangements for Qantas Freight require balancing several decisions, including aircraft deployment, workforce readiness and the availability of necessary ground equipment and infrastructure at WSI to support freight operations. To enable this, it is essential for us to have a specific date that we can plan towards for the commencement of Qantas Freight operations at WSI.

s47(1)(b)

We appreciated the Department's advice on yesterday's call s47(1)(b)

s47(1)(b)

Please do not hesitate to call me should you wish to discuss this further.

David – copying this to you for awareness. It would be great to have a call to discuss WSI operations readiness to confirm there are no impediments to the proposed freight transition date from your perspective .

Kind regards,

s47F

s47F

Senior Manager, Industry and Policy

Qantas Airways Limited

10 Bourke Road, Mascot NSW 2020

M s47F

E s47F [@qantas.com.au](mailto:s47F@qantas.com.au)

Please note I currently work Monday - Thursday



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 Outlook

FW: FW: Confirmation and E-Ticket Flight Itinerary for s47F from Melbourne (Avalon) to Sydney on 08May26 for s47F [SEC=OFFICIAL]

From Prue Mercer s47F@qantas.com.au>
 Date Thu 7/05/2026 8:54 AM
 To s47F@MO.infrastructure.gov.au>

OFFICIAL

Morning –

FYI – issue resolved to the best of our ability with constituent.

Prue 😊

OFFICIAL

From: Qantas Customer Advocate <qantas_customer_advocate@qantas.com.au>
Sent: Wednesday, 6 May 2026 3:30 PM
To: Prue Mercer s47F@qantas.com.au>
Subject: RE: FW: Confirmation and E-Ticket Flight Itinerary for s47F from Melbourne (Avalon) to Sydney on 08May26 for s47F [SEC=OFFICIAL]

Ref No: s47F

Hi Prue,
 this complaint is now complete.

Issue:

- Non refundable fare purchased online for customer s47F and s47F to attend an event
- Due to s47F is no longer able to travel.
- Customer s47F has asked for a name change to be performed
- Due to ticketing conditions name change is not permitted.

Recovery:

- Called and spoke with s47F and advised we are not able to perform a name change
- A new ticket has been purchased for passenger s47F
- Ticket for s47F has been split from the booking and refunded in full back to the original form of payment
- No further action required.

Please let me know if you have any further questions by replying to this email.

Regards

s47F
 Qantas Customer Resolutions Team.

----- Original Message -----

From: Qantas Customer Advocate [qantas_customer_advocate@qantas.com.au]
Sent: 5/5/2026, 6:22 pm
To: s47F@qantas.com.au
Subject: RE: FW: Confirmation and E-Ticket Flight Itinerary for s47F from Melbourne (Avalon) to Sydney on 08May26 for s47F [SEC=OFFICIAL]

Ref No: s47F

Hi Prue,

Acknowledging this has been received and will be managed by the Customer Resolutions Team. We will loop back with the outcome once resolved.

If you need to provide any further information relating to this case, please respond directly to this email.

Kind regards,

s47F

Qantas Customer Resolution Team

----- Original Message -----

From: Prue Mercer s47F [REDACTED]@qantas.com.au]

Sent: 5/5/2026, 5:26 pm

To: gmcescalations@qantas.com.au

Subject: FW: Confirmation and E-Ticket Flight Itinerary for s47F [REDACTED] from Melbourne (Avalon) to Sydney on 08May26 for s47F [REDACTED] [SEC=OFFICIAL]

Hi Team,

Would someone be able to contact this customer and be able to give her options on next steps in changing or cancelling the second pax booking on her itinerary.

I understand that a name change is probably not possible, but any help would be greatly appreciated. The Transport Minister's office reached out to me on this one so just trying to do my best to help a constituent complaint.

