

# Qantas Carer Concession Card

## Application/Renewal Form



### 1. Applicant Details

(The applicant is the person living with disability)

**Carer Concession Card Number**  
(for renewals only):

**Email Address**

**Given Name(s)**

**Telephone (Home)**

**Surname**

**Telephone (Mobile)**

**Street Address**

**Describe the nature of your disability. (e.g. physical, intellectual, acquired brain injury, psychosocial (etc))**

**Suburb:**

**State:**

**Postcode:**

### 2. Support Requirements

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

**What are your support requirements? What services or support do you require from a carer while you are seated on the aircraft?**

### 3. Confirmation of Eligibility

(This only needs to be completed if you are a new applicant. Your eligibility 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.)

I  of

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

**Contact Phone Number**

**Email Address**

**Signed by the Assessing Officer**

**Date (dd/mm/yyyy)**

### 4. Declaration

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

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

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

**Signed by the Applicant or Carer:**

### 5. Payment Details

A \$49.50 (including GST) administration fee is applicable for individuals applying for the Carer Concession Card. Please fill in the credit card details below:

**Credit Card Type (Please Tick):**  MasterCard  Visa

**Name on Credit Card**

**Expiry Date: (MM/YY)**

**Credit Card Number**

**Signature**

## 6. 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 on eligible fares. Eligible fares are domestic (including regional) fares and selected international fares for Qantas and QantasLink operated flights. 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 availability. Discounts do not apply to carrier charges, fees and taxes. Fares are subject to change without notice. Discounts are not available on other concessional fares.
  - All eligible fares are subject to published fare rules and Qantas' Conditions of Carriage which are found at [qantas.com/carriage](http://qantas.com/carriage).
  - Eligible fares may be one way or return and can only be purchased for travel departing from Australia.
  - Qantas Points are not eligible to be used as full or partial payment for Qantas Carer Concession Fare bookings.
  - 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. For International bookings a name change can only be done prior to the commencement of travel. Flight sectors on partner airlines will incur a name change fee. The applicable fee can be viewed at [qantas.com/fare-types](http://qantas.com/fare-types).
  - 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 and be seated together in the same cabin on the same 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 by calling the Qantas Specific Needs Assistance Line on 1800 177 474. Online bookings do not receive this discount. The Qantas booking fee is not payable for bookings made using the Card. A fee may apply depending on the payment method used.
  - 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 for flights operated by Qantas and QantasLink and not with any other carrier (including Jetstar).
  - The Qantas Carer Concession Card is valid for three years from the date of issue and is non-endorsable, non-transferrable and non-refundable (subject to applicable law, including the Australian Consumer Law). Nothing in these terms excludes or restricts the application of the Australian Consumer Law. 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 30 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 30 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 material and detrimental changes to the Program in the reasonable view of Qantas will be given on the PWDA website and email.
- 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.

### Privacy Collection Notice

This collection notice is to inform you that as part of your concession card application, we will need to collect certain health information to assess your eligibility.

People with Disability Australia (PWDA) collects personal information to administer the QCCC on behalf of Qantas, to provide services, to collect certain health information to assess your eligibility for the purpose of administering the program, and to engage Qantas (upon request) to conduct usage and compliance audits. This information may be obtained directly from you or through interactions with PWDA's staff and partners. If you do not provide necessary information, it may limit the services PWDA can offer. For more details, see the PWDA Privacy Policy available on the PWDA website at <https://pwd.org.au/about-us/constitution-policies/> or contact PWDA directly at [pwd@pwd.org.au](mailto:pwd@pwd.org.au) or 1800 422 015.

## 7. Office Information

### Application Number

### Card Number

### Approved

### Date of Issue: (dd/mm/yyyy)