Brief comments received

No.	Comment
1	We have been living in Mount Isa going on our 3Rd year now. We just bought a house here as well but agreed we want to travel with times and for our Family of 4 it cost between $2000 - $ 3000. We can't travel anymore because it's just too expensive.
2	The prices we are charged from Coffs Harbour are truely extortant. An uber is about the same price or less if travelling with others. Planes are often late or cancelled so the airline -qantas I think, avoid losing flight slots. Regional routes are some of the most profitable in th world per passenger. Qantas is a big bully and does what it likes , more competition is needed and new entrants supported which they have not been by gov policy in the past eg bonds.
3	Virgin flights from Alice Springs to Adelaide return are roughly $300 cheaper than Qantas resident fares. How is this competitive?
4	Regional airfares need to be cheaper to support the locals. From Mount Isa.
5	Syd/Bris$134 1.5 hrs Gove/Cairns/Darwin$?????? $400-$1000+ 1.5 hrs Why does it fluctuate so much? How can you justify this? Is NT jet fuel more expensive than the east coast? I would seriously like to know how they can charge so much more,is it because there is no competition.
6	Regional air fares need to be cheaper to give all people living in the regions the opportunity to be able to travel by air. My husband is unwell and simply cannot do a long drive to Brisbane for medical treatment. However, flights from the nearest airport are very expensive. To make it worse, the closer you book a flight to your travel date, the more expensive the flight is. Please do something to reduce the cost of air fares in the regions.
7	I live in regional Queensland and travel between Mount Isa and Cairns to see my children during school holidays. Over the last Christmas period, I paid nearly $1,000 return per child, simply because there is only one airline operating this route. With no competition from larger carriers like Qantas or Virgin, families are left with no choice but to absorb extremely high costs. These fares make it financially unsustainable for parents and families to maintain regular contact, attend school holidays, or support family connections. Affordable and competitive regional air services are essential for family wellbeing, not a luxury.
8	Getting to Darwin, not far in terms of the size of Australia is incredibly expensive.
9	Make it more affordable so families can reunite and be close. Its cheaper to go to Fiji and back.
10	I relocated from a major city to a regional area, as have many others in recent years. While the lifestyle benefits of regional living are clear, the social cost of being physically distant from close family is significant. In this context, regular, reliable, and affordable air travel plays a critical role in maintaining family connections. When air services are infrequent or prohibitively expensive, it limits the ability for families to stay connected and can increase social isolation for people living in regional areas. I am currently based in Coffs Harbour, with close family located in Melbourne. When planning visits, the cost of flying directly from my local airport is often substantially higher than flying from a major airport. As a result, I frequently drive between three and five hours to alternative airports such as Newcastle, the Gold Coast, Sydney, or

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	Brisbane in order to access more affordable flights. This creates an additional financial, time, and energy burden that discourages travel. It also results in increased vehicle use and higher emissions, undermining broader environmental objectives. Improving the affordability and frequency of regional flights would signific13antly improve access and reduce the need for long-distance driving to major airports. Increased competition and more regular services would help ensure regional residents are not disproportionately disadvantaged by where they live. In addition to aviation, complementary investment in other transport modes could further improve connectivity. For example, if regional train services along the east coast were equipped with reliable Wi-Fi, they would become a more attractive alternative for longer journeys. This would encourage greater use of rail, support regional mobility, and reduce pressure on both road and air transport networks. Overall, more affordable and frequent regional flights, alongside better integration and functionality of regional transport options, would greatly improve accessibility, equity, and quality of life for people living in regional Australia.
11	I live 250 kilometres from Port Lincoln Regional Airport. In January, I paid $454 one way for the Port Lincoln to Adelaide leg to travel for work. This was before the interstate flight to Canberra. That price is not an anomaly. It reflects routine peak-period pricing for regional travellers. Rural residents living more than eg: 400 kilometres from a metropolitan airport should have access to an uncapped, year-round airfare discount, subsidised by government. This must not be limited to a small number of discounted seats per flight or seasonal quotas. For regional Australians, air travel is not a premium product. It is essential infrastructure required to access work, health care, education, and connect to national services. Treating it as a premium product entrenches geographic disadvantage, limits workforce participation and undermines national productivity.
12	I haven't visited my family for years due to airfare prices out of Coffs. When I fly it will be out of Ballina.
13	I am the Settle Provider for a large mining company. One of the biggest obstacles for people who are thinking of moving here for work, is the cost of airfares. The thought that they may not be able to go home to visit family for months on end. That it will be too expensive for their families, friends or partners to come and visit them. People I have settled in here have had to leave because of family issues where flights were needed but just to expensive to consider on any sort of a regular basis. Cheaper airfares would make a huge difference to growing Mount Isa. Grandchildren could come out to visit Grand parents and maybe stay to fill some of the many jobs that are going begging here in Mount Isa.(McDonalds, Hungry Jacks, KFC) They are all crying out for staff. People could afford to just come and go and see what a great community we have here. With Queensland bursting at the seams, it would be in the interests of all Governments to use some of the money they take out of Mount Isa, (which is quite a considerable amount, I believe) to provide cheaper Air fares to the community out here that is making it happen. Every citizen in our community is a Queenslander and should have reasonable access to all the services etc. that there taxes are providing.
14	With the miserable state of the Bruce Hwy in Qld ,not to mention the road Toll , though admittedly the local authorities have been vigilant with repairs in local areas to the best of their budgets, after years of neglect by all political parties, staying at all the relevant places and promising to fix the BRUCE and nobody did , no doubt at the TAX PAYERS EXPENSE, all the while spending millions on ROAD SAFETY ADDS, though the Road Toll keeps rising , which brings me to my point, why would local and state governments ignore the the cost of regional flights due to corporate profit , and ignore the deadly condition of Qld roads.
15	Yes, please do support cheaper air travel for regional Australians. And, better yet, improve our rail system. Armidale is so isolated by the lack of public transport.

