



NORFOLK AIR - MEDIA RELEASE

New Airline Contact Centre set to open in Norfolk Island

Norfolk Island Minister for Finance Hon Neville Christian and Norfolk Air Chief Executive Ewan Wilson hosted drinks for industry partners on Tuesday 11 December to mark the imminent transfer of the Norfolk Air call centre to the Island. Mr Wilson announced that call centre staff had been recruited and were undergoing training. He expected that the Norfolk Air Contact Centre would open for business in Burnt Pine on 17 December. Mr Wilson introduced the following new staff to those present:

Contact Centre Supervisor:	Leanne Schmitz
Reservations Supervisor:	Joyce Judd
Reservations Agent:	Bekky Meers
Reservations Agent:	Brent Adams

Norfolk Air has also engaged new airport supervisors to provide customer service at Australian airports. Nicky Jones will be Airport Supervisor for Sydney and Newcastle and Kim Seagrave will fill a similar role in Brisbane. Mr Wilson said that Norfolk Air had made these appointments to enhance information and support services for passengers, particularly at checking counters.

Minister Christian spoke to the gathering, outlining the vision and achievements of Norfolk Air:

“Norfolk Air has come a long way in the two and a half years we have been operating. The Airline was born out of necessity when no commercial carrier was prepared to fill the void created by the demise of Norfolk Jet.

I am the third Minister to have responsibility for the airline since its creation and I pay a special tribute to the previous Ministers, Geoff Gardner, Vicky Jack and David Buffett, who were ably assisted by an airline working group consisting of Steve Mathews, Peter Maywald, Ron Nobbs, Tim Sheridan, Steve McInnes and myself with assistance from Vince Reeves.

It is with immense pride that I, on behalf of the Norfolk Island Legislative Assembly and the airline administrative team consisting of Ewan Wilson and Becky Nobbs, welcome you here this afternoon to meet our new Norfolk Air personnel and inspect the Contact Centre facilities.

In the early days almost every aspect of operating the airline was outsourced. Today, under the expert guidance of Ewan Wilson, we are relocating to Norfolk Island all aspects of running the airline which can be successfully conducted from Norfolk Island.

In short, we have taken responsibility for our destiny, and I must say the future of the airline is looking rosy. It is our policy to leverage every economic benefit available to Norfolk Island as a result of Norfolk Island being the airline’s operating hub. I will now offer some specific information.

- Norfolk Air expects sales in the 2008 year to exceed \$20 million. We expect to deliver 32,000 visitors into Norfolk Island from our Australian gateways.
- We will pay in excess of \$2.5 million in airport landing fees.
- Passengers that we transport will contribute \$950,000 in departure fees.
- We will pay on-island agents \$400,000 in commissions and when we combine Cabin Crew, Engineer and Pilot accommodation, Airline Management, Contact Centre operations and flight catering, a further \$1.6 million will be injected into the local economy.

Once again, considering that two and a half years ago we did not exist, the results to date have been nothing short of spectacular”.

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