



*Glen Graham*

Chief Executive Officer  
Mount Isa to Townsville Economic  
Development Zone Inc (MITEZ)  
PO Box 1258  
MOUNT ISA QLD 4825  
P: 07 4743 3488  
M: 0417 719 224  
F: 07 4743 3412

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## **Senate Inquiry into Regional Air Services**

### **Short Statement in Support of MITEZ's Submission:**

To the Chair and members of the Committee, my presence here today is to represent the Mount Isa to Townsville Economic Zone otherwise known as MITEZ.

MITEZ is a big picture organisation that works to promote opportunities for the economic advancement of the seven local government areas between Mount Isa and Townsville and in conducting this role we also identify impediments that impact upon the sustainability and liveability of the communities we work for.

As a regional development organisation, our members often participate in workshops, SWOT analysis and planning meetings where issues are discussed and prioritised.

One issue that usually is placed high on the list is that of air services, pricing and reliability.

This issue is one that affects industry, workers, families, businesses, visitors and is recognised as impacting on liveability, cost of doing business, ability to afford access to services that are not available in the region.

In saying that, we recognise how flights are vitally important for our region and that no matter what, we must have reliable and regular air services as they are our link to the rest of the world and in many cases these are our only life line.

MITEZ does understand and appreciates that our remoteness involves long distances and added expense of getting to metropolitan centres on the coast even if travelling by car.

But even our cousins on the coast would not consider driving from Brisbane to Melbourne when they can fly for a couple hundred dollars and get there in a couple of hours.

Out here, two days, or twenty-one hours driving from Mount Isa to Brisbane is the option to a 2 hour flight but it costs a lot more than that our coastal cousins have to pay and this adds to the overall cost of living in remote locations such as North West Queensland.

Yes, the distances are vast, the population is small by comparison to centres on the coast and we do understand the costs and challenges associated with operating flights into and out of remote communities.

But, we're here today because a senate inquiry is to examine why things are as they are, and how things might be improved for the people living and working in regional locations and it is a good thing that this committee hearing, is here to take ideas and suggestions from the people.

MITEZ believes the main issues of concern are:

- Maintain safety, efficiency and quality of service
- Frequency of services
- Reliability of services and reduce the number of cancelled flights
- Responses by operators to assist passengers during disruption to services
- Cost of fares
- Access to discounted fares
- Discounts available for special circumstances such bereavement or medical emergency
- Government subsidy to assist people in emergency situations to reduce cost of air travel
- Examine possible Government under-pinning of regional air routes that would serve to bring down prices and examine ways of doing this such a meaningful update of the zone allowance to compensate for the cost of living in remote areas
- Local Government role in selection of operators of regulated flights
- Frequency of services on the regulated Townsville, Hughenden, Richmond, Julia Creek, Cloncurry, Mount Isa route
- Current situation does not encourage tourism to our region

The MITEZ submission provides comment on many of these issues as we believe there is room for some action by the operators, Government and others that could create better outcomes for regional communities.

In terms of outcomes, MITEZ believes if the process we are working through achieves reasonable responses by the airlines on the levels of service, reliability and pricing - and at the same time does not impact or reduce the standard, configuration or capacity of aircraft or the number of services that are offered, then perhaps we can be satisfied that we achieved the best we could hope for without compromise.

Two things are certain, whilst the issues of air fares and flights is concerning many people across the region, many businesses believe they are disadvantaged with the added cost of doing business, the inconvenience of cancelled or delayed flights as well as other constraints which are mentioned in MITEZ's submission.

The second, being the need for us to have reliable and efficient air services as they will always provide us with a life-line, especially in times of emergency. Its just the cost that needs to be addressed.

Reading through many of the submissions it is clear that the people ( the residents) are calling for some level of Government support.

In the MITEZ submission, we make specific suggestions in a number of areas that could be considered.

Ends.



# E-Ticket Itinerary, Receipt and Tax Invoice

Your Booking Reference  
[Redacted]



### Important Information

- This is your E-Ticket Itinerary & Receipt/Tax Invoice. You must bring it with you to the airport for check-in, and it is recommended you retain a copy for your records.
- Each passenger travelling needs a printed copy of this document for airport security checks.
- Please familiarise yourself with the key Conditions of Carriage, Dangerous Goods guide and other information attached.

### Passenger Ticket Information

Passenger Name	Frequent Flyer No.	Ticket No.	Issued	Ticket Total*
[Redacted]	[Redacted] Frequent Flyer Gold / oneworld Sapphire	[Redacted]	15 Nov 17	1,281.98
<b>Ticket Total for all passengers*</b>				<b>1,281.98</b>

\*Amounts are displayed in AUD (AUD)

### Your Itinerary

Date	Flight Number	Departing	Arriving	Status	Flight Information
16 Nov 17	QF2475 Operated By Subsidiary/Franchise	Mount Isa 1815, 6:15PM	Townsville 1950, 7:50PM 16 Nov 17	Economy Confirmed	Est journey Time: 01:35 Non-Stop Aircraft Type: De Havilland Dhc-8 Dash 8-400 Dash 8q
17 Nov 17	QF2474 Operated By Subsidiary/Franchise	Townsville 1525, 3:25PM	Mount Isa 1750, 5:50PM 17 Nov 17	Economy Confirmed	Est journey Time: 02:25 Stopover: Cloncurry Aircraft Type: De Havilland Dhc-8 Dash 8-400 Dash 8q

### Payment Details

Date	Payment Type	Reference	Amount*
15 Nov 17	Visa	[Redacted]	1,281.98

This may appear as multiple transactions on your credit card statement

### Your Receipt Details

Ticket Charges	Charges	GST	Total*
Total*	1,155.44		
Card Payment Fee	10.00		
<b>Total Amount Payable*</b>	<b>1,165.44</b>	<b>116.54</b>	<b>1,281.98</b>

\*Includes Taxes/Fees/carrier Charges

### Tax Information

GST is included for taxable sales

GST Paid 116.54

Issued by  
Qantas Airways on 15 Nov 17

### Flying With Us



#### Before Check-in

- Ensure that each passenger carries a printed copy of this document when travelling.
- Label your bags inside and out with your name, address and contact number at your destination.
- Check Carry-on baggage and checked baggage allowances as restrictions apply.



#### Getting Away On Time

- Ensure you are at the airport with enough time to complete necessary check-in, security screening and, for international flights, customs and immigration.
- Familiarise yourself with the check-in and boarding times. Information for Qantas and QantasLink flights is in the Travel Information section attached.



#### Check-in

- Visit [qantas.com/checkin](http://qantas.com/checkin) to choose the check-in option best for you.

**Fare Restrictions - Refer to the applicable fare rules as special conditions may apply**

**Additional Fees:** Fees may apply to some booking changes, ticket reissues and consultant-assisted services. Details are available at [qantas.com](http://qantas.com).