



Snapshot: Inter-Regional Flight Network

GERALDTON - KARRATHA - PORT HEDLAND - BROOME



Quick Facts

Geraldton - Karratha - Port Hedland – Broome:	<ul style="list-style-type: none"> Road distance – 1,956 km (approx.) Flight distance – 1,571 km (approx.)
Number of services:	<ul style="list-style-type: none"> A minimum of 3 return services per week
Flight time:	<ul style="list-style-type: none"> 3 hours, 25 minutes
Aircraft used:	<ul style="list-style-type: none"> DASH 8 – Q400 - a turboprop aircraft with a maximum capacity of 76 seats with 2 pilots and 2 cabin crew.
Start of service:	<ul style="list-style-type: none"> Aviair commenced the Inter-Regional Flight Network (IRFN) trial in August 2019, servicing Karratha, Port Hedland and Broome with a 9 seat capacity aircraft. The expanded IRFN, including the new link between Geraldton and Karratha commenced on 17 July 2023, and is operated by Nexus Airlines.
Service agreement:	<ul style="list-style-type: none"> The State Government and Nexus Airlines entered into the Deed of Agreement, with Nexus to provide subsidised IRFN air services on the Geraldton-Karratha-Port Hedland-Broome air route until 27 June 2027.
State Government’s role:	<ul style="list-style-type: none"> Under the Deed: <ul style="list-style-type: none"> - the Department of Transport (DoT) chairs regular meetings with Nexus Airlines and key stakeholders to discuss route performance and service opportunities; and - Nexus is required to report monthly on key statistics such as passenger numbers, load factors, airfares and On Time Performance (OTP).
State Government funding	<ul style="list-style-type: none"> The State Government committed \$4 million to subsidise the expansion of the IRFN air service over four years until June 2027.

Passenger Demand

- Current passenger demand on the IRFN air route is enough for only one operator. Generally, demand of less than 100,000 passengers per year is unlikely to sustain two airline operators.
- From 1 July 2022 to 30 June 2023, a total of 2,173 passengers used the services between Karratha, Port Hedland and Broome.
- The extended IRFN air service, including Geraldton, has recorded a total of over 10,000 passengers using the air service between 10 July 2023 and 30 June 2024.

Air Service Performance

As part of the Deed of Agreement, DoT will review the air service performance of the IRFN and report on key aspects within this document into the future.

On Time Performance (OTP)

When a flight departs/arrives within 15 minutes of the scheduled time, it is considered to be on time. This is an airline industry benchmark. The OTP of flights can be affected by controllable or uncontrollable circumstances causing flight delays.

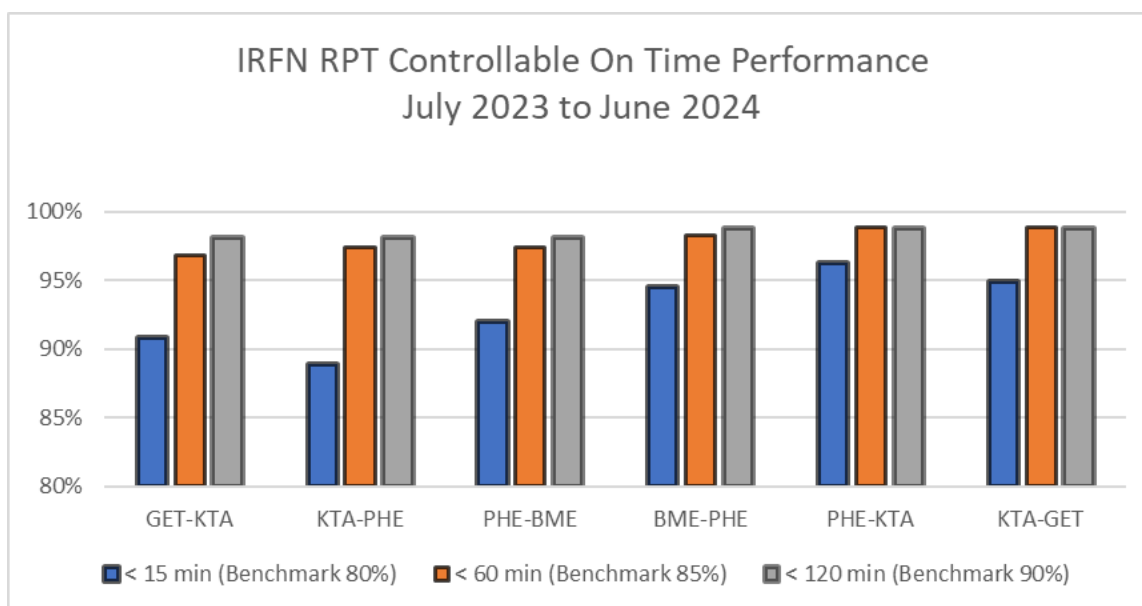
Controllable delays are those circumstances that cause flight delays within the airline’s control and the airline has the capacity to rectify potential delays.

