

s47F

**From:** s47F @airnz.co.nz>  
**Sent:** Friday, 10 Julv 2020 7:54 AM  
**To:** s47F  
**Cc:** s47F  
**Subject:** RE: AIR NZ/DIRD Fortnightly Meeting re AUS/NLK [SEC=UNOFFICIAL]  
**Attachments:** 200710 Overview of Norfolk Island Schedule to 27 Mar 2021\_V1\_SK.xlsx

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi s47F

Attached please find an overview of the Norfolk Island schedule to 27 March as requested.

The s47 underwrite amount remains the latest available figure. It was calculated based on the flight schedule agreed. As you know it relies on commercial performance improving over time which in turn is tied to the extent to which COVID-19 outbreaks can be contained and travel limitations be lifted.

Let me know if you have further questions.

Regards,

s47F

s47F

Manager Network Planning | Networks

M. s47F  
 E. s47F  
 W. [www.airnewzealand.co.nz](http://www.airnewzealand.co.nz)

[facebook.com/airnewzealand](https://facebook.com/airnewzealand)  
 LI. [linkedin.com/company/air-new-zealand](https://linkedin.com/company/air-new-zealand)  
 TW. [twitter.com/FlyAirNZ](https://twitter.com/FlyAirNZ)  
 YT. [youtube.com/airnewzealand](https://youtube.com/airnewzealand)

185 Fanshawe Street, Auckland,  
 New Zealand  
 Level 2, Zone 1

**From:** s47F @infrastructure.gov.au>  
**Sent:** Thursday, 9 July 2020 5:01 PM  
**To:** s47F  
**Subject:** RE: AIR NZ/DIRD Fortnightly Meeting re AUS/NLK [SEC=UNOFFICIAL]

UNOFFICIAL

Hi s47F

A tomorrow job – would you be able to provide us with an updated schedule for all flights. We intend to issue a media release to the community early next week, so it would be handy to have the schedule.

This is probably more a s47F thing – s47F  
s47F. We are currently putting in our budget bid and just want to clarify if this is the approximate figure or that figure may have increased.

Cheers  
s47F

## UNOFFICIAL

---

**From:** s47F >  
**Sent:** Thursday, 9 July 2020 2:53 PM  
**To:** s47F @infrastructure.gov.au>  
**Subject:** [SPAM] FW: AIR NZ/DIRD Fortnightly Meeting re AUS/NLK [SEC=UNOFFICIAL]

Hi s47F

I have checked the selling systems and as s47F has advised they are not published and selling as yet but I will keep a eye on it

Thanks  
s47F

---

**From:** s47F  
**Sent:** Thursday, 9 July 2020 1:05 PM  
**To:** s47F @infrastructure.gov.au>; s47F  
s47F @infrastructure.gov.au>  
**Cc:** s47F  
**Subject:** RE: AIR NZ/DIRD Fortnightly Meeting re AUS/NLK [SEC=UNOFFICIAL]

Hi s47F

I have forwarded your e-mail to our scheduling colleagues who will update the September and October schedules shortly. Everything else is already available for sale.

Thank you for your speedy efforts to get this across the line – it's much appreciated.

Regards,

s47F

---

s47F

Manager Network Planning | Networks

M. s47F  
E. s47F  
W. [www.airnewzealand.co.nz](http://www.airnewzealand.co.nz)

[facebook.com/airnewzealand](https://facebook.com/airnewzealand)  
LI. [linkedin.com/company/air-new-zealand](https://linkedin.com/company/air-new-zealand)  
TW. [twitter.com/FlyAirNZ](https://twitter.com/FlyAirNZ)  
YT. [youtube.com/airnewzealand](https://youtube.com/airnewzealand)

185 Fanshawe Street, Auckland,  
New Zealand  
Level 2, Zone 1

---

**From:** s47F <[REDACTED]@infrastructure.gov.au>  
**Sent:** Thursday, 9 July 2020 12:23 PM  
**To:** s47F <[REDACTED]@infrastructure.gov.au>  
**Cc:** s47F <[REDACTED]>  
**Subject:** RE: AIR NZ/DIRD Fortnightly Meeting re AUS/NLK [SEC=UNOFFICIAL]

UNOFFICIAL

Hi s47F

We have consulted with the Administrator and Burnt Pine Travel on Norfolk Island and both have indicated there are no issues with the changes you propose between 1 September and 24 October 2020.  
So, in line with their views, the Department also has no issue with the changes you propose.  
I have not pencilled in a catch up for next week but given there are a number of moving parts at the moment could we please have a catch up either next Monday or Tuesday.  
Monday I am clear, Tuesday, I can move things around.  
Many thanks  
s47F

s47F

Director | Norfolk Island Infrastructure Policy  
Norfolk Island, ACT & NT Territories Branch  
Department of Infrastructure, Transport, Regional Development and Communications  
GPO Box 594, Canberra ACT 2601  
t s47F | e s47F <[REDACTED]@infrastructure.gov.au> | w [www.infrastructure.gov.au](http://www.infrastructure.gov.au)

UNOFFICIAL

---

**From:** s47F <[REDACTED]>  
**Sent:** Tuesday, 7 July 2020 9:23 AM  
**To:** s47F <[REDACTED]@infrastructure.gov.au>; s47F <[REDACTED]@infrastructure.gov.au>; s47F <[REDACTED]@infrastructure.gov.au>  
**Cc:** s47F <[REDACTED]>  
**Subject:** RE: AIR NZ/DIRD Fortnightly Meeting re AUS/NLK [SEC=UNOFFICIAL]

Thanks s47F

Appreciate your help. Let us know once you hear from stakeholders.

Regards,

s47F

---

s47F

Manager Network Planning | Networks

M. s47F

E. s47F

W. [www.airnewzealand.co.nz](http://www.airnewzealand.co.nz)

[facebook.com/airnewzealand](https://facebook.com/airnewzealand)

LI. [linkedin.com/company/air-new-zealand](https://linkedin.com/company/air-new-zealand)

TW. [twitter.com/FlyAirNZ](https://twitter.com/FlyAirNZ)

YT. [youtube.com/airnewzealand](https://youtube.com/airnewzealand)

185 Fanshawe Street, Auckland,  
New Zealand

Level 2, Zone 1

---

**From:** s47F <[s47F@infrastructure.gov.au](mailto:s47F@infrastructure.gov.au)>

**Sent:** Tuesday, 7 July 2020 11:21 AM

**To:** s47F

s47F <[s47F@infrastructure.gov.au](mailto:s47F@infrastructure.gov.au)>; s47F <[s47F@infrastructure.gov.au](mailto:s47F@infrastructure.gov.au)>

**Cc:** s47F

**Subject:** RE: AIR NZ/DIRD Fortnightly Meeting re AUS/NLK [SEC=UNOFFICIAL]

UNOFFICIAL

Thanks s47F

Just for information, in regard to the changes between 1 September and 24 October we will have to consult with a number of stakeholders on island so it is unlikely we can get back to you today with any update

Kind regards

s47F

UNOFFICIAL

---

**From:** s47F

**Sent:** Tuesday, 7 July 2020 9:16 AM

**To:** s47F

s47F <[s47F@infrastructure.gov.au](mailto:s47F@infrastructure.gov.au)>; s47F <[s47F@infrastructure.gov.au](mailto:s47F@infrastructure.gov.au)>

**Cc:** s47F

**Subject:** RE: AIR NZ/DIRD Fortnightly Meeting re AUS/NLK

Dear s47F

Following from my last e-mail I can now confirm that the following flights have been published into the selling system this morning:

- Additional Friday SYD-NLK-SYD flights on Aug 21 and Aug 28
- Additional Sunday SYD-NLK-SYD flights between 25 Oct and 27 Mar
- Additional Thursday BNE-NLK-BNE flights between 25 Oct and 27 Mar

We await your confirmation of the proposed day of week change on NLK-BNE and NLK-SYD for travel between 01 September and 24 October before publishing these flights as well.

Thanks for your help!

