



People with Disability Australia

Postal Address: PO Box 666
Strawberry Hills NSW 2012

Street Address: Level 10, 1 Lawson Square
Redfern NSW 2016

Phone: 02 9370 3100

Toll Free: 1800 806 769

Fax: 02 9318 1372

TTY: 02 9318 2138

Toll Free TTY: 1800 422 016

Email: gccc@pwd.org.au

TIS: 13 14 50 **NRS:** 1800 555 677

NGO in Special Consultative Status with the
Economic and Social Council of the United Nations

Dear Sir/Madam

Qantas Carer Concession Card

Thank you for your recent enquiry about the Qantas Carer Concession Card (**Carer Concession Card**).

Passengers who require a Carer to travel on Qantas' domestic services within Australia, are eligible for a reduced fare for both themselves and their Carer, provided the passenger has a Carer Concession Card.

The Carer Concession Card is for people who require the full time assistance of a Carer whilst they are on an aircraft. Carers are nominated when flight bookings are made, so the card does not restrict you to a particular nominated carer. Carer Concession Cards are valid for a period of three years.

Qantas has appointed People with Disability Australia Ltd (**PWDA**) to administer the issuance of Carer Concession Cards.

For further eligibility details and the terms and conditions applicable to the use of the Carer Concession Card, please read the terms attached to the enclosed Application/Renewal Form (**Terms and Conditions**).

Concessional Fares

As at the date of this letter, the pricing structure for concessional fares accessible with the Carer Concession Card is outlined below:

Economy travel

For Qantas Carer Concession Cardholder:

10% discount on domestic Red e-Deal and Flex Economy Class fares

For Nominated Carers:

50% discount on domestic Red e-Deal and Flex Economy Class fares

Business Class Travel

For Qantas Carer Concession Cardholders:

50% discount on full cost domestic Business Class Fares (subject to availability)

For Nominated Carers:

50% discount on full cost domestic Business Class Fares (subject to availability)

Applications

To apply for the Carer Concession Card, you will need to:

- Read the Terms and Conditions;
- Complete the Application / Renewal Form enclosed; and
- Take your completed Application / Renewal Form and a recent passport size photograph to a nominated assessor (a health professional that sees the applicant on a regular basis) (**Assessing Officer**).

Once the Assessing Officer has signed your Application / Renewal Form, send the following to PWDA:

- the signed Application / Renewal Form;
- a small coloured passport sized photograph of the applicant; and
- the \$49.50 administration fee (includes GST).

Things to take into consideration when filling out the form

1. Applicant information – this is the person with the disability. The photo needs to be a photograph of the applicant NOT the Carer. The photo must be 2cm wide by 2.5cm high.
2. Support Requirements – Please specify the type of support the Carer will be required to provide whilst on an aircraft. Please note that a person is eligible if they need to have one on one support when seated on an aircraft for tasks such as assistance with meal/drinks, transferring to bathroom, communicating with the flight staff, orientation etc. A person is not eligible if they simply need assistance boarding the plane, or when they arrive at their destination.
3. Assessing Officer - the Carer Concession Card cannot be processed if this section is not filled out correctly. An Assessing Officer is a health professional who sees the applicant on a regular basis. Before returning the completed form, please ensure all details are legible and the Assessing Officers' phone number is clearly written in case we need to contact them.

Following the receipt of this information, your application will take approximately 14 days to be processed. We are unable to issue your Carer Concession Card prior to receiving the requirements listed above.

If you have any queries with regard to the Carer Concession Card scheme or your application please do not hesitate to contact PWDA on 1800 806 769.

Yours sincerely

Concession Card Administrator