



COVID-19 RELIEF AND RECOVERY FUND

INTERNATIONAL AIRFREIGHT SUPPORT FOR AGRICULTURE, FISHERIES & HORTICULTURE INDUSTRIES

The Australian Government’s \$1 billion COVID-19 Relief and Recovery Fund supports the communities, regions and industries that are most significantly affected by the economic impacts of coronavirus. A key component of the Fund is the International Freight Assistance Mechanism, a scheme designed to assist Australian agricultural and fisheries producers to export their premium produce to priority markets.

In addition to the International Freight Assistance Mechanism, the Australian Government is coordinating with industry to assist unblocking current supply challenges. Exporters have an increasing range of options available to them. The International Freight Assistance Mechanism is **one** option. The range of options are described below.

IMPORTANT NOTE: Market conditions are changing rapidly. This information is current as at 22 April.
For updates please visit [Austrade’s website](#)

Key facts

	Government Assistance	Airfreight Eligible	Contact
International Freight Assistance Mechanism (IFAM)	Yes	High-value perishable agricultural produce, as prioritised by IFAM	<ol style="list-style-type: none"> You must submit an online Expression of Interest haveyoursay.agriculture.gov.au/international-freight-assistance and If found to be eligible for upcoming IFAM flights, you will be notified by IFAM. You should then contact your freight forwarder or one of the 6 contracted freight forwarders (see Appendix A)
Qantas & Virgin International Repatriation (Repat) Flights	Yes	Any freight, as prioritised by the airlines	Your freight forwarder (<i>IFAM is referring exporters to these flights</i>)
International Commercial Other	No	Any freight, as prioritised by the airlines	Your freight forwarder

Government Directed / Assisted Destinations

To	From	Airline	Type
Abu Dhabi	Melbourne	Etihad	IFAM
Auckland	Brisbane	Qantas	Repat
Doha	Melbourne, Perth	Qatar	IFAM
Dubai	Melbourne	Emirates	IFAM
Guangzhou	Sydney	FedEx	IFAM
Hong Kong	Brisbane, Melbourne, Sydney	Qantas, Virgin Australia, Cathay Pacific, Emirates	Repat, IFAM
London (Heathrow)	Melbourne (via Perth)	Qantas	Repat
Los Angeles	Brisbane	Virgin Australia, Qantas	Repat
Shanghai	Sydney	Qantas	IFAM
Singapore	Sydney	Singapore Airlines	IFAM
Tokyo	Sydney	Japan Airlines	IFAM



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About the International Freight Assistance Mechanism

What is the International Freight Assistance Mechanism? Under the International Freight Assistance Mechanism (IFAM), planes will depart from key Australian ports and deliver high-value Australian produce to priority export markets. Where appropriate, return flights will carry medical supplies, medicines and equipment to support our response to COVID-19. Visit Austrade’s [IFAM page](#) for more information.

Who is overseeing the IFAM initiative? The Australian Government has appointed Mr Michael Byrne as the International Freight Co-ordinator General. Mr Byrne has significant international logistics experience as Managing Director of Australia’s two largest logistics companies Toll Holdings and Linfox, plus as a former non-executive director of Australia Post. Mr Byrne is working with Austrade to oversee the mechanism’s establishment and operations.

How IFAM will work

What exports can I send on IFAM flights? IFAM have prioritised high-value agricultural and fisheries products, in particular perishable products where exporters have important and established customers. Eligible products include:

- › seafood (including lobsters)
- › premium red meat (including beef, lamb and pork)
- › dairy (such as fresh milk and yoghurt)
- › horticulture (such as premium fruits and packaged salad or vegetables).

Given the cost of airfreight, low-value products are not eligible.

How frequently will IFAM flights leave? IFAM is not limited by a flight schedule. Flight schedules by departure point and arrival point will be determined by demand and market access.
As soon as planes are full of valuable exports, they will take off.

Which airlines and freight forwarders are contracted to deliver IFAM? Following a stringent procurement process, the following companies were contracted to deliver the IFAM: Cathay Pacific Airways, Emirates, Etihad Airways, Federal Express Corporation, Japan Airlines, Singapore Airlines, Qantas Airways, Qatar Airways, Virgin Australia Airlines, CT Freight, Schenker Australia, Kuehne & Nagel, Air Menzies International (Aust), Toll Group and DHL Global Forwarding.
For full contact details see **Appendix A**.

Do I have to pay anything towards the IFAM flights? Yes. The IFAM is not intended to offset fully the increase in freight costs to pre-COVID-19 levels. However, by meeting a portion of the airfreight costs, the Government is helping ensure Australian exporters can reset and recover quickly when the COVID-19 crisis begins to abate.
You will need to make a financial contribution towards the cost of your freight. This cost may be more than pre-COVID airfreight rates.
IFAM is not a retrospective mechanism. Commitments are negotiated and agreed before cargo uplift.



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Who gets paid and how much?

You will negotiate a rate with the freight forwarder which will take into account the government assistance.

Can I still use my own freight forwarder?

Yes.
If an exporter has submitted an EOI and found to be eligible for upcoming IFAM flights, they will be notified.

Exporters can:

- > **use their own freight forwarder**, however to access the IFAM flights, that freight forwarder must contact one of the contracted freight forwarders – see **Appendix A**.
- > **contact the six freight forwarders** contracted to deliver IFAM **directly** - see **Appendix A**.

Can I use the IFAM to move goods within Australia?

You cannot use the International Freight Assistance Mechanism to move freight exclusively within Australia. The IFAM was created specifically to help Australian exporters get their high-value produce to international markets.

To move freight within Australia, a number of domestic services are operational including:

Qantas / Jetstar www.qantasfreight.com.au or email freightsalesupport@qantas.com.au

Virgin travel.virginaustralia.com/au/minimal-network-schedule (click the Domestic Tab) or email cargo@virginaustralia.com

Australia Post / StarTrack mark.davies@startrack.com.au

Toll Quentin.Masson@tollgroup.com

Eligible industries are encouraged to co-operate and assemble full regional airfreight packages for consideration, from a domestic regional location connecting to an international destination. Grant assistance is in place to operationalise these flights. Please discuss with your freight forwarder. Proposed packages for consideration should be sent to airfreight@austrade.gov.au

How do I use IFAM if I live in a non-metropolitan location?

Full flights can leave from other locations. Eligible industries are encouraged to co-operate and assemble full regional airfreight packages for consideration, from a domestic regional location connecting to an international destination.

Grant assistance is in place to operationalise these flights. Please discuss with your freight forwarder. Proposed packages for consideration should be sent to airfreight@austrade.gov.au



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For how long will the IFAM operate? The IFAM is an interim and emergency measure to assist exporters while there is market disruption and airfreight capacity is severely diminished.

IFAM is intended to operate until commercial markets improve and if there is clear demand, value and need, IFAM may be extended.

How to get your produce on IFAM flights

What happens after I submit an EOI? We will send you an email confirming that we have received your EOI.

If found to be eligible for upcoming IFAM flights, you will be notified by IFAM. You should then contact your freight forwarder *or* one of the 6 contracted freight forwarders (see **Appendix A**).

If you are not found eligible for IFAM flights, you should continue to work with your freight forwarder to access alternative freight opportunities. Many more are becoming available.

Who do I contact for further information? For information on exporting agricultural goods through the IFAM, please email Austrade at: airfreight@austrade.gov.au.

For further information, visit austrade.gov.au/ifam



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Appendix A – Air Freight Services and Freight Forwarders Contracted to Deliver IFAM

Exporters **must** submit an EOI to be eligible to access IFAM flights. Where exporters are found eligible, they will be notified and may choose to use their own freight forwarder or a freight forwarder listed below.

If an Exporter chooses their own freight forwarder for IFAM flights, they should then contact one of the the six freight forwarders contracted to deliver IFAM directly.

Freight Forwarders

Air Menzies International (Aust) sonya.ashcroft@airmenzies.com
mike.pattinson@airmenzies.com

CT Freight wade.bollard@ctfreight.com

DHL Global Forwarding Bernie.cooney@dhl.com

Kuehne & Nagel Exports: wes.mcdiarmid@kuehne-nagel.com
Imports: roman.degen@kuehne-nagel.com

Schenker Australia Johan.Sandahl@dbschenker.com

Toll Group quentin.masson@tollgroup.com

Air Freight Service Providers

Cathay Pacific Airways michael_chynoweth@cathaypacific.com

Emirates Melbourne: sharon.doyle@emirates.com or skycargomel@emirates.com
Sydney: jeremiah.wong@emirates.com or skycargosyd@emirates.com
Australia Other: greg.johnson@emirates.com

Etihad Airways ashadid@etihad.ae

Federal Express Corporation sean.mgee@fedex.com

Japan Airlines harakawa.s99x@jal.com or takaramoto.jp3p@jal.com

Singapore Airlines Nicholas_Kok@singaporeair.com.sg

Qantas Airways freightsalessupport@qantas.com.au

Qatar Airways Sydney: qatarcargo.syd@worldwidegsa.com
Melbourne: qatarcargo.mel@worldwidegsa.com
Perth: qatarcargo.per@worldwidegsa.com
Adelaide: qatarcargo.adl@worldwidegsa.com
Brisbane: qatarcargo.bne@worldwidegsa.com

Virgin Australia Airlines gary.taylor@virginaustralia.com or syd.cargosales@fly.virgin.com