

Local Fare Scheme Overview

Cape York, Gulf of Carpentaria & Torres Strait | effective 1 July 2019

What is it?

The Local Fare Scheme (**Scheme**) is a scheme under which Translink, part of the Department of Transport and Main Roads (**TMR**) is funding participating airline operators to provide discounted airfares to 'Eligible Residents' (see below) in the Cape York, Gulf of Carpentaria and Torres Strait regions, with the discount being up to \$400 off for a return fare*.

The Scheme originally commenced on 1 July 2015 but has been extended until 30 June 2021 (but please refer to applicable timeframes, as described under 'What is an Eligible Booking?').

The objective of the Scheme is to improve the standard of living in remote parts of Far North Queensland by reducing the cost of air travel to and from selected airports for Eligible Residents. Through financial assistance, the Scheme is intended to assist Eligible Residents to move around more frequently, enabling social and recreational benefits that in turn help boost the local economy.

To be eligible for the discounted airfares under the Scheme, Eligible Residents must apply for and be issued with a Letter of Eligibility through their relevant local council or other authority. The section of this document titled '*Which areas and airports are included and which local council or authority do I need to see to get a Letter of Eligibility issued?*' lists the local councils or authorities and relevant Local Areas for the Scheme.

Airfares booked under the Scheme must be booked through a local ticketing agent.

The Scheme is administered by TMR. TMR can change any aspect of the Scheme at any time including but not limited to the discount amount, community scope, duration of the Scheme or eligibility requirements.

**\$400 is the maximum discount available. In some cases, the actual discount may be less than \$400. Booking Conditions apply (see below).*

Who is an Eligible Resident?

An Eligible Resident for the Scheme is a person who can demonstrate they currently live in, and have lived in for at least the last 3 years, a local fare scheme region listed in the section of this document titled '*Which Local Areas and airports are included and which local council or authority do I need to see to get a Letter of Eligibility issued?*'.

Eligible Residents will need to be able to prove their eligibility and the relevant council or authority can provide more information about how to do this.

Booking Conditions:

- Bookings must be made in person, through a local ticketing agent, by, or on behalf of, an Eligible Resident to whom a Letter of Eligibility has been issued (and which remains valid at the time of booking), for travel by that Eligible Resident.
- The booking must be an 'Eligible Booking' (see below).
- The discount is up to a maximum of \$400 for a return fare*.
- The minimum out-of-pocket payable by the Eligible Resident, after the discount is applied, must be at least \$99 (including GST), plus booking fees, for each direction of travel and therefore a minimum of \$198 including GST, plus booking fees for the return fare. This must be paid by or on behalf of the Eligible Resident at the time of booking.

*\$400 is the maximum discount available. In some cases, the actual discount may be less than \$400.

What is an Eligible Booking?

An Eligible Booking is one that satisfies all of the following requirements:

- Return travel: It must be a return booking for travel commencing from a 'Scheme Airport', being one of the airports included in the list under 'Which areas and airports are included and which local council or authority do I need to see to get a Letter of Eligibility issued?'.
Which areas and airports are included and which local council or authority do I need to see to get a Letter of Eligibility issued?'
- First leg of travel: The first leg of the travel must originate from the Scheme Airport shown on the Letter of Eligibility issued to the Eligible Resident for whom the travel is booked – that is, the airport that is in the Local Area of the council or authority that issued the Letter of Eligibility.
- Scheduled air services: For Cape York and Torres Strait eligible residents the booking must be for a scheduled air service to another Scheme Airport or **to** Cairns airport. For Gulf of Carpentaria eligible residents, the booking must be for a scheduled air service to another Scheme Airport or **to** Cairns or Mt Isa airport. Bookings for charter services are not eligible for the discount.*
- Time limits: Bookings can be made at any time, for travel that will be completed by 30 June 2021.
- Entry level and sale fares excluded: The discount applies to a range of fare types at the airlines discretion, but is not available in relation to entry level airfares or tactical sale fares.
- Fare rules: Fare rules are in accordance with the fare type booked, set by airlines.
- Personal travel: The booking must be for personal air travel only, not for business or government purposes.

*More information about this is set out under 'Are flights from to or from Cairns included in the Scheme?'

Objectives of the Scheme:

- Make air travel more affordable for Eligible Residents.
- Be simple to understand and easy to use.
- Is easy to administer for:
 - ticketing agents
 - local councils and authorities
 - participating airlines
 - TMR
- Clearly outlines the roles and responsibilities of respective parties.
- Has appropriate checks and balances.
- Increase patronage in the Cape York, Gulf of Carpentaria and Torres Strait regions of Queensland.
- Enable TMR to learn more about community needs through ongoing evaluation.
- Identify and measure social and economic indicators to evaluate the impact of affordable air travel.

