

# Qantas Carer Concession Card



## Renewal Form

(The applicant is the person with disability)

Carer Concession Card Number: \_\_\_\_\_

Full name (First name) (Last name)		Telephone (Home)
Street address		Telephone (Mobile)
Suburb	State	Postcode
Occupation	Email	Date of Birth
Nature of disability: (i.e.) physical, intellectual, acquired brain injury, psychosocial, etc.		

## Support Requirements

(i.e. Assistance with transfer, personal care, orientation, communication, etc.)

What are your support requirements (i.e. what services/support do you require from a carer whilst you are seated on the aircraft)?

## Confirmation of support requirements

(To be authorised by a medical health professional or in the case of a child, a teacher who sees the applicant on a regular basis)

I \_\_\_\_\_ of \_\_\_\_\_

have sighted the completed application form, the photo of the applicant, and have assessed the applicant and agree that he/she meets the Eligibility Details set out overleaf.

Contact phone number: \_\_\_\_\_

Email: \_\_\_\_\_

Signed by the Assessing Officer: \_\_\_\_\_

Date: \_\_\_\_\_

## Declaration

I declare that I have read the eligibility details and the terms and conditions (contained overleaf) and agree to abide by them.

I declare that I am unable to travel without assistance of a full time carer and that the information provided above is true and accurate.

I accept the terms and conditions of the Carer Concession Card and understand and agree to abide by them.

Signed by the applicant:

## Payment Details

A \$49.50 (including GST) administration fee is applicable for individuals applying for the Carer Concession Card.

Please enclose cheque payable to People with Disability Australia or fill in the credit card details below:

Credit Card Type (please tick):  Mastercard  Visa

Name on Credit Card: \_\_\_\_\_

Expiry Date: \_\_\_\_\_

Credit Card Number: \_\_\_\_\_

Signature: \_\_\_\_\_

Receipt required for taxation purposes (please tick):  Yes  No

# Eligibility Details and Terms and Conditions

## Eligibility

The applicant must be a person with significant support requirements (**Applicant**) who through a physical, sensory, intellectual, cognitive or psychosocial disability is unable to travel on an aircraft without the full time assistance of a carer.

To be eligible for the Qantas Carer Concession Card (the **Card**), the Applicant must require assistance beyond that which Qantas Airways Limited's (**Qantas**) staff can provide on the flight. Upon request, Qantas staff can provide assistance with transfers, mobility and orientation.

