



# Snapshot: Inter-Regional Flight Network

GERALDTON - KARRATHA - PORT HEDLAND - BROOME



## Quick Facts

<b>Geraldton - Karratha - Port Hedland – Broome:</b>	<ul style="list-style-type: none"><li>• Total road distance – 1,956 km (approx.)</li><li>• Total flight distance – 1,571 km (approx.)</li></ul>
<b>Number of services:</b>	<ul style="list-style-type: none"><li>• A minimum of 3 return services per week for each of the locations – Geraldton, Karratha, Port Hedland and Broome</li></ul>
<b>Flight time:</b>	<ul style="list-style-type: none"><li>• 3 hours, 25 minutes</li></ul>
<b>Aircraft used:</b>	<ul style="list-style-type: none"><li>• DASH 8 – Q400 - a turboprop aircraft with a maximum capacity of 76 seats with 2 pilots and 2 cabin crew.</li></ul>
<b>Start of service:</b>	<ul style="list-style-type: none"><li>• The IRFN linking Geraldton-Karratha-Port Hedland-Broome commenced on 10 July 2023, and is operated by Nexus Airlines using a 76 seat aircraft.</li></ul>
<b>Service agreement:</b>	<ul style="list-style-type: none"><li>• 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.</li></ul>
<b>State Government's role:</b>	<ul style="list-style-type: none"><li>• Under the Deed:<ul style="list-style-type: none"><li>○ the Department of Transport (DoT) chairs regular meetings with Nexus Airlines and key stakeholders to discuss route performance and service opportunities; and</li><li>○ Nexus is required to report monthly on key statistics such as passenger numbers, load factors, airfares and On Time Performance (OTP).</li></ul></li></ul>
<b>State Government funding:</b>	<ul style="list-style-type: none"><li>• The State Government has committed \$7.5 million to subsidise the IRFN air service to 27 June 2027.</li></ul>

## Passenger Demand

- Current passenger demand on the IRFN air route can only sustain one airline. Generally, annual passenger demand of less than 100,000 is unlikely to sustain two airlines.
- The extended IRFN air service, including Geraldton, has recorded a total of over 21,000 passengers using the air service between 10 July 2023 to 31 December 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 or 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.

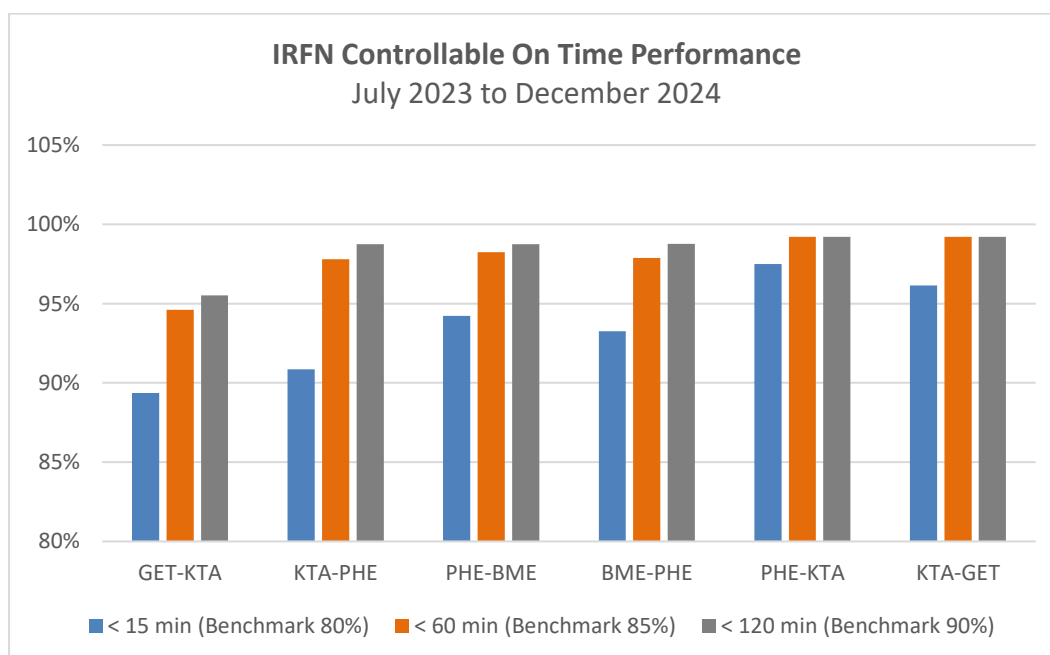
Controllable delays are those circumstances that cause flight delays within the airline's control and the airline has the capacity to rectify potential delays.

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, Nexus Airlines is required to meet or exceed the following for aircraft departures and arrivals:

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



## Airfares

### Maximum Fully-flexible Airfare

Under the Deed of Agreement, the capped Maximum/Fully Flexible/Y Fares for each sector are in the following table:

Route (vv)	Maximum / Fully Flexible / Y Fare one-way <u>including</u> all taxes / fees / charges
Geraldton – Karratha	\$617.00
Karratha – Port Hedland	\$275.00
Port Hedland – Broome	\$464.00
Karratha – Broome	\$595.00
Geraldton – Port Hedland	\$767.00
Geraldton – Broome	\$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
THURSDAY					FRIDAY					SATURDAY / SUNDAY				
NO SERVICE					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 current schedule details, visit the Nexus website [www.nexusairlines.com.au](http://www.nexusairlines.com.au)