Regards,

s47F

s47F

Manager Network Planning | Networks

M. s47F

E. s47F

W. [www.airnewzealand.co.nz](http://www.airnewzealand.co.nz)

[facebook.com/airnewzealand](https://facebook.com/airnewzealand)

LI. [linkedin.com/company/air-new-zealand](https://linkedin.com/company/air-new-zealand)

TW. [twitter.com/FlyAirNZ](https://twitter.com/FlyAirNZ)

YT. [youtube.com/airnewzealand](https://youtube.com/airnewzealand)

185 Fanshawe Street, Auckland,  
New Zealand

Level 2, Zone 1

From: s47F

Sent: Monday, 6 July 2020 5:12 PM

To: s47F @infrastructure.gov.au>;

s47F @infrastructure.gov.au; s47F @infrastructure.gov.au

Cc: s47F

Subject: RE: AIR NZ/DIRD Fortnightly Meeting re AUS/NLK

Hello s47F

s47

This means:

- Passengers currently booked on Tuesday's Norfolk Island to Brisbane service will be re-booked on the Monday prior free of charge
- Passengers currently booked on Monday's Norfolk Island to Sydney service will be re-booked on the Tuesday after free of charge

From an itinerary perspective the proposed changes will allow

- Itineraries departing Brisbane
  - Three days: Tuesday to Friday
  - Two days: Saturday to Monday
  - Six days: Tuesday to Monday and Saturday to Friday
- Itineraries departing Sydney:
  - One day: Monday to Tuesday and Friday to Saturday
  - Four days: Friday to Tuesday
  - Five days: Tuesday to Saturday
  - Eight days: Monday to Tuesday, Friday to Saturday

It would be great if you could revert with feedback by tomorrow, if possible, so that we can load flights in time for the Norfolk Island sale later this week.

As discussed we will load the additional 1/wk Brisbane and Sydney to Norfolk Island services from November to March as agreed today as these are independent of the above.

Regards,

s47F

s47F

Manager Network Planning | Networks

M. s47F  
E. s47F  
W. [www.airnewzealand.co.nz](http://www.airnewzealand.co.nz)

[facebook.com/airnewzealand](https://facebook.com/airnewzealand)  
LI. [linkedin.com/company/air-new-zealand](https://linkedin.com/company/air-new-zealand)  
TW. [twitter.com/FlyAirNZ](https://twitter.com/FlyAirNZ)  
YT. [youtube.com/airnewzealand](https://youtube.com/airnewzealand)

185 Fanshawe Street, Auckland,  
New Zealand  
Level 2, Zone 1

**From:** s47F  
**Sent:** Monday, 6 July 2020 2:48 PM  
**To:** s47F; @infrastructure.gov.au>  
s47F @infrastructure.gov.au; s47F @infrastructure.gov.au  
**Cc:** s47F  
**Subject:** RE: AIR NZ/DIRD Fortnightly Meeting re AUS/NLK

All,

Thanks for sending through the signed variation agreement last week.

s47

s47

We're looking forward to talking to you shortly.

Regards,

s47F

s47F

Manager Network Planning | Networks

M. s47F  
E. s47F  
W. [www.airnewzealand.co.nz](http://www.airnewzealand.co.nz)

[facebook.com/airnewzealand](https://facebook.com/airnewzealand)  
LI. [linkedin.com/company/air-new-zealand](https://linkedin.com/company/air-new-zealand)  
TW. [twitter.com/FlyAirNZ](https://twitter.com/FlyAirNZ)  
YT. [youtube.com/airnewzealand](https://youtube.com/airnewzealand)

185 Fanshawe Street, Auckland,  
New Zealand  
Level 2, Zone 1

-----Original Appointment-----

**From:** s47F  
**Sent:** Friday, 22 May 2020 2:50 PM  
**To:** s47F @infrastructure.gov.au;  
s47F @infrastructure.gov.au  
**Cc:** s47F  
**Subject:** AIR NZ/DIRD Fortnightly Meeting re AUS/NLK  
**When:** Monday, 6 July 2020 4:00 PM-5:00 PM (UTC+12:00) Auckland, Wellington.  
**Where:** Conf Call

16:00 NZL/14:00 CBR

Conf call details are:

Ph: s47F  
Pin: s47F

Good planets are hard to find - please think of the environment before you print this email.

CAUTION - This message may contain privileged and confidential information intended only for the use of the addressee named above. If you are not the intended recipient of this message you are hereby notified that any use, dissemination, distribution or reproduction of this message is prohibited. If you have received this message in error please notify Air New Zealand immediately. Any views expressed in this message are those of the individual sender and may not necessarily reflect the views of Air New Zealand.

For more information on the Air New Zealand Group, visit us online

## Overview of Norfolk Island Flight Schedule to 27 March 2021

Brisbane to Norfolk Island															
Fno		From	To	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Departs	STD	Arrives	STA	Flight Time
NZ	0914	4-Jul-20	29-Aug-20						X		BNE	10:15	NLK	13:25	2:10
NZ	0914	1-Sep-20	3-Oct-20		X				X		BNE	10:15	NLK	13:25	2:10
NZ	0914	6-Oct-20	24-Oct-20		X				X		BNE	10:05	NLK	14:15	2:10
NZ	0914	27-Oct-20	27-Mar-21		X		X		X		BNE	10:00	NLK	14:15	2:15

Sydney to Norfolk Island															
Fno		From	To	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Departs	STD	Arrives	STA	Flight Time
NZ	0912	6-Jul-20	10-Aug-20	X							SYD	9:40	NLK	13:15	2:35
NZ	0912	17-Aug-20	23-Oct-20	X				X			SYD	9:50	NLK	13:25	2:35
NZ	0912	30-Oct-20	26-Mar-21	X				X		X	SYD	9:50	NLK	13:25	2:35

Norfolk Island to Brisbane														
Fno	From	To	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Departs	STD	Arrives	STA	Flight Time
NZ 0915	4-Jul-20	29-Aug-20						X		NLK	14:45	BNE	16:25	2:40
NZ 0915	31-Aug-20	2-Oct-20	X				X			NLK	14:45	BNE	16:25	2:40
NZ 0915	5-Oct-20	23-Oct-20	X				X			NLK	14:45	BNE	15:25	2:40
NZ 0915	27-Oct-20	27-Mar-21		X		X		X		NLK	15:30	BNE	16:10	2:40

Norfolk Island to Sydney														
Fno	From	To	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Departs	STD	Arrives	STA	Flight Time
NZ 0913	6-Jul-20	10-Aug-20	X							NLK	14:35	SYD	16:30	2:55
NZ 0913	17-Aug-20	28-Aug-20	X				X			NLK	14:35	SYD	16:30	2:55
NZ 0913	1-Sep-20	3-Oct-20		X				X		NLK	14:35	SYD	16:30	2:55
NZ 0913	6-Oct-20	24-Oct-20		X				X		NLK	15:20	SYD	17:15	2:55
NZ 0913	30-Oct-20	26-Mar-21	X				x		X	NLK	14:30	SYD	16:30	3:00

Schedule is subject to change without notice



s47F

**From:** s47F  
**Sent:** Sunday, 12 July 2020 9:57 PM  
**To:** s47F  
**Subject:** RE: Schedule of flights [SEC=UNOFFICIAL]

Hi s47F

Apologies for the delay, it's been a challenging few days.

At the moment we are:

Monday      NZ912    Departs SYD : 0940, Arrives NLK : 1315  
                  NZ913    Departs NLK : 1435, Arrive SYD : 1630

Saturday      NZ914    Departs BNE : 1015, Arrives NLK : 1325  
                  NZ915    Departs NLK : 1445, Arrive BNE : 1625

From 17AUG it will be:

Monday      NZ912    Departs SYD : 0950, Arrives NLK : 1325  
                  NZ913    Departs NLK : 1435, Arrive SYD : 1630

Friday        NZ912    Departs SYD : 0950, Arrives NLK : 1325  
                  NZ913    Departs NLK : 1435, Arrive SYD : 1630

Saturday      NZ914    Departs BNE : 1015, Arrives NLK : 1325  
                  NZ915    Departs NLK : 1445, Arrive BNE : 1625

From 31AUG will be:

Monday      NZ912    Departs SYD : 0950, Arrives NLK : 1315  
                  NZ915    Departs NLK : 1445, Arrive BNE : 1625

Tuesday      NZ914    Departs BNE : 1015, Arrives NLK : 1325  
                  NZ913    Departs NLK : 1435, Arrive SYD : 1630

Friday        NZ912    Departs SYD : 0950, Arrives NLK : 1315  
                  NZ915    Departs NLK : 1445, Arrive BNE : 1625

Saturday      NZ914    Departs BNE : 1015, Arrives NLK : 1325  
                  NZ913    Departs NLK : 1435, Arrive SYD : 1630

Next changes after that are some slight timing changes beginning of October for daylight savings.

