

PRODUCTIVITY COMMISSION INQUIRY-DETERMINANTS REGIONAL AIRFARES

PERSONAL SUBMISSION

NAME : Mary Karniewicz

1. I have lived in Exmouth WA for 38 years, from 1988 to present.

During this period I have been employed at the Learmonth Airport and in the Exmouth offices for Ansett Airlines, Skywest Airlines, Exmouth Aviation, and at the Light Aircraft Strip for Bristow Helicopters. My positions included customer liaison, making flight and travel bookings, check-in, load control and all aspects of assisting passengers on the ground at the airport and at the Travel office.

I have also been employed as Travel Agent, making bookings for Emergency Leave for the US Navy in Australia through HEH Naval Station Exmouth.

Other positions in Exmouth, local Tourism, Hospitality, administration at Exmouth Hospital and Financial Hardship Counsellor for Centacare.

My last position before retirement I was employed as Financial Hardship Counsellor. I assisted and advocated for some people who could not afford to travel Exmouth to Perth return, to ensure they received the medical attention they needed. Some patients cannot afford to pay for airfares and high accommodation costs if they were not assisted with PATS to Perth.

2. I feel that Qantas has degraded the flight experience for passengers in and out of Learmonth Airport.

Exmouth Residents and visitors are continually anxious as it has happened often that Qantas flights are cancelled, schedule changes, lateness and prices that are unaffordable.

Exorbitant airfares are not assisting the economy of Exmouth WA. Visitors may not be utilising many of the tourism bookings and purchasing in Exmouth after paying such high flight prices.

3. Government assisted Resident Airfares are too high and should not be more than \$200 one-way, or \$400 return Exmouth to Perth. With the option to purchase one way airfare with the Resident Airfare. Qantas is ripping off the Australian Government with these high airfares that are subsidised by the taxpayers.
4. During COVID Qantas was assisted with financial help from the Government and taxpayers. After helping QANTAS during this crisis they are now price gouging the Exmouth community residents and visitors with high airfares and unrealistic prices.

Recently a post on Facebook showing a screenshot of [Perth to Exmouth on 3 April 2026 flying Qantas for \\$2903 one-way](#)

That is the type of ripoff Qantas prices for people flying into and out of Exmouth / Learmonth. Seriously there is something very bad here and needs to be fixed with Qantas applying unrealistic and less than affordable airfare prices.

Yours sincerely

MARY KARNIEWICZ