Which Local Areas and airports are included and which local council or authority do I need to see to get a Letter of Eligibility issued?

Cape York region:

Local Area	Local council or authority	Airport
Kowanyama shire	Kowanyama Aboriginal Shire Council	Kowanyama
Pormpuraaw shire	Pormpuraaw Aboriginal Shire Council	Pormpuraaw
Aurukun shire	Aurukun Shire Council	Aurukun
Mapoon shire	Mapoon Aboriginal Shire Council	Weipa
Napranum shire	Napranum Aboriginal Shire Council	
Weipa town	Weipa Town Authority	
Northern Peninsula Area region	Northern Peninsula Area Regional Council	Bamaga
Lockhart River shire	Lockhart River Aboriginal Shire Council	Lockhart River
Cook shire	Cook Shire Council	Coen

Gulf of Carpentaria region:

Local Area	Local council or authority	Airport
Doomadgee shire	Doomadgee Aboriginal Shire Council	Doomadgee
Mornington shire	Mornington Shire Council	Mornington Island

Torres Strait region:

Local Area	Local council or authority	Airport
Horn Island	Torres Shire Council	Horn Island
Kubin Village	Torres Strait Island Regional Council	Kubin Village
Mabuiag Island		Mabuiag Island
Badu Island		Badu Island
Talbot (Boigu) Island		Talbot (Boigu) Island
Saibai Island		Saibai Island
Yam (Iama) Island		Yam (Iama) Island
Sue (Warraber) Island		Sue (Warraber) Island
Coconut (Poruma) Island		Coconut (Poruma) Island
Yorke (Masig) Island		Yorke (Masig) Island
Darnley (Erub) Island		Darnley (Erub) Island
Murray (Mer) Island		Murray (Mer) Island

Are flights to or from Cairns included in the Scheme?

For Cape York and Torres Strait residents, bookings for flights to Cairns are eligible for the discount, provided a return trip is booked.

For Doomadgee and Mornington Island residents, bookings for flights to Cairns and Mt Isa are eligible for the discount, provided a return trip is booked.

However, bookings for flights starting in Cairns are not eligible for the discount. Only flights starting from one of the Scheme Airports as set out under '*Which Local Areas and airports are included and which local council or authority do I need to see to get a Letter of Eligibility issued?*' are eligible for the discount under the Scheme.

Why are some airports excluded?

Some airports have been excluded as the discount already available on existing passenger transport services, including where communities are serviced by long distance coach services, is believed sufficient for the community's needs.

How does the Scheme work?

For residents

Step 1 – Apply for Eligibility

- Residents of Local Areas should go to their relevant council or authority (as set out under ‘*Which Local Areas and airports are included and which local council or authority do I need to see to get a Letter of Eligibility issued?*’) and apply for a Letter of Eligibility using the application form available from the council or authority.
- Residents must complete the application form, answering basic questions, such as those that identify the applicant as well as with some questions about travel history to assist with the evaluation of the Scheme.
- Residents will need to demonstrate they currently live in, and have lived in for at least the last 3 years, a Local Fare Scheme region in accordance with the council’s or relevant authority’s requirements.
- If approved, the council or authority will issue the Eligible Resident with a Letter of Eligibility.

Step 2 – Purchase ticket

- Tickets must be purchased in person through a ticketing agent – refer to the ‘Booking Conditions’ set out earlier in this document.
- To access the discounted fares under the Scheme, an Eligible Resident or person making a booking for an Eligible Resident must:
 - present the Eligible Resident’s Letter of Eligibility to the ticketing agent
 - present photo identification of the Eligible Resident
 - make an Eligible Booking
 - advise the ticketing agent of the Eligible Resident’s reason for travel (for the purpose of Scheme evaluation).

Step 3 – Travel

- Turn up for the flight.
- Present photo identification*.

**The Scheme ID from the relevant Letter of Eligibility is linked to the booking and associated with photo identification, therefore the Letter of Eligibility is not required at time of travel.*

For participating airlines

- Under the Scheme, once a valid Letter of Eligibility is presented to the ticketing agent, the ticketing agent can offer the discounted airfare for travel by the Eligible Resident to whom the Letter of Eligibility has been issued.
- The ticketing agent charges the discounted fare.
- TMR reimburses the airline for the amount of the discount.

