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Newsroom

# Significant improvements in Jetstar’s reliability follow investments in its people, aircraft and check-in changes

Jetstar has demonstrated its performance has turned the corner with the low-cost carrier again improving its reliability and continuing its low rate of cancellations.

Of the more than 6600 Jetstar flights operated to more than 20 domestic destinations in February, 76.1 per cent arrived on time and 2.6 per cent were cancelled according to the latest Federal Government figures released today. This follows a strong performance in January.

Jetstar’s results compare to an on-time arrival rate of 71.5 per cent and a cancellation rate of 2.8 per cent for its main domestic competitor in February.

For the past two months, Jetstar’s own figures also show more than 84 per cent of flights have arrived within 30 minutes of schedule and 94 per cent within the hour.

Qantas, which includes Qantas and QantasLink, also had another strong performance in February. Both Qantas and Jetstar are on track to deliver more strong results in March.

Jetstar’s performance reflects a major turnaround with the low-cost carrier having been better than its nearest rival for four months in a row for on time arrivals and lowest cancellations.

The significant improvements in Jetstar’s reliability follow major investments across the airline including 11 new Airbus A321neo LR aircraft, hiring more than 1000 new frontline team members including pilots and cabin crew, and bringing forward check-in and boarding times.

Despite Jetstar’s strong performance in February, some flights were impacted by factors outside of its control including severe storms along the east coast.

**Jetstar’s Chief Operating Officer, Matt Franzi** has thanked Jetstar customers for their ongoing support of the airline as it worked to strengthen its operations.

“Our customers told us to do better, and we have delivered with significant improvements in reliability over recent months.

“There is always more work to do and we’re continuing to look for ways to make our operations even stronger, including having more aircraft on standby in case things don’t go to plan and another seven new A321neo LR aircraft arriving by the end of the year.

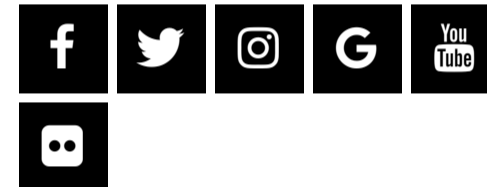
“Our fleet and domestic network are bigger than ever which makes the work of our teams across the country more complicated, and I want to thank them for all of their hard work to make each day smoother than the last.”

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08 Dec 2025 - [Jetstar to launch Australia’s only low-cost direct flights to Sri Lanka, with fares from just \\$315<sup>A</sup>](#)



**About Jetstar Group**

Jetstar first took to the skies in 2004 and has since flown more than 350 million customers across an extensive international and domestic network. The Jetstar Group is made up of Jetstar Airways (subsidiary of the Qantas Group) in Australia and New Zealand, Jetstar Asia in Singapore, and Jetstar Japan in Japan. A leading low-fares airline, Jetstar is committed to offering everyday low fares to enable more people to fly to more places, more often. As one of Asia Pacific’s fastest-growing airline brands, Jetstar was voted Best Low-Cost Airline in Asia Pacific in 2021 and was recognized for its excellent flight safety records and services when listed on the “2022 World’s Top 10 LCC” released by Airline Ratings.

