Official Mission to India

Sunday, 5 August 2018 to Thursday, 9 August 2018

Delegation:

Hon Paul Papalia CSC MLA - Minister for Tourism; Racing and Gaming; Small Business; Defence Issues; Citizenship and Multicultural Interests
Mr Tim Fraser - Chief of Staff to Minister Papalia
Mr Andrew McEvoy - Senior Industry Advisor, Tourism Western Australia
Mr Kevin Brown - CEO, Perth Airport
Ms Stephanie Juszkiewicz - Aviation Business Development Manager (ABDM), Perth Airport

Purpose of Visit –

The primary purpose of the mission was to engage in discussion with Indian aviation stakeholders to promote direct flights between India and Perth and promote Western Australia as a tourism destination for a growing population of international Indian travellers. Western Australia is seeking to secure a direct flight with a major Indian airline as part of its two-year tourism action plan.

Sunday, 5 August 2018 – Perth to Delhi, India
Depart Perth and arrive Delhi.

Monday, 6 August 2018 - Delhi

Breakfast with Australian High Commissioner – Harinder Sidhu.

The high Commissioner provided an overview of Australia’s current relationship with India and raised current issues and trends. In terms of WA, the need for direct flights between India and Perth was discussed along with the aviation industry in India in general.

Attendees:

Minister Paul Papalia
Tim Fraser – Chief of Staff to Minister Papalia
Andrew McEvoy – Senior Tourism Adviser, Tourism Western Australia
Kevin Brown – CEO, Perth Airport
Stephanie Juszkiewicz – ABDM, Perth Airport
Nishant Kashikar - Country Manager, India & Gulf Tourism Australia
Peter Baldwin - Commissioner – JTSI
Bhanu Rahoni - Director, Trade & Investment - JTSI
Meeting with Air India Ltd – Mr Pradeep Sing Kharola, Chairman & Managing Director

Mr Kharola provided an overview and update of Air India’s activities in relation to network planning and new international route development.

The Minister spoke of the need for direct flights between India and Perth and discussed Western Australia cementing its position as the Western Gateway into Australia and providing an economic hub, which is well placed to be the entry point for airlines and other businesses into Australia.

Perth is the 4th largest market for India after Adelaide and will require a change of perceptions to increase numbers. The main issue is commercial viability and incentives are essential. Transit visas for Australia to New Zealand are an issue for the airline and all airlines transiting to New Zealand.

TWA and Perth Airport have met regularly with Air India at the bi-annual Aviation Route Development Forums discussing the opportunity for direct Delhi-Perth services and Mr Kharola was very positive towards the concept of a Perth flight sooner rather than later.

Attendees:

Ms Seema Srivastava – Air India Ltd – Exec Director, Strategy and Planning
Ms Divya Mohan – Air India Ltd – Route and Network Planning
Ms Alka Arora – Air India Ltd - Route and Network Planning
Mr Sanjay Jain – Air India Ltd - Route and Network Planning
Minister Paul Papalia
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Meeting with Centre for Asia Pacific Aviation (CAPA) – Mr Kapil Kaul, CEO

Mr Kaul provided an overview and update of activities in relation to the Indian Aviation market pointing out that India can’t be understood by the data alone.

CAPA India is currently working with Perth Airport and Tourism WA on building the business case for India – Perth non-stop flights (paid consultancy) and as an in-market presence has been useful in providing introductions to airlines.

Mr Kaul is positive towards Perth’s opportunity.

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Post India Trip Report to Parliament - Page 2 of 8
MakeMyTrip is a travel booking/search site for Indian travellers and Mr Rawat provided an overview and update on activities in relation to the online booking trends in India. Currently Tourism WA has no dedicated tourism marketing investment in India so discussions were held as to how Tourism WA could work with MakemyTrip to facilitate such an opportunity.

Attendees:
Mr Suchit Bansal - MakeMyTrip
Paul Papalia - Chief of Staff to Minister Papalia
Tim Fraser - Senior Tourism Adviser, Tourism Western Australia
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Discussions were held with Minister Sinha regarding the potential for Air India (Owned by the Indian Government) to fly direct to Perth and agreement was reached to present an offer to the airline for consideration as soon as possible. Minister Sinha suggested that Western Australia needs to run a tourism promotion campaign as Indians know about the Gold Coast as a destination but little else. The Indian consuming middle class has 50 million Indians flying domestically and 5 – 10 million flying outbound.

Air India is definitely looking to expand into new routes and Delhi airport has capacity so therefore need to encourage direct flights using Delhi or Bangalore. Incentive packages will be the key.

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CII is a non-government, not for profit, industry-led and industry-managed organisation with a large membership drawn from the private as well as the public sector and is the most visible business association in India.
Australia is recognised as a strong priority and we need to further our engagement. An international aviation conference is being held in Delhi in December and there could be a destination focus on Western Australia.

During the meeting it was suggested that the CII could lend their support to the business case of direct flights to Perth and it was suggested that a one page summary of the business case for Perth be sent to the CII so that it could be shared with their members.

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**Meeting with IndiGo Airline – Mr Greg Taylor Senior Adviser, Interglobe Aviation Ltd and Mr Michael Swiatek, Chief Planning Officer**

IndiGo is a low cost Indian airline with its main base in Delhi, predominately a domestic carrier but looking at expanding into longer haul flights in the future.

Minister Papalia discussed the opportunities available in Western Australia for direct flights between India and Perth with Perth being the Western Gateway to Australia.