Thanks so much,
Prue

Prue Mercer

Senior Manager, Government & Public Affairs
Qantas Airways Limited

10 Bourke Road, Mascot NSW 2020

M. s47F [REDACTED]

E s47F [REDACTED]@qantas.com.au

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From: s22(1)(a)(ii) [REDACTED]@MO.infrastructure.gov.au>

Sent: Tuesday, 5 May 2026 9:56 AM

To: Prue Mercer s47F [REDACTED]@qantas.com.au>

Subject: Fw: Confirmation and E-Ticket Flight Itinerary for s47F [REDACTED] from Melbourne (Avalon) to Sydney on 08May26 for s47F [REDACTED] [SEC=OFFICIAL]

OFFICIAL

OFFICIAL

From: s47F
Date: Monday, 4 May 2026 at 5:03:44?pm
To: s22(1)(a)(ii) @mo.infrastructure.gov.au>
Subject: FW: Confirmation and E-Ticket Flight Itinerary for s47F from Melbourne (Avalon) to Sydney on 08May26 for s47F

Hi s22(1)(a)(ii)

Attempted to contact Qantas to change the name on the flight to s47F. I am flying to s47F for s47F on Friday.

My friend s47F has to s47F and can no longer travel with me and another friend s47F with me instead.

Tried to change it online but there is no way to do it online.

The only way to contact Qantas is the 131313 number.

After a 45min wait, I finally got through to a Qantas representative who told me that that only person who can change the name is s47F

I booked and paid for the booking, and they have no information s47F – in hindsight I wish I had just pretended to be s47F

Obviously s47F is not in a position to wait for a 45 min to change a name. I offered to give her number but then they claimed they couldn't hear.

Hung up and tried again.

Contacted them again and there was another 40 min wait.

Got through to someone who said it could be changed but I would need to contact Jetstar because the Avalon- Sydney leg is a Jetstar flight.

I was confused by this because it was booked with Qantas.

They said they would put me through but put me through to another Qantas person (30 min wait) who said I needed to call Jetstar.

I then called Jetstar (another 30mins) who, as I expected, said that the change needed to made by Qantas.

Called Qantas back – waited for another 30+ mins and finally someone answered.

They said, am I speaking to s47F etc. but claimed that they couldn't hear me.

s47F did check that I hadn't accidentally clicked mute and I hadn't.

He then hung up on me – saying "we attempted to call and there was no one on the line"

Apart from when I accidentally did press mute on you – I have made numerous other calls in between and had no problem being heard.

Tried to complain online in the hope I would get an call from someone else but you can't get passed the second stage.

I am happy to cancel s47F flight and rebook for s47F if necessary.

I have Qantas points and I happy to pay the \$160 + the extra cost but I am not confident that I would get the credit for the flight.

Was unsure what else to do but we are about \$2000 worth of flights and I don't want to go to s47F on my own.

Regards,

s47F

"Mathematics, rightly viewed, possesses not only truth, but supreme beauty—a beauty cold and austere, like that of sculpture, without appeal to any part of our weaker nature, without the gorgeous trappings of painting or music, yet sublimely pure, and capable of a stern perfection such as only the greatest art can show." Bertrand Russell

s47F

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From: Qantas Customer Services <documents@yourbooking.qantas.com.au>

Sent: Monday, 20 April 2026 12:07 PM

To: s47F

Subject: Confirmation and E-Ticket Flight Itinerary for s47F from Melbourne (Avalon) to Sydney on 08May26 for s47F



Booking confirmation

Your Qantas booking reference is s47F

Hello s47F

Thanks for choosing to book with us. Below you'll find your flight details and all the information you'll need to know before your fly.

Flight Details

ht
details

Attached to this email is the E-Ticket Itinerary Receipt that includes all your flight details. We recommend that you carry a printed copy of the E-Ticket

document or save this on your phone.

Flight details can also be viewed online via [Manage booking](#).



Before you travel

ore
you
travel

It's important to plan ahead and prepare before you get to the airport.

Ensure you're fit to fly

It's important that you're [fit to fly](#), especially if you're pregnant, are ill or have been injured. Check the types of conditions that require medical clearance and how to apply. You can also visit [your health inflight](#), for information on flight-related health issues.

Your baggage allowances

For Qantas and partner airlines, you can check your ticketed allowance at [Manage Booking](#).

Different baggage allowances may apply each time you check-in baggage. If you check-in baggage for a multiple sector journey, usually the baggage allowance of the [most significant carrier](#) in your itinerary will apply. However, different rules may apply to tickets [to and from the USA or Canada](#).

You can pre-purchase additional baggage [online](#) prior to your trip at a discounted rate.

Find out more about your [baggage](#) options.

Select your seats

Prior to your journey you can select your seat [or request an upgrade](#). Find out about [seat selection](#) and the [seat conditions](#).

Your onboard experience

For your Qantas flight, find out more about [inflight dining](#) and [entertainment](#).

To review your upcoming Jetstar flight, including pre-ordering your meal, baggage and seat options, use the Jetstar booking reference on the [Manage booking](#) page.

Check-in

If your flight is operated by a Qantas Group airline (including some Jetstar services) refer to your E-Ticket Itinerary Receipt attached or the [check-in page](#) for check in times for your flight. For all other flights, please check with the operating carrier.

[Online check-in](#) is the easiest and fastest way to check-in and available via [Manage Booking](#) from 24 hours up until 30 minutes prior to departure.

Do you require mobility assistance?

If you require wheelchair assistance or you're travelling with your own mobility aid, you can submit a [mobility assistance request](#). If you're travelling with your own mobility aid, you'll need to tell us about the weight/dimensions as well as the type/model and battery (for powered mobility aids) to complete the request. You can find out more about Mobility Assistance in our [FAQs](#).

Prepare for your trip online

Visit [Manage Booking](#) any time to manage your flight:

- Online Check-in
- Seat selection
- View and print your flight itinerary
- Update your contact details including your Qantas Frequent Flyer number
- Request an upgrade using Qantas Points for eligible flights
- Add special requests such as meals
- Purchase additional baggage allowance

Pets

When you take off, your pet can too. [Book your pet](#) to fly across our entire domestic network.

Ensure you check and comply with all travel requirements before arriving at the airport.

Your safety and wellbeing is our priority. Thanks for respecting our team and helping us create a safe and positive environment for everyone.

[Manage booking](#)

We look forward to welcoming you onboard soon.



Do not forward this mail as it contains your personal information and booking details

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Qantas would like to acknowledge the Traditional Custodians of the local lands and waterways on which we live, work and fly. We pay our respects to Elders past and present.

Qantas Airways Limited ABN 16 009 661 9 01

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thread::t5BW_JMAd4yYNO0DHdUbsAQ::



QantasLink | 25th Birthday Sale

From Prue Mercer s47F [REDACTED]@qantas.com.au>
 Date Wed 20/05/2026 10:05 AM
 To Minister.King.MO <Minister.King@mo.infrastructure.gov.au>
 Cc s22(1)(a)(ii) [REDACTED]@MO.infrastructure.gov.au>

1 attachment (147 KB)

260519 QANTASLINK CELEBRATES 25 YEARS OF CONNECTING REGIONAL AUSTRALIA WITH BIRTHDAY SALE.pdf;

Good morning Minister s22(1)(a)(ii) [REDACTED]

Just a quick note to flag that QantasLink is celebrating its 25th anniversary with a birthday sale, which is now live.

To mark the milestone, hundreds of thousands of discounted seats are on offer across select regional routes. Economy one-way fares start from \$99, with close to 170,000 seats available for \$125 or less.

The sale covers 56 destinations, including Port Lincoln, Bendigo, Broken Hill, Hobart, Cairns and Devonport, for travel on selected dates between July 2026 and April 2027. It's designed to support travel in both directions, encouraging city-based travellers to explore regional communities, while also making it easier for regional Australians to connect with major cities and international services.

By way of background, QantasLink was established in May 2001, bringing together a number of regional carriers under a single brand. It has since grown to become Australia's largest regional airline, now operating around 500 flights per day to more than 60 destinations across Australia and overseas.

A couple of key details:

- Sale runs from 12:01am (AEST) Wednesday 20 May through to 11:59pm (AEST) Tuesday 26 May 2026, unless sold out earlier
- Fares include checked baggage and complimentary food and beverages
- In addition, Domestic Economy Classic Reward Seats are currently 20% off for bookings made by 25 May, for travel between 1 June 2026 and 9 May 2027

I've also attached our media release.

Best,
 Prue

Prue Mercer
 Senior Manager, Government & Public Affairs
 Qantas Airways Limited

10 Bourke Road, Mascot NSW 2020

M. s47F [REDACTED]
 E. s47F [REDACTED]@qantas.com.au

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