Cheers,  
 s47F

s47F

# Burnt Pine Travel



s47F

s47F

PO Box 475, NORFOLK ISLAND 2899

**From:** s47F @infrastructure.gov.au]

**Sent:** Friday, 10 July 2020 11:53

**To:** s47F

**Cc:** s47F

**Subject:** Schedule of flights [SEC=UNOFFICIAL]

UNOFFICIAL

Hi s47F

Are you able to send me a schedule of the weekly flights to and from Norfolk in light of the lifting of border restrictions.

I have misplaced my schedule in my inbox.

Many thanks

s47F

s47F

Director | Norfolk Island Infrastructure Policy

Norfolk Island, ACT & NT Territories Branch

Department of Infrastructure, Transport, Regional Development and Communications

GPO Box 594, Canberra ACT 2601

t s47F | e s47F @infrastructure.gov.au | w [www.infrastructure.gov.au](http://www.infrastructure.gov.au)

UNOFFICIAL

-----  
Disclaimer

This message has been issued by the Department of Infrastructure, Transport, Regional Development and Communications. The information transmitted is for the use of the intended recipient only and may contain confidential and/or legally privileged material.

Any review, re-transmission, disclosure, dissemination or other use of, or taking of any action in reliance

s47F

**From:** s47F  
**Sent:** Thursday, 6 August 2020 10:13 AM  
**To:** s47F  
**Cc:** s47F  
**Subject:** Air NZ underwrite with DITRDC [SEC=UNOFFICIAL]

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

UNOFFICIAL

Hi s47F

Further to our discussion yesterday, we are seeking the following information in regard to the possibility of reducing flights again because of medical advice on the mainland. We seek this information in order to provide advice to the Minister.

#### Current arrangements

- 6 August to 20 August - 1 flight per week BNE; 1 flight per week Sydney
- 21 August to 23 October – 2 flights per week Sydney
- 1 September – 2 flights per week Brisbane
- From 24 October – 3 flights per week Sydney
- From 1 November – 3 flights per week Brisbane

As you are aware further border restrictions are coming into effect in Qld. At the time of writing we do not know whether restrictions will be placed on Norfolk Island residents intending to travel to Queensland.

We are seeking information on the following:

- For the period 21 August onwards, if flights were reduced back to 1 flight per week from Brisbane and 1 flight per week from Sydney, what would be the impact on Air New Zealand operations, both logistically and monetary (we accept that this may be unrealistic as it is not easy to change schedules at such short notice);
- For the period 1 September onwards, if flights were reduced back to 1 flight per week from Brisbane and 1 flight per week from Sydney, what would be the impact on Air New Zealand operations, both logistically and monetary;
- For the period 1 October onwards, if flights were reduced back to 1 flight per week from Brisbane and 1 flight per week from Sydney, what would be the impact on Air New Zealand operations, both logistically and monetary.

Additionally, is there any capacity to increase freight on scheduled flights? If so, are you able to provide the freight rates.

Nicole has asked me to try and ascertain the impact any further decision on flight numbers may have on your airline. We are currently looking at all options and are trying to find a balance between not overly affecting Air NZ's operations and how much money we will need to seek from Government.

Happy to discuss or talk through.

s47F

s47F

Director | Norfolk Island Infrastructure Policy

Norfolk Island, ACT & NT Territories Branch

Department of Infrastructure, Transport, Regional Development and Communications

GPO Box 594, Canberra ACT 2601

t s47F

| e

s47F

@infrastructure.gov.au | w [www.infrastructure.gov.au](http://www.infrastructure.gov.au)

UNOFFICIAL

UNOFFICIAL

s47F

**From:** Eric Hutchinson  
**Sent:** Tuesday, 11 August 2020 11:23 AM  
**To:** s47F  
**Cc:** s47F; PEARSON Nicole; s47F  
**Subject:** RE: Air NZ flights - proposed reschedule - (freight) [SEC=UNOFFICIAL]

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

## UNOFFICIAL

Hi s47F

Good to talk this morning and thanks for keeping me updated. My thoughts are as follows and as discussed:

- We should be prudent with spending taxpayers money.
- These estimates are estimates and don't reflect our objective to rebuild visitors numbers and Norfolk Island as a travel destination.
- To do this we need scheduled flights – it is a chicken and egg scenario. Without flights we have no capacity to promote the destination. We need 8/10 weeks lead time to have a chance of securing a booking.
- October still appears to be looking positive for bookings.

NB: the changing situation in respect of CV-19 and associated travel restrictions.

With the above in mind my request is to consider the following:

- Resume the second Brisbane flight on Tuesday the 28<sup>th</sup> of September
- Resume the second Sydney (Friday) flight on the 23<sup>rd</sup> of October (in-line with Air NZ request to maintain this schedule beyond October)
- This gives us two flights ex Sydney and two flights ex Brisbane post October and an incentive for industry and NIRC to market the destination.

With regard to the intersection with freight services as discussed:

- There would appear to be no capacity issues with sea freight for the next 4/5 months, with an additional sailing of the Southern Tiare and three Boral barges approved by Parks and Bio-Security to augment freight capacity on the Southern Tiare.
- NIRC (or Boral) needs to be doing more to promote the availability of the additional capacity on these three barge services to the broader market place.
- Sea freight should be the first option for importers on Norfolk Island as it is run by the private sector.
- Currently there is an underwritten weekly TOLL air freight service out of Brisbane.
- It would be a great concern if the underwritten passenger services were not carrying the maximum capacity of freight they are able to, when at the same time we are subsidising a dedicated weekly freight service. Acknowledging that the configuration of the passenger plane and limitations for carrying refrigerated cargo.
- All efforts should be made to make sure that as much freight as possible is being carried on the passenger flights, this includes Australia Post using these regular services as well. Does Burnt Pine have any incentive to see this happen?
- The objective should be to reduce the requirement for a weekly subsidised air freight service to either a fortnightly or three weekly service. Reducing the cost to tax-payers subsidising these services.

I hope this is of assistance and I am happy to discuss further as required.

Kind Regards,

**Eric Hutchinson**

Administrator of Norfolk Island



New Military Barracks, Kingston, Norfolk Island 2899

s47F

Email: [Eric.Hutchinson@Infrastructure.gov.au](mailto:Eric.Hutchinson@Infrastructure.gov.au)



UNOFFICIAL

**From:** s47F [mailto:s47F@infrastructure.gov.au]

**Sent:** Monday, 10 August 2020 5:10 PM

**To:** Eric Hutchinson <Eric.Hutchinson@nlk.regional.gov.au>

**Cc:** s47F@nlk.regional.gov.au; PEARSON Nicole

<Nicole.Pearson@infrastructure.gov.au>; s47F@infrastructure.gov.au; s47F@infrastructure.gov.au

**Subject:** Air NZ flights - proposed reschedule [SEC=UNOFFICIAL]

UNOFFICIAL

Hi Eric

Gave you a call to discuss the rescheduling of Air NZ flights and the brief we will be sending to the Assistant Minister.

In light of the new mainland border closures, we have had to revisit the scheduling of additional flights as per your request of 22 June 2020.

Our current exposure for Air NZ flights s47C If we maintain the current schedule with flights increasing from August/September and again in October/November as requested this exposure s47C

s47C By adjusting the schedule now, back to one flight per week per destination we will be able to mitigate s47C. Air New Zealand have indicated that there will be no extra cost to the Government by adjusting the schedule again.

We have reviewed the passenger numbers from Sydney and Brisbane and there is very limited demand outside of essential workers and residents returning. Forward bookings from Sydney are very poor and Brisbane is only marginally better.

We intend to brief the Assistant Minister that we will be minimising the flight schedule back to one flight per week in order to mitigate the cost to the Australian Government.

Please call if you wish to discuss.

Regards

s47F

s47F

Director | Norfolk Island Infrastructure Policy

Norfolk Island, ACT & NT Territories Branch

Department of Infrastructure, Transport, Regional Development and Communications

GPO Box 594, Canberra ACT 2601

t s47F

e

s47F

@infrastructure.gov.au | w [www.infrastructure.gov.au](http://www.infrastructure.gov.au)



A  
D  
R

UNOFFICIAL

s47F

**From:** s47F  
**Sent:** Thursday, 13 August 2020 6:21 PM  
**To:** s47F  
**Cc:** s47F  
**Subject:** RE: Capacity Reductions and Costing Estimates [SEC=UNOFFICIAL]

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Thanks s47F

Really appreciate your feedback.