16	As you are probably aware Airport Development Group (ADG) increased landing fees last year by 110% in the NT. I regularly fly with small NT based airlines from Darwin to very remote aboriginal communities (NFP community service worker). As a consequence small Territory based airlines have been required to pass on the increase-making it extremely expensive for both Community residents and Organisations. Affordable air travel in the NT isn't a luxury, it's essential-many remote aboriginal communities are cut off by road for months on end in the Wet Season and flying is the only way in and/or out. Please follow the recommendations of Graeme Samuel and direct ADG to negotiate a fair and reasonable outcome for the people of the NT-history's showing us you're our only hope left!!
17	Price in and out of Alice Springs are incredibly high compared to comparative rates to the holiday location of Uluru (Yulara) airport. Why are residents and workers paying premium prices when tourist get such large discounts. It is hard to encourage workers and families to stay in Alice Springs. Being able to reconnect with family and friends in other states and territories is essential to long term residency in Alice Springs.
18	The air service to Armidale is very limited and cancellations are a regular feature. There is no competition and hence pricing is entirely at the behest of Qantas.
19	Why can't major Australian domestic airlines put the cheap airfares between the major cities up by say 10% and use the money raised to give regional people a fair go by reducing costly regional airfares by say 50-70%?
20	I had to travel from Mildura to Melbourne for an appointment in April 2025 that was scheduled last minute. The one-way Qantas flight home from Melbourne to Mildura over Easter was just over $700. I had to extend my stay by 2 days to wait for a flight home that I could afford, creating additional time away from home and my children, along with additional accommodation expenses. Flights from Melbourne to Adelaide at the same time were around $100, making my regional flight 7 times the price.
21	There are no orthodontists in Mount Isa. We face having to pay for flights for our family each month just for basic orthodontics. It costs about $1100/person return and is beyond impossible to accomplish. The medical care out here is below the poverty line unless it's an emergency and we're forced to constantly travel just for basic care.
22	The airfares in Mount Isa at exorbitant: I can travel to Bali or New Zealand cheaper than I can travel to and from Brisbane to this remote Australian location
23	Since Virgin Airlines ceased their Mildura flights, I have witnessed Qantas and to a lesser extent Rex, take advantage of the lack of competition by increasing prices and reducing reliability. As a regular commuter to Melbourne, I often see last minute flights priced by Qantas at around $750 one way, which borders on criminal conduct. Reliability has suffered too - often mid morning flights are cancelled within hours of their scheduled departure time, making it difficult for travellers with connecting flights or appointments they need to keep. Unfortunately, the Adelaide to Mildura service has also been withdrawn, meaning that if I need to travel to Adelaide by air, I need to fly to Melbourne and then on to Adelaide, at a cost that makes this trip uneconomical. I would be pleased if the commission could consider this information and the unnecessarily high costs Mildura residents face when travelling by air. Additionally, the decrease in reliability of services and lack of competition provides no motivation for improvement.
24	For someone who lives in Karratha and originally from the UK, I find it absolutely ludicrous that it is often cheaper for a one way flight to Europe than it is flying Karratha to Perth and vice versa. This is a burden to anyone who wishes to visit this town and I hope all who believe these prices are fair will ultimately be responsible for blood on their