Uncontrollable delays are those circumstances that cause flight delays that are beyond the airline’s control and capacity to rectify, such as bad weather conditions, airport congestion and air traffic control delays by third parties at airports.

OTP Benchmarks

Under the Deed of Agreement with the State, Aviair is required to meet or exceed the following:

- 80% controllable OTP for aircraft departures and arrivals within 15 minutes of scheduled departure and arrival times.
- 85% controllable OTP for aircraft departures and arrivals within 60 minutes of scheduled departure and arrival times.
- 90% controllable OTP for aircraft departures and arrivals within 120 minutes of scheduled departure and arrival times.



Airfares

Maximum Fully-flexible Airfare

The Maximum/Fully Flexible/Y Fare, including all taxes and charges:

Route (vv)	Base Fare (ex GST)	Airport fees	GST on Y Fare and airport fees	Maximum Fully Flexible (Y) Fare, one-way including all taxes/charges
Geraldton – Karratha	\$504.20	\$56.71	\$56.09	\$617.00
Karratha – Port Hedland	\$188.90	\$61.10	\$25.00	\$275.00
Port Hedland – Broome	\$339.80	\$82.02	\$42.18	\$464.00
Karratha – Broome	\$475.30	\$65.61	\$54.09	\$595.00
Geraldton – Port Hedland	\$624.15	\$73.12	\$69.73	\$767.00
Geraldton – Broome	\$619.64	\$77.63	\$69.73	\$767.00

*VV – Vice versa

Booking and Service Surcharges

Baggage Allowance

Checked and carry-on baggage allowance on the IRFN is:

- Each passenger occupying a paid seat is entitled to carry-on cabin baggage of 7 kg.
- Passengers are permitted a 23 kg free checked-in baggage allowance.

Excess baggage may be carried subject to:

- the aircraft not exceeding the regulatory maximum take-off weight; and
- payment of an excess baggage charge.

Optional Fees and Charges	
Credit card fees	1.1% of total Purchases
Pre-purchased excess baggage	\$5.00 per kilogram
At the gate excess baggage	\$18.18 per kilogram
Refund Fee	\$70.00
Change Fee	\$30.00

Nexus Freight Booking Service

Nexus carries air freight (excluding dangerous goods) on the IRFN air service when capacity allows. The air services are passenger transport air services and priority is given to passengers and passenger baggage.

Nexus prioritises checked baggage and freight as follows:

- checked baggage within the checked baggage weight allowance;
- urgent medical freight;
- excess checked baggage; and
- non-urgent freight.

Nexus Cancelled/Delayed Flight Notification

In the event of an operational delay or cancellation, Nexus will send advice via suitable media to customers where check-in for the flight has not yet opened. For operational delays or cancellations that occur closer to the time of departure, customers will be advised at the time of check-in and kept updated via announcements within the airport terminal.

In addition, Nexus provides a flight disruption forecast by an enquiry phone number (08) 6155 4500 and up-to-date flight information on their website.

Customer Service

Nexus uses an online passenger feedback system that tracks every follow-up action once the passenger lodges feedback or a complaint. This online passenger feedback system is available at <https://nexusairlines.com.au/contact-us/>

IRFN Air Service Schedule

The following schedule is effective from 30 September 2024.

MONDAY					TUESDAY					WEDNESDAY				
FLT	DEP	FROM	TO	ARR	NO SERVICE					FLT	DEP	FROM	TO	ARR
221	08:00	GET	KTA	09:45						221	08:00	GET	KTA	09:45
221	10:05	KTA	PHE	10:45						221	10:05	KTA	PHE	10:45
221	11:00	PHE	BME	12:05						221	11:00	PHE	BME	12:05
222	12:55	BME	PHE	14:05						222	12:55	BME	PHE	14:05
222	14:20	PHE	KTA	15:00						222	14:20	PHE	KTA	15:00
222	15:20	KTA	GET	17:10						222	15:20	KTA	GET	17:10
NO SERVICE										FRIDAY				
					FLT	DEP	FROM	TO	ARR	NO SERVICE				
					221	08:00	GET	KTA	09:45					
					221	10:05	KTA	PHE	10:45					
					221	11:00	PHE	BME	12:05					
					222	12:55	BME	PHE	14:05					
					222	14:20	PHE	KTA	15:00					
222	15:20	KTA	GET	17:10										

For all bookings and currently scheduled details, visit the Nexus website www.nexusairlines.com.au