We will action the changes to 24 October tomorrow.

Regards,

s47F

s47F

[Manager Network Planning | Networks](#)

**M.** s47F  
**E.** s47F  
**W.** [www.airnewzealand.co.nz](http://www.airnewzealand.co.nz)

[facebook.com/airnewzealand](https://facebook.com/airnewzealand)  
**LI.** [linkedin.com/company/air-new-zealand](https://linkedin.com/company/air-new-zealand)  
**TW.** [twitter.com/FlyAirNZ](https://twitter.com/FlyAirNZ)  
**YT.** [youtube.com/airnewzealand](https://youtube.com/airnewzealand)

185 Fanshawe Street, Auckland,  
New Zealand  
  
Level 2, Zone 1

**AIR NEW ZEALAND** 

A STAR ALLIANCE MEMBER 



---

**From:** s47F [redacted]@infrastructure.gov.au>

**Sent:** Thursday, 13 August 2020 6:53 PM

**To:** s47F [redacted]@infrastructure.gov.au>; s47F [redacted]

**Subject:** RE: Capacity Reductions and Costing Estimates [SEC=UNOFFICIAL]

**Importance:** High

UNOFFICIAL

Hi s47F [redacted]

Thank you to everyone for their work over the last few weeks.

We can confirm the following:

- As you have proposed, maintain the flight schedule of two flights per week in total (one from Sydney and one from Brisbane) until at least 24 October 2020;
- These arrangements will apply until we advise of different arrangements; and
- We will monitor numbers and review formally in mid September 2020.

s47F [redacted]

Happy to discuss when convenient.

Thanks

s47F [redacted]

UNOFFICIAL

---

**From:** s47F [redacted]@infrastructure.gov.au>  
**Sent:** Thursday, 13 August 2020 10:51 AM  
**To:** s47F [redacted]@infrastructure.gov.au>  
**Cc:** s47F [redacted]  
**Subject:** RE: Capacity Reductions and Costing Estimates [SEC=UNOFFICIAL]

UNOFFICIAL

s47F [redacted]  
Will get back to you today. Just waiting on an answer from those above.  
s47F [redacted]

UNOFFICIAL

---

**From:** s47F [redacted]  
**Sent:** Thursday, 13 August 2020 6:49 AM  
**To:** s47F [redacted]@infrastructure.gov.au>; s47F [redacted]@infrastructure.gov.au>  
**Cc:** s47F [redacted]  
**Subject:** [SPAM] RE: Capacity Reductions and Costing Estimates

All,

As we are only about a week away from the first proposed flight cancellation on 21 August can kindly ask if you are comfortable with below schedule changes on NLK-BNE and NLK-SYD up until the end of October?

Note that this decision should be able to be made outside of any budget considerations as it appears commercially prudent to reduce capacity in the current environment.

Thank you for your help!

Regards,

s47F [redacted]

---

s47F

Manager Network Planning | Networks



M. s47F  
E. s47F  
W. [www.airnewzealand.co.nz](http://www.airnewzealand.co.nz)

[facebook.com/airnewzealand](https://facebook.com/airnewzealand)  
LI. [linkedin.com/company/air-new-zealand](https://linkedin.com/company/air-new-zealand)  
TW. [twitter.com/FlyAirNZ](https://twitter.com/FlyAirNZ)  
YT. [youtube.com/airnewzealand](https://youtube.com/airnewzealand)

185 Fanshawe Street, Auckland,  
New Zealand  
  
Level 2, Zone 1

A STAR ALLIANCE MEMBER

---

**From:** s47F  
**Sent:** Monday, 10 August 2020 5:14 PM  
**To:** s47F; [s47F@infrastructure.gov.au](mailto:s47F@infrastructure.gov.au); [s47F@infrastructure.gov.au](mailto:s47F@infrastructure.gov.au)  
**Cc:** s47F  
**Subject:** RE: Capacity Reductions and Costing Estimates

Apologies – meant to include s47F not s47F !

---

**From:** s47F  
**Sent:** Monday, 10 August 2020 5:10 PM  
**To:** s47F; [s47F@infrastructure.gov.au](mailto:s47F@infrastructure.gov.au); [s47F@infrastructure.gov.au](mailto:s47F@infrastructure.gov.au)  
**Cc:** s47F  
**Subject:** Capacity Reductions and Costing Estimates

Good afternoon,

A few updates on Norfolk Island services.

### Capacity Reductions on NLKE-BNE/SYD to 24 October

We discussed previously a capacity reduction on Norfolk Island routes to 1/wk each. To minimise customer disruption and minimise cost to Air New Zealand we propose adjust the NLK schedule by cancelling the below flights to 24 October(1= Monday, 2 = Tuesday, 5 = Friday, 6 = Saturday, etc.).

Eff Dt	Dis Dt	Frequency	Aln	Flt Num	Equip	Dept Sta	Arvl Sta	Dept Time	Arvl Time
21-Aug-20	28-Aug-20	....5..	NZ	913	32N	NLK	SYD	14:35	16:30
1-Sep-20	29-Sep-20	.2.....	NZ	913	32N	NLK	SYD	14:35	16:30
6-Oct-20	20-Oct-20	.2.....	NZ	913	32N	NLK	SYD	15:20	17:15
6-Oct-20	20-Oct-20	.2.....	NZ	914	32N	BNE	NLK	10:05	14:15
1-Sep-20	29-Sep-20	.2.....	NZ	914	32N	BNE	NLK	10:15	13:25
31-Aug-20	28-Sep-20	1.....	NZ	915	32N	NLK	BNE	14:45	16:25
5-Oct-20	19-Oct-20	1.....	NZ	915	32N	NLK	BNE	14:45	15:25

As a result the remaining flight schedule to Norfolk Island up until 24 October is as follows (1= Monday, 2 = Tuesday, 5 = Friday, 6 = Saturday, etc.). BNE-NLK operates Saturdays, NLK-BNE Fridays. SYD-NLK operates Friday (except prior to 03 September where it operates Mondays), NLK-SYD operates Saturday (except prior to 03 September where it operates Mondays).

Flt	Desg	Eff Date	Dis Date	Freq	Dept Arp	Dept Time	Arvl Arp	Arrv Time	Subfleet	Block Time
NZ	0914	15-Aug-20	3-Oct-20	.....6.	BNE	10:15	NLK	13:25	NZ 32N	2:10
NZ	0914	10-Oct-20	24-Oct-20	.....6.	BNE	10:05	NLK	14:15	NZ 32N	2:10
NZ	0915	15-Aug-20	29-Aug-20	.....6.	NLK	14:45	BNE	16:25	NZ 32N	2:40
NZ	0915	4-Sep-20	2-Oct-20	....5..	NLK	14:45	BNE	16:25	NZ 32N	2:40
NZ	0915	9-Oct-20	23-Oct-20	....5..	NLK	14:45	BNE	15:25	NZ 32N	2:40

Flt	Desg	Eff Date	Dis Date	Freq	Dept Arp	Dept Time	Arvl Arp	Arrv Time	Subfleet	Block Time
NZ	0912	10-Aug-20	10-Aug-20	1.....	SYD	9:40	NLK	13:15	NZ 32N	2:35
NZ	0912	17-Aug-20	24-Aug-20	1.....	SYD	9:50	NLK	13:25	NZ 32N	2:35
NZ	0912	4-Sep-20	23-Oct-20	....5..	SYD	9:50	NLK	13:25	NZ 32N	2:35
NZ	0913	10-Aug-20	24-Aug-20	1.....	NLK	14:35	SYD	16:30	NZ 32N	2:55
NZ	0913	5-Sep-20	3-Oct-20	.....6.	NLK	14:35	SYD	16:30	NZ 32N	2:55
NZ	0913	10-Oct-20	24-Oct-20	.....6.	NLK	15:20	SYD	17:15	NZ 32N	2:55

s47

If you are in agreement we are happy to action this change later this week. Whilst we await your feedback we have closed flights for further sale in the interim.