	hands when families make the dangerous journey from Karratha to Perth because the cost to fly for so many is eye watering. It's not fair to say subsidised fares are in proportion when you can fly from WA over east return for less than one way to Karratha 80% of the time. There is no such thing was off peak in Pilbara. Karratha's rental prices have had the largest increase in the recent years and you are driving families out of town because of price gouging. Either the government get their act together with the airlines or they fast track and approve the international airport license for Karratha and we will soon see it's cheaper to fly from Karratha direct to Bali then onwards to Perth than it would be going from Karratha to Perth.
25	Hi my name is Julie Jackson.i live in Mildura Victoria. Due to the lack of direct air service to Adelaide,and the expense of air fair's I have had to stop immunology treatment.i am unable to visit family
26	I find the flights from here very expensive. To go anywhere you have to fly to Brisbane and change flights. I would love to see more direct flights from Bundaberg. All my family live in Townsville. Would be great to have a direct flight. Also to Sydney. Bundaberg and bargara are growing. The infrastructure is not keeping up.
27	Fares too expensive compared to other regional fares over east comparing flight times vs cost
28	Regional air services are not a luxury for many of us, they are a lifeline. A 29% increase in regional airfares will not fall hardest on the mining sector or corporate travellers who often have flights covered by employers. It will fall on local residents, families, pensioners, workers, and small business owners who already face the high cost of living in regional communities. For many people living in regional Western Australia, flights are the only realistic way to access essential services, medical care, education, and to maintain connections with family. Many residents have loved ones living on the other side of the country, and even now the cost of travelling from Perth to the eastern states is already astronomical. Regional flights make those journeys possible. If these local connections become unaffordable, families will simply stop seeing each other. A 29% increase does not just raise prices, it reduces connection, opportunity, and wellbeing for the people who actually live here. Regional communities already carry the burden of distance and isolation. Increasing fares at this scale risks deepening that divide and disproportionately harming the very residents these services are meant to support. At a time when regional communities need greater connection and support, making travel less accessible is a step in the wrong direction.
29	Much of the larger conglomerates understandably are provided subsidies on regional flights. Sadly though smaller companies and even our family members are being prohibited at higher ticket fees.
30	Regional airfares to Exmouth / Learmonth airport are exorbitant and uncalled for !! QANTAS has raised prices to absolutely unaffordable. Exmouth Resident airfares should only be $200 oneway $400 return, with the option to purchase a one-way airfare. Qantas holds our community to ransom with prices too high. Taxpayers helped Qantas during bad times eg. Covid subsidies and now they repay us with extemely high airfares, please help our resident community.
31	Islands are unique as air travel the only option. Subsidy on freight cost be it air or sea are necessary for the community Many locations require service flexibility consistent with demand. Air route viability is important for any air service. Competition not the solution.
32	Sky-high airfares to and from Alice Springs are no longer just an inconvenience, they're a serious and ongoing burden, both personally and professionally. As a tourism operator, we feel the impact every single day. Accessibility is fundamental to our industry, yet escalating flight costs are actively discouraging visitation and limiting growth.

	On a personal level, the situation is just as unsustainable. The requirement to travel to Darwin four times a year for educational purposes has become prohibitively expensive due to fare increases. What makes this even more difficult to justify is the reality that international flights are often priced at a similar, or even lower, rate. This isn't just frustrating, it highlights a broader issue of inequity for regional and remote communities. Air travel is not a luxury in Central Australia; it's an essential service. The current pricing structure is simply not reasonable and demands urgent attention.
33	We live on a cattle station 700km south Darwin and 700km north Alice Springs. We have children that go to boarding school in Queensland. It is a cost that people that live in urban areas or close to airports don't have to bear. It is an enormous expense for us.
34	Airfares out of the NT to any destination are becoming unaffordable. This is having a detrimental impact on families as they are unable to afford to leave the NT to visit families, friends and often aging parents. The NT relies heavily on recruitment of its workforce from others states, if the ability to fly 'home' for a visit is limited by cost this could have a severe impact on future recruitment. We are already suffering the impact of the teacher and nurse shortages.
35	The price of flights to the Indian Ocean Territories is hindering all. Medical, Education, Business and Tourism. There are a number of reports about our islands and flights are the major issue.
36	Too expensive for Exmouth Residents $760 return, UNFAIR !!!
37	I am staying in remote Newman, WA and find that the current regional airfares are quite expensive. While majority of workers in town work for BHP, there are still a handful that work in other supporting industries that contribute equally to the community. I work for an Aboriginal Medical Services. While the discounted regional fares does provide some relieve, the non discounted fares seems to be ridiculously high. Its rather quite expensive for my family to come and visit me because one way fare to Newman is so costly - with the same fare you would be able to get a return trip to Sydney. Therefore, if there could be some deliberation with the regional fares for non residents as well who wish to visit families in remote towns.
38	The high cost of airfares means limited contact with family and extended time between health appointments.
39	It's making it so expensive to just get to Perth let alone add that to any other trips you need to do it just isn't fair on the families living so far away from everyone with no help.
40	I am writing to express my frustration with the current residential airfare cap scheme for Karratha residents and to question whether it is genuinely achieving its intended purpose of making air travel affordable for regional families. As a single mother with two children, I am currently looking at $2,280 for return flights for the three of us. This is an enormous expense for a family simply wanting to travel to Perth.