Mr Taylor advised at the conclusion of the meeting that he would consider the opportunity more seriously because of the information provided in the meeting. Business cases would also be prepared by TeamWA to support a direct flight by IndiGo

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**Tuesday, 7 August 2018 – Delhi**

**Breakfast meeting with Vistara Airline (TATA SIA Airlines Ltd) – with Mr Sanjiv Kapoor, Chief Strategy & Commercial Office and Mr Dipyan Ghosh, Head of Network Planning**

Mr Kapoor provided an overview and update on activities in relation to India’s international network expansion. Vistara are a joint venture between Singapore Airlines (49% ownership) and the TATA Group operating a full service domestic airline based in Delhi.
Vistara is seeking to commence international operations and has six long-haul Boeing 787-900s ordered for approximately 2020-21, which provides an opportunity for direct flights to Perth as part of their route development.

During the meeting Mr Kapoor explained that Perth was what they called a white city – underserved but notable cities - and therefore more effort is needed to market Perth to India.

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Meeting with Delhi International Airport Ltd – Mr Videh Kumar Jaipuriar, CEO

Mr Jaipuriar provided an overview and update of activities in relation to Indian infrastructure, scheduling and new route development. Delhi has the largest passenger market in India and is the largest cargo handling port in India.

Delhi airport has every Star Alliance carrier using the airport and their advocacy in support of direct flights between India and Perth would be useful in influencing airline development with Indian Carriers.

Attendees:
Mr Douglas Webster - COO – Delhi International Airport Ltd
Minister Paul Papalia
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Tuesday, 7 August 2018 – Mumbai

Inauguration of the International Education Hub at the Maharashtra University of Health Sciences, Nashik – Shayadri Government House – Krishanaraj Society

Minister Papalia was guest of honour at the Memorandum of Understanding Exchange Ceremony for the inauguration of the International Education Hub at the University.

Along with Shri Devendra Fadnavis, Chief Minister of the Government of Maharashtra, Minister Papalia presented a speech to the assembled politicians and academics at the event.
Wednesday, 8 August 2018

Breakfast Roundtable with WA and Australian Business Leaders/Advocates in Mumbai

This was an informal gathering so that the Minister could meet a number of people who have business or personal connections with WA and intended to help develop an understanding of the business relationships that can drive high yielding passenger traffic.

Attendees gave a short overview of their business history between Australia and India and then informal discussion took place afterwards.

Attendees:

- Manjula Ganawardena – Head of Risk, NAB India & Acting Head of Operational Risk Asia – NAB Limited & also Co-Chair of the Australia New Zealand Business Association in India – ANZBAAI
- Sarah Anjuli – Actress from Perth working in Bollywood
- Aakshaye Seth – Australian University Alumni, Business man here on ANZBAI committee – wife is from Perth
- Ameet Nivsarkar – Vice President & Head of Tata Consulting Services (TCS) Corporate Affairs – TCS has business interests in WA
- Matthew Turnbull & Brendan Augustin – Woodside Energy Limited – actively marketing LNG to India
- Satish Raut – GoWA office manager
- Ratul Ghosh – GoWA Business Development Officer – Trade and Investment

Meeting with the Mumbai Consul General – Mr Tony Huber

Mr Huber provided an overview and update of activities on trade and business between India and WA. Mumbai has a middle class totalling 25 million and they are the people now undertaking overseas travel. There is a great history for Perth/WA in India with regard to diamonds due to Argyle diamonds being sent to India for polishing. The Consul General gave his support for the Western Australian Government’s objective of securing direct flights between India and Perth.

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Meeting with the Maharashtra Tourism Minister – Minister Jaykumar Rawal

Minister Rawal provided an overview and update on activities in relation to the development of inbound tourism in India. It was suggested that we could work together on joint tourism promotions between Mumbai and Perth. Minister Rawal was supportive of direct flights between India and Perth.
Meeting with Mumbai International Airport Pvt. Ltd – Mr Rajeev Jain, CEO

The Mumbai Airport aviation development team has met and is working with Tourism WA and Perth Airport on how best to achieve direct flights between Perth and Mumbai.

Mr Jain was also able to update the Minister on activities relating to international route development. Mumbai is Perth Airport’s target destination and is also the primary hub for Jet Airways, a key target airline for direct flights.

Mr Jain and his team are supportive of direct flights between Mumbai and Perth.

Austrade Lunch Meeting – Mr John Madew, Senior Trade and Investment Commissioner

This was a general introduction meeting for Mr Madew to update the Minister on business and trade in the Mumbai region.

Meeting with Jet Airways (India) Limited – Mr Marnix Fruitema, Executive VP – Commercial and Mr Gaurang Shetty, Whole Time Director

Jet Airways is a full service international and domestic airline with its main hub at Mumbai International Airport and Indira Gandhi International Airport Delhi. Jet has the second largest
fleet in India after Air India, and therefore is capable of servicing a direct Mumbai-Perth or Delhi-Perth route.

The meeting with Mr Fruitema and Mr Shetty was an opportunity to establish further contacts with the Airline. Tourism WA and Perth Airport have met regularly with Jet Airways and discussed the opportunity for direct India-Perth flights. A business case will be prepared by TeamWA and presented to Jet Airways at the earliest opportunity.

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**Dinner Hosting Tourism Event – Oberoi Hotel, Mumbai**

The purpose of the dinner was to meet with Key Distribution Partners to discuss market trends and opportunities associated with the establishing of Western Australia as a holiday destination in India.

Tourism WA is active in the Indian market with Tourism Australia through the Aussie Specialist Program and niche media opportunities and has now drafted a market entry plan for 2018-19, which focuses on setting the strategy, leveraging partnerships, developing direct aviation access from India to Perth and increasing destination awareness.

Attendees:

Thomas Cook
Beacon Holidays
Veena World
SOTC (Formerly Kuoni Travel India)
Mercury Travels
Cox and Kings
Fairfest Media Ltd

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**Wednesday, 8 August 2018**

*Depart Mumbai arrive Perth.*