## Terms and Conditions

- The Card entitles the registered bearer of the Card (the **Cardholder**) and any nominated carer (**Carer**) to a percentage reduction off selected Australian domestic airfares (**Eligible Flights**). Qantas Carer Concession Fares are not available on International Flights (QF1-QF399).  
Details of the (**Discounts**) can be found on the People with Disability Australia (PWDA) website at [www.pwd.org.au](http://www.pwd.org.au). All discounts are subject to booking class availability. Discounts do not apply to fees and ticket taxes. Discounts are subject to change without notice. Discounts are not available on other concessional fares.
- Fare conditions apply. All Eligible Flights are subject to Qantas' Conditions of Carriage which are found at [qantas.com/carriage](http://qantas.com/carriage).
- The Cardholder must nominate a Carer to provide assistance to the Cardholder while travelling on an Eligible Flight. A Cardholder may select one Carer per Eligible Flight from a selection of Carers and different Carers may be used on different Eligible Flights. A Carer is not issued a Card.
- The Carer's name on a Qantas Carer Concession Fare may be changed once without the payment of a name change fee, however any subsequent name changes will incur a name change fee. The applicable fee can be viewed in the fare rules available at [qantas.com/fareguide](http://qantas.com/fareguide).
- Qantas airport staff and cabin crew will continue to provide assistance for the Cardholder within Qantas' policies and procedures. The Carer will provide all the additional support requirements and, if requested, must also assist Qantas staff with providing services to the Cardholder.
- The Cardholder and the nominated Carer must travel together in the same cabin on the relevant Eligible Flight.
- The Qantas flight booking for the Cardholder and their nominated Carer must be made at the same time and both bookings must be made using the Card in order to obtain the discount. The Card number must be quoted at the time of the booking. The discount is available only through Qantas. Bookings must be made directly with Qantas Direct Contact Centres on 13 13 13 and the Qantas booking fee is not payable for bookings made using the Card. A card payment fee will apply.
- The Card must be carried by the Cardholder at all times when travelling on Eligible Flights and must be produced on request.
- The Discounts are only applicable when Qantas is the operating carrier with a Qantas flight number.
- The Card is valid for three years from the date of issue and is non-endorseable, non-transferrable and non-refundable. The Card remains the property of PWDA and Qantas and must be returned on request.
- Misuse of the Card could result in forfeiting, without a refund, any tickets purchased using the Card and cancellation and removal of the Card. Persons found guilty of misuse of the Card will not be eligible to apply for another Card.
- PWDA reserves the right to refuse an application.
- Subject to applicable laws, Qantas:
  - reserves the right to amend the applicable Qantas Carer Concession Fares at any time without notice;
  - reserves the right at all times and on 60 days prior notice to make any changes (whether material or otherwise) to the Qantas Carer Concession Card Program (the Program) and to these terms and conditions;
  - may, at any time and on 60 days prior notice, terminate or suspend the Program; and
  - will not be liable for any loss, damage, expenses, or costs suffered by any Cardholder or Carer either directly or indirectly as a result of any act or omission in connection with the Program, including, without limitation, the non-availability of Qantas Carer Concession Fares, and any changes or the termination or suspension of the Program.Notice of any changes to the Program will be given on the PWDA website.
- A photo of the Applicant must accompany the application form. The application form must be authorised by a medical health professional or, in the case of a child, a teacher, who sees the applicant on a regular basis. Contact PWDA for assistance in determining an appropriate medical health professional.
- Information provided will only be used by PWDA for the purposes of administering the Program and by Qantas in accordance with the Collection Notice enclosed herein. Cardholders authorise PWDA to provide their information on their application form and other information to Qantas for the purposes of administering the Program and otherwise authorise Qantas as set out in the Collection Notice. On request, PWDA will provide cardholders with access to and the ability to correct their personal information held by PWDA. Details of financial transactions may be viewed by an appointed auditor as requested by law.
- Send the completed application and a passport size photo to PWDA PO BOX 666, Strawberry Hills, NSW, 2012, Australia.

## Qantas Privacy Collection Notice

Qantas collects information about you (including health information where necessary) to provide products and services to you, facilitate your participation in our and other organisations' loyalty programs, ensure the safety and security of all passengers when travelling with us, conduct marketing activities for our and third parties' products and services and conduct market research.

We may collect your personal information from people who make or update your travel booking or otherwise interact with us on your behalf, from our related bodies corporate and Jetstar branded entities, from our service providers and from immigration, customs, border security and other regulatory authorities. Some of the information we collect is required under the *Customs Act 1901* (Cth). If the information is not provided, we may not be able to provide the service requested.

For the reasons described above, we may disclose your personal information to:

- our related companies, other carriers and organisations which provide services to us (such as ground handling and other travel related services, call centre operation, market research and marketing services, and services associated with complaints or security incident investigation);
- your employer if you are travelling for work purposes on a ticket purchased by your employer\*; and
- others to comply with our legal obligations, including to various law enforcement agencies, regulatory authorities and governments for security, customs and immigration purposes.

These parties may be located overseas including in the United Kingdom, the United States, Germany and any country which you travel to or through with us or our partner airlines.

Our privacy policy is available at [www.qantas.com.au](http://www.qantas.com.au) and it contains more information about the above and also how you can seek access to, and correction of, your personal information. It also explains how you can complain about a breach of your privacy and how we will deal with your complaint. You can contact us by writing to Qantas Customer Care at 10 Bourke Road, Mascot, NSW, 2020.

\*The information disclosed to your employer may include your travel details and any information associated with your travel (such as incident reports).

---

## Office Information

Application number:

Card number:

Approved:

Date of issue: