

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).

To receive the Qantas discount, bookings must be made by calling Qantas on 13 13 13 (online bookings do not receive this discount).

Postal Address:

PO Box 666
Strawberry Hills NSW 2012

Street Address:

Level 8
418a Elizabeth Street
Surry Hills NSW 2010

Phone: 02 9370 3100

Fax: 02 9318 1372

Toll Free: 1800 422 015

Email: pwd@pwd.org.au

NRS: 1800 555 677

SMS Relay: 0423 677 767

TIS: 13 14 50

ACN: 621 720 143



Applications

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

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

Once the Assessing Officer (health professional) has signed your Application/Renewal Form, send:

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

Post to: **PWDA**, PO Box 666, Strawberry Hills NSW 2012 or Email to: gccc@pwd.org.au

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
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. Please ensure this section is **signed** by the Assessing Officer (health professional)
4. Declaration – please ensure this section is signed. If the Applicant is unable to sign, someone must sign on behalf of them.

Following the receipt, your application it will take approximately 3-4 weeks to be processed. We are unable to issue your Carer Concession Card prior to receiving the requirements listed above.

If you have any queries about the Carer Concession Card scheme or your application, please do not hesitate to contact PWDA on 1800 422 015 (toll free) or (02) 9370 3100.

Yours sincerely
Qantas Card Administrator