

Dear _____

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, regional and international services are eligible for a discounted 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. A carer is 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 within this information document and on the enclosed Application/Renewal Form ([Terms and Conditions](#)).

Discounts Available

As at the date of this letter, Qantas will provide Cardholders and their nominated carer with the Qantas Carer Concession Fare discounts on flights operated by Qantas and QantasLink outlined below:

Domestic Australia (including Regional) Travel

- **Applicable Cabin and Fare Types:** Economy (Red eDeal, Flex), Premium Economy* (Saver, Flex), Business (Business)
- **Cardholder Discount on the Base Fare[^]:** 30%
- **Carer Discount on the Base Fare[^]:** 30%

* Premium Economy on the Domestic network is available for travel on selected routes operated by a flight number QF1-299 (for example, QF33 between Sydney and Perth).

[^] The base fare is exclusive of carrier charges, fees and taxes



International Travel

- **Applicable Cabin and Fare Types:** Economy (Sale, Saver, Flex), Premium Economy (Sale, Saver, Flex), Business (Sale, Saver, Flex)
- **Cardholder Discount on the Base Fare[^]:** 10%
- **Carer Discount on the Base Fare[^]:** 10%

First Class Cabin and Fare types are not eligible for the cardholder and carer discount.

[^] The base fare is exclusive of carrier charges, fees and taxes.

Terms and conditions

Terms and Conditions apply - for full program terms and conditions please refer to the [Application/Renewal Form](#). Qantas Carer Concession discounts are available on domestic and selected international fares for Qantas and QantasLink operated flights and are subject to availability.

Please contact the [Qantas Specific Needs Assistance Line](#) (1800 177 474) to check availability of eligible fares. Online bookings do not receive this discount.

Tickets for cardholders and nominated carers must be booked together in the same booking, cabin and must be seated together and the card must be used when making the booking to obtain the discount.

Discount applies to the base fare only, excluding carrier charges, fees and taxes. Booking Fees do not apply but a payment method fee may apply depending on the payment method used. Fares are subject to published fare rules and Conditions of Carriage.

This card is a Qantas initiative and PWDA produces cards on behalf of Qantas only. PWDA cannot assist with flight bookings.

For any feedback regarding your flight booking experience, please submit it directly to Qantas via their [Customer Care Form](#).



Applications

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

- Read the Terms and Conditions
- Complete the Application/Renewal Form, ensuring to print clearly; and
- Take the 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 or in the case of a child, a teacher who sees the applicant on a regular basis) (**Assessing Officer**).

Once the Assessing Officer (health professional or teacher) has signed the Application/Renewal Form and verified the applicant photograph, please post or email:

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

Steps for filling out the Application / Renewal Form:

1. **Applicant information** – this is the person living with the disability. The photo needs to be a photograph (verified) 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. **Confirmation of eligibility by the Assessing Officer** – the Carer Concession Card cannot be processed if this section is not filled out correctly.

An **Assessing Officer** is a **health professional** (often a GP) **or in the case of a child a teacher** who sees the applicant on a regular basis. Before returning the completed form, please ensure all details are legible and the Assessing Officer's phone number/ email is clearly written in case we need to contact them. The **Assessing Officer** (health professional or teacher) **must sign** and date this section for the application to be valid.

4. **Declaration** – please ensure the declaration section is also signed. If the Applicant is unable to sign, someone must sign on behalf of them. Without the declaration signature, the application cannot be processed.



5. **Payment Details** – the Administrative Fee of \$49.50 to process the card must be paid via card (Visa or Mastercard), Amex is not accepted, we also accept Bank Transfer if credit card is not suitable. If required, please contact PWDA for details.
6. **Photo of Applicant** – the photo must be recent (within 3 months), colour and good quality as it will be used for identification purposes. A passport photo is ideal. If emailing, please ensure the image is in jpg or pdf format and resolution is approximately 500 KB or more. If it is easier, please post the completed application & passport photo to the PO Box 666 Strawberry Hills NSW 2012.

Following the receipt of the completed application, it will take approximately 2 weeks for the card to be processed. We are unable to issue the Carer Concession Card prior to receiving the requirements listed above with all sections and supporting requirements in full.

If you have any queries about the Qantas Carer Concession Card initiative or your application, please contact PWDA on 1800 422 015 (toll free) or email qccc@pwd.org.au, stating your query is about the Qantas Carer Concession Card.

Yours sincerely
Qantas Card Administrator

PWDA Contact Details

Postal Address:

PO Box 666
Strawberry Hills NSW
2012

Email:

qccc@pwd.org.au

Street Address:

Level 10
300 Elizabeth Street
Surry Hills NSW 2010

Phone:

1800 422 015 (toll free)

National Relay Service:

1800 555 677

SMS Relay: 0423 677 767

TIS: 13 14 50