

**Published name**

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**Short comment**

Improved competition to bring down domestic fares, monitoring of airline activities especially in relation to cancelations and slot booking. wider promotion of airline industry careers to ensure qualified trades are not in drastic decline.

It is crucial that a review of the aviation industry is undertaken especially after the Qantas debacle which clearly demonstrates the abusive power airlines have on the flying public. I appreciate that profit is the end goal however it seems these companies have taken the end goal to extremes and at the expense of those that can least afford it.

#### Regional locations flights.

I reside in a Qld regional location and until recently with the inclusion of a new airline residents were at the mercy of 2 competing airlines Qantas & Virgin. The fares extorted by these 2 companies to travel to Brisbane Airport is horrific let alone the need to fly to interstate locations. It beggars' belief as how they are able to provide reduced fares "week sale" yet appear to make a profit.

The introduction of Bonza has assisted in alleviating the cost burden of travelling interstate \$190 return with Bonza to Victoria \$600-\$ 800 Qantas /Virgin, however I do hope this is sustainable as it is a vital service. But still the matter of accessing a direct flight to Brisbane remains costly. With that being said Bonza will now be servicing Gladstone to Gold Coast for less than \$100 one way, sadly it is only for 2 select days in a week, hopefully this will change in the future. Qantas and Virgin you will be lucky to see change from \$200 on a sale.

I believe more competition is required to ensure the main players do not continue to hold their flying public at their mercy. Bonza for now is proving this.

"The international bilateral system" would also assist in mitigating excessive fees not only for internationally travel but regionally.

#### Airline sleight of hand.

A body / authority is needed to review airline operations with regards to the regular cancelations of flights, is there a legitimate issue/fault preventing the flight? I appreciate there are unexpected aircraft failures however I understand there are also cases where the aircraft is cancelled as the profitability of the flight is in question or as has recently been broadcast within the media a major airline booking timeslots with no intension of utilising the time slot allotted to prevent a competitor utilising the slot.

#### Passenger control

I look forward to further improvements / application of biometric screening to pass through customs more efficiently in Australia. With Dubai having utilised it for some time and Singapore adopting it, there is definitely a call for Australia to adopt the process. I appreciate those that may be concerned for their privacy, but with the information being controlled by custom's I believe it would be secure enough. Furthermore, the genie is out of the bottle with regards to the information needed, with so many people already have willingly provided their details on social media and other web related sites.

#### Airport load

Airlines are now seeing a return in demand; although do feel it will be a matter of time before the demand outstrips available time slots at major airports. Beginning a review into

alternate locations for international flights is an important step in ensuring competition does not become stagnant, boosting the country's economy and allowing for faster processing. The cost associated with developing new airports is quite substantial however as with many other projects across Australia, Government and private investment should see this possible, however the concern would be at what cost to the user.

#### Employment within aviation industry

Employment security, remuneration and promotion of careers in the aviation sector are issues to be reviewed. The outsourcing of labour is a common practice undertaken by a wide variety of industries seeking to cut labour costs, however industries where public safety and large volumes of public traffic are a daily concern then how these demands are met should be reviewed with a fair outcome for employer and employee.

I have noted advertising for different professions, but have never seen promotional work for the aviation industry, this should be one avenue to pursue, through schools, media so on.

The various Governments have previously promoted courses where there is a perceived shortage in particular industries, given the crisis being experienced in Australia/world-wide it would be prudent to do the same for aviation. Possibly investigate incentives to take up a particular aviation career.

I hope there are industry changes for the betterment of air travel, all clients, economy and industry and action taken sooner rather than later.