For local councils or authorities

- Councils or authorities receive applications for Letters of Eligibility and assess whether applicants are Eligible Residents.
- If an application is approved, an Eligible Resident is issued with a 'Letter of Eligibility', which includes:
 - name
 - date of birth
 - address
 - effective date
 - expiry date
 - a unique Scheme ID number
 - the Scheme Airport relevant to the Eligible Resident
 - signature of council or authority delegate.
- Councils or authorities are required to keep records of approved Eligible Residents and report to TMR about things like applications and Letters of Eligibility issued on a monthly basis.

How do I prove eligibility?

Local councils or authorities issuing Letters of Eligibility will require you to complete an application form and provide documentation proving that you have lived locally, that is, in a Local Fare Scheme region for that council or authority, for a minimum of three years. Your local council or authority can provide more information about ways to demonstrate this local residency requirement.

For residents that hold a current Letter of Eligibility from a previous residential community, you will also be required to request eligibility transfer. To enable you to do so, you should complete a "letter of eligibility transfer checklist". Your local council or authority can provide more information about ways to complete this requirement.

For residents that currently reside, and have resided in more than one Cape York, Gulf of Carpentaria, or Torres Strait Local Fare Scheme eligible community, over three continuous years, with no previous Letter of Eligibility, you will also be required to request eligibility exception. To enable you to do so, you will be required to complete a 'letter of eligibility exception' checklist. Your local council or authority can provide more information about ways to complete this requirement.

Can I book tickets for family members using the Scheme?

Yes, you can book tickets for family members who are Eligible Residents. You just need a copy of their Letter of Eligibility and photo identification for that person. Family members you book travel for will be required to provide identification when travelling and this must reconcile with the booking that was made and be under the same name as the Letter of Eligibility.

What if I lose my Letter of Eligibility?

Contact your local council or authority office.

How do I book and pay for my airfare?

You must buy your ticket in person through a local ticketing agent. Payment can be made by any method accepted by the ticketing agent.

I live in one of the outer Torres Strait Islands, if I want to travel to Cairns I'm required to connect to my second next plane at Horn Island. Does that mean I get two discounts each way, totalling \$800?

No. A person based out of one of the outer islands travelling to Cairns is entitled to a discount of up to \$400 for the full return trip. The discount does not reset when flying through a connecting airport.

How often can I use the Scheme?

You can use the Scheme for personal travel, in accordance with the conditions of the Scheme, a maximum of 12 times during each financial year.

TMR may review this policy throughout the life of the Scheme. Please check TMR's website ([Local Fare Scheme](#)) for any changes.

When can I start booking travel?

Travel can be booked by, or on behalf of, Eligible Residents, at any time, as long as the person for whom travel is being booked has a valid Letter of Eligibility.

How far in advance can I book my travel?

Subject to availability, airline requirements or limitations and the travel timeframes specified under '*What is an Eligible Booking?*', travel can be booked at any time.

How long does the Scheme run for?

The Scheme commenced on 1 July 2015, initially on a 12 month trial basis. The Scheme has been extended until to 30 June 2021.

The Scheme may be extended, cancelled or a different scheme introduced after 30 June 2021. TMR also has the right to end the Scheme early or to make changes to any aspect of the scheme.

What happens if I miss my flight or need to change my flight?

Your options will depend on the type of fare you booked. Contact your ticketing agent.

Will I be penalised if I miss a flight?

If you miss more than 2 flights during a 12 month period, you may not be able to receive any further discounts under the Scheme. The State Government must spend public money effectively and responsibly, so it needs to make sure subsidies are not paid for flights which are not used.

How can I provide feedback?

You can provide feedback at any time by calling 13 QGOV or emailing aviation@translink.com.au

Council or authority contact information:

Cape York:

Aurukun Shire Council	(07) 4060 6800
Cook Shire Council	(07) 4069 5444
Kowanyama Aboriginal Shire Council	(07) 4083 7100
Lockhart River Aboriginal Shire Council	(07) 4060 7144
Mapoon Aboriginal Shire Council	(07) 4082 5211
Northern Peninsular Area Regional Council	
NPARC Bamaga	(07) 4090 4100
NPARC Seisia	(07) 4048 6700
NPARC New Mapoon	(07) 4048 6600
NPARC Umagico	(07) 4048 6900
NPARC Injinoo	(07) 4048 6800
Napranum Aboriginal Shire Council	(07) 4090 5600
Pormpuraaw Aboriginal Shire Council	(07) 4060 4600
Weipa Town Authority	(07) 4030 9400

Gulf of Carpentaria:

Doomadgee Aboriginal Shire Council	(07) 4745 8351
Mornington Shire Council	(07) 4745 7800

Torres Strait:

Torres Shire Council	(07) 4069 1336
Torres Strait Island Regional Council	(07) 4034 5700