	My understanding is that residential fares are supposed to provide affordable travel options, with higher fares applying during peak periods. However, it seems that these so-called peak periods are now practically all the time. Finding flights at the lower capped fare is becoming increasingly difficult. What makes this particularly frustrating is that flights frequently appear to have plenty of empty seats, apart from the usual FIFO changeover days. Even during school holidays, I have not noticed a significant difference in seat availability that would justify the consistently high prices. This raises several questions: 1. How are peak and off-peak periods determined? If higher fares are available or applied almost constantly, what benefit is the residential fare cap actually providing? 2. Why are lower capped fares so difficult to access when flights regularly appear to have empty seats? 3. Why are families paying such high prices to travel between Karratha and Perth when this is an essential connection for regional residents? 4. Why can't residential fare bookings be changed online? Residents are required to telephone to make changes, and these changes seem to consistently attract additional charges. I have had to ring both times now with long waiting periods and lack of understanding on the phone operator side. Regional families deserve fair and transparent access to affordable air travel, particularly when there appears to be sufficient capacity on many flights. I look forward to your response.
41	The cost for families living in regional towns such as Karratha to fly within their own state has become increasingly expensive and for most families - completely out of reach. This means that people are unable to visit family, attend funerals, get medical help that is not covered by PATs. On average, these are 2 hour flights - less than half the length than from Perth - Sydney and yet are often priced at double the cost to passengers even with the regional capped airfares. Regional families are unfairly being cut off from family, health care and other essential services.
42	I tried to book a residential return fare since Thursday 29th October for my daughter. Unfortunately because I am booking for someone else I had to call through to make a booking to get the residential capped fare (unable to book online). Saturday I was advised that I would receive a call back from supervisor 'Jenny' regarding my case reference number 21758814. Long story short; ☑ When I called to book on Thursday the outbound flight was priced at $299. ☑ I was told there was a system error and that they couldn't make the booking at that time and that someone would call me back when they could make the booking. ✖ Call back to complete booking did not come so I called again yesterday. ✖Outbound flight now priced at $385. Qantas refused to honour the pricing from Friday. They advised that Supervisor Jenny would call back, however I have not received this call. 📞 Consumer protection have advised that this situation warrants an official complaint. ✖Followed up Saturday, was advised that a further email has been sent to 'Jenny' requesting she called me and that I should get a call back within 4 hours. This customer service agents name was Nimrod. After a lengthy time on the phone to him he tried to transfer me to FF team so I could update the email address on my daughters FF but the call was disconnected at his end while I was waiting on hold. ✖Sunday night and no return phone call from Qantas. ✖Sunday - Qantas official complaint lodged reference 21767620 and complaint put online on Facebook page. ✖received a phone call from QANTAS on +44 7863 740806 Sunday night 11:52pm that woke myself, my partner and our toddler, advised them of the time and they advised they would call back in the morning. ✖ Monday morning I called them back, and there was no update on the complaint. I had to book the fares and now seeking a refund for the $85 over charge. I spent over 1 hour on the phone on this occasion. This is the second time this year that this has happened to my family with residential capped fares not being able to be booked over the phone in a timely manner resulting in additional fees. In this case the price difference is $85. I should not be

	penalised due to a system error on Qantas end that stopped this flight being booked on Thursday. There seems to be a culture problem in the call centre. I am yet to see if I will be refunded the $85 difference as the operator continued to advise that ‘pricing is subject to change’.