

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 within this information document and on the enclosed Application Form/ 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:

#### **Discounts Available**

Qantas Carer Concession cardholders and their nominated carer will receive the following discounts on eligible domestic fares for flights operated by Qantas.

##### Economy Travel

10% discount for cardholders and 50% discount for nominated carers on the base fare of eligible Domestic Red e-Deal and Flex Economy Class fares (excluding fees and ticket taxes)\*

##### Business Class Travel

50% discount for cardholders and for nominated carers on the base fare of eligible Domestic Business Class Fares (excluding fees and ticket taxes)\*

**Terms and Conditions** \*Qantas Carer Concession Discounts are subject to availability of eligible fares, which exclude some fares that

#### **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](mailto:pwd@pwd.org.au)

**NRS:** 1800 555 677

**SMS Relay:** 0423 677 767

**TIS:** 13 14 50

**ACN:** 621 720 143



have already been discounted and some business class fares. Please [contact Qantas](#) (on 1800 177 474) to check availability of eligible fares. Tickets for cardholders and nominated carers must be booked together in the same booking, cabin and fare class and the card must be used when making the booking to obtain the discount.

Discount applies to the base fare only, excluding fees and ticket taxes. Discount for economy fares is applied as a 30% discount on the base fare (excluding fees and ticket taxes) on the total booking. Booking Fees do not apply but a [Card Payment Fee](#) will apply. Fare Conditions apply.

## Flight Bookings

To receive the Qantas discount, bookings must be made by [calling Qantas](#) on 1800 177 474 (online bookings do not receive this discount). Discounts are valid on Qantas domestic flights (not Jetstar or international flights). PWDA operates in an administrative capacity only producing cards on behalf of Qantas and is unable to assist with flight queries or bookings.

## Applications

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

- Read the Terms and Conditions
- Complete the Application Form/ Renewal Form enclosed, ensuring to print clearly; and
- Take the completed Application Form/ 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 the Application Form/ Renewal Form and verified the applicant photograph, post or email:

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

### Postal Address:

PWDA  
PO Box 666  
Strawberry Hills NSW 2012

OR

Email: [gccc@pwd.org.au](mailto:gccc@pwd.org.au)



## Steps for filling out the Application Form/ Renewal Form:

1. Applicant information – this is the person 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 support requirements 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) 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) **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 may be paid via card (Visa or Mastercard only, Amex not accepted), or by Cheque/Money order made out to People with Disability Australia Ltd. We also accept Bank Transfer if other methods are not suitable. If required, please contact us 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 our PO Box.

Following the receipt of the completed application, it will take approximately 3-4 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 (02) 9370 3100 stating your query is about the Qantas Card.

Yours sincerely  
Qantas Card Administrator