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| **Qantas Carer Concession Card Program Updates** | |
| This document tells you about the Qantas Carer Concession Card and what is changing to the program. | |
| **A screenshot of a passport  Description automatically generated** | The **Qantas Carer Concession Card** is for people with disability who need a carer to travel with them on a plane.  We will call it the **QCCC.** |
| **A computer with a logo on the screen  Description automatically generated** | You can find more details on the PWDA website at <https://pwd.org.au/services/qantas-carer-concession-card> |
| **A white application form with black text  Description automatically generated** | The website has forms and information about the Qantas Carer Concession Card. |
|  | You can ask for support to read this document. This might be a  ⦁ Friend  ⦁ Family member  ⦁ Support person. |

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| **What is the Qantas Carer Concession Card** | |
| Qantas Logo and symbol, meaning, history, PNG, brand | Qantas runs the QCCC program. |
| A screenshot of a passport  Description automatically generated | If you have a QCCC card you can get a **discount** on some tickets.  A **discount** means some tickets are cheaper. |
|  | Your carer can also get a cheaper ticket when they book with you. |
|  | This discount is for Qantas and QantasLink flights. |

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| **What is changing to the QCCC** | |
| A calendar with a date and numbers  Description automatically generated | From 28 January 2025 there will be new QCCC discounts. |
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| A person pushing a person in a wheelchair  Description automatically generated | The new QCCC discount is **30%** off the base fare for **domestic** flights.  A **domestic** flight means the flight is only in Australia. |
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| A red sign with white text  Description automatically generated | This means if you fly in Australia you pay less than other people.  The discount does not apply to carrier charges, fees and taxes. |
| A close-up of a ticket  Description automatically generated | You can use the QCCC discount for domestic **Economy Red eDeal** and **Flex** tickets. |
| A white rectangular sign with black text  Description automatically generated | You can use it for domestic **Premium Economy Saver** and **Flex** tickets. |
|  | You can also use it for domestic **Business** **class** tickets. |
| A person pushing a person in a wheelchair  Description automatically generated | The new QCCC discount is 10% off the base fare for international flights excluding first class.  An international flight is when you travel from Australia to another country. |
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| A red circle with white text on it  Description automatically generated | This means if you fly to other countries you pay less than other people.  The discount does not apply to carrier charges, fees and taxes. |
| A white and red card with black text  Description automatically generated | You can use the QCCC discount for international tickets that are   * Economy Sale * Economy Saver * Flex. |
| A white and red rectangular sign with black text  Description automatically generated | You can use it for international tickets that are   * Premium Economy sale * Premium Economy Saver * Flex. |
| A white and red business card  Description automatically generated | You can also use it for internationaltickets that are   * Business Sale * Business Saver * Flex**.** |
| A close-up of a ticket  Description automatically generated | You cannot use it for **international First class** tickets. |

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| **How is this different to the current QCCC program** | |
|  | The current program does not give a discount on domestic sale tickets. |
| A close up of a card  Description automatically generated | The current program does not have any discounts on international flights. |
| A person in a wheelchair  Description automatically generated | The current program gives the QCCC cardholder a 10% discount on the base fare on selected domestic flights in economy class. |
| A person in red shirt and black jacket with a red sign  Description automatically generated | The current program gives the QCCC cardholder and carer a 50% discount but only on selected domestic flights in business class. |

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| **Answers to common questions about the QCCC changes** | |
| A screenshot of a passport  Description automatically generated | The new QCCC discount is for everyone with a Qantas Carer Concession Card.  This means both new and current card holders can use it. |
|  | The new QCCC discount will not change old bookings.  If you booked or changed your ticket on or before 27 January 2025 nothing will change. |
| A hand holding a stack of paper money  Description automatically generated | If you booked or changed your ticket on or before 28 January 2025 you cannot get a **refund** for the new discount.  **Refund** means you get your money back. |
| A calendar with a date and numbers  Description automatically generated | The new discount only works for bookings made on or after 28 January 2025. |
|  | Current QCCC cardholders can book with the current discount until 27 January 2025.  After this date they cannot use the old discount. |
| A screenshot of a passport  Description automatically generated | If you have a QCCC and you do not need it anymore because of the changes you can ask for a refund. |
| A close-up of different currency  Description automatically generated | The refund is for the **$49.50** you paid to get a QCCC. |
| A computer with a red x  Description automatically generated | You can not get the discount if you book online. |
| A person talking on a cell phone  Description automatically generated | You must still call the **Qantas Specific Needs Assistance Line** to book. |
| A phone with numbers on it  Description automatically generated | You can call them on 1800 177 474. |
|  | Qantas wants to have more support for people to travel on planes. |
| A person pushing a person in a wheelchair  Description automatically generated | When you book flights you will need to book them for you and your carer at the same time. |
| A person and person sitting in chairs  Description automatically generated | You and your carer must have seats next to each other on the flight. |
| A screenshot of a passport  Description automatically generated | When you book you must tell Qantas your QCCC number. |
| A hand holding a card  Description automatically generated | You must carry your QCCC with you on the plane. |
|  | You need to show your QCCC if someone asks to see it. |
| A red x mark with a bird and a bird  Description automatically generated | **Qantas Frequent Flyer Points** cannot be used to pay for a QCCC booking. |
| A black background with a map of the world  Description automatically generated | You can get a QCCC discount on a   * **1 way** international flight * **Return** international flight.   You can only get a discount on these flights if they leave from Australia. |

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| **Contact Us** | |
|  | You can ask People with Disability Australia about the QCCC changes. |
| A close-up of a phone  Description automatically generated | Call us on 1800 422 015. |
| A computer with a envelope on the screen  Description automatically generated | Email us on  [qccc@pwd.org.au](mailto:qccc@pwd.org.au). |
| A person talking to another person  Description automatically generated | We are here to support you. |
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