### Capacity Reductions on NLKE-BNE/SYD from 24 October

It would be good to discuss this in more detail in a quick call. Ideally we would run the above schedule forward but there are a number of airport considerations that we want to discuss first. I will set up something shortly.

s47



s47



s47



Regards,

s47F

s47F

Manager Network Planning | Networks



M. s47F 9

E. s47F

W. [www.airnewzealand.co.nz](http://www.airnewzealand.co.nz)

[facebook.com/airnewzealand](https://facebook.com/airnewzealand)

LI. [linkedin.com/company/air-new-zealand](https://linkedin.com/company/air-new-zealand)

TW. [twitter.com/FlyAirNZ](https://twitter.com/FlyAirNZ)

YT. [youtube.com/airnewzealand](https://youtube.com/airnewzealand)

185 Fanshawe Street, Auckland,  
New Zealand

Level 2, Zone 1

A STAR ALLIANCE MEMBER The Star Alliance logo, consisting of a stylized star shape made of three smaller stars.

From: s47F <[s47F@infrastructure.gov.au](mailto:s47F@infrastructure.gov.au)>

Sent: Monday, 10 August 2020 2:16 PM

To: s47F

Subject: RE: Costings estimates [SEC=OFFICIAL]

Importance: High

OFFICIAL

Hi s47F

Hope you had a good weekend.

Just seeing when you think you may be able to get the revised numbers to us?

Thanks for all your help with these calculations.

Regards

s47F

OFFICIAL

---

**From:** s47F  
**Sent:** Friday, 7 August 2020 3:16 PM  
**To:** s47F <[s47F@infrastructure.gov.au](mailto:s47F@infrastructure.gov.au)>  
**Cc:** s47F  
**Subject:** RE: Costings estimates [SEC=OFFICIAL]

Hi s47F

We are happy to take a look at these. Unfortunately due to some other urgent things we need to get done before COB today I can't get you numbers any earlier than Monday morning.

Hope that's okay.

We hopefully on Monday also have an update on how to adjust NLK-SYD/BNE in line with the new border requirements.

Have a great weekend.

Regards,

s47F

---

s47F

Manager Network Planning | Networks

AIR NEW ZEALAND 

M. s47F  
E. s47F  
W. [www.airnewzealand.co.nz](http://www.airnewzealand.co.nz)

[facebook.com/airnewzealand](https://facebook.com/airnewzealand)  
LI. [linkedin.com/company/air-new-zealand](https://linkedin.com/company/air-new-zealand)  
TW. [twitter.com/FlyAirNZ](https://twitter.com/FlyAirNZ)  
YT. [youtube.com/airnewzealand](https://youtube.com/airnewzealand)

185 Fanshawe Street, Auckland,  
New Zealand  
Level 2, Zone 1

A STAR ALLIANCE MEMBER 

From: s47F  
Sen s47F  
@infrastructure.gov.au>

Subject: RE: Costings estimates [SEC=OFFICIAL]  
Importance: High

OFFICIAL

Hi s47F

Thank you to everyone for your assistance with calculating underwriting scenario's.

We are working with Dep of Finance so just need to finesse some calculations.

In the scenario where:

- . 2 flights per week (1 Syd and 1 Bris);
- . tourist numbers do not improve until Feb 2021;
- . essential worker numbers and returning Norfolk Islanders numbers stay constant for the financial year

What would the underwriting cap need to increase to?

s47



Do you have any info/assumptions that we can say mean numbers will improve later in the financial year?

Happy to discuss.

Thanks

s47F

OFFICIAL

---

**From:** s47F <[REDACTED]@airnz.co.nz>  
**Sent:** Monday, 3 August 2020 4:22 PM  
**To:** s47F <[REDACTED]@infrastructure.gov.au>  
**Cc:** s47F <[REDACTED]@airnz.co.nz>; s47F <[REDACTED]@airnz.co.nz>  
**Subject:** Re: Costings estimates [SEC=OFFICIAL]

Hi s47F

Apologies - this is for 2/wk for both routes from SYD and BNE from November instead of 3/wk.

s47F

Regards,

s47F

---

s47F  
Manager Network Planning  
Air New Zealand  
s47F  
[REDACTED]@airnz.co.nz

**From:** s47F [redacted] <[\[redacted\]@infrastructure.gov.au](mailto:[redacted]@infrastructure.gov.au)>

**Sent:** Monday, August 3, 2020 6:16:02 PM

**To:** s47F [redacted]

**Subject:** RE: Costings estimates [SEC=OFFICIAL]

OFFICIAL

Hi s47F [redacted]

Just to confirm:

- . this for 1 flight a week from Sydney and 1 flight a week from Brisbane only;
- . if we simply left it at this 2 flight a week option from Aug 20 rather than Nov 20, would that impact on costs? Fairly marginal by the looks of it.

Thanks

s47F [redacted]

OFFICIAL

---

**From:** s47F [redacted]

**Sent:** Monday, 3 August 2020 4:05 PM

**To:** s47F [redacted] <[\[redacted\]@infrastructure.gov.au](mailto:[redacted]@infrastructure.gov.au)>

**Cc:** s47F [redacted]

**Subject:** [SPAM] RE: Costings estimates [SEC=OFFICIAL]

Hi s47F [redacted]

Here is a rough estimate of worst case underwrite obligations if we retain 2/wk from November (as opposed to growing to 3/wk).

s47 [redacted]

s47

s47

Let me know if you have questions.

Regards,

s47F

s47F

Manager Network Planning | Networks

M. s47F

[facebook.com/airnewzealand](https://facebook.com/airnewzealand)

LI. [linkedin.com/company/air-new-zealand](https://linkedin.com/company/air-new-zealand)

AIR NEW ZEALAND 

A STAR ALLIANCE MEMBER 

E. s47F  
W. [www.airnewzealand.co.nz](http://www.airnewzealand.co.nz)

TW. [twitter.com/FlyAirNZ](https://twitter.com/FlyAirNZ)  
YT. [youtube.com/airnewzealand](https://youtube.com/airnewzealand)

185 Fanshawe Street, Auckland,  
New Zealand  
Level 2, Zone 1

---

**From:** s47F <[s47F@infrastructure.gov.au](mailto:s47F@infrastructure.gov.au)>  
**Sent:** Monday, 3 August 2020 5:42 PM  
**To:** s47F  
**Subject:** Costings estimates [SEC=OFFICIAL]  
**Importance:** High

OFFICIAL

Hi s47F

Thank you for your time earlier.

As discussed, we are interested in the cost of continuing to have 2 flights only to Norfolk Island (Syd and Brisbane) over this financial year. Assuming no increase in flights for 2020-21, etc.

Happy to discuss/clarify.

My number is s47F

Thanks

s47F

OFFICIAL

s47F

**From:** PEARSON Nicole  
**Sent:** Thursday, 20 August 2020 2:53 PM  
**To:** s47F  
**Subject:** FW: Flights to Norfolk- underwriting [SEC=OFFICIAL]

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

s47F

Can you get me the answers – not for today

### Nicole Pearson

Assistant Secretary, Norfolk Island and ACT/NT Branch  
 Territories Division  
 Department of Infrastructure, Transport, Regional Development and Communications  
 t: 02 6274 7102  
 e: [nicole.pearson@infrastructure.gov.au](mailto:nicole.pearson@infrastructure.gov.au)  
 GPO Box 594, Canberra ACT 2601

*The department proudly acknowledges the Traditional Owners and Custodians of Australia, and their continuing connections to the land, waters and communities. We pay our respects to them and to their Elders past, present and emerging.*

---

**From:** s47F @infrastructure.gov.au  
**Sent:** Thursday, 20 August 2020 2:45 PM  
**To:** PEARSON Nicole <Nicole.Pearson@infrastructure.gov.au>  
**Cc:** HUTCHINSON Eric <Eric.Hutchinson@infrastructure.gov.au>  
**Subject:** FW: Flights to Norfolk- underwriting [SEC=OFFICIAL]

OFFICIAL

Hi Nicole

The AM will consider the brief about Norfolk flights early next week.

To inform her consideration, could we please get some more information about costs that would be incurred by what Eric is proposing:

- 3 flights per week (2 from Brisbane, 1 from Sydney)
- (i.e. the difference in cost of underwriting 2 vs 3 flights per week)

I understand having only one flight per week may mean people visiting Norfolk would need to stay on-Island for the full week, and not be able to book shorter visits. Not sure if consideration has been given to if this would act as a deterrent to people visiting Norfolk, and potentially cost us more in the end.

Eric also mentioned an issue of a pattern in which people book services and giving industry a chance to try and sell it.

Will aim to resolve this matter early next week. The due date on the brief is 29 August, so we have a bit of time. Eric, the AM may wish to discuss this with you again next week.

Nicole, we fully understand Finance's position and agree whichever path is chosen needs to be value for money. An objective is to give the Island the best chance of re-developing the tourism industry as quickly as possible (once borders re-open).

s47F

OFFICIAL

---

**From:** Eric Hutchinson <[Eric.Hutchinson@nlk.regional.gov.au](mailto:Eric.Hutchinson@nlk.regional.gov.au)>  
**Sent:** Thursday, 20 August 2020 12:59 PM  
**To:** PEARSON Nicole <[Nicole.Pearson@infrastructure.gov.au](mailto:Nicole.Pearson@infrastructure.gov.au)>; s47F  
<[s47F@infrastructure.gov.au](mailto:s47F@infrastructure.gov.au)>  
**Subject:** RE: Flights to Norfolk- underwriting [SEC=OFFICIAL]

OFFICIAL

I concur, but noting the impact on this community will be significant.

One thing we did not countenance was using the underwrite for two services out of Brisbane. I understand that swabs can now go via Brisbane.

Thinking about this it would give us a chance to rebuild the tourism market with a focus on one port. Secondly it provides a greater incentive for a private sector operator to compete and consider Sydney a more favourable step off point.

Kind Regards,

**Eric Hutchinson**

Administrator of Norfolk Island



New Military Barracks, Kingston, Norfolk Island 2899

s47F

Email: [Eric.Hutchinson@Infrastructure.gov.au](mailto:Eric.Hutchinson@Infrastructure.gov.au)



OFFICIAL

---

**From:** PEARSON Nicole [<mailto:Nicole.Pearson@infrastructure.gov.au>]  
**Sent:** Thursday, 20 August 2020 1:20 PM  
**To:** s47F <[s47F@infrastructure.gov.au](mailto:s47F@infrastructure.gov.au)>  
**Cc:** HUTCHINSON Eric <[Eric.Hutchinson@infrastructure.gov.au](mailto:Eric.Hutchinson@infrastructure.gov.au)>  
**Subject:** RE: Flights to Norfolk- underwriting [SEC=OFFICIAL]

Hi s47F

Eric and I have just had a long chat. I believe that he does understand and appreciates that I have put all angles forward to Dept of Finance. He had some ideas that we worked through. We are still at the position that is outlined in the brief. We continue to monitor passenger numbers closely.

Eric would you agree?

Kind regards Nicole

**Nicole Pearson**

Assistant Secretary, Norfolk Island and ACT/NT Branch  
Territories Division  
Department of Infrastructure, Transport, Regional Development and Communications  
t: 02 6274 7102 | m: [REDACTED]  
e: [nicole.pearson@infrastructure.gov.au](mailto:nicole.pearson@infrastructure.gov.au)  
GPO Box 594, Canberra ACT 2601

*The department proudly acknowledges the Traditional Owners and Custodians of Australia, and their continuing connections to the land, waters and communities. We pay our respects to them and to their Elders past, present and emerging.*

---

**From:** s47F [REDACTED]@infrastructure.gov.au>  
**Sent:** Thursday, 20 August 2020 11:25 AM  
**To:** PEARSON Nicole <[Nicole.Pearson@infrastructure.gov.au](mailto:Nicole.Pearson@infrastructure.gov.au)>  
**Cc:** HUTCHINSON Eric <[Eric.Hutchinson@infrastructure.gov.au](mailto:Eric.Hutchinson@infrastructure.gov.au)>  
**Subject:** Flights to Norfolk- underwriting [SEC=OFFICIAL]

OFFICIAL

Hi Nicole

Just reviewing the brief on this matter.

I appreciate the level of detail about the department's analysis, Eric's proposal and Finance position also.

Would you mind having one last chat with Eric about it, please. I would like him to be across the thinking and rationale leading to the proposed continued scheduling of one flight per week from Sydney and Brisbane. If this is where we land then so be it – but I want to ensure all angles have been considered, and we are on the same page about why.

Thanks

[REDACTED]  
s47F [REDACTED]  
**Adviser – Territories**

The Hon Nola Marino MP  
Assistant Minister for Regional Development and Territories  
Federal Member for Forrest  
s47F [REDACTED]@regional.gov.au  
R1-93, Parliament House, CANBERRA ACT 2600

OFFICIAL

s47F

**From:** s47F  
**Sent:** Mondav. 24 August 2020 12:52 PM  
**To:** s47F  
**Cc:** s47F; PEARSON Nicole; s47F  
**Subject:** Air NZ - estimated \$\$\$ for flights [SEC=UNOFFICIAL]

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

UNOFFICIAL

Hello / Kia ora

Many thanks for your time today. As discussed, we are seeking the cost for implementation of the following scenarios:

**Scenario 1**

1/wk BNE and 1/wk SYD until March  
 2/wk BNE and 2/wk SYD from April to 30 June 2021

**Scenario 2**

1/wk BNE and 1/wk SYD until 30 June 2021

**Scenario 3**

1/wk BNE and 1/wk SYD until 31 October  
 2/wk BNE and 1/wk SYD until 30 June 2021

**Scenario 4**

2/wk BNE until 30 June 2021

We would appreciate it if you could provide us these ballpark figures as soon as is reasonably possible.

Kind regards

s47F

s47F

Director | Norfolk Island Infrastructure Policy  
 Norfolk Island, ACT & NT Territories Branch  
 Department of Infrastructure, Transport, Regional Development and Communications  
 GPO Box 594, Canberra ACT 2601  
 t s47F | e s47F @infrastructure.gov.au | w [www.infrastructure.gov.au](http://www.infrastructure.gov.au)



A  
D  
R

UNOFFICIAL



s47F

**From:** s47F >  
**Sent:** Tuesday, 25 August 2020 3:59 PM  
**To:** s47F  
**Cc:** s47F; PEARSON Nicole  
**Subject:** RE: Air NZ - estimated \$\$\$ for flights [SEC=UNOFFICIAL]  
**Attachments:** 200825 NLK FY21 Budget Estimates and NW20 Selling Schedule\_V1\_SK.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi s47F

Attached please find an s47

We also shortly need to make decisions shortly on what to publish externally for the time period from Oct 25 to Mar 27 (or for a portion of that period). s47

We can make these adjustments as early as next week. s47

Let us know what you think.

If it's easier to discuss all of this during a call let us know and we'd be happy to make ourselves available over the coming days.

Regards,

s47F

s47F

Manager Network Planning | Networks

M. s47F  
 E. s47F  
 W. [www.airnewzealand.co.nz](http://www.airnewzealand.co.nz)

[facebook.com/airnewzealand](https://facebook.com/airnewzealand)  
 LI. [linkedin.com/company/air-new-zealand](https://linkedin.com/company/air-new-zealand)  
 TW. [twitter.com/FlyAirNZ](https://twitter.com/FlyAirNZ)  
 YT. [youtube.com/airnewzealand](https://youtube.com/airnewzealand)

185 Fanshawe Street, Auckland,  
 New Zealand  
 Level 2, Zone 1

**From:** s47F @infrastructure.gov.au>  
**Sent:** Tuesday, 25 August 2020 2:08 PM  
**To:** s47F

Cc: s47F [redacted]@infrastructure.gov.au>; PEARSON Nicole  
<Nicole.Pearson@infrastructure.gov.au>  
Subject: RE: Air NZ - estimated \$\$\$ for flights [SEC=UNOFFICIAL]

UNOFFICIAL

Hello  
Any update on when we can expect these ballpark figures.  
Cheers  
s47F [redacted]

UNOFFICIAL

---

From: s47F [redacted]  
Sent: Monday, 24 August 2020 12:52 PM  
To: s47F [redacted]  
Cc: s47F [redacted]@infrastructure.gov.au>; PEARSON Nicole  
<Nicole.Pearson@infrastructure.gov.au>; s47F [redacted]@infrastructure.gov.au>  
Subject: Air NZ - estimated \$\$\$ for flights [SEC=UNOFFICIAL]

UNOFFICIAL

Hello / Kia ora

Many thanks for your time today. As discussed, we are seeking the cost for implementation of the following scenarios:

**Scenario 1**

1/wk BNE and 1/wk SYD until March  
2/wk BNE and 2/wk SYD from April to 30 June 2021

**Scenario 2**

1/wk BNE and 1/wk SYD until 30 June 2021

**Scenario 3**

1/wk BNE and 1/wk SYD until 31 October  
2/wk BNE and 1/wk SYD until 30 June 2021

**Scenario 4**

2/wk BNE until 30 June 2021

We would appreciate it if you could provide us these ballpark figures as soon as is reasonably possible.

Kind regards  
s47F [redacted]

s47F

Director | Norfolk Island Infrastructure Policy  
Norfolk Island, ACT & NT Territories Branch  
Department of Infrastructure, Transport, Regional Development and Communications  
GPO Box 594, Canberra ACT 2601  
t s47F | e s47F @infrastructure.gov.au | w [www.infrastructure.gov.au](http://www.infrastructure.gov.au)

UNOFFICIAL

---

Disclaimer

This message has been issued by the Department of Infrastructure, Transport, Regional Development and Communications. The information transmitted is for the use of the intended recipient only and may contain confidential and/or legally privileged material.

Any review, re-transmission, disclosure, dissemination or other use of, or taking of any action in reliance upon, this information by persons

or entities other than the intended recipient is prohibited and may result in severe penalties.

If you have received this e-mail in error, please notify the Department on (02) 6274-7111 and delete all copies of this transmission together with any attachments.

---

Good planets are hard to find - please think of the environment before you print this email.

---

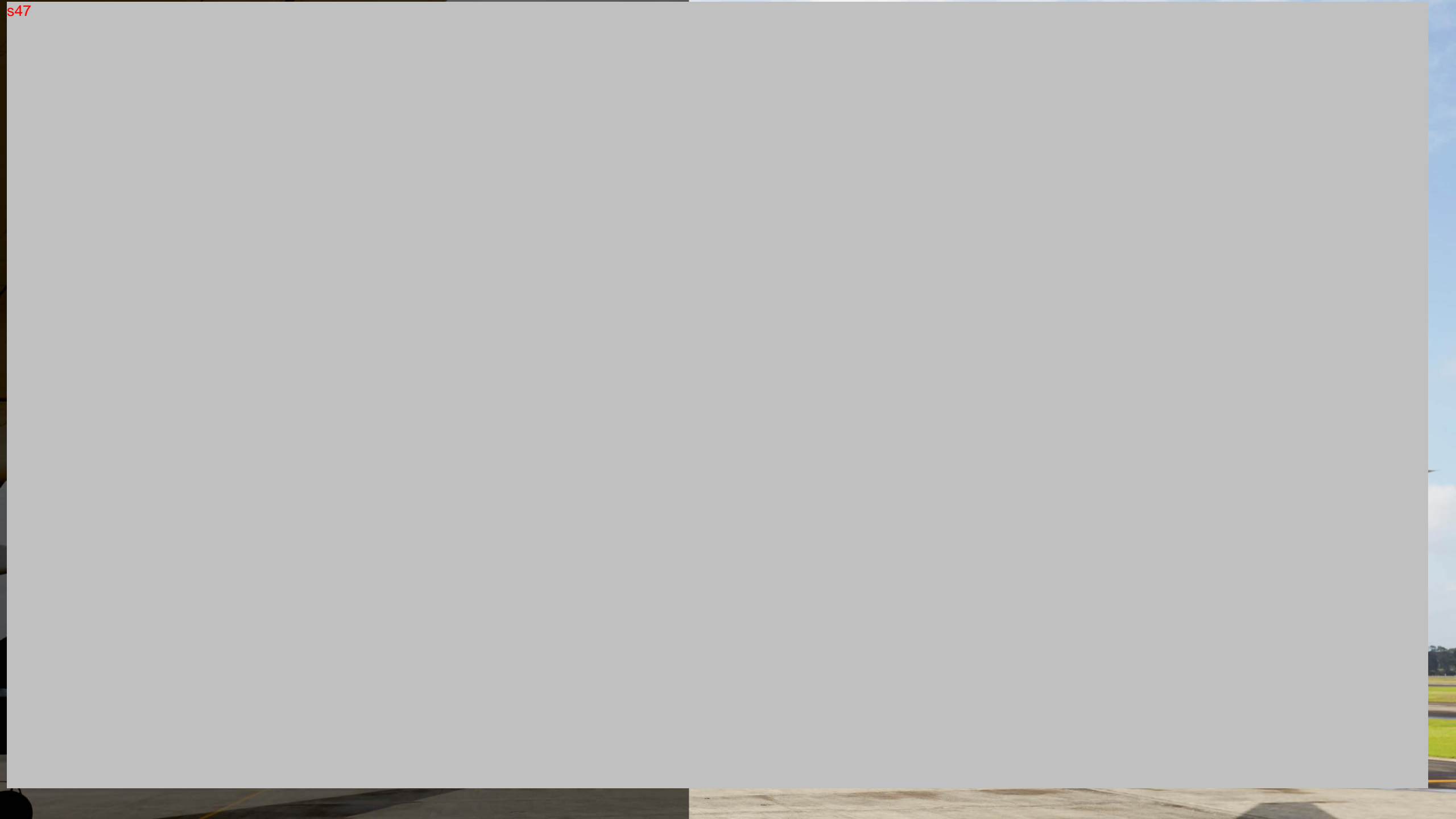
CAUTION - This message may contain privileged and confidential information intended only for the use of the addressee named above.

If you are not the intended recipient of this message you are hereby notified that any use, dissemination, distribution or reproduction of this message is prohibited. If you have received this message in error please notify Air New Zealand immediately. Any views expressed in this message are those of the individual sender and may not necessarily reflect the views of Air New Zealand.

---

For more information on the Air New Zealand Group, visit us online at <http://www.airnewzealand.com>

---





s47



s47





s47



s47F

**From:** s47F  
**Sent:** Wednesday, 26 August 2020 2:29 PM  
**To:** s47F  
**Cc:** PEARSON Nicole; s47F  
**Subject:** Costings for Air New Zealand flights [SEC=UNOFFICIAL]

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

UNOFFICIAL

Hi

As discussed costings from Air New Zealand for the following scenarios:

s47

The Department meets weekly with Air NZ to discuss forward passenger numbers and movements. s47

My understanding is the Administrator is seeking to have a 3 month forward schedule as at end of October in place which allocates 2 flights from Brisbane. As discussed, unless there is certainty in passenger numbers the amount incurred for underwriting is significant. As well, there needs to be a Sydney flight as people on island seek medical treatment from specialists in Sydney, there is an established process with medical facilities in NSW to test COVID 19 samples s47

Happy to discuss, if you require further information or clarification.

Kind regards

s47F

s47F

Director | Norfolk Island Infrastructure Policy  
Norfolk Island, ACT & NT Territories Branch  
Department of Infrastructure, Transport, Regional Development and Communications  
GPO Box 594, Canberra ACT 2601

s47F [@infrastructure.gov.au](mailto:s47F@infrastructure.gov.au) | w [www.infrastructure.gov.au](http://www.infrastructure.gov.au)



**Australian Government**

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

UNOFFICIAL

s47F

**From:** s47F  
**Sent:** Friday, 4 September 2020 3:43 PM  
**To:** s47F  
**Cc:** VANDENBROEK Sarah; PEARSON Nicole  
**Subject:** RE: REVISED: FOR URGENT CLEARANCE: Administrator media release - updated flight schedule [SEC=OFFICIAL]  
**Attachments:** Forward bookings Oct 20.docx  
**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

## OFFICIAL

Thanks very much, s47F

That sounds sensible given the statistical information.

Appreciate you looking into it. The data will make it easier to explain the rationale for the decision to the Administrator, and others on the Island with an interest. It also gives all of us a better understanding about likely tourism numbers going forward, in the context of economic recovery. Are you planning on explaining to Eric the additional work we have done to inform the position that will go out via media release on Monday? (would be great if you could)

Look forward to receiving the briefing for the AM which I understand you are updating.

Have a great weekend.

## OFFICIAL

**From:** s47F @infrastructure.gov.au>  
**Sent:** Friday, 4 September 2020 2:58 PM  
**To:** s47F @infrastructure.gov.au>  
**Cc:** VANDENBROEK Sarah <Sarah.Vandenbroek@infrastructure.gov.au>; PEARSON Nicole <Nicole.Pearson@infrastructure.gov.au>; s47F @infrastructure.gov.au>  
**Subject:** RE: REVISED: FOR URGENT CLEARANCE: Administrator media release - updated flight schedule [SEC=OFFICIAL]

Hi

Here are the booking numbers from the current published schedules – pre 25 October (1 flight per week/per jurisdiction); 25 October to December 2020 (3 flights per week/per jurisdiction).

For your information – the only amendments to the published flight schedule since COVID began has been in the period pre 25 October. The scheduled for flights after this time that has been published has not changed, so in effect there has been a forward schedule since March albeit only going to December.

Now as October is getting closer, we will need to make the change to the published schedule.

As discussed, I am proposing to go back to Air NZ on Monday to let them know that s47F

Happy to discuss.

s47F

---

**From:** s47F <[REDACTED]@infrastructure.gov.au>

**Sent:** Thursday, 3 September 2020 3:59 PM

**To:** FARRELL Tanya <Tanya.Farrell@infrastructure.gov.au>

**Subject:** FW: REVISED: FOR URGENT CLEARANCE: Administrator media release - updated flight schedule [SEC=OFFICIAL]

OFFICIAL

Hi s47F

As discussed, let's have a look at the forward schedule passenger numbers and then re-group.

Cheers

OFFICIAL

---

**From:** s47F <[REDACTED]@nlk.regional.gov.au>

**Sent:** Thursday, 3 September 2020 3:46 PM

**To:** s47F <[REDACTED]@infrastructure.gov.au>; s47F <[REDACTED]@infrastructure.gov.au>;

HUTCHINSON Eric <Eric.Hutchinson@infrastructure.gov.au>; s47F <[REDACTED]>

<s47F <[REDACTED]@infrastructure.gov.au>; s47F <[REDACTED]@infrastructure.gov.au>

**Cc:** OFFICE.ADMINISTRATOR <OFFICE.ADMINISTRATOR@infrastructure.gov.au>

**Subject:** RE: REVISED: FOR URGENT CLEARANCE: Administrator media release - updated flight schedule [SEC=OFFICIAL]

OFFICIAL

Hi s47F

No changes.

There will be much discussion across the community and I suspect a great deal of confusion and concern about viability and recovery.

It will be important that Burnt Pine Travel advertise the Air New Zealand schedule (to correct their earlier media release indicating 5 flights) and it will be important that industry understands what is happening in the scheduling space moving forward.

Kind regards, s47F

s47F



OFFICIAL

---

**From:** s47F <[REDACTED]@infrastructure.gov.au>  
**Sent:** Thursday, 3 September 2020 4:36 PM  
**To:** s47F <[REDACTED]@infrastructure.gov.au>; HUTCHINSON Eric <Eric.Hutchinson@infrastructure.gov.au>; s47F <[REDACTED]@infrastructure.gov.au>; s47F <[REDACTED]@infrastructure.gov.au>  
**Cc:** OFFICE.ADMINISTRATOR <OFFICE.ADMINISTRATOR@infrastructure.gov.au>  
**Subject:** REVISED: FOR URGENT CLEARANCE: Administrator media release - updated flight schedule [SEC=OFFICIAL]  
**Importance:** High

OFFICIAL

Hi all

Understand there's been discussions on the schedule following my earlier email. Please find attached a revised version of the release – this confirms the current schedule and is consistent as well with the language used for yesterday's media enquiry.

Please advise comments/changes/clearance ASAP.

Thanks

s47F

Director, Communications  
Territories Division  
Department of Infrastructure,  
Transport, Regional Development  
and Communications  
t: s47F  
e: s47F <[REDACTED]@infrastructure.gov.au>  
GPO Box z5048, Perth WA 6831



*The department proudly acknowledges the Traditional Owners and Custodians of Australia, and their continuing connections to the land, waters and communities. We pay our respects to them and to their Elders past, present and emerging.*

OFFICIAL

---

**From:** s47F <[REDACTED]@infrastructure.gov.au>  
**Sent:** Thursday, 3 September 2020 2:44 PM  
**To:** s47F <[REDACTED]@infrastructure.gov.au>  
**Cc:** HUTCHINSON Eric <Eric.Hutchinson@infrastructure.gov.au>; s47F <[REDACTED]>

**Subject:** FOR URGENT CLEARANCE: Administrator media release - updated flight schedule [SEC=OFFICIAL]  
**Importance:** High

OFFICIAL

Hi s47F

Further to the Islander media enquiry yesterday and now the new schedule confirmation with Air New Zealand, have drafted the attached media release for your urgent consideration/clearance. Understand Air NZ is keen to upload the new schedule ASAP and given the rumours on island, it would be good to get this out today if at all possible. Eric has cleared

Thanks

s47F

Director, Communications  
Territories Division  
Department of Infrastructure,  
Transport, Regional Development  
and Communications

t: s47F

e:

s47F @infrastructure.gov.au

GPO Box z5048, Perth WA 6831

*The department proudly acknowledges the Traditional Owners and Custodians of Australia, and their continuing connections to the land, waters and communities. We pay our respects to them and to their Elders past, present and emerging.*

OFFICIAL

---

**From:** s47F @nlk.regional.gov.au>

**Sent:** Wednesday, 2 September 2020 12:47 PM

**To:** s47F @infrastructure.gov.au>; s47F @infrastructure.gov.au>

**Cc:** HUTCHINSON Eric <Eric.Hutchinson@infrastructure.gov.au>; s47F @infrastructure.gov.au>; OFFICE.ADMINISTRATOR

<OFFICE.ADMINISTRATOR@infrastructure.gov.au>; s47F @infrastructure.gov.au>

**Subject:** RE: FOR CLEARANCE ASAP: RESPONSE TO MEDIA ENQUIRY - Islander media enquiry on Air New Zealand [SEC=OFFICIAL]

OFFICIAL

Hi all,

I know I am stating the obvious – the sooner we are able to provide a media release in relation to the forward scheduling the better as this will enable the tourism sector to respond and go to market and neutralise any further dem tull.

Kind regards, s47F

s47F



OFFICIAL

---

**From:** s47F <[REDACTED]@infrastructure.gov.au>  
**Sent:** Wednesday, 2 September 2020 1:22 PM  
**To:** s47F <[REDACTED]@infrastructure.gov.au>  
**Cc:** HUTCHINSON Eric <Eric.Hutchinson@infrastructure.gov.au>; s47F <[REDACTED]>; OFFICE.ADMINISTRATOR <OFFICE.ADMINISTRATOR@infrastructure.gov.au>; s47F <[REDACTED]@infrastructure.gov.au>  
**Subject:** RE: FOR CLEARANCE ASAP: RESPONSE TO MEDIA ENQUIRY - Islander media enquiry on Air New Zealand [SEC=OFFICIAL]

OFFICIAL

Thanks, s47F Cleared, no changes.

OFFICIAL

---

**From:** s47F <[REDACTED]@infrastructure.gov.au>  
**Sent:** Wednesday, 2 September 2020 12:04 PM  
**To:** s47F <[REDACTED]@infrastructure.gov.au>  
**Cc:** HUTCHINSON Eric <Eric.Hutchinson@infrastructure.gov.au>; s47F <[REDACTED]>; OFFICE.ADMINISTRATOR <OFFICE.ADMINISTRATOR@infrastructure.gov.au>; s47F <[REDACTED]@infrastructure.gov.au>  
**Subject:** FOR CLEARANCE ASAP: RESPONSE TO MEDIA ENQUIRY - Islander media enquiry on Air New Zealand [SEC=OFFICIAL]  
**Importance:** High

OFFICIAL

Hi s47F

Please find below the proposed response to a media enquiry received from the Norfolk Islander asking about several claims heard on Island that Air New Zealand is breaking their contract and is pulling out of Norfolk. s47F has asked if it's true and for our response. Though it's for the Islander, I would like to get this cleared and respond to the Islander ASAP today, rather than their usual Thursday deadline, to prevent the rumours getting more legs.

### PROPOSED RESPONSE:

Air New Zealand is not ceasing passenger and freight flights to Norfolk Island.



Air New Zealand, with Australian Government support, is committed to delivering their critical passenger and freight services to Norfolk Island.

Flight schedule arrangements will vary depending on demand and COVID 19-related travel restrictions. Changes to flight schedules do not mean that Air New Zealand is no longer going to fly to Norfolk Island.

Happy to discuss

s47F

Director, Communications  
Territories Division  
Department of Infrastructure,  
Transport, Regional Development  
and Communications

t: s47F

e:

s47F [@infrastructure.gov.au](mailto:s47F@infrastructure.gov.au)

GPO Box z5048, Perth WA 6831

*The department proudly acknowledges the Traditional Owners and Custodians of Australia, and their continuing connections to the land, waters and communities. We pay our respects to them and to their Elders past, present and emerging.*

OFFICIAL

OFFICIAL

